Specify Business Problem

Providing flexible and prominent services to patient to reduce patient waiting time and Accurate and up-to-date information about doctor availability

CURA Healthcare Service deals with highly sensitive data, including patient medical records, making security a crucial factor for patients who use or plan to use such software and adopt digital health if they had more confidence in data security and privacy.

However, performing security testing on CURA Healthcare Service can be challenging. Quality assurance teams must ensure that data is not exposed or compromised during testing. This requires a thorough understanding of the system, regulatory requirements, and potential vulnerabilities.

Providing flexible and prominent services to patient to reduce patient waiting time :

Waiting for appointment refers to any waiting period experienced by a patient before or during medical treatment. Waiting to get an appointment with a physician, staying in a waiting room before an appointment is a business problem.It should be improved for patient satisfaction

Complexity of the software :
In CURA Healthcare Service Project is often complex and includes multiple layers of functionality. This complexity can make it difficult to test for security vulnerabilities, as the interactions between various components, like Home portal and History portal, can be difficult to predict and replicate.

Limited access to live patient data:
Accessing real patient data can be challenging due to privacy concerns and regulatory requirements. This can make it difficult to test the software in real-world scenarios and may require additional measures to ensure the security and privacy of patient data during testing.

Access to hardware devices :
In many cases, QA teams do not have access—or have limited access—to medical devices that need to be connected with other devices for testing. This can complicate the testing process and produce unreliable and incomplete results.

Large volume of (sensitive) data:
In CURA Healthcare Service Project need to be able to handle a large volume of data and users. Testing the interoperability of these systems at scale can be challenging as QA teams need to have a comprehensive testing strategy and follow strict security practices—this applies even more so to remote QA teams—to ensure sensitive data is safe during testing.

Variable network conditions:
In CURA Healthcare Service Project rely on stable network conditions, which can vary widely depending on factors such as location, network infrastructure, and device capabilities. This is why it is important for QA teams to be able to test such solutions under different network conditions that simulate reallife scenarios to ensure a stable network connection.

UI/UX issues :
The software has various issues related to layout, design, buttons, and other elements that influence the user experience. User experience optimization is about understanding how users interact with your app and identifying opportunities to improve the user experience.

Poor usability and user experience:
It's common for patients, especially the elderly and people with limited digital literacy skills, to have difficulties finding necessary information online. For example, complex interfaces and confusing terminology can be difficult barriers.

Privacy concerns and data security:
Given the ever-increasing number of data breaches and cyber threats, patients are concerned about sharing their personal health information online. This wariness can make patient hesitate to engage with cura healthcare services.

Interoperability and integration:
The healthcare industry operates with multiple systems, devices, and software applications that must seamlessly integrate to provide comprehensive care. However, achieving interoperability and integrating these systems remains a significant challenge. This lack of interoperability leads to fragmented care and hampers the effectiveness of digital solutions.

Difficulties building human connection and trust:
Patients value meaningful interactions and personal connections with healthcare providers. However, replicating this level of human connection and trust in digital healthcare experiences is challenging. The absence of face-to-face interactions can make patients feel distant, impersonal, and disconnected. addressing this challenge requires innovative ways to foster a sense of empathy, trust, and personalized care through digital solutions.

Strategically place buttons and links:
This is critical to a mobile-friendly platform: size buttons and links correctly for easy, comfortable thumb navigation. Also, put essential buttons in prominent screen areas, such as those to schedule appointments and view lab results. Links should be near the content they're associated with—for example, a link to a results report should be next to its summary.

Refine and improve:
Keeping your platform mobile-friendly is an ongoing journey rather than a one-off task. That's why you must regularly evaluate and update your platform. Continuous improvements based on new insights, technologies, and user feedback will help you exceed your users' evolving expectations.