

# Medical centre appointment manager

An appointment manager for multiple specialists in a medical centre.

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Context of use: Education  
Level of education: Bachelor

# Technology Impact Cycle Tool

Medical centre appointment manager

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## Impact on society

What impact is expected from your technology?

*This category is only partial filled.*

## What is exactly the problem? Is it really a problem? Are you sure?

This platform helps the specialists and patients of Zen2 manage the appointments automatically. Before they had to call the specialists and then the specialists schedule the appointment themselves. Now it's all via 1 appointment manager.

## Are you sure that this technology is solving the RIGHT problem?

*This question has not been answered yet.*

## How is this technology going to solve the problem?

*This question has not been answered yet.*

## What negative effects do you expect from this technology?

*This question has not been answered yet.*

## In what way is this technology contributing to a world you want to live in?

*This question has not been answered yet.*

## Now that you have thought hard about the impact of this technology on society (by filling out the questions above), what improvements would you like to make to the technology? List them below.

*This question has not been answered yet.*

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## Hateful and criminal actors

What can bad actors do with your technology?

*This category is only partial filled.*

### **In which way can the technology be used to break the law or avoid the consequences of breaking the law?**

They can see the schedule of every specialist. But not in detail. They only see at what time they can schedule an appointment. So if a stalker wanted to, they would know when the specialist is free.

### **Can fakers, thieves or scammers abuse the technology?**

*This question has not been answered yet.*

### **Can the technology be used against certain (ethnic) groups or (social) classes?**

*This question has not been answered yet.*

### **In which way can bad actors use this technology to pit certain groups against each other? These groups can be, but are not constrained to, ethnic, social, political or religious groups.**

*This question has not been answered yet.*

### **How could bad actors use this technology to subvert or attack the truth?**

*This question has not been answered yet.*

### **Now that you have thought hard about how bad actors can impact this technology, what improvements would you like to make? List them below.**

*This question has not been answered yet.*

# Technology Impact Cycle Tool

Medical centre appointment manager

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## Privacy

Are you considering the privacy & personal data of the users of your technology?

*This category is only partial filled.*

### **Does the technology register personal data? If yes, what personal data?**

It registers the birthdate, name, email and phone number of the users. Further on it collects the appointments made by the user.

### **Do you think the technology invades the privacy of the stakeholders? If yes, in what way?**

*This question has not been answered yet.*

### **Is the technology is compliant with prevailing privacy and data protection law? Can you indicate why?**

*This question has not been answered yet.*

### **Does the technology mitigate privacy and data protection risks/ concerns (privacy by design)? Please indicate how.**

*This question has not been answered yet.*

### **In which way can you imagine a future impact of the collection of personal data?**

*This question has not been answered yet.*

### **Now that you have thought hard about privacy and data protection, what improvements would you like to make? List them below.**

*This question has not been answered yet.*

# Technology Impact Cycle Tool

Medical centre appointment manager

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## Human values

How does the technology affect your human values?

*This category is only partial filled.*

## How is the identity of the (intended) users affected by the technology?

The technology is not intended to and will not affect any user.

## How does the technology influence the users' autonomy?

*This question has not been answered yet.*

## What is the effect of the technology on the health and/or well-being of users?

*This question has not been answered yet.*

## Now that you have thought hard about the impact of your technology on human values, what improvements would you like to make to the technology? List them below.

*This question has not been answered yet.*

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Medical centre appointment manager

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## Stakeholders

Have you considered all stakeholders?

*This category is only partial filled.*

**Who are the main users/targetgroups/stakeholders for this technology? Think about the intended context by answering these questions.**

### Name of the stakeholder

Patients that need a certain treatment

### How is this stakeholder affected?

-

### Did you consult the stakeholder?

No

### Are you going to take this stakeholder into account?

No

### Name of the stakeholder

Specialists that need to manage their appointments

### How is this stakeholder affected?

-

### Did you consult the stakeholder?

No

### Are you going to take this stakeholder into account?

No

**Did you consider all stakeholders, even the ones that might not be a user or target group, but still might be of interest?**

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**Now that you have thought hard about all stakeholders, what improvements would you like to make? List them below.**

*This question has not been answered yet.*

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## Data

Is data in your technology properly used?

