doctor

patient

User Authentication

|  |  |
| --- | --- |
| initiator | patient |
| **Descripton** | **Patient can log in log in , log out ,change password and change language.** |
| **Actor** | **Patient** |
| **preconditions** | **patient accesses the system** |
| **Flow of Events** | **1. Patient enters credentials to log in.**  **2. Patient logs out or changes language settings as needed.**  **3. System authenticates actions.** |
| **Postconditions** | **Patient successfully interacts with the system.** |

Lookup Latest Prescription

|  |  |
| --- | --- |
| initiator | patient |
| **Descripton** | **Patients can check their most recent prescriptions.** |
| **Actor** | **Patient** |
| **preconditions** | **Patient is logged in.** |
| **Flow of Events** | **1. Patient navigates to the prescription section.**  **2. Patient reviews the latest prescription details.**  **3. System displays prescription information.** |
| **Postconditions** | **accesses and views their latest prescription.** |

Payment and Billing

|  |  |
| --- | --- |
| initiator | patient |
| **Descripton** | **Patients can make payments and view billing information.** |
| **Actor** | **Patient** |
| **preconditions** | **Patient is logged in.** |
| **Flow of Events** | **1. Patient selects the payment option.**  **2. Patient enters payment details.**  **3. System processes payment and updates billing information.** |
| **Postconditions** | **Payment is successfully made, and billing data is updated** |

**Reserve Appointment**

|  |  |
| --- | --- |
| initiator | patient |
| **Descripton** | **This use case describes the scenario where a patient wants to reserve an appointment. The patient accesses the healthcare system and navigates to the appointment reservation feature where they can view available time slots.** |
| **Actor** | **Patient** |
| **preconditions** | **Patient is logged in.** |
| **Flow of Events** | **1. The patient logs in to the system.**  **2. The patient selects the 'reserve appointment' option.**  **3. The system displays available appointment slots.**  **4. The patient selects a suitable time slot.**  **5. The system asks the patient to confirm the selection.**  **6. The patient confirms the reservation.**  **7. The system books the appointment and sends a confirmation to the patient.** |
| **Postconditions** | **An appointment is successfully reserved for the patient, and the patient receives a confirmation with the appointment details.** |

contact staff

|  |  |
| --- | --- |
| initiator | patient |
| **Descripton** | **This use case describes the scenario where a patient needs to contact the staff of the healthcare provider for assistance, inquiries, or support.** |
| **Actor** | **Patient** |
| **preconditions** | **Patient is logged in.** |
| **Flow of Events** | **1. The patient logs in to the online healthcare system.**  **2. The patient navigates to the "Contact Staff" or "Support" section.**  **3. The system presents options for contacting staff, such as a contact form, live chat, or hotline number.**  **4. The patient selects the preferred method of communication.**  **5. The system prompts the patient to enter the nature of the query or request.**  **6. The patient provides details or chooses from predefined categories (e.g., appointment scheduling, billing inquiries, medical advice).**  **7. The system sends the message or request to the staff members responsible for handling such queries.**  **8. The system confirms the successful submission of the message and provides a reference number or acknowledgment to the patient.**  **9. The staff members receive the patient's query and respond accordingly with the necessary information, assistance, or resolution.** |
| **Postconditions** | **- The patient's request or query is successfully communicated to the staff.**  **- The patient receives a response or assistance from the staff members.** |

Reschedule Appointment

|  |  |
| --- | --- |
| initiator | patient |
| **Descripton** | **This use case describes the scenario where a patient needs to reschedule a previously scheduled appointment with a healthcare provider** |
| **Actor** | **Patient** |
| **preconditions** | **Patient is logged in.** |
| **Flow of Events** | **1. The patient logs in to the healthcare provider's online appointment system.**  **2. The patient navigates to the "My Appointments" or "Upcoming Appointments" section.**  **3. The system displays the list of the patient's scheduled appointments.**  **4. The patient selects the appointment that needs to be rescheduled.**  **5. The system provides options to reschedule the appointment, such as selecting a new date and time.**  **6. The patient chooses a suitable date and time for the rescheduled appointment.**  **7. The system checks the availability of the healthcare provider and confirms the chosen date and time.**  **8. The patient confirms the rescheduling request.**  **9. The system updates the appointment schedule with the new date and time.**  **10. The system sends a confirmation message to the patient with the details of the rescheduled appointment.** |
| **Postconditions** | **- The appointment is successfully rescheduled based on the patient's request and availability.**  **- The patient receives a confirmation of the rescheduled appointment details.** |

