

# Telehealth

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Revision: A

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Previous Revisions:

1	<b>Content</b>	
2	Change Log	3
3	Purpose & Scope (of this document)	3
4	Users / actors	3
4.1	Customer of the website	3
4.2	Customer	3
5	Market Assessment	3
5.1	Market share	3
5.2	Target regions and countries	3
6	Competition	3
7	Product Overview	3
7.1	Description of product	3
7.2	Application environment	3
7.3	Use scenarios	3
7.3.1	USE-SC-001 Search for a hotel/ hostel	3
8	Compatibilities to other products	4
9	Requirements	4
9.1	Features	5
9.2	User interface	5
9.3	Marketing & Sales	6

## 2 Change Log

Revision	Description of changes
A	Initial version

## 3 Purpose & Scope (of this document)

The purpose of the Technical Specification Document (TSD) for the Telehealth app is to provide a comprehensive outline of the technical requirements, functionalities, and architecture of the app. It serves as a guide for the development team and stakeholders involved in building the app, ensuring a clear understanding of the project scope, objectives, and technical implementation details.

The scope includes defining the functional requirements, user interfaces, system architecture, data management, and security measures. It encompasses specifying the integration points with healthcare providers, laboratory systems, and pharmacy services. The TSD also outlines performance and scalability requirements, testing and quality assurance approaches, and deployment and maintenance considerations. By providing a comprehensive outline of technical requirements and implementation details, the TSD ensures a clear roadmap for the development team and stakeholders, facilitating the successful development and deployment of the Telehealth app.

## 4 References

PRD-001 "Telehealth" Rev. A

## 5 User Actors

### 5.1 Registered user



Registered User

#### Description

The registered user is registered in the system and can book consultations

Available services:

- can book consultations with doctors
- can order lab tests / self help kits
- browse their appointments and doctors letters along with medicines
- Pay by credit/ debit card . Vouchers and discount coupons are also available
- Additional payment methods such as Apple Pay & Paypal

NOT available:

- Chat with doctor will disappear after 3 weeks after consultation

## 5.2 Doctor



Doctor

### Description

Doctors are responsible for offering online consultation to the users.

Available services:

- offers online consultations to users
- provides patients with prescription and doctors letter

## 5.3 Phlebotomist



Phlebotomist

### Description

Draws blood from user and transports it back to the clinic

Available services:

- Acts as transportation personnel.
- Draws blood from users and transports it to clinic

## 5.4 Lab Technician



Lab Technician

### Description

Lab Technicians are responsible for performing various laboratory tests and procedures on patient samples such as blood, urine, tissue, or other body fluids. They are integrated with Telehealth and conduct tests, analyze results and document findings.

## 5.5 Pharmacist

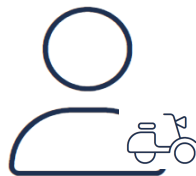


Pharmacist

### Description

Pharmacists are healthcare professionals that dispense required medications to the users. In addition to this, they also provide self-test kits to users and are integrated with Telehealth.

## 5.6 Delivery Agent



Delivery Agent

### Description

Delivery agents are responsible for delivering medicines and self-test kits to users timely and securely.