*This category is only partial filled.*

**Are you familiar with the fundamental shortcomings and pitfalls of data and do you take this sufficiently into account in the technology?**

Yes, I'm aware of this. And it is taken into account in the technology.

**How does the technology organize continuous improvement when it comes to the use of data?**

*This question has not been answered yet.*

**How will the technology keep the insights that it identifies with data sustainable over time?**

*This question has not been answered yet.*

**In what way do you consider the fact that data is collected from the users?**

*This question has not been answered yet.*

**Now that you have thought hard about the impact of data on this technology, what improvements would you like to make? List them below.**

*This question has not been answered yet.*

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## Inclusivity

Is your technology fair for everyone?

*This category is only partial filled.*

## Will everyone have access to the technology?

*This question has not been answered yet.*

## Does this technology have a built-in bias?

This technology demands that the user has an email and a phone (number).  
This is the only bias I can think of.

## Does this technology make automatic decisions and how do you account for them?

*This question has not been answered yet.*

## Is everyone benefitting from the technology or only a a small group?

### Do you see this as a problem? Why/why not?

*This question has not been answered yet.*

## Does the team that creates the technology represent the diversity of our society?

*This question has not been answered yet.*

## Now that you have thought hard about the inclusivity of the technology, what improvements would you like to make? List them below.

*This question has not been answered yet.*

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## Transparency

Are you transparent about how your technology works?

*This category is only partial filled.*

### **Is it explained to the users/stakeholders how the technology works and how the business model works?**

Yes, it is easy for the users because the interface is a calendar whereas if you know how to work with any calendar app, you are familiar with this concept. And if you don't, then the design is pretty straightforward.

### **If the technology makes an (algorithmic) decision, is it explained to the users/stakeholders how the decision was reached?**

*This question has not been answered yet.*

### **Is it possible to file a complaint or ask questions/get answers about this technology?**

*This question has not been answered yet.*

### **Is the technology (company) clear about possible negative consequences or shortcomings of the technology?**

*This question has not been answered yet.*

### **Now that you have thought hard about the transparency of this technology, what improvements would you like to make? List them below.**

*This question has not been answered yet.*

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## Sustainability

Is your technology environmentally sustainable?

*This category is only partial filled.*

### **In what way is the direct and indirect energy use of this technology taken into account?**

Apart from maybe looking up their phone number (if they don't know them) their wont be much energy that the user has to use. As said above, the platform is pretty straightforward and usability is taken into account so there won't be too many steps to complete actions.

### **Do you think alternative materials could have been considered in the technology?**

*This question has not been answered yet.*

### **Do you think the lifespan of the technology is realistic?**

*This question has not been answered yet.*

### **What is the hidden impact of the technology in the whole chain?**

*This question has not been answered yet.*

### **Now that you have thought hard about the sustainability of this technology, what improvements would you like to make? List them below.**

*This question has not been answered yet.*

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## Future

Did you consider future impact?

*This category is only partial filled.*

### **What could possibly happen with this technology in the future?**

This technology will grow alongside the company. There will maybe be functions to make sessions online and meet with patients via the webcam.

**Sketch a or some future scenario (s) (20-50 years up front) regarding the technology with the help of storytelling. Start with at least one utopian scenario.**

*This question has not been answered yet.*

**Sketch a or some future scenario (s) (20-50 years up front) regarding the technology with the help of storytelling. Start with at least one dystopian scenario.**

*This question has not been answered yet.*

**Would you like to live in one of this scenario's? Why? Why not?**

*This question has not been answered yet.*

**What happens if the technology (which you have thought of as ethically well-considered) is bought or taken over by another party?**

*This question has not been answered yet.*

**Impact Improvement: Now that you have thought hard about the future impact of the technology, what improvements would you like to make? List them below.**

*This question has not been answered yet.*