**Intel-comm**

**Superadmin**

Controls access, passwords, keeps data of all registered users(emails, contact, addresses etc)can send messages to all users for any updates or change of T&C and all other aspects of administration.

**Registered Users**

Registered users will be able to register with their names, address(countries list), phone number with country code option, post code, relevant profession(list of professions will open up if profession is not in option list then add other and list their profession. Registered managers name. All users will have their allocated registration number

All users will have their registered managers.

Roles

Registered Managers.

Registered manager will be able to set up appointments, add on New staff to the clinic, allocate role to the staff (reception, clinician, admin or other roles) , able to communicate with clients and other parties. Manager will be able to change the accessibility of staff to their roles within software.

Only manager or person with admin responsibilities will be able to add on ‘’other parties’’.

Other staff

Other staff will be able to book **appointments, register** new clients. Able to **communicate** send messages to the clients, reply messages from the **client**, send messages to the other named **members of the team** , group of the team( reception, admin, back office etc) , send messages to the **other parties.**

All staff will have their messages inboxes.

Clients

New client can be registered with their name, address, phone number, email. For registered clients staff can either search with their surname or DOB and system will search right client and they can be rebooked for their appointments. Clients can be booked for their appointments.

All clients will have their registration number

Other Parties

Other parties can be registered with their registration details as clients. Staff will be able to ‘tag’ or categories ‘other parties’( pharmacies, supplier etc) Once clinics will register other parties with their registered manager name, business name, address, phone number and email or other details and their categorie.

Then in future those other parties will come under same category, as all pharmacies under pharmacies, supplier under supplier etc.

All other parties will have their registration number

Domains

**1-Appointments**

Appointment system will be flexible. New clients can be registered with their details and registered clients can be searched and offered an appointment.

**Access** -Manager will be able to limit access of appointment(ie only to offer appointment 6 weeks in advance or 2 weeks in advance, or under certain clinic or clinician same day appointments only etc.

**Timings**- Manager can change timing of appointment, 10 minutes, 15 minutes, 30 minutes and so on,

**Advance schedule**- Certain clinician does 9-17 clinic and 10 minutes appointment with block every hour on Mondays and Tuesdays only. Same schedule can be replicated for next 2 months. In similar way appointment system of different clinicians can be scheduled in advance.

**Audit trail of appointments-** booking, cancellations, changes by different users.

**2- Both Clients and Other Parties**

**Notes**-able to add on notes for consultation, simple notes,

**Docs-** any document of the related clients and other parties can be uploaded.

Functionality – able to record notes, delete notes, amend notes

Audit trail of the above

**3- Communication**

Users

Staff

Staff can create messages for clients or other parties, other members of staff or other group of staff

**Inbox**

Staff will have their inboxes, messages from clients, staff and other parties( can be categorised respectively).

All inbox messages will have option of **reply,** **update, assigned, delete, complete**  to other staff or group of staff**.**

**New messages**

staff in client’s record(notes) can do new message to same clients, similarly if in other parties notes can do new message to other parties.

Generally new message can be sent to named staff, group of staff.

**Clients**

Clients can only reply to the messages from staff or clinician via secured portal and cannot generate new message from their end via portal but client will get message via email that there is a message for them from clinic , to see please log into their portal and find out about it.

**Other parties**

Other parties can **reply, assign** to message from staff, **update** it to staff, update it to the manager, **delete** or **complete** it.

Message from other parties regarding any particular client can be archived into client’s record.

**There will be audit trail of all the communication. Between staff, clients and other parties.**