



Client Meeting

January 24, 2013

Current System

- Request Management System
 - Requests come in from the public as well as health-care professionals (primarily from those in BC, but it is open worldwide)
 - § Caller does not have to patient
 - Requests come in by phone or email
 - A team of 3-4 Drug info specialists take down request as well as demographic info, contact info, Patient ID, etc (more in detail later)
 - § Specialists then take down information, research the request, reply with answer
 - § Requests are also tagged with and searched keywords
 - § The request and answer is referenced, logged, and stored in database for easy access when similar info is requested again (becomes a repository)
 - References are by URL, file in current system, or free text field
 - § Time stamped for length needed to complete request
 - § Requests are either in progress or completed
 - § Requests get answered usually the same way they are requested
- Examples: Can I take drug X while I'm taking drug Y? What dosage of drug X should I give to patient with this medical history?

Inefficiencies of Current System

- High learning curve for current Microsoft Access database
- Inefficient search
 - Free text field using word, comma, word, comma, etc
 - One word can be spelled differently
 - Essentially using CTRL-F; looks for the keywords in all fields
 - Users having to go through each record manually
- No security

What do they want in the New System?

- **Keep from Old System:**
 - Fields, given as a dropdown
 - ~4000 starter keywords
 - Import all current requests and answers
- **New Features:**
 - Auto-complete free text fields when typing keywords
 - Google-like search algorithm
 - Security Features: different access levels, audits, reports, graphs
 - Show 5-10 most recent incomplete requests at start page
 - Requests are never deleted, only in an active or inactive state
 - Requests can be linked with another request
 - When a person is editing a request, that request is locked from other users
 - View/Edit must be logged

- Help Page

Users

<4 levels of users>

- Viewer:
 - view only
 - Every viewers can view all information, including client information
 - User:
 - view, create and modify requests; view reports
 - Reporting User:
 - generate, view reports
 - Administrator/God:
 - add/remove users
 - change admin settings/members
 - view history log (who viewed/changed the requests in DB)
 - create/delete users
- § to create user needs, First & Last name, User ID, and email address

Password Settings

Passwords must be changed every 42 days

- 8+ characters
- One number, one capital letter, one special character
- Cannot use previous six passwords

Remote access ehub network gateway?

Reports

- Should be easily viewable
- Reporting Functions
- Justify existence
- How many requests by users, or by category
 - **is this also month to month or overall?**
- Compare month to month for one whole year
- # Of questions answered by users
 - Ability to compare with last year's data for the same month
- How long spent on each request
 - § Average time per request, time spent in each phase
- In current system, time is entered manually
- Would like to have how long the request was actually kept open (automated)
- Each request is assigned potential impact (importance/grading system)
 - **2D scaling?**
 - § # Per month at each priority/importance level

- Graphing based on what has been asked so far (pretty color)
- Each request is categorized by nature of request (types of questions)
 - § Would like to know how many for each request nature

- Get sample reports from them
- List of categories will be given
- Dynamic reports? Use any fields, graph on ad-hoc basis

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Fields: (Not all required)

- Request #
- Data
- Requester Type (Patient/Doctor)
- Caller Contact Info
- Geographic location
- Tumor Group (Dropdown)
- Question Type (Dropdown)
- Question
- Answer (built-in template)
- Timestamps for open and close
- State
- Special Notes
- Pharmacist (based on user that is logged in at the time)
- Keywords (0...*)
- Impact Scoring (Dropdown)
- References
- Linked Requests

Technical Requirements:

- Project must be completed using ASP.net 3.5+
- Membership Provider
- Hosted on Windows Server 2008
- Microsoft SQL
- C#
- Compatible with IE 7 and Chrome