

Project Worksheet

1. Business Requirements Document (BRD)

Project Scope
<ol style="list-style-type: none">1. Delays in processing patient information, including creating and updating medical records.2. Lack of a centralized accounting system, which is why data is stored in different sources3. Lack of communication between each departments4. Lack of easy-use system with full information about patients

Stakeholders
IT department, Hospital Administration, Doctors, Patients, Finance department, IT Project manager

Business Objectives
<ol style="list-style-type: none">1. Create a new modern CRM system which contained information from all departments and access to patients cards2. Optimize data3. Digitalize patients cards4. Not effective communication between different departments5. Give access to do automatic reports

Functional Requirements
<ol style="list-style-type: none">1. Patient Management:<ol style="list-style-type: none">1.The system which allowed to create card for patient (contact information, medical history, insurance information)2. The system should allow you to open card with whole medical patient history3. The system should give you to search patients by a different filters2. Department-Based Access:<ol style="list-style-type: none">1. CRM system should allow to choose department2. Each department suppose to have different panel with list of patients and their status3. Medical Records & Documentation:<ol style="list-style-type: none">1.Doctors should have possibility to create, edit and sign patient card2.The system should support to add documents3.The system should audit log4. Appointment & Workflow:<ol style="list-style-type: none">1.The system should allow planning of appointments, referrals to departments, and hospitalizations.2.There should be support for automatic notifications: to the doctor, laboratory, pharmacy.3.The system should display the patient's current status (pending → processing → completed).5. Reportin:<ol style="list-style-type: none">1.The system should generate reports: number of appointments, doctors' workload, tests performed, etc.2.Users should be able to export data to standard formats (pdf, excel).

Non-functional requirements

1. Performance & Scalability:
 - 1.The system must handle at least 500 simultaneous users without loss of performance.
 - 2.The loading time of the main pages (Dashboard, Patient Profile, Department View) should not exceed 2 seconds under standard load.
 - 3.The system should be scalable - adding new branches, new locations, or increasing the number of users should not require a complete redesign of the architecture.
 - 4.Patient searches should return results in no longer than 1 second.
2. Availability & Reliability:
 - 1.The system should be available 99%
 - 2.An automatic backup system should be implemented every 24 hours
3. Security & Privacy:
 - 1.All patient data must be transmitted over HTTPS/TLS 1.2+
 - 2.The system must comply with HIPAA or local medical data protection standards
 - 3.Passwords must comply with the policy: minimum 8 characters, complexity, regular update
 - 4.Access to the system must be through authorization with multi-factor authentication (MFA) for staff
4. Usability:
 - 1.The system should be optimized for large monitors and tablets used in medical facilities
 - 2.Basic functions (search, create a record, view the patient's chart) should be available in 2–3 clicks.
5. Maintainability & Support:
 - 1.Monitoring tools (health checks, logs, uptime tracking) should be available.
6. Data Management Requirements:
 - 1.Data should be stored in a structured form with the ability to quickly search and filter.
 - 2.All archival records must be kept for at least 10 years.
7. Localization & Compliance:
 - 1.The system must support localization (languages: English, Spanish)
 - 2.All formats (dates, units of measurement, medical terms) must comply with local hospital standards.