

## A1. PROJECT OVERVIEW

This Statement of Work defines the agreed Lean Phase 1A MVP scope for the doctor-to-doctor referral and billing support platform for the Australian healthcare market.

The purpose of this phase is to build a focused MVP that validates the core product workflow:

A GP registers, searches for a suitable specialist, views the specialist profile, starts a basic referral, and uses a basic AI billing assistant for limited MBS-related billing guidance.

This scope is intentionally limited to the core validation workflow. Advanced features, integrations, advertising, insurance workflows, patient record management, and complex referral communication are excluded unless separately agreed in writing.

## A2. PHASE 1A OBJECTIVE

The objective of Phase 1A is to deliver a working MVP that allows Customer to validate the following assumptions:

- (a) General Practitioners can register and use the platform;
- (b) Specialist doctors can register and create searchable profiles;
- (c) Admin users can review and approve doctor profiles before they become visible;
- (d) GPs can search and filter specialists based on basic profile information;
- (e) GPs can view specialist profiles and initiate a basic referral form;
- (f) Doctors can use a basic AI billing assistant to ask limited MBS-related billing questions; and
- (g) The platform can be deployed for initial testing and pilot use.

## A3. IN-SCOPE MODULES

### A3.1 GP Registration

GP users will be able to register using basic account information and create a basic GP profile.

Included fields may include:

- (a) full name;
- (b) email;
- (c) password;
- (d) phone number;
- (e) provider type as GP;
- (f) practice name;
- (g) practice location; and
- (h) basic professional details.

Acceptance criteria:

- (a) GP can create an account;
- (b) GP can log in with valid credentials;
- (c) GP can access GP-specific platform areas; and
- (d) invalid login attempts are rejected.

## A3.2 Specialist Registration

Specialist users will be able to register and create a specialist profile for admin review.

Included fields may include:

- (a) full name;
- (b) email;
- (c) password;
- (d) phone number;
- (e) provider type as Specialist;
- (f) specialty;
- (g) sub-specialty, if applicable;
- (h) AHPRA registration number as a manually entered field;
- (i) practice name;
- (j) practice location;
- (k) city/state/postcode;
- (l) consultation type;
- (m) languages;
- (n) areas of interest;
- (o) referral instructions;
- (p) billing type; and
- (q) short bio.

Acceptance criteria:

- (a) Specialist can create an account;
- (b) Specialist can submit profile details;
- (c) Specialist profile is marked as pending review after submission; and
- (d) Specialist profile is not visible in the public/internal directory until approved by admin.

## A3.3 Admin Approval

Admin users will be able to review and approve/reject specialist profiles.

Included functionality:

- (a) view registered users;
- (b) view pending specialist profiles;
- (c) review profile details;
- (d) approve specialist profile;
- (e) reject specialist profile; and
- (f) view profile status.

Acceptance criteria:

- (a) Admin can view pending specialist profiles;
- (b) Admin can approve specialist profiles;
- (c) Admin can reject specialist profiles;
- (d) approved specialists become visible in the directory; and
- (e) pending/rejected specialists remain hidden from search results.

## A3.4 Specialist Directory

The specialist directory will allow GP users to browse approved specialist profiles.

Directory listing may include:

- (a) specialist name;
- (b) specialty;
- (c) practice location;
- (d) consultation type;
- (e) languages;
- (f) billing type;
- (g) areas of interest; and
- (h) short profile summary.

Acceptance criteria:

- (a) GP can access specialist directory;
- (b) only approved specialists appear in the directory;
- (c) GP can open specialist profile from the directory; and
- (d) directory loads with reasonable MVP-level performance.

### **A3.5 Basic Search and Filters**

The MVP will include basic search and filtering for specialist discovery.

The included search/filter fields may include:

- (a) specialist name;
- (b) specialty;
- (c) sub-specialty, if available;
- (d) location/city;
- (e) state;
- (f) consultation type;
- (g) language;
- (h) billing type; and
- (i) area of interest.