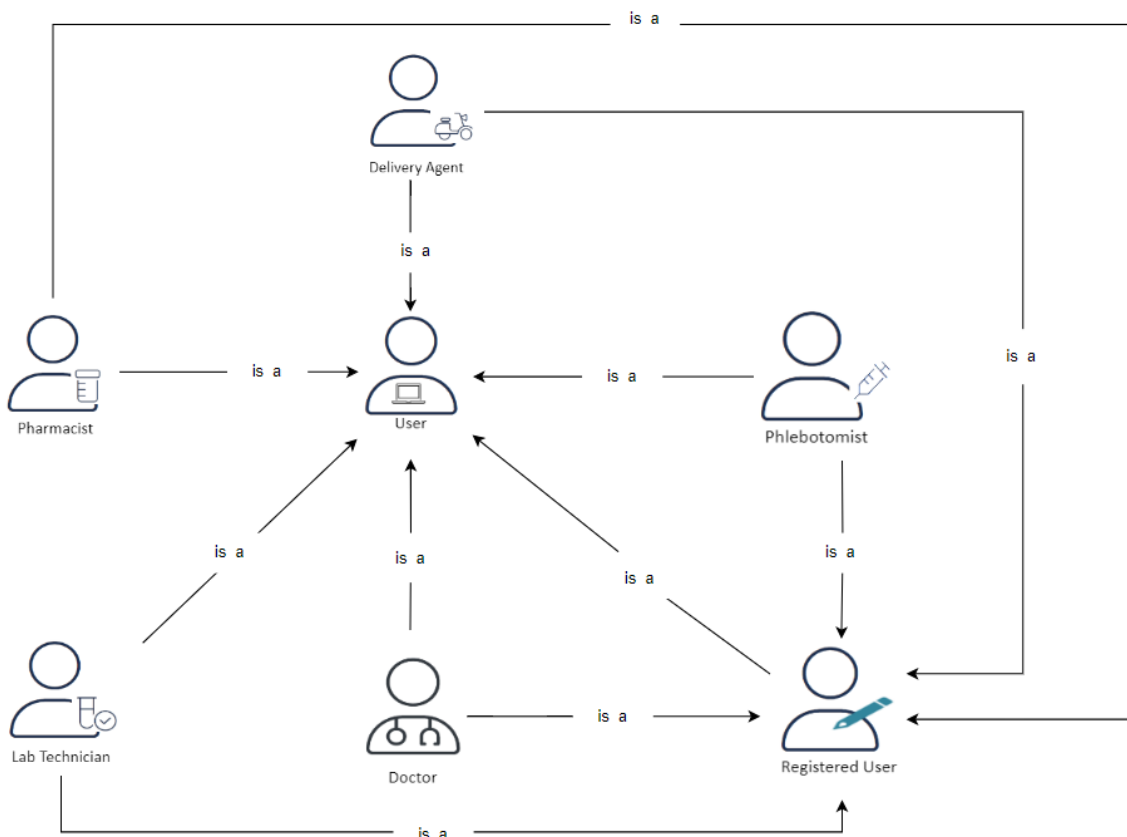
## 5.7 User



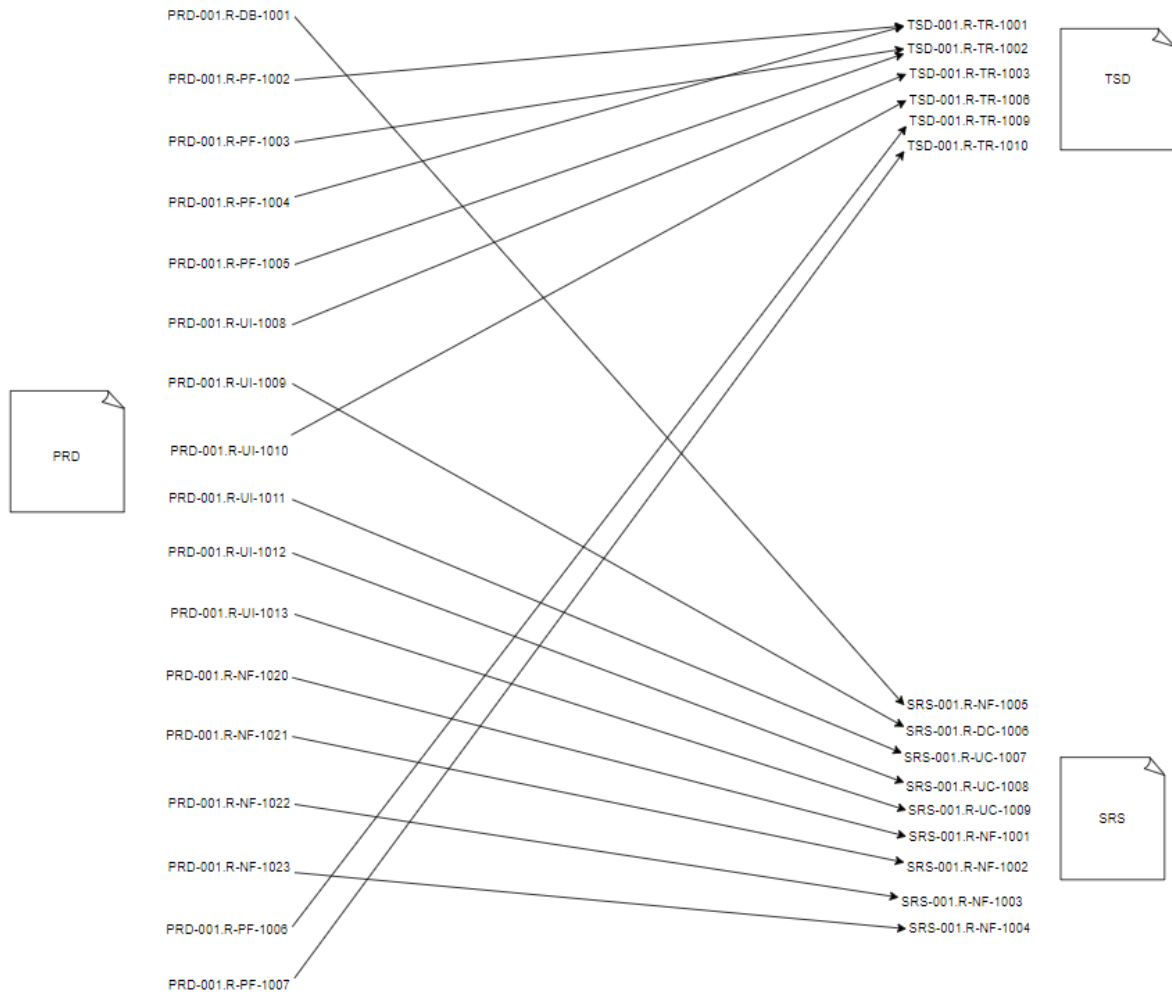
### Description

A user has access to the website. Registered users, doctors, and phlebotomists, lab technicians, delivery agents are all users. In this document the term “user” is embracing all three aforementioned actors. Thus if “user” is mentioned in a requirement, the requirement holds for doctor, phlebotomist, lab technicians, delivery agents and for registered users.

## 5.7 Actors model



## 6 System Overview and Supported Platforms



The app is compatible with