1. Clearly Define the Problem

Objective: Articulate the specific issue or limitation in the current system.

Example: “The B2Bi platform currently lacks support for HL7 v2.x messaging, which is essential for our healthcare clients to exchange patient data efficiently.”

2. Provide Context and Use Cases

Objective: Explain real-world scenarios where the enhancement would be beneficial.

Example: “Our healthcare partners need to transmit patient admission and discharge information using HL7 v2.5. The absence of this support necessitates manual data entry, leading to delays and errors.”

3. Suggest a Solution

Objective: Offer a proposed enhancement or feature addition.

Example: “Integrate HL7 v2.x message parsing and validation capabilities into the B2Bi platform, allowing seamless data exchange with healthcare systems.”

4. Highlight the Benefits

Objective: Demonstrate the positive impact of the enhancement on business operations.

Example: “Implementing HL7 support will reduce manual data entry by 80%, decrease errors by 60%, and improve patient data processing times.”

🗂️ 5. Categorize and Prioritize

Objective: Assign appropriate tags and priority levels to the RFE.

Example:

* Tags: Healthcare, HL7, Data Exchange
* Priority: High

6. Specify the Source of the RFE

Objective: Indicate whether the enhancement request originated from a customer or internally.

Example:

* Source: Customer Request
* Customer Name: ABC Healthcare Solutions

7. Reference Associated Support Tickets

Objective: Link any existing support tickets related to this enhancement request.

Example: “Related Support Ticket: #123456 – ‘Need for HL7 v2.5 Integration Support’”

8. Identify Existing Workarounds

Objective: Describe any current methods used to address the issue and their limitations.

Example: “Currently, clients manually convert HL7 messages into a supported format before uploading, which is time-consuming and prone to errors.”

Sample RFE Submission Template

* Title: Add HL7 v2.x Support for Healthcare Data Exchange
* Problem Statement: The B2Bi platform lacks native support for HL7 v2.x messaging, hindering efficient data exchange for healthcare clients.
* Use Case: Healthcare providers need to automate the transmission of patient admission and discharge information using HL7 v2.5.
* Proposed Solution: Integrate HL7 v2.x message parsing and validation capabilities into the B2Bi platform.
* Benefits: Reduces manual data entry by 80%, decreases errors by 60%, and improves patient data processing times.
* Tags: Healthcare, HL7, Data Exchange
* Priority: High
* Source: Customer Request
* Customer Name: ABC Healthcare Solutions
* Related Support Ticket: #123456
* Existing Workaround: Manual conversion of HL7 messages into a supported format before uploading.