

Business Requirements Document: CURA Health Service Project

1. Introduction

This document outlines the business requirements for a CURA health service project, aiming to address patient pain points and improve operational efficiency.

2. Business Objectives

- Reduce patient waiting time: Improve appointment scheduling and patient flow to minimize wait times and enhance patient satisfaction.
- Increase doctor availability transparency: Provide accurate and up-to-date information about doctor schedules, empowering patients to plan their visits effectively.
- Streamline healthcare operations: Utilize technology and efficient workflow management tools to optimize scheduling, resource allocation, and communication.
- Enhance patient experience: Create a patient-centered environment through convenient access, clear communication, and improved service quality.

3. Functional Requirements

3.1 Patient Management:

- Online appointment scheduling: Secure and user-friendly platform for patients to book appointments online, view calendars, and manage their healthcare bookings.
- Mobile app integration: Mobile app providing appointment scheduling, wait time updates, doctor availability information, and patient education resources.
- Patient portal: Secure access to medical records, lab results, appointment history, and communication with healthcare providers.
- Automated appointment reminders: Reduce missed appointments with timely reminders via email, SMS, or phone calls.

3.2 Doctor Availability and Scheduling:

- Real-time schedule management: Dynamic system to update doctor schedules in real-time, reflecting cancellations, delays, and emergencies.
- Automated notification system: Alerts patients about schedule changes or unexpected delays in appointments.
- Flexible appointment types: Offer short consultations, telehealth options, and follow-up appointments via telehealth to improve efficiency.

3.3 Communication and Information Management:

- Clear communication channels: Provide multiple channels for patients to contact the health service (phone, email, secure messaging), with prompt response times.
- Accurate and up-to-date information: Display readily accessible information about doctor specialties, services offered, and facility contact details.
- Educational resources: Provide patients with easy-to-understand resources on health conditions, treatments, and medication information.

4. Non-Functional Requirements

- Security and compliance: Ensure data security and comply with all relevant healthcare regulations and data privacy laws.

- **Accessibility:** Design interfaces and functionalities to be accessible for users with disabilities.
- **System scalability and performance:** The system should be able to handle high traffic volumes and adapt to future growth.
- **User-friendliness and ease of use:** Both the provider and patient interfaces should be intuitive and easy to navigate.

5. Success Metrics

- **Average patient waiting time:** Monitor and track improvements in wait times across different providers and appointment types.
- **Patient satisfaction rating:** Conduct surveys and collect feedback to measure patient satisfaction with appointment scheduling, service quality, and information accessibility.
- **Appointment adherence rate:** Track the percentage of patients who attend their appointments, indicating the effectiveness of scheduling and communication systems.
- **Utilization of telehealth services:** Monitor the uptake of telehealth appointments and its impact on reducing in-person wait times.

6. Next Steps

- Prioritize business requirements based on impact and feasibility.
- Develop detailed user stories and technical specifications for each requirement.
- Conduct a cost-benefit analysis to evaluate the project's financial viability.
- Establish a clear implementation timeline and project management plan.

This document serves as a foundation for the CURA health service project, outlining the essential business requirements for achieving improved patient experience and operational efficiency. Regularly review and update these requirements as the project progresses to ensure alignment with evolving needs and objectives.

Note: This document is a general framework and may need to be adapted depending on the specific context and functionalities of the CURA health service project.