various platforms, such as iOS, Android, and web browsers and ensures a consistent user experience across different devices.

## 7 Requirements

### R-TR-1001

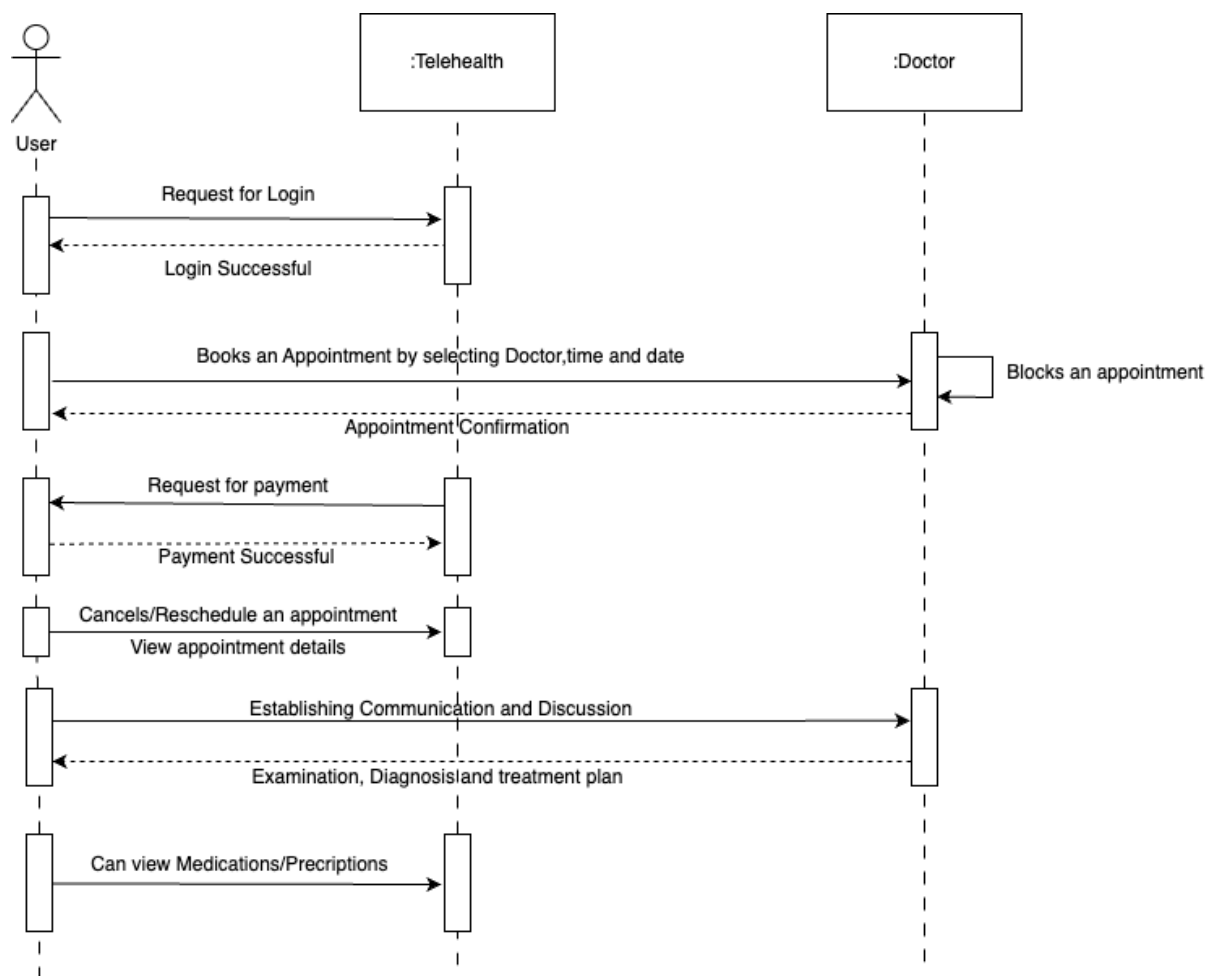
The app shall be tested on a variety of devices, including iPhone 12, iPhone SE, Android smartphones such as Samsung Galaxy S21, Google Pixel 6, tablets (eg. iPad Pro, Samsung Galaxy Tab), and different screen sizes (e.g., 5.5 inches, 6.7 inches). The app shall be compatible with the latest versions of iOS such as iOS 14, iOS 15 and Android 11 , Android 12 operating systems.

