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## VERSION HISTORY TABLE

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	22 Mar 2023	First Draft based on required captured in the client's meeting	Manish Gupta

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## **DOCUMENT OBJECTIVE**

The purpose of this document is to present the high-level information about the product flow and features discovered during the initial phase of requirement analysis. This document will explain the purpose and parts of the systems deemed to be developed with the intended roles and limitations. This document may keep updating with the requirements and corrections based on the different discussions held with the stakeholders. Later, we will create a detailed document (URS) as the final user requirement based on the features mentioned in this document.

## **PROJECT OBJECTIVE**

The project aims to facilitate hospitals with a Porter Management Application on a SAAS-based model. Through the application, the hospital can manage its Porter Staff with their availability, position tracking, tasks management, and performance, and optimise the porter's requirements. Today's typical waiting time for GPS/GDA is 45 - 60 minutes, which has to be optimised through the application.

## **INTENDED USERS**

- Hospital Management - Hospital Management will be able to manage the data and configurations inside the application like floor management, staff management, shift schedules, and related ones.
- Porters Managers - Porter Managers are the GPS Managers or Supervisors who can manage the Porters with the features to notify them, alert them, assign some tasks, check related reports, and so on.
- Doctor / Nurses - The staff can log in and add the tasks for Porters.
- GPS (General Purpose Assistants) called Porters in the requirement - Porters can check their tasks and report through the mobile app.

## **3RD PARTY INTEGRATION**

- Tracking Device - We will need a tracking device to locate the porters and their coordinates. The tracking device should get the data through WiFi Triangulation and be able to integrate with the system through API for data transactions.
- Hospital CRM - Integration with Hospital System to get Staff Data
- SSO (Wherever Applicable)

## SCOPE OF WORK

Admin Console (Web App)	<ul style="list-style-type: none"> <li>● Manage Floor Data with the Name, Coordinates, and Description</li> <li>● Manage Staff Data</li> <li>● Manage Configurations like             <ul style="list-style-type: none"> <li>○ Shift Timings (Porter wise)</li> <li>○ Lunch Timings (Porter wise)</li> <li>○ Porter Category (ER / OT / Normal)</li> </ul> </li> <li>● Reports</li> </ul>
Porters Managers Console (Web App)	<ul style="list-style-type: none"> <li>● Receives notification if more than two porters are on exact geo-location and manager can buzz their phone through apps.</li> <li>● Will able to manage the Porter's Lunch Time or Rest Time</li> <li>● Live Tracking of Porters             <ul style="list-style-type: none"> <li>○ Free Porters</li> <li>○ Porters on Breaks</li> <li>○ Porters Relocation Tasks</li> </ul> </li> <li>● Can look into Floor Plans with the marks like - ER / OT / Ward / So on</li> <li>● Able to Buzz anyone's in porters app and send notification.</li> <li>●</li> </ul>
Staff Console (Tablet App)	<p><b>Demand Management -</b></p> <ul style="list-style-type: none"> <li>● Nurses/Doctors can create a task for sending a document or assets from one location to another or shifting a patient from some location to another with emergency or non-emergency priority.</li> <li>● Nurse will add Task, Destination Location, and Approx Time to be finished.</li> <li>● App will find the nearby Porter and Assign the task.</li> <li>● Nurse will be notified with the information about porter and time.</li> <li>● Receiver will also get notification about the assets coming to them through porters.</li> <li>● While assigning the task, Staff can create multiple tasks with different stop locations to complete tasks in the same sequence of locations</li> </ul>

	<ul style="list-style-type: none"> <li>• At the end of the day, before the day off they will need to mark their assigned tasks completed.</li> <li>• Once the task is completed, the receiver also needs to acknowledge the completion.</li> <li>• Tasks can be changed or reassigned before it starts. To cancel the task - the reason needs to be added.</li> </ul>
Porters Console (Mobile App)	<p><b>Task Assignment -</b></p> <ul style="list-style-type: none"> <li>• Porters will receive requests to do a task they need to accept. If they don't take it - they will add the reason</li> <li>• Porters will be assigned a task by Staff or Managers. Once finished, they can opt for other tasks to be done at nearby locations.</li> <li>• Once the porter has reached the demand location, the wait time will start calculating until the task is handover to the porter by the nurse.</li> <li>• As tasks start, Porters will start the task, and the app starts calculating the time anti-clock to the limit set by a nurse where porter can add 5 minutes if they are late due to something. The app will make the porter free with a buzzer notification if the porter does not update the time.</li> <li>• Once the task is completed, the porter will mark it completed. Or if time is completed, the device will buzz to the alarm and ask to complete the task / add time.</li> </ul> <p><b>Gupp Shupp Alarm -</b></p> <ul style="list-style-type: none"> <li>• In case the application finds more than two porters in the same Geo Location, it will notify the Manager and start buzzing to alert porters to avoid Gupp Shupp.</li> </ul> <p><b>Lunch Time -</b></p> <ul style="list-style-type: none"> <li>• Porter App will have Lunch Time for Porters from Managers, and it will be Idle during Lunch Time.</li> </ul>
Reports	<ul style="list-style-type: none"> <li>• Porter Task Allocation with Estimated Time and Actual Time to Complete.</li> <li>• The Nurse Wait Time for tasks assignment and completion</li> <li>• Porters work occupancy during the different time ranges of a day</li> <li>• Forecasting of Porters Requirements per day/shifts</li> <li>• Porter waiting time for each task (Ward Wise)</li> </ul>

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	<ul style="list-style-type: none"><li>• Analysis of Busy Shift based on Porters Requirement and tasks assigned.</li></ul>
Notification	<ul style="list-style-type: none"><li>• If the task is getting delayed, the receiver will receive the notification.</li></ul>