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| iMatter.care  *Functionalities Specification*  *Solution Proposal* |

**Issued by**

**Citeso – Call IT Solutions FZ LLC**

**Ras Al Khaimah / Fujairah**

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[Code project]

**Confidential**

Date 31-01-2016

**Status AFI**

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# General Information

## Purpose of the document

This document describes the functional specifications along with the effort estimations of iMatter solutions delivery in a web platform. The customer in the following is named as iMatter Business Solutions.

This document explains which functional range of the iMatter product will be delivered and which project-specific enhancements are necessary to fulfil the requirements of the project.

*This document also explains the solution proposal made by Citeso and the Effort Estimations.*

This document describes the functional specifications along with the effort estimations of iMatter solutions delivery in a web platform. Please note this document does not include the support and maintenance aspect of the product.

## Issue Control

The following table gives an overview on the different issues of the current document.

No issues control to be reported for this project.

The document comprises 25pages, all pages have issue no 1.

## History

| Version | Date / Author | Reason for update |
| --- | --- | --- |
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## Team of Authors

| Name of Author | Department |
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Table ‑: Team of Authors

## References

| Reference Name | Document Title |
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# Introduction

*This chapter provides an introduction to the project. It is targeted at all people so far not involved in the project in order to familiarize them with the starting point and the overall targets of the project.*

## Scope of Project

This chapter contains a high-level description of the project and its targets.

To design, develop and create a functional website to implement iMatter.care business. In addition, also to develop applications for Android and iOS platforms for mobile devices and computers etc.

The current functional specifications include the technical specifications for web based solutions.

## Assumptions and Important Notes

The goal of this chapter is to make the boundaries or prerequisites of the project visible.

# Solution Proposals

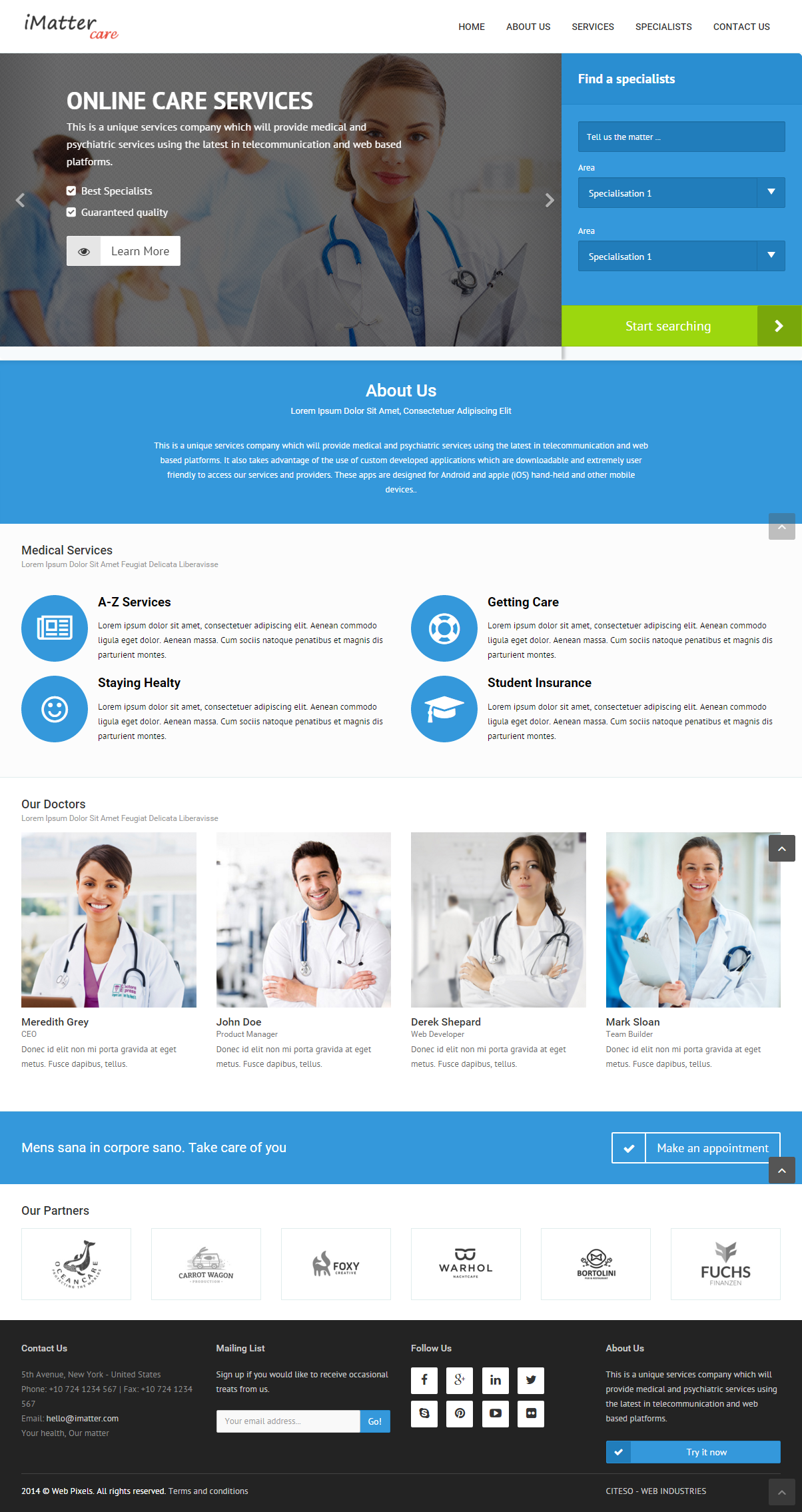
This chapter covers some details of the solution proposal. Full solution details are provided once an agreement is signed by both parties. This section also gives the quotation.