**R-TR-1002**

Telehealth shall be tested on different browser versions such as Chrome 80, Firefox 75, Safari 13, and Edge 84 to ensure consistent functionality and performance.

**R-TR-1003**

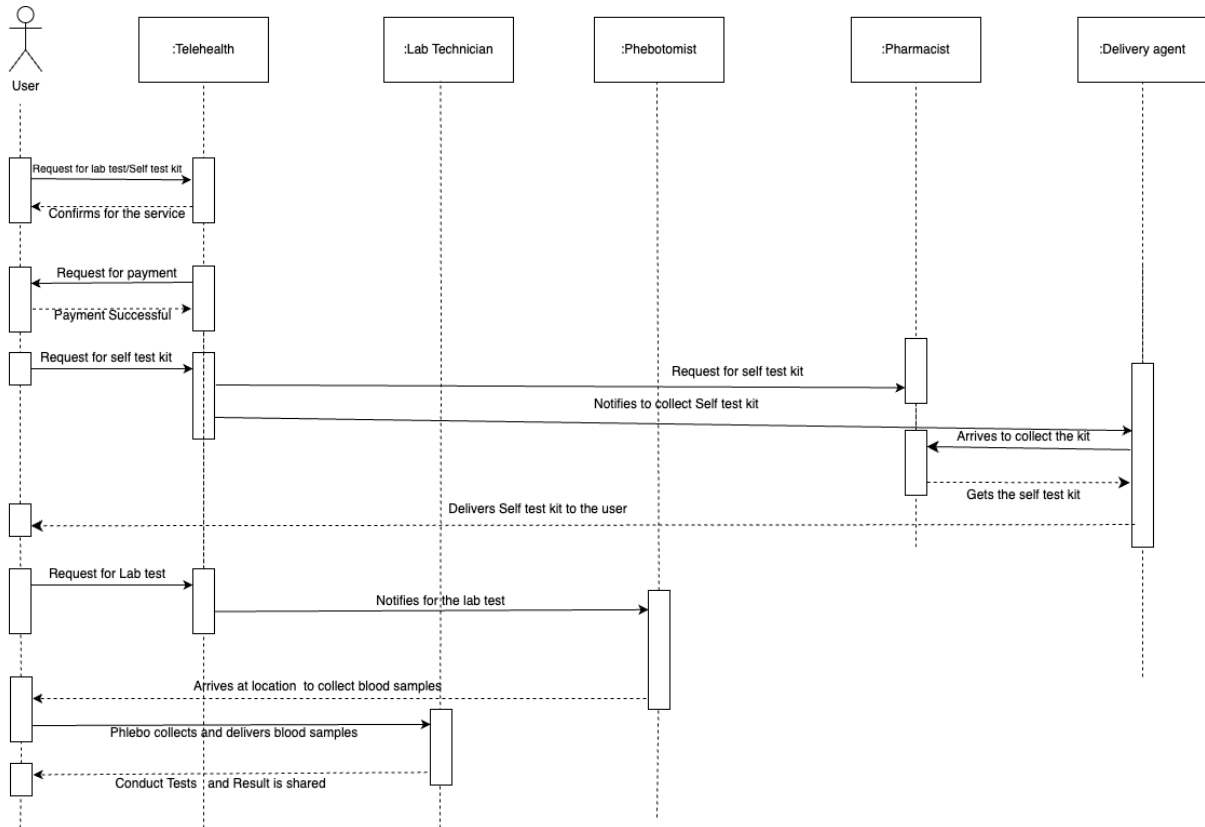
The UML Sequence diagram for booking online consultations with doctors has been given below.