Look Up Appointment

|  |  |
| --- | --- |
| initiator | patient |
| **Descripton** | **This use case describes the scenario where a patient wants to look up and access information about their upcoming appointments with a healthcare provider.** |
| **Actor** | **Patient** |
| **preconditions** | **Patient is logged in.** |
| **Flow of Events** | **1. The patient logs in to the healthcare provider's online appointment system.**  **2. The patient navigates to the "My Appointments" or "Upcoming Appointments" section.**  **3. The system displays a list of the patient's scheduled appointments, including date and time.**  **4. The patient selects a specific appointment to view more details.**  **5. The system presents detailed information about the selected appointment, including the healthcare provider's name, location, and purpose of the appointment.**  **6. The patient can review the details and take note of any special instructions or preparations required.** |
| **Postconditions** | **- The patient successfully retrieves information about their scheduled appointments.**  **- The patient can view details such as date, time, location, and purpose of the appointments.** |

Cancel Appointment

|  |  |
| --- | --- |
| initiator | patient |
| **Description** | **This use case outlines the process where a patient wishes to cancel a previously scheduled appointment with a healthcare provider** |
| **Actor** | **Patient** |
| **preconditions** | **Patient is logged in.** |
| **Flow of Events** | **1. The patient logs in to the healthcare provider's online appointment system.**  **2. The patient navigates to the "My Appointments" or "Upcoming Appointments" section.**  **3. The system displays the list of the patient's scheduled appointments.**  **4. The patient selects the appointment that needs to be canceled.**  **5. The system provides an option to cancel the selected appointment.**  **6. The patient confirms the cancellation request.**  **7. The system prompts the patient to provide a reason for canceling the appointment (optional).**  **8. The system processes the cancellation request and updates the appointment status as canceled.**  **9. The system sends a confirmation message to the patient, acknowledging the canceled appointment and providing any relevant information.** |
| **Postconditions** | **- The appointment is successfully canceled based on the patient's request.**  **- The patient receives confirmation of the canceled appointment and any further instructions.** |

Staff

User Authentication

|  |  |
| --- | --- |
| initiator | Staff members |
| **Description** | **Staff member can log in log in , log out ,change password and change language.** |
| **Actor** | **Staff member** |
| **preconditions** | **Staff is logged in.** |
| **Flow of Events** | **1. Staff member enters credentials to log in.**  **2. Staff member logs out or changes language settings as needed.**  **3. System authenticates actions.** |
| **Postconditions** | **Staff member successfully interacts with the system.** |

Look Up Appointments

|  |  |
| --- | --- |
| initiator | Staff members |
| **Descripton** | **Staff member can search for and view appointment details for patient.** |
| **Actor** | **Staff member** |
| **preconditions** | **Staffmember is logged in.** |
| **Flow of Events** | **1-Medical staff members access the appointment scheduling section.**  **2-Staff members enter search criteria (patient name, date, time, etc.).**  **3-System displays a list of appointments that match the search criteria.**  **4-Staff members can view appointment details, including patient information, date, time, and location.**  **5-Staff members can modify or cancel appointments if necessary.** |
| **Postconditions** | **Medical staff members can view and manage patient appointments.** |