## Module specifications

### Module zero: Public portal

As per the layout below (tbc).

No special control required here.



### Module One: Customer portal (IMPATN)

#### User self-registration Page (IMPATN\_001)

Users can register themselves through the self-registration page. Menu is accessed through the public portal. Self-registration requires user to provide email, name and the type of membership (general, veterans, corporate). Default value membership will be set to “general”.

Email validity will be done. Registration with invalid emails will be rejected with an error message.

Name requires both first name and last name. Empty name is not allowed. Name validity will be checked as well. Name such as “test”, “admin” and other generic expressions will be rejected.

Captcha verification will be added to the page before form is submitted.

Upon submission and successful validation of all different inputs, a random key is generated. The random key will be made of random characters along with the timestamp of the operation.

A new entry will be added to the table “self-registry”. The record will contain the details provided by the user, the random key, and the time of the operation. An email is sent to the new user. Content of the email will be formatted as below:

*“Dear {name},*

*Thank you for registering with us. In order to continue the process, click on the below link to activate now your profile.*

*{link}*

*If you believe you have received this email by mistake, please ignore it and receive our apologies.*

*Thank you.*

*Sincerely*

*iMatter”*

Note: The link is generated using the random key. This random key will be used to make the verification when the user is trying to activate his profile.

#### User profile page IPPP (IMPATN\_002)

Profile page will be created as per the IPPP details. Default user profile is created at the time of registration. The user will be able to edit the profile at any time he/she wants. Can all data be modified? Create a history of the user profile

IPPP is made of below fields:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of the field** | **Description** | **Type / value accepted** | **Special controls** |
| Last Name | *Last name of the user* | Only string | Prefilled from the self-registry. User can change. |
| Middle Name | *Middle name of the user* | Only string |  |
| First Name | *First name of the user* | Only string | Prefilled from the self-registry. User can change. |
| Date of birth | *Birth date of the user* | Year / month / date |  |
| Sex | *Gender of the user* | Male / Female |  |
| Marital status | *Marital status of the user* | Single / married / divorced, widowed, separated |  |
| Address | *Address of the user. Made of Home Apt, Street name, City, Status, Zip* | *Home Apt, Street name, City, Status, Zip* |  |
| Email | *Email address of the user* | Email format | Prefilled from the self-registry. User cannot change it since it is used as login. |
| Phone cell | *Mobile phone of the user* | Number |  |
| Phone home | *Fix phone number of the user* | Number |  |
| Phone work | *Work phone number of the user* | Number |  |
| Occupation | *Job title of the user* | String |  |
| Employer | *Current employer of the user* | String | Check in the DB if the specified employer exists. |
| Medical Insurance Plan Name | *Name of the medical insurance plan* | string | Anything to check here? No |

Insurance company name, Insurance plan name, Insurance ID, Insurance company address (as it appears on the insurance card)

Any correlation of these symptoms to customer’s personal data (program will cross reference). NO

Upon modification of the above information, an email is sent to the user.