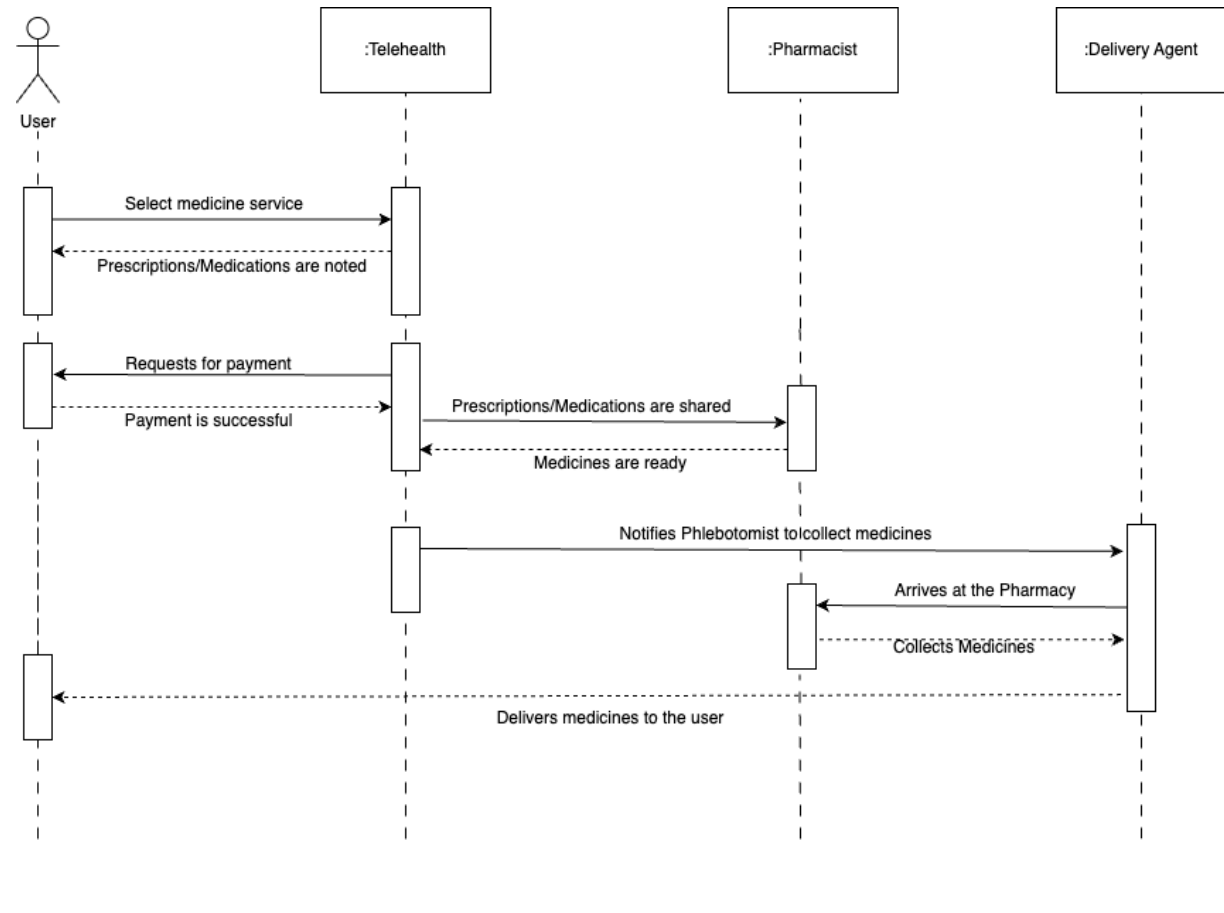
## R-TR-1004

The UML Sequence diagram for booking and delivery of lab tests has been given below.



