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1. **INTRODUCTION**

The internet has fundamentally altered every aspect of running a business, and that includes the way consumers interact with businesses. Gone are the days in which customers would pick up the phone or walk in to book an appointment.

While patient growth certainly has its benefits, it also creates new challenges for facility

administrators and staff. Processes and procedures that previously worked may no longer be as effective in handling a new rise in patients, prompting administrators to seek out alternatives and new techniques and technology to assist them and their patients. Scheduling appointments over the phone is a time and resource draining process that’s inconvenient for patients, especially in a society where the majority of individuals prefer to conduct common tasks such as scheduling appointments online instead of picking up the phone and calling in. This document details the findings and is the Proof of Concept phase of Dr Fix MyPain who has a surgery.

This is the first phase in the development of a new system for Dr Fix MyPain. This document followed some technical investigation and analysis of the current system being used , and also includes some requirements for the replacement system which is the proposed online booking system.

**2. SCOPE AND OBJECTIVE**

* To develop an innovative web-based way to schedule appointments.
* System should eliminate backlogs.
* System should have an option that makes it possible for patients to cancel and reschedule appointments.

**3. PURPOSE**

The purpose of the booking system is to have a system in place for Dr Fix MyPain that will give patients an overall good experience which does not require much effort or consume time. The booking system should also meet all its objectives.

**4. CURRENT SYSTEM**

Currently Dr Fix MyPain has a receptionist who takes telephonic and hand on appointments and also manages the surgery. These appointments are often not written in the appointment book and there are double booking which results in a backlog of patients.

4.1 **CURRENT SYSTEM ANALYSIS:**

* The receptionist is responsible for making bookings and also manages the surgery. She often does not write down the appointments because she probably is not fully focused on the task at hand and thinking of her other management duties. Also it means at times she might even miss calls because she is busy with her other duties and if that happens often enough then Dr Fix MyPain will lose out on patients or have frustrated patients.
* Double booking is a poor practice, patients can get angry because it would mean that they have to wait and be in a queue. The book in which appointments are written in can always get lost, pages can tear also.

**5. NEW SYSTEM**

New and existing patients will land on Dr Fix MyPain’s website, enter the required information, choose a date and time of appointment and make a booking instantly. The user is able to see which slots are available and which are not from the doctors schedule.In this way there will be no double bookings. After date and time are selected, the user immediately gets an email containing the details of the appointment and also gets another automatic email closer to the time of the appointment as a reminder. With the online booking system user can also delete and reschedule appointments at their convenience. And can book directly from their mobile phone.

5.1 **NEW SYSTEM ANALYSIS:**

5.1.1 Patients { Make booking at their own time and wherever it suits them.

Book on different devices.

Can reschedule and delete appointment at any given time.

Appointments can be made 24/7

no waiting, no queues

};

5.1.2 Receptionist { Increased efficiency

Reduced calls because patients will be doing their own

bookings.The receptionist can now attend to her other duties

Accurate reports can be created.

Should the receptionist get sick, appointments can still be

booked.

};

5.1.3 Dr Fix MyPain { Data will be accurate because the user inputted it.

No backlog of clients to attend to.

Does not have to rely on receptionist for the booking of

appointments.

Does not have to hire extra staff, receptionist has less calls

& can now manage the surgery.

Does not have to turn people away because he is full.

Happy and satisfied users/patients = More business.

};

**6. Team**

A team will be needed to execute the concept and to keep up with the Agile methodology collaboration with stakeholders will be implemented. Every team member including stakeholders will have a list of the criteria, that criteria will be used to measure success. To ensure that everybody is on the same page expectations need to be aligned.

**7. METRICS**