Cancel Appointment

|  |  |
| --- | --- |
| initiator | Staff members |
| **Description** | **Staff member can cancel a scheduled appointment for a patient.** |
| **Actor** | **Staff member** |
| **preconditions** | **Staff is logged in.** |
| **Flow of Events** | **1-staff selects the "Lookup Appointments" function from the system menu**  **2-Medical staff enters search criteria (e.g. patient name, date range, appointment status) to find the appointment to be cancelled**  **3-System searches for appointments that match the search criteria**  **4-System displays a list of appointments that match the search criteria**  **5-Medical staff selects the appointment to be cancelled from the list**  **6-Medical staff selects the "Cancel Appointment" option**  **7-System prompts medical staff to confirm the cancellation**  **8-Medical staff confirms the cancellation**  **9-System cancels the appointment and updates the appointment status**  **10-System displays a confirmation message to medical staff**  **11-System sends a cancellation notification to the patient (optional)** |
| **Postconditions** | **-The appointment has been cancelled and the appointment status has been updated**  **-The patient has been notified of the cancellation (if applicable)**  **-Medical staff have exited the "Lookup Appointments" function** |

Reshedule appointment

|  |  |
| --- | --- |
| initiator | Staff members |
| **Description** | **Staff member can reschedule a previously scheduled appointment for a patient.** |
| **Actor** | **Staff member** |
| **preconditions** | **Staff is logged in.** |
| **Flow of Events** | **1-Medical staff selects the "Lookup Appointments" function from the system menu**  **2-Medical staff enters search criteria (e.g. patient name, date range, appointment status) to find the appointment to be rescheduled**  **3-System searches for appointments that match the search criteria**  **4-System displays a list of appointments that match the search criteria**  **5-Medical staff selects the appointment to be rescheduled from the list**  **6-Medical staff selects the "Reschedule Appointment" option**  **7-System prompts medical staff to enter the new appointment date and time**  **8-Medical staff enters the new appointment date and time**  **9-System checks the availability of the new appointment date and time**  **10-If the new appointment date and time is available, system updates the appointment with the new date and time**  **11-If the new appointment date and time is not available, 12-system displays a message indicating that the new date and time is not available**  **13-System displays a confirmation message to medical staff**  **Medical staff exits the "Lookup Appointments" function** |
| **Postconditions** | **-The appointment has been rescheduled to a new date and time.**  **-Medical staff have exited the "Lookup Appointments" ----function.** |

Add New Patient

|  |  |
| --- | --- |
| initiator | Staff members |
| **Description** | **Staff member can add a new patient to the system.** |
| **Actor** | **Staff member** |
| **preconditions** | **Staff is logged in.** |
| **Flow of Events** | **1-The staff member selects the "Add New Patient" option from the main menu**  **2-The system prompts the staff member to enter the patient's personal information, such as name, date of birth, and contact information**  **3-The staff member enters the patient's information and selects "Save"**  **4-The system validates the information and creates a new patient record**  **5The system confirms that the patient has been added and displays the patient's information** |
| **Postconditions** | **-The patient is added to the system and can be scheduled for appointments.**  **-The patient's information is stored securely in the system.** |

Reserve Appointment

|  |  |
| --- | --- |
| initiator | Staff members |
| **Description** | **Staff member can reserve an appointment for a patient.** |
| **Actor** | **Staff member** |
| **preconditions** | **Staff is logged in.** |
| **Flow of Events** | **1-The staff member selects the "Reserve Appointment" option from the main menu**  **2-The system prompts the staff member to select a patient from the list of registered patients**  **3-The staff member selects the patient and the system displays the available appointment time slots**  **4-The staff member selects an available time slot and the system prompts the staff member to confirm the reservation**  **5-The staff member confirms the reservation and the system updates the appointment status to "Reserved"**  **6The system confirms that the appointment has been reserved and displays the appointment details** |
| **Postconditions** | **-The appointment is reserved for the patient and cannot be reserved by another patient.**  **-The appointment details are stored in the system and can be accessed by the staff member and the patient.** |

