

Specify Business Problem:

Optimizing User Experience in Finding Facility Center and Appointment Booking

In the context of the Cura Healthcare Service project, the business problem revolves around optimizing the user experience for Finding Facility Center and Appointment Booking. The identified challenges and areas for improvement are crucial for ensuring that end-users can efficiently and effectively navigate the platform, find desired facility center, and seamlessly book an appointment.

Key Aspects of the Business Problem:

1. **Data Security and Privacy:** Protecting patient data is a significant concern for online healthcare services. The system must comply with regulations like HIPAA in the U.S. or GDPR in Europe.
2. **System Availability:** The system must be available 24/7. Any downtime can impact patient care and result in loss of trust.
3. **Interoperability:** The system needs to integrate with other healthcare systems for data exchange. This can be challenging due to the variety of standards and technologies used.
4. **User Experience:** The system must be easy to use for all users, including patients, healthcare providers, and administrators. Poor user experience can lead to reduced usage.
5. **Scalability:** As the number of users increases, the system must be able to handle the increased load without performance degradation.
6. **Accuracy of Information:** The system must provide accurate health information. Any inaccuracies can lead to misdiagnosis or inappropriate treatment.
7. **Internet Connectivity:** Since the mode of consultation is online, poor internet connectivity can hinder the consultation process.
8. **Physical Examination Limitations:** Doctors cannot check patients physically using various medical equipment such as stethoscopes, thermometers, etc., during an online consultation.