*“Dear {name},*

*Some information of your profile has been modified.*

*If you believe you are not the author of these changes, please send us an email for us to investigate.*

*Thank you.*

*Sincerely*

*iMatter”*

A separate option will be also available to the user where he can change the password. Changing the password will require the user to provide on a first screen the old password. Once the password is validated, he will be redirected to another screen where he will provide the new password. For each user, all the passwords used will be stored in a table. Every time a password is changed/reset, the system would check if the same password has been used before. If yes, the user will get a notification. Otherwise, changes will be saved successfully. Upon success of the operation, an email will be sent to the user.

*“Dear {name},*

*Your password has been modified as per your request, on the website at {date-time}.*

*If you believe you are not the author of these changes, please send us an email for us to investigate.*

*Thank you.*

*Sincerely*

*iMatter”*

#### User sign-in page (IMPATN\_003)

It would consists of the form containing a login and a password for the user to fill. The 2 fields are checked in the DB. Upon validation, user is redirected to the welcome page.

For each login, a record will be created and saved in the DB, containing the date/time of login, the IP address of the PC. A status flag will be set when the user is signing for the first time. After 2 successful logins, the status flag will be removed.

Every time a user logs in, the system will retrieve the last login date and calculate the difference. If it’s higher than 12months, user will redirect to the page of CNSiQ, along with the IPPP information.

When the same login is used 3 times with an incorrect password, the account is to be locked. To unclock, three possible solutions :

* User can reset the password through email Yes
* User can reset the password by answering a question set previously
* Only the admin can reset the password. (Comment : most secure)

#### User CNSiQ page (IMPATN\_004)

A form of questionnaire presented to the user. The CNSiQ data will be saved in the DB. Certain responses from a customer might trigger some actions such as email notification recommending that they immediately call 911 or contact other local community crisis intervention resources for immediate help or go to their nearest emergency room. Format of this email. No need

Can user skip a question ? NO

The CNSiQ® to be completed for an existing/returning customer who has not logged in for a period of twelve (12) months.

#### User payment page (IMPATN\_005)

For payment, user is redirected to the agreed payment partner website. Once a payment is made, a record will be created in the DB, saving the date/time of the transaction, the amount of the bill, the result of the transaction (in case transaction fails).

Payment functionalities will be available for two main activities:

* For general membership, before they can use the service. In this conditions, user will be redirected to the membership gateway automatically upon login. Users will be given the option to either pay the membership fee on a yearly basis, or on a month to month basis as an automatic payment. Upon successful transaction, the payment status flag of the user is set to paid.
* When a user request a phone or video chat consultations. The system will retrieve from the DB, the duration requested, the minute fee of the service, and the user is redirected to the agreed payment partner website.

#### User portal page (IMPATN\_006)

Main home page of the user upon successful login.

User with “general membership” will not be granted to all options if the payment status flag is set to “not paid”

Includes a notification display feature. The application checks if any reminder has been set for the user, and display it at the top corner right of the screen.

Any menus specific to be displayed depending on the status of the user ? Yes

#### User-provider connection page (IMPATN\_007)

This feature is valid only for veterans and employees. Mechanism to verify customers belonging to “Employees” and “Veterans” categories. Upon first login, and after filling the IPPP form details, the data will be collected for verification. A special flag will be set for such categories. The flag will be set to “unconfirmed” until the system admin confirmed the data. The user will be restricted to some functions of the system while the flag is set to unconfirmed.

A page will be provided to the user where he would need to provide some additional details for verification. For employee, it might be the social security code. A record will be created in a table “additional details” containing the supplements information provided by the user. Verification mechanism is to be developed.

#### Make a new request (IMPATN\_008)

Can be access through the menu “New appointment / consultation request”. Form is made of a below fields:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of the field** | **Description** | **Type / value accepted** | **Special controls** |
| Description of the problem | *brief description regarding their concerns, issues or why they are reaching out to our services* | String | Limited to 150 chars |
| Possible field | *Possible field of the issue* | TBP |  |
| Communication Options | *Define the preferred method of communication* | Via email; via phone; via vchat | Default choice is as per the option of membership chosen. |
| Consultation date | *Date of the consultation* | Date |  |
| Consultation duration | *approximate length (in minutes) of consultation* | 5 – 30 (possibl extend to 45) |  |
| Emergency | *Option to notify an emergency case* | Checkbox | Any controls ? {first question to ask before fill this questionaire} |

[User cannot request more than 1 appointment. Wait till appointment is answered]

Upon submission of the above information, a new record is created and saved in the tale new requests. The record will include details above and the id of the user. User will be redirected to the page (IMPATN\_009) to select the provider.

