

# Business Requirements

The business requirements for CURA Healthcare Service project are highlighted in this document, aiming to address patient impediments and improve operational efficiency.

## 1. Objectives

- *Minimise patient waiting times:* Enhance appointment scheduling and patient flow to reduce wait times and elevate patient satisfaction.
- *Optimise healthcare operations:* Leverage technology and effective workflow management tools to streamline scheduling, allocate resources efficiently, and enhance communication.
- *Elevate the patient experience:* Foster a patient-centric environment through accessible services, transparent communication, and enhanced service quality.
- *Improve transparency of doctor availability:* Deliver precise and current information regarding doctor schedules, enabling patients to plan their visits with confidence.

## 2. Functional Requirements

### a. Patient Care Management:

- *Accessible patient portal:* Ensure secure access to medical records, lab results, appointment history, and communication channels with healthcare providers.
- *Seamless mobile app integration:* Integrate a mobile app that facilitates appointment scheduling, provides real-time updates on wait times, offers details on doctor availability, and includes valuable patient education resources.
- *Efficient online appointment scheduling:* Utilise a secure and user-friendly platform allowing patients to easily book appointments, access calendars, and manage their healthcare bookings.
- *Automated appointment reminders:* Minimise missed appointments by sending timely reminders through email, SMS, or phone calls.

### b. Doctor Scheduling and Availability:

- *Dynamic schedule management in real-time:* Implement a responsive system to instantly update doctor schedules, incorporating changes such as cancellations, delays, and emergencies.
- *Diverse appointment options:* Provide flexibility with various appointment types, including brief consultations, telehealth alternatives, and follow-up appointments conducted via telehealth, enhancing overall efficiency.
- *Automated notification system:* Keep patients informed about any alterations or unexpected delays in their appointments through an automated alert system.

### **c. Communication and Information Management:**

- *Precise information:* Present easily accessible and current details regarding doctor specialties, available services, and facility contact information.
- *Diverse communication channels:* Establish multiple avenues for patients to connect with the health service, including email, phone, and secure messaging, ensuring timely responses.
- *Educational materials:* Equip patients with straightforward resources on health conditions, treatment options, and details about medications.

### **3. Non-Functional Requirements**

- *System Scalability and Performance:* Ensure the system's capability to manage significant traffic volumes and accommodate future growth seamlessly.
- *User-Friendly Design:* Foster intuitive and easily navigable interfaces for both providers and patients.
- *Inclusivity:* Develop interfaces and functionalities with accessibility features to accommodate users with disabilities.
- *Security and Regulatory Adherence:* Guarantee the security of data and adherence to pertinent healthcare regulations and data privacy laws.

### **4. Success Metrics**

- *Monitoring Average Patient Waiting Time:* Assess and record enhancements in wait times for various providers and appointment categories.
- *Tracking Appointment Adherence:* Monitor the percentage of patients attending their appointments, reflecting the efficiency of scheduling and communication systems.
- *Assessing Telehealth Service Utilisation:* Keep tabs on the adoption of telehealth appointments and evaluate its effectiveness in minimising in-person wait times.
- *Gauging Patient Satisfaction:* Execute surveys and gather feedback to evaluate patient contentment with appointment scheduling, service quality, and information accessibility.

### **5. Roadmap**

- Formulate comprehensive user stories and technical specifications for each identified requirement.
- Assess and prioritise business requirements according to their impact and feasibility.
- Set up a well-defined implementation timeline and craft a detailed project management plan.
- Perform a cost-benefit analysis to appraise the financial viability of the project.

Please note that this document provides a general framework and may require revision based on the specific context and functionalities of the CURA Healthcare Service project.