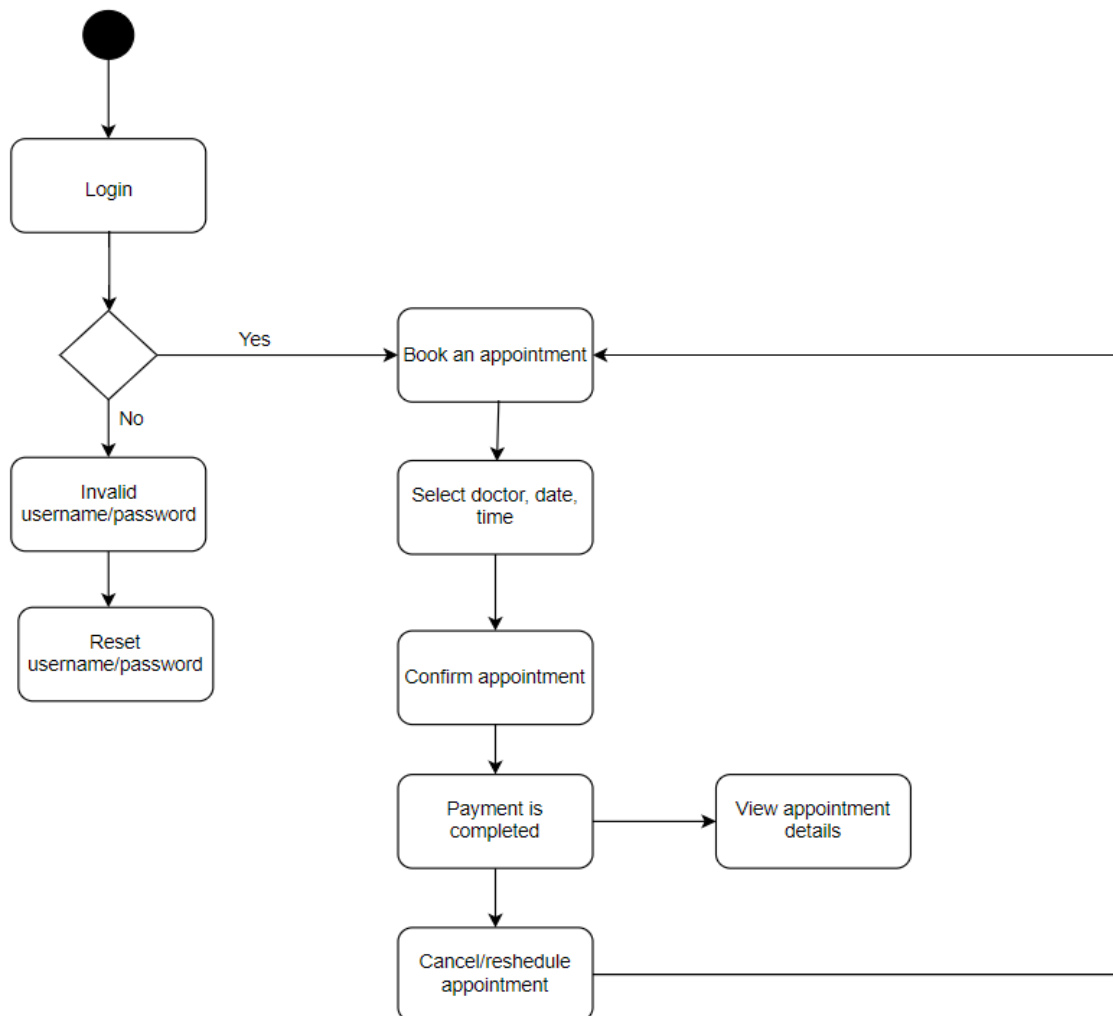
## R-TR-1005

The UML Sequence diagram for delivery of medicines has been given below.