If {chosen\_communication\_options = phone} or {chosen\_communication\_options = vchat} then

User is redirected to payment options after selecting the provider. Feature User payment page (IMPATN\_005)

End if.

#### Select the specialist (IMPATN\_009)

Based on the information provided, the system will search the provider records to find a Provider in that chosen specialty, in Customer’s State of residence (or clinical history, specific issues, and other requirements), who has open time slots in their schedule to accommodate this customer’s request. Only provider with status “approved” will be listed. The system will display the list of providers available, along with their respective pictures. In case no provider is available? (X)

Once the user choses a provider, the system will show the time slots open and available for this customer to select from. Customer will pick the convenient time slot which is available. Customer will enter their name and contact number/information and submit this information. User is redirected to the page IMPATN\_010.

Re-schedule the appointment or switch to another provider

#### Appointment confirmation page (IMPATN\_010)

The system will display all the provided information of the appointment and will request the user for confirmation. If the user cancels, all the previous saved records will be erased. Upon confirmation, the database record is updated with the provided information. A flag will be set with the value “pending”, until the provider confirms the request.

An email is sent to both providers and user. The email sent to the user is as per below:

*“Dear {name},*

*Please note the appointment request has been saved and sent to the provider {}. Below are the appointments details for your record:*

*Subject of the appointment: {}*

*Date: {}*

*Duration: {}*

*Specialization: {}*

*Emergency: {}*

*Communication method: {}*

*Thank you.*

*Sincerely*

*iMatter”*

The email sent to the provider is as per below:

*“Dear {name},*

*Please note a new appointment request has been made and below are the appointments details:*

*Patient name:*

*Subject of the appointment: {}*

*Date: {}*

*Duration: {}*

*Specialization: {}*

*Emergency: {}*

*Communication method: {}*

*Thank you.*

*Sincerely*

*iMatter”*

#### Appointment page (IMPATN\_011)

Through this menu, user can create new, view the status and archives, or cancel an appointment (charges to apply ?) 24h before cancellation, no charges. . New appointment will redirect to the page IMPATN\_008. Previous appointments made will be displayed as a list. For each appointment displayed, there will the columns:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date / time | Specialist name | Reminder (y/n) | Duration | Status |
|  |  |  |  |  |

#### Consultation page (IMPATN\_012)

Once an appointment is confirmed, the user will be contacted by the provider. See the feature Consultation page (IMPROVD\_008)

#### Survey page (IMPATN\_013)

Display a pop-up box will appear at the customer’s device requesting the customer to complete a brief 6 question survey, which may not take more than 30 seconds to complete. The record is saved in database.

### Module Two: Provider portal (IMPROVD)

#### Provider self-registration Page (IMPROVD\_001)

Providers can register themselves through the self-registration page. Menu is accessed through the public portal. Self-registration requires provider to provide email, name.

Email validity will be done. Registration with invalid emails will be rejected with an error message.

Name requires both first name and last name. Empty name is not allowed. Name validity will be checked as well. Name such as “test”, “admin” and other generic expressions will be rejected.

Captcha verification will be added to the page before form is submitted.

Upon submission and successful validation of all different inputs, a random key is generated. The random key will be made of random characters along with the timestamp of the operation.

A new entry will be added to the table “self-registry-provider”. The record will contain the details provided by the provider, the random key, and the time of the operation. An email is sent to the new user. Content of the email will be formatted as below:

*“Dear {name},*

*Thank you for registering with us. In order to continue the process, click on the below link to activate now your profile.*

*{link}*

*If you believe you have received this email by mistake, please ignore it and receive our apologies.*

*Thank you.*

*Sincerely*

*iMatter”*

Note: The link is generated using the random key. This random key will be used to make the verification when the user is trying to activate his profile.

#### Provider Enrollment Page (IMPROVD\_002)

Profile page will be created as per the provider registration form. An empty default provider profile is created at the time of registration. The provider will be able to edit the profile at any time he/she wants. [Profile history]

A flag will be used to store the status of the provider validation. Upon the creation of the default profile, the status flag will be set to “incomplete” indicating the provider enrollment information have not been provider

