

Chapter 5

Process Description

PROCESS DESCRIPTION

5.1 Objective

HHH innovates to simplify the laboratory diagnosis process at every step: From the design of our test menu, to our logistical network and customer service and finally to our reports, HHH innovates to provide a unique and efficient set of laboratory tests and panels in order to drive immediate clinical decisions.

We are committed to improving our site. We will continue to publish even more content, communities, and services to help make your life better, to help you find your way when faced with healthcare decisions, and to help you feel better about your health and that of your family.

5.2 Architecture

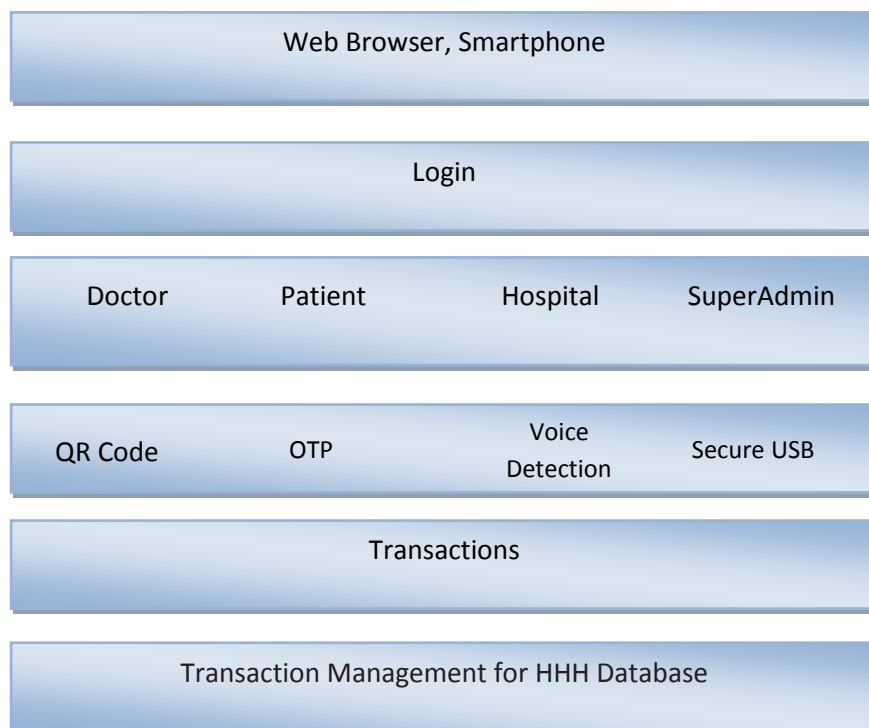


Figure 5.1 : Client-Server Architecture of the HHH system

5.3 Authentications

S No.	Name	Module	Description
1	QR Code	Doctor	The Doctor can login only after scanning and authenticating the QR code from the app available exclusively to the Doctors registered on HHH.
2	OTP	Patients	Patients will receive a OTP which when confirmed with the DB will allow patient to log in.
3	Speech Recognition	Hospital	Accessed through their Android phones and authenticated using Speech recognition.
4	Secure USB	Super-Admin	Only the pen drive can allow the Superadmin access and make changes to the system, permissions.

Table 5.1 : Unique Authentications for each Module user

5.4 Site Navigation

The HHH website is created to provide easy help to all users. The flow is maintained in the process of searching, adding, connecting and learning, all done online for the ease of utility.

The whole process of the HHH concept is explained below:

1. The patient reaches the HHH site looking for excellent search based ideal results.
2. The HHH front panel displays location and test wise filters, that can be set by the user. On clicking Enter, he sees a long and exhausting list of hospitals, dispensaries and diagnostic centres.
3. The comparative prices are visible as a list which can be compared and a decision according to the site results can be made.

4. There is a host of doctors listed according to their speciality, location, consultation fees etc that can be selected by the user.
5. The other features on the home page are
 - a dynamic featured image
 - a constantly updating list of latest blog posts
 - quotes and health tips
6. The online booking for tests is available which generates a receipt in the end for the user to carry on the day of his test.
7. After the test is done, the patient can log in to his account using authentication and see his medical reports. The reports are compared to ideal reports and represented as graphs that are visually appealing and easy enough to understand.
8. The report can be exported as a CSV file as well.
9. Online consultation can be done with the doctor of their choice using the inbuilt chat facility. The chat is not saved to protect the privacy of the user.
10. Doctor Panel : The doctor can grow their presence by being on a popular website where people are searching particularly only for health related things.
11. He can write his own blog posts, contribute to the WordPress blog maintained by HHH - healhelpinghand.wordpress.com
12. He can view graphs relating to how the health stats of our country stand.
13. By contacting Super Admin, he can edit his details on the site and make himself more visible by listing his field and specialisations.
14. For a hospital, it is very important to be known to its patrons. It is free publicity to be on a site that lists hospitals for the features they provide.
15. The hospital can add their geolocation, update test prices, add new tests to its offers.
16. It will also and update customer test reports that are visible to a patient.
17. It can alter its about and test details, etc after obtaining necessary approvals from the site Admin.
18. The Admin handles all front panel information to see its smooth functioning.
19. He will dynamically control all the graphs and data that reaches each user. He can see the graphs that are made for each panel to understand site stats completely and work for more readership and interest.
20. The HHH site works by the contribution of all panels so all sides have to be maintained carefully.