Acceptance criteria:

- (a) GP can search specialists by keyword;
- (b) GP can filter by specialty;
- (c) GP can filter by location/city;
- (d) search results only include approved specialists; and
- (e) GP can open a profile from search results.

### **A3.6 Specialist Profile Pages**

Each approved specialist will have a profile page visible to GP users.

Profile page may include:

- (a) name;
- (b) specialty;
- (c) sub-specialty;
- (d) practice name;
- (e) practice location;
- (f) consultation type;
- (g) telehealth availability, if captured;
- (h) languages;
- (i) billing type;
- (j) referral instructions;

- (k) areas of interest;
- (l) short bio; and
- (m) Start Referral button.

Acceptance criteria:

- (a) GP can open an approved specialist profile;
- (b) profile displays key specialist information; and
- (c) GP can start a basic referral form from the profile page.

### **A3.7 Basic Referral Form**

The referral workflow in Phase 1A will be simple and is intended to capture referral intent and basic referral information. It is not intended to replace secure clinical messaging or a patient record system.

The basic referral form may include:

- (a) GP name;
- (b) specialist name;
- (c) patient reference or basic patient identifier, depending on final privacy decision;
- (d) reason for referral;
- (e) urgency;
- (f) basic notes; and
- (g) date submitted.

Acceptance criteria:

- (a) GP can start a referral from a specialist profile;
- (b) GP can complete and submit a basic referral form;
- (c) submitted referral is saved in the system; and
- (d) GP receives a basic confirmation after submission.

### **A3.8 Basic AI Billing Assistant Using Limited MBS Knowledge**

The platform will include a basic AI billing assistant that helps users ask limited MBS-related billing questions.

Included functionality:

- (a) user can open the AI billing assistant;
- (b) user can ask a billing-related question;
- (c) system returns a plain-English response based on agreed limited MBS knowledge content;
- (d) system provides a basic source/reference where available; and
- (e) system includes appropriate uncertainty/disclaimer language.

Example questions:

- (a) What item number may apply for a long GP consultation?
- (b) What item may apply for an initial specialist consultation?
- (c) Can this item be used for telehealth?
- (d) What are common restrictions for this item?

Acceptance criteria:

- (a) user can ask a billing question;
- (b) system returns a response based on available limited knowledge content;
- (c) system includes a basic source/reference where available; and
- (d) system does not guarantee eligibility or claim correctness.

### **A3.9 Basic Admin Dashboard**

The platform will include a basic admin dashboard for MVP operations.

Included functionality:

- (a) admin login;
- (b) view registered users;
- (c) view GP users;
- (d) view specialist users;
- (e) review pending specialist profiles;
- (f) approve/reject specialist profiles;
- (g) view basic referral records; and
- (h) view basic AI billing question logs if implemented within MVP architecture.

Acceptance criteria:

- (a) Admin can log in;
- (b) Admin can view registered doctors;
- (c) Admin can approve/reject specialists;
- (d) Admin can access basic referral records; and
- (e) Admin can access basic platform management screens.

### **A3.10 Initial Deployment**

The platform will be deployed to an initial environment suitable for Customer review, testing, and pilot usage.

Included deployment activities may include:

- (a) frontend deployment;
- (b) backend deployment;
- (c) database setup;
- (d) environment configuration;
- (e) basic production or staging environment setup; and
- (f) basic domain/subdomain configuration if credentials and DNS access are provided.

Acceptance criteria:

- (a) application is accessible through a deployed environment;
- (b) users can register and log in;
- (c) core MVP flows can be tested; and
- (d) admin can access the admin dashboard.

