

Diagnostic Laboratory Manager

PD1: Problem Statement

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Date of submission

30th January, 2023

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Problem Description

This project mainly focuses to reduce the amount of manual work and paper used in a diagnostic center's workflow by digitalizing the lab management tasks. It enables the customer to manage everything electronically and to view and manage the tasks without having to look for the paperwork once more. The progress of the test can also be tracked by the end users. With the help of this application, the other stakeholders are able to manage everything digitally.

Customer Objectives

The main objective of this project is to create an interface so that customer can connect and communicate with end users with end-to-end visibility of the test process to the end users electronically and thus by reducing the administrative work and speeding up the lab process to increase the productivity.

Customer and Users

This application will be used by various stakeholders. The laboratory's owner is the customer. To manage the tests workflow, lab assistants, lab technicians, such as pathologists, will use this application. The application will be used by end users to schedule tests, make payments, and keep track of their test status. In order to schedule appointments for tests, hospitals can also come into picture.

Assumptions and Risks

This application needs to be available on both the web and mobile platforms so that it can be used by various stakeholders.

This application should increase visibility and provide accurate reporting.

The patient data is extremely sensitive, and this application will be available online. More security is needed because this is a privacy concern.

The health of the end users may be greatly affected by any system error that results in false results.