Business Requirements of CURA health service project

1- Implementing patient self-scheduling –

is a best practice for efficient **patient appointment** scheduling. Patients are progressively searching for easier methods to get healthcare services as technology has advanced. Patient self-scheduling is an effective way to meet patient expectations while streamlining scheduling processes for healthcare providers.

One of the main benefits of patient self-scheduling is improved patient satisfaction.

2- Prioritizing appointments

is a best practice for efficient patient appointment scheduling in healthcare. By prioritizing appointments, healthcare providers can ensure that patients receive timely and appropriate care while maximizing the use of healthcare resources.

One of the key factors in prioritizing appointments is the medical urgency of the patient's condition. Patients with urgent medical needs should receive priority scheduling to ensure they receive timely care. Patients in extreme pain, injuries, or acute diseases who require quick treatment fall under this category.

By prioritizing these appointments appropriately, healthcare providers can ensure that patients receive the appropriate level of care while avoiding unnecessary delays.

3- Create an Automated Patient Wait List

An Automated Patient Wait List is a modern and efficient solution that can revolutionize the way healthcare facilities manage their patients' appointments. With this system, patients can be added to a digital waitlist that automatically updates and notifies them of any changes in their appointment status. This approach eliminates the need for manual tracking and reduces the likelihood of errors or miscommunication.

To create an automated patient wait list, healthcare facilities will need to implement a specialized software application that can manage the waitlist efficiently.

This may involve adding patients who have requested an appointment but cannot be scheduled immediately, or those who need to reschedule an appointment. Whenever a patient no longer requires an appointment, the software should enable them to remove their name from the backlog.

4- <u>Confirming appointments with text and email</u>

is an efficient and effective way to reduce no-shows and ensure that patients attend their scheduled appointments. This approach provides patients with a convenient way to confirm their appointment, which can help them remember the date and time of their visit.

The SMS and mail notifications/reminders must include the initial appointment time, date, and address, in addition to a link or contact details to check their attendance. Patients can easily respond to the message by clicking on the link or calling the provided phone number.

5- <u>Use automated outreach, follow-up, and recall for patients-</u>

In this modern solutions it can enhance patient engagement and improve the overall quality of care provided by healthcare facilities. This approach uses specialized software applications to automate patient outreach, recare, and recall processes, making it easier for healthcare providers to stay in touch with their patients and ensure they receive the care they need.

6- <u>Automating responses to routine questions</u>

It is an efficient way for healthcare facilities to improve their patient communication and reduce the workload of their staff. By automating responses, healthcare facilities can respond quickly and accurately to common questions, freeing up staff to focus on more complex and urgent patient needs.

Automating responses to routine questions also provides healthcare facilities with valuable data on patient inquiries and engagement. By analyzing this data, healthcare providers can identify areas where they need to improve their communication strategies.