

Project Name

careConnect - a platform aimed to improve communication and booking for medical appointments through chat-based functionality; and provide an interface from start to end during the assistance.

Business Need:

During the pandemic, there are increasing needs of online consultation with doctors. More and more people prefer the “online doctor”, because they can spend less time on booking appointments, transportation to wait for a doctor. People who live a fast-paced life want to spend less time on seeing a doctor. There is a business need of providing a platform for people to have online consultations with doctors. This platform can help patients to find a doctor with the specialization that can satisfy their needs. Moreover, if they want to see a doctor in-person, this platform also enables online booking.

Functionality:

User requirements(clients and admins):

- All users should be able to register and log in
- All users should be able to communicate(message) in real-time
- Clients should be able to view availability and book an appointment for any medical centers registered in the system
- Clients should be able to filter medical centers based on various parameters(location, price, etc.)
- Clients should be able to pay for the booking fee/ online consultation through a platform
- Clients can view their status regarding an appointment
- Clients and admins can be notified before their appointments
- Admins should be able to create an availability schedule in the system
- Doctors should be able to create prescriptions for patients after an appointment
- Patients should be able to view prescriptions and appointment history.

Expected Value (Business Value):

Tangible:

- Decrease the time spent on searching and booking an appointment by 30 percent
- Increase the number of clients by 15 percent by first year of launch

Intangible:

- Increase client satisfaction
- Patients and/or their family members can book online appointments and consultations anytime anywhere

Special constraints:

- Patients might consult with doctors that cannot satisfy their needs.
- Online consultation can only help in some cases, so our platform also provides booking service.
- Some data in the system cannot be seen by unauthorized people. Some rules must be applied to ensure data confidentiality and security.
- System should be available 24 hours, 7 days a week.