The provider registration form is made of below fields:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of the field** | **Description** | **Type / value accepted** | **Special controls** |
| Last Name | *Last name of the provider* | Only string | Prefilled from the self-registry. Provider can change. |
| Middle Name | *Middle name of the provider* | Only string |  |
| First Name | *First name of the provider* | Only string | Prefilled from the self-registry. Provider can change. |
| Professional designation | *Professional designation of the provider* | MD, DO, PhD, Other |  |
| License number |  |  | To be used for further validation |
| State of issue of license |  |  | To be used for further validation |
| License expiration date |  |  |  |
| Gender | *Gender of the provider* | Male / Female |  |
| Office Address | *Address of the provider. Made of Home Apt, Street name, City, State, Zip code* | *Home Apt, Street name, City, State, Zip code* |  |
| Email | *Email address of the provider* | Email format | Prefilled from the self-registry. Provider cannot change it since it is used as login. |
| Web address | *Website address of the provider* | URL format |  |
| Phone cell | *Mobile phone of the provider* | Number |  |
| Phone home | *Fix phone number of the provider* | Number |  |
| Phone work | *Work phone number of the provider* | Number |  |
| Medical school name | *Name of the medical school* | String |  |
| State graduation | *State of the graduation* | String |  |
| Year graduated | *Year of the graduation* | Year / Date |  |
| City graduation | *City of the graduation* | String |  |
| Country graduation | *Country of the graduation* | Select / list of countries |  |
| Residency program completed | *Place residency program completed* | String |  |
| Year completed | *Year of the completion of the residency program* | Year / Date |  |
| Specialty completion | *Specialty of the residency program* | String |  |
| Board certification | *Board of the certification of the program* | Bool, Yes, No |  |
| Name board | *Name of the board* | String |  |
| Year completed board | *Year of completion of the board certification* | Year / date |  |
| Fellowship training location | *Fellowship training location* | String |  |
| Fellowship year completed | *Year of completion of the fellowship program* | Year / date |  |
| Specialty fellowship | *Specialty of the fellowship program* | String |  |
| States fellowship | *States of the fellowship program* | String |  |
| Areas of special interest/expertise | *Areas of expertise* | 3 choices |  |
| Insurance plan participation | *Insurance plan name + Provider I/D No* | list |  |

Once the above information are filled, the status flag will be set to “pending” indicating the provided information are under the validation process. Upon the flag is set to pending, an email is to be sent to the provider. Email format is as below:

*“Dear {name},*

*Thank you for completing and submitting all the requested information. Our provider-relations and credentialing department will evaluate this information and once all the credentialing requirements are met, we will issue an approval letter/email to notify you.*

*Thank you.*

*Sincerely*

*iMatter”*

In case the provider changes any of the above information, an email is sent to him.

*“Dear {name},*

*Some information of your profile has been modified.*

*If you believe you are not the author of these changes, please send us an email for us to investigate.*

*Thank you.*

*Sincerely*

*iMatter”*

A separate option will be also available to the provider where he can change the password. Changing the password will require the provider to provide on a first screen the old password. Once the password is validated, he will be redirected to another screen where he will provide the new password. For each provider, all the passwords used will be stored in a table. Every time a password is changed/reset, the system would check if the same password has been used before. If yes, the provider will get a notification. Otherwise, changes will be saved successfully. Upon success of the operation, an email will be sent to the provider.

*“Dear {name},*

*Your password has been modified as per your request, on the website at {date-time}.*

*If you believe you are not the author of these changes, please send us an email for us to investigate.*

*Thank you.*

*Sincerely*

*iMatter”*

#### Provider sign-in page (IMPROVD\_003)

It would consists of the form containing a login and a password for the provider to fill. The 2 fields are checked in the DB. Upon validation, provider is redirected to the welcome page.

For each login, a record will be created and saved in the DB, containing the date/time of login, the IP address of the PC.

When the same login is used 3 times with an incorrect password, the account is to be locked. To unclock, three possible solutions :

* User can reset the password through email
* User can reset the password by answering a question set previously
* Only the admin can reset the password. (Comment : most secure)

#### Provider portal page (IMPROVD\_004)

Main home page of the provider upon successful login. Some functionalities will be disabled when the user status is not set to “approved”.

Includes a notification/alert display feature, for a new appointment request. This is checked for every time page is refreshed.

#### Appointment portal (IMPROVD\_005)

Through this menu, the provider can view the appointment requests. For each appointment displayed, there will the columns:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date / time | Patient name | Subject | Duration | Actions |
|  |  |  |  |  |

The provider can view the details of the patient. Details include customer’s personal data, results of the CNSiQ graph, as well as any previous information or comments recorded during prior contacts and by other providers.