## **A4. GENERAL OUT-OF-SCOPE ITEMS**

The following are not included in Lean Phase 1A unless separately agreed in writing:

- (a) patient-facing marketplace;
- (b) direct appointment booking;
- (c) calendar scheduling;
- (d) full secure clinical messaging;
- (e) patient medical record system;
- (f) patient portal;
- (g) Medicare claim submission;
- (h) e-prescribing;
- (i) payment processing;

- (j) insurance workflows;
- (k) pharma/sponsor advertising module;
- (l) doctor job board;
- (m) practice management software integrations;
- (n) hospital system integrations;
- (o) HL7/FHIR integrations;
- (p) advanced AI specialist matching;
- (q) AI referral letter generation;
- (r) referral PDF generation;
- (s) full MBS ingestion and management system;
- (t) full billing compliance/rules engine;
- (u) advanced analytics and reporting;
- (v) automated AHPRA verification;
- (w) native mobile applications;
- (x) public SEO doctor profile pages;
- (y) complex notification workflows;
- (z) SMS integration;
- (aa) video consultation;
- (bb) reviews and ratings;
- (cc) high-availability infrastructure;
- (dd) load testing;
- (ee) penetration testing; and
- (ff) formal healthcare/legal/compliance certification.

## A5. UI/UX NOTE

Service Provider will implement practical MVP screens required for the in-scope workflows. Advanced branding, high-fidelity design systems, extensive UI/UX research, or major design revisions are not part of the acceptance criteria unless separately agreed in writing.

## A6. ASSUMPTIONS

This SOW is based on the following assumptions:

- (a) Customer will provide timely feedback and approvals;
- (b) Customer will provide logos, branding assets, and content where required;
- (c) Customer will confirm final profile fields, search filters, and referral form fields;
- (d) Customer will confirm the limited MBS content/data to be used by the AI billing assistant;
- (e) Customer will provide access to hosting, domain, DNS, email, AI, cloud, or third-party accounts if required;
- (f) MVP will use simple role-based access for GP, Specialist, and Admin users;
- (g) MVP will not include complex patient record storage;
- (h) MVP will not include formal healthcare/legal/compliance certification; and
- (i) any new feature not listed in this SOW will be treated as a change request.

## A7. CUSTOMER RESPONSIBILITIES UNDER SOW

Customer shall be responsible for:

- (a) providing final business requirements;
- (b) confirming branding direction and content;
- (c) providing logo and brand assets;
- (d) confirming the list of specialties and profile fields;
- (e) confirming referral form fields;
- (f) confirming MBS data/content scope for the AI assistant;
- (g) reviewing deliverables in a timely manner;
- (h) providing access to required accounts and infrastructure; and
- (i) confirming privacy, healthcare, legal, and billing compliance requirements with appropriate advisors.

## **A8. DEVELOPMENT TEAM RESPONSIBILITIES UNDER SOW**

Service Provider shall be responsible for:

- (a) building the in-scope MVP modules;
- (b) implementing frontend and backend functionality;
- (c) setting up the database structure required for the MVP;
- (d) implementing role-based access for GP, Specialist, and Admin users;
- (e) implementing specialist directory and basic search;
- (f) implementing specialist profile pages;
- (g) implementing basic referral form;
- (h) implementing basic AI billing assistant using agreed limited MBS knowledge;
- (i) implementing basic admin dashboard;
- (j) deploying the initial application environment; and
- (k) fixing bugs related to in-scope features during the agreed development/testing period.

## **A9. MVP SUCCESS CRITERIA**

The Lean Phase 1A MVP shall be considered successful if the following core workflow can be tested:

- (a) GP can register and log in;
- (b) Specialist can register and submit profile;
- (c) Admin can approve specialist profile;
- (d) GP can search for an approved specialist;
- (e) GP can view specialist profile;
- (f) GP can submit a basic referral form;
- (g) user can ask a basic MBS-related billing question; and
- (h) platform is deployed and available for pilot testing.

## **A10. SUMMARY**

Lean Phase 1A is focused on delivering the minimum useful product needed to validate the core business idea.

The agreed scope includes GP registration, specialist registration, admin approval, specialist directory, basic search and filters, specialist profile pages, basic referral form, basic AI billing assistant using limited MBS knowledge, basic admin dashboard, and initial deployment.

All other advanced features are deferred to later phases unless separately agreed in writing.