5.5 Terms and Conditions of Use

These terms and conditions of use are specified on the website for the knowledge of the user. These are carefully read before using this site.

1. The Site Does Not Provide Medical Advice

The contents of the HHH Site, such as text, graphics, images, information obtained from the content writers and users, and other material contained on the site are for informational purposes only. The Content is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.

If you think you may have a medical emergency, call your doctor or 911 immediately. Heal Helping Hand does not recommend or endorse any specific tests, physicians, products, procedures, opinions, or other information that may be mentioned on the Site. Reliance on any information provided by HHH, or others appearing on the Site at the invitation of HHH, or other visitors to the Site is solely at your own risk.

2. Children's Privacy

We are committed to protecting the privacy of children. You should be aware that this Site is not intended or designed to attract children under the age of 13. We do not collect personally identifiable information from any person we actually know is a child under the age of 13.

3. The use of the HHH Site and the Content is at your own risk.

When using the HHH Site, information will be transmitted over a medium that may be beyond the control and jurisdiction of HHH. Accordingly, HHH assumes no liability for or relating to the delay, failure, interruption, or corruption of any data or other information transmitted in connection with use of the HHH Site.

4. Use of Content

HHH authorizes you to view or download a copy of the material on the HHH Site solely for your personal, noncommercial use if you include the copyright notice located at the end of the material, for example: "©2015, HHH. All rights reserved" and other copyright and proprietary rights notices that are contained in the Content.

Any special rules for the use of certain software and other items accessible on the HHH Site may be included elsewhere within the Site and are incorporated into these Terms and Conditions by reference.

5. Without limiting the foregoing, HHH makes no representations or warranties about the following:

- i. The accuracy, reliability, completeness, correctness, or timeliness of the Content, software, text, graphics, links, or communications provided on or through the use of the HHH Site or HHH.
- ii. The satisfaction of any government regulations requiring disclosure of information on prescription drug products or the approval or compliance of any software tools with regard to the Content contained on the HHH Site.

6. User Submissions

The personal information you submit to HHH is governed by the HHH Privacy Policy. To the extent there is an inconsistency between this Agreement and the HHH Privacy Policy, this Agreement shall govern.

7. The Site contains functionality (including blogs, message boards, Ask Our Expert postings, etc.) that allows users to upload content to the Site (collectively "Public Areas"). You agree that you will not upload or transmit any communications or content of any type to the Public Areas that infringe or violate any rights of any party. By submitting communications or content to the Public Areas, you agree that such submission is non-confidential for all purposes.

8. Passwords

HHH has several tools that allow you to record and store information. You are responsible for taking all reasonable steps to ensure that no unauthorized person shall have access to your HHH passwords or accounts. It is your sole responsibility to (1) control the dissemination and use of sign-in name, screen name and passwords; (2) authorize, monitor, and control access to and use of your HHH account and password; (3) promptly inform HHH if you believe your account or password has been compromised or if there is any other reason you need to deactivate a password. To send us an email, use the "Contact Us" links located at the bottom of every page of

our site. You grant HHH and all other persons or entities involved in the operation of the Site the right to transmit, monitor, retrieve, store, and use your information in connection with the operation of the Site. HHH cannot and does not assume any responsibility or liability for any information you submit, or your or third parties' use or misuse of information transmitted or received using HHH tools and services.

9. HHH Community and Member to Member Areas ("Public Areas")

If you use a Public Area, such as message boards, blogs, Ask Our Expert, you are solely responsible for your own communications, the consequences of posting those communications, and your reliance on any communications found in the Public Areas. HHH and its licensors are not responsible for the consequences of any communications in the Public Areas

10. Advertisements, Searches, and Links to Other Sites

HHH may provide links to third-party web sites. HHH also may select certain sites as priority responses to search terms you enter and HHH may agree to allow advertisers to respond to certain search terms with advertisements or sponsored content. HHH does not recommend and does not endorse the content on any third-party websites. HHH is not responsible for the content of linked third-party sites, sites framed within the HHH Site, third-party sites provided as search results, or third-party advertisements, and does not make any representations regarding their content or accuracy. Your use of third-party websites is at your own risk and subject to the terms and conditions of use for such sites. HHH does not endorse any product, service, or treatment advertised on the HHH Site. For more information, read our Advertising Policy and our Sponsor Policy.

If, as they say, ‘an apple a day helps keep the doctor away’, consumers are increasingly looking for that apple online, in the form of reliable health information. According to the latest research, eight out of 10 Internet users have, at one time or another, searched for health info on the Web, in part because they feel their healthcare needs are not being adequately addressed by increasingly busy physicians.