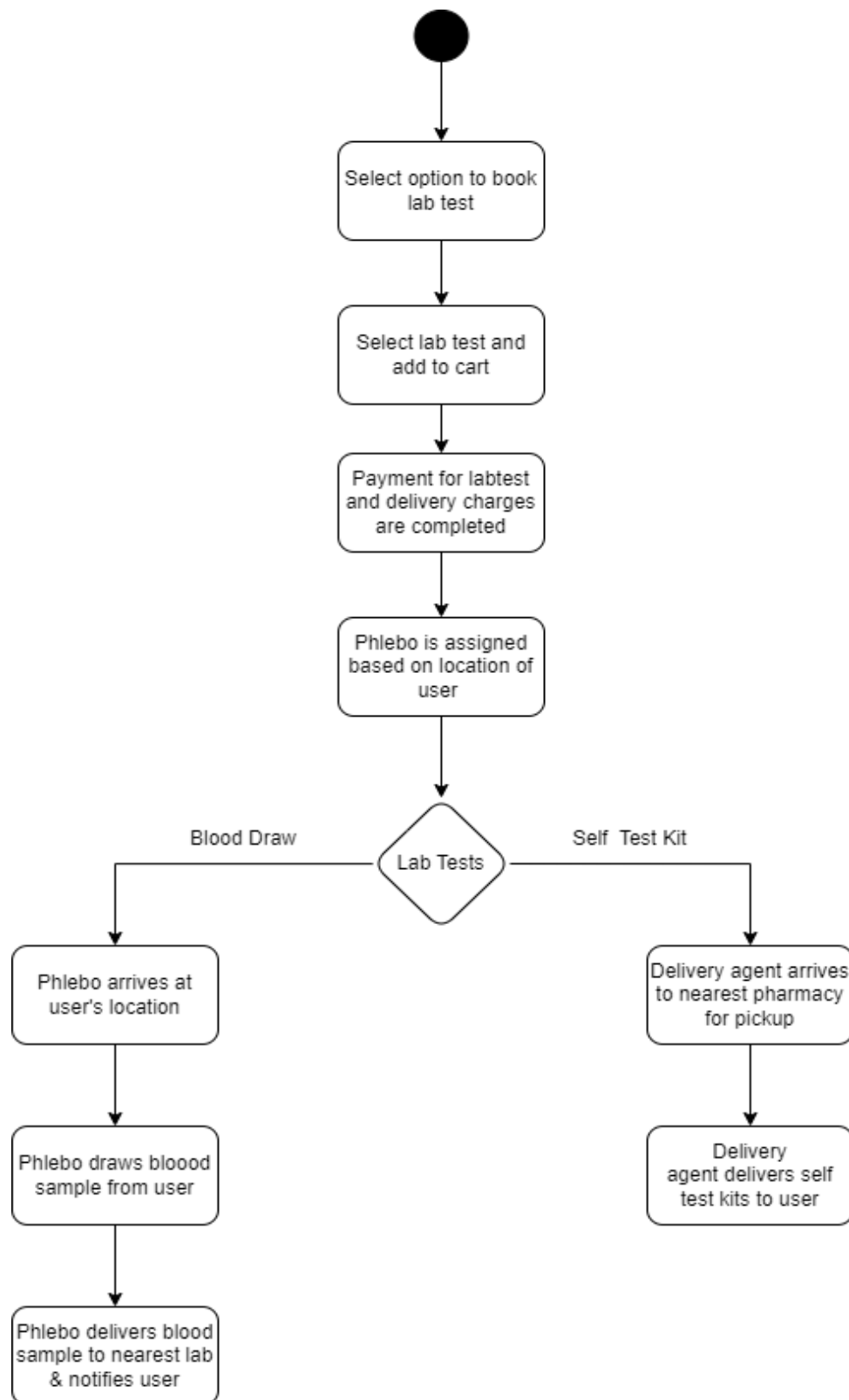
**R-TR-1006**

The activity diagram for booking online consultations with doctors has been given below.