The provider can accept the appointment or reject it. In both case, a notification will be sent to the user and the record is updated in the database. The date and time at which it was accepted will be saved in the database.

In case of acceptance:

*“Dear {name},*

*Please note your appointment with the provider {} at {} has been confirmed.*

*Thank you.*

*Sincerely*

*iMatter”*

In case of rejection:

*“Dear {name},*

*Please note your appointment with the provider {} at {} has been rejected. Please login to your account to make a new schedule with different provider.*

*Thank you.*

*Sincerely*

*iMatter”*

#### Patient records (IMPROVD\_006)

For every appointment with a patient, the patient record is provided to the provider. A notification will appear indicating the the physician/provider in customer’s State of residence whether this is a “NEW” or an “EXISTING/RETURNING” customer. The provider can also view the customer’s personal data, results of the CNSiQ graph, as well as any previous information or comments recorded during prior contacts and by other providers.

#### Consultation page (IMPROVD\_007)

Once an appointment is confirmed, the provider will initiate the call or video chat at the scheduled time with this customer.

If the communication method is email, the provider will provide through a form the consultation results and submit it to the patient. The consultation results will be presented as email. The date and time of consultation are recorded in the database.

If the communication method is call or video chat, the provider initiates the communication and the system records the time the consultation starts. Possible redirection to an external provider with the duration requested. Once a consultation is over, any new comments, recommendations etc by this current provider will be recorded in the database for this particular customer.

#### Medication (IMPROVD\_007)

#### Follow-up consultation page (IMPROVD\_008)

At the conclusion of a consult, a pop-up box appears at the provider’s device for him to enter an approximate time in the future (for example; from between 1 to 12 weeks) for a follow-up for this customer, based on provider’s assessment of this customer’s needs. A push-notification will be sent as a friendly reminder to this customer one week prior to that recommended follow-up date. Once our system does not register any contact by this customer one week post that date, then another friendly reminder is sent to this customer to contact us to request a follow-up consult with a provider. (Customer Service; Continuity of Care; Relapse Prevention ;)

### Module Three: Admin portal (IMADMIN)

## Implementation Period

*The below implementation period shows a rough estimation with the main tasks to be completed and the duration. A more detailed plan is provided after the agreement have been signed by both parties.*

The main activities to take place for this project are.

### Development of the website including the user interfaces and the databases

*This includes refinement of the website user interfaces. It’s important to notice that this task will be completed together with the customer. It also includes designing the database, implementation of all the pages of the website, first load of tests to be completed internally.*

|  |  |
| --- | --- |
| **Module zero: Public portal:** | **2 weeks** |
| **Module One: Customer portal (IMPATN):** | **5 weeks** |
| **Module Two: Provider portal (IMPROVD):** | **5 weeks** |
| **Module Three: Admin portal (IMADMIN):** | **6 weeks** |
|  | **18 weeks** |

### Testing and configuration + deployment online of the website

*This includes testing at a large scale, refinement of the website after feedback from the user, final deployment online and activation of the SEO tools. This will also include the deployment of the social network pages.*

|  |  |
| --- | --- |
| **Module zero: Public portal:** | **1 week** |
| **Module One: Customer portal (IMPATN):** | **2 weeks** |
| **Module Two: Provider portal (IMPROVD):** | **2 weeks** |
| **Module Three: Admin portal (IMADMIN):** | **3 weeks** |
|  | **8 weeks** |

### Training and handover of the system

*This includes training period, support and handing over the system to the customer.*

|  |  |
| --- | --- |
| **Module zero: Public portal:** |  |
| **Module One: Customer portal (IMPATN):** |  |
| **Module Two: Provider portal (IMPROVD):** |  |
| **Module Three: Admin portal (IMADMIN):** |  |
|  | **1 week (FREE)** |

### Closing activities + handover of all information

*Any remaining detail left over to be discussed and handled here.*

## Module Estimation (costs)

|  |  |  |
| --- | --- | --- |
| Module Code | Weeks | Costs |
| **Module zero: Public portal** | | |
| **Dev + testing** | **3 weeks** | **$ 486** |
| **Module One: Customer portal (IMPATN)** | | |
| **Dev + testing** | **7 weeks** | **$ 1134** |
| **Module Two: Provider portal (IMPROVD)** | | |
| **Dev + testing** | **7 weeks** | **$ 1134** |
| **Module Three: Admin portal (IMADMIN)** | | |
| **Dev + testing** | **9 weeks** | **$ 1458** |
|  | ***TOTAL*** | **$4212** |