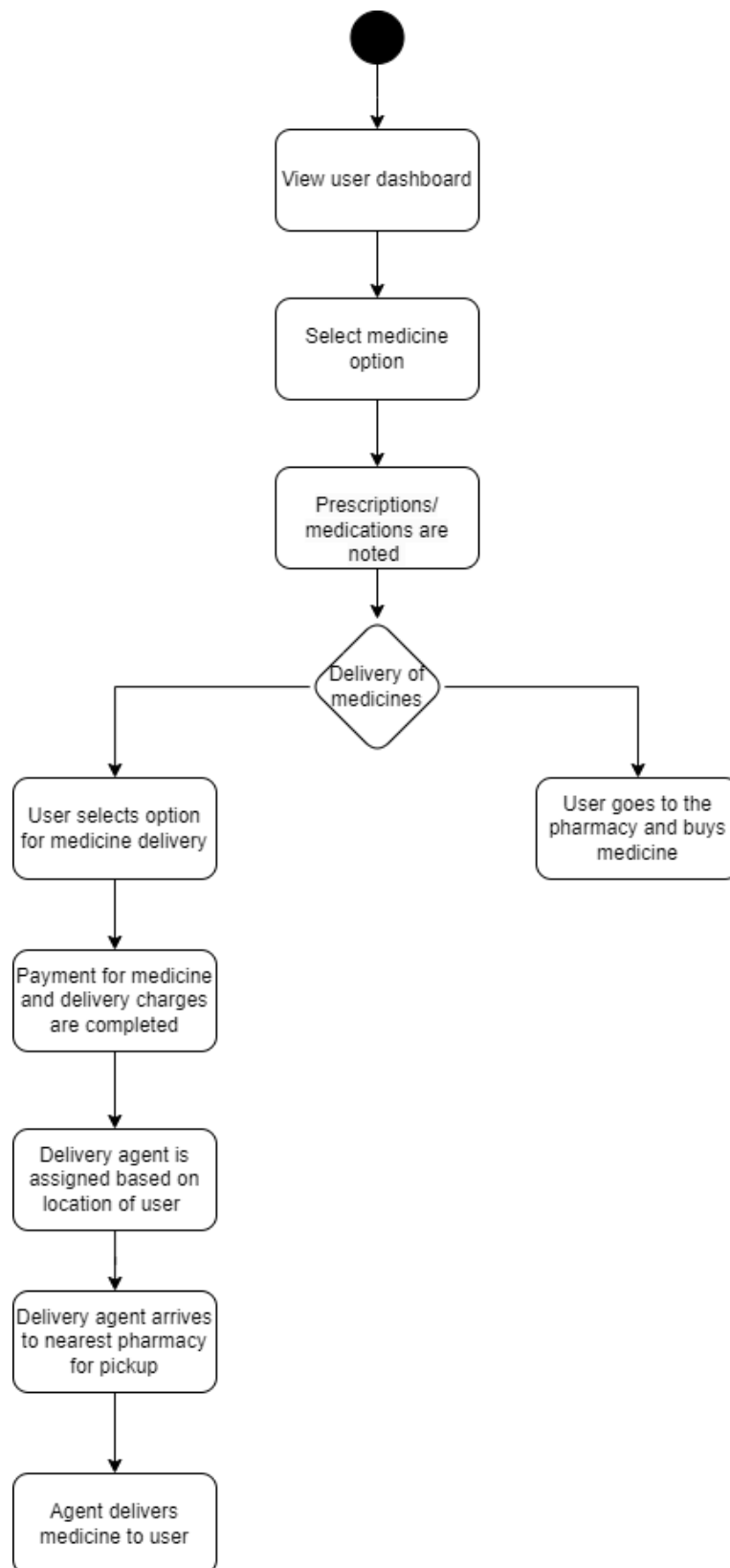
**R-TR-1007**

The activity diagram for booking and delivery of lab tests has been given below.



**R-TR-1008**

The activity diagram for delivery of medicines has been given below.



**R-TR-1009**

Telehealth shall be utilizing PayPal's own payment gateway that supports both Apple Pay and PayPal and complies with relevant payment regulations and security standards, such as Payment Card Industry Data Security Standard (PCI DSS) and General Data Protection Regulation (GDPR).

**R-TR-1010**

Regarding Insurance, many private health insurance plans cover telehealth services where patients can provide their insurance information to the telehealth provider, who will then verify coverage and bill the insurance company directly.

Secondly, Government-sponsored insurance programs such as Medicare and Medicaid often provide coverage for telehealth service where patients provide their insurance details, and the telehealth provider bills the insurance program accordingly.

The third method is Out-of-Pocket Payment where patients may choose to pay for telehealth services directly out of their own pocket, especially if they don't have insurance coverage or if the service is not covered by their insurance. In such cases, the telehealth provider typically accepts credit/debit cards, online payment platforms, or other forms of electronic payment.

## 8 Requirement Tracing Matrix

Product Requirements	Technical Requirements
PRD-001.R-DB-1001	SRS-001.R-NF-1005
PRD-001.R-PF-1002	TSD-001.R-TR-1001
PRD-001.R-TR-1003	TSD-001.R-TR-1002
PRD-001.R-PF-1004	TSD-001.R-TR-1001
PRD-001.R-PF-1005	TSD-001.R-TR-1002
PRD-001.R-UI-1008	TSD-001.R-TR-1003
PRD-001.R-UI-1009	SRS-001.R-DC-1006
PRD-001.R-UI-1010	TSD-001.R-TR-1006
PRD-001.R-UI-1011	SRS-001.R-UC-1007
PRD-001.R-UI-1012	SRS-001.R-UC-1008
PRD-001.R-UI-1013	SRS-001.R-UC-1009
PRD-001.R-NF-1020	SRS-001.R-NF-1001

PRD-001.R-NF-1021	SRS-001.R-NF-1002
PRD-001.R-NF-1022	SRS-001.R-NF-1003
PRD-001.R-NF-1023	SRS-001.R-NF-1004
PRD-001.R-PF-1006	TSD-001.R-TR-1009
PRD-001.R-PF-1007	TSD-001.R-TR-1010