View Limited Patient Information

|  |  |
| --- | --- |
| initiator | Staff members |
| **Description** | **Staff member can view limited patient information** |
| **Actor** | **Staff member** |
| **preconditions** | **Staff is logged in.** |
| **Flow of Events** | **1-The staff member selects the "View Limited Patient Information" option from the main menu**  **2-The system prompts the staff member to select a patient from the list of registered patients**  **3-The staff member selects the patient and the system displays the limited patient information, such as name, date of birth, and contact information**  **4-The staff member views the limited patient information and selects "Close" to return to the main menu** |
| **Postconditions** | **-The staff member has viewed the limited patient information.**  **-The patient's information remains confidential and secure.** |

Send Template Emails to Patients for Reminders

|  |  |
| --- | --- |
| initiator | Staff members |
| **Description** | **Staff member can send template emails to patients for reminders.** |
| **Actor** | **Staff member** |
| **preconditions** | **Staff is logged in.** |
| **Flow of Events** | **1-The staff member selects the "Send Template Emails to Patients for Reminders" option from the main menu**  **2-The system prompts the staff member to select the patients who should receive the reminder email**  **3-The staff member selects the patients and the system displays the selected patients' email addresses**  **4-The staff member selects the template email for the reminder or creates a new template email**  **5-The staff member confirms the email addresses and the template email and the system sends the reminder emails to the selected patients**  **6-The system confirms that the reminder emails have been sent and displays the confirmation message** |
| **Postconditions** | **-The reminder emails have been sent to the selected patients.**  **-The patients have received the reminder emails.** |

Respond to Patient

|  |  |
| --- | --- |
| initiator | Staff members |
| **Description** | **Staff member can respond to patient inquiries** |
| **Actor** | **Staff member** |
| **preconditions** | **Staff is logged in.** |
| **Flow of Events** | **1-The staff member selects the "Respond to Patient" option from the main menu**  **2-The system displays the list of patient inquiries or requests**  **3-The staff member selects the patient inquiry or request to respond to**  **4-The staff member reviews the patient's information and the details of the inquiry or request**  **5-The staff member composes a response to the patient's inquiry or request**  **6-The staff member sends the response to the patient's email address or other contact method**  **7-The system confirms that the response has been sent and displays the confirmation message** |
| **Postconditions** | **-The patient has received a response to their inquiry or request.**  **-The patient's inquiry or request has been addressed.** |

**Admin**

User Authentication

|  |  |
| --- | --- |
| initiator | Admin |
| **Description** | **Admin can log in log in , log out ,change password and change language.** |
| **Actor** | **Admin** |
| **preconditions** | **Admin accesses the system** |
| **Flow of Events** | **1. Admin enters credentials to log in.**  **2. Admin logs out or changes language settings as needed.**  **3. System authenticates actions.** |
| **Postconditions** | **Admin successfully interacts with the system.** |

**Register a New Doctor , staff member and new admin**

|  |  |
| --- | --- |
| initiator | Admin |
| **Description** | **Admin can add a new doctor, new admin and staff member** |
| **Actor** | **Admin** |
| **preconditions** | **Admin is logged in.** |
| **Flow of Events** | **1-The admin navigates to the "Register a New Doctor , admin and staff member " page in the system.**  **2-The admin enters the new doctor's, admins’ and staff members’ personal information, such as name, address, and contact details.**  **3-The admin enters the new doctor's , admins’ and staff members’ professional information, such as medical license number, specialty, and board certification.**  **4-The admin reviews the entered information for accuracy and completeness.**  **5-The admin submits the registration form to the system.**  **6-The system validates the entered information and checks for any errors or inconsistencies.**  **7-If the information is valid, the system creates a new doctor profile in the system and assigns a unique identifier to the new doctor.**  **8-The new doctor , new adminand staff member receives an email notification with their login credentials and instructions for accessing the system.**  **9-The new doctor, admin and staff member logs into the system and completes any additional required information or tasks, such as uploading a photo or completing a background check** |
| **Postconditions** | **The new doctor, new admin and staff member is registered in the system and can access their profile and other features of the system.** |

**modify all doctors and staff member information**

|  |  |
| --- | --- |
| initiator | Admin |
| **Description** | **The use case for modifying all doctors' and staff member’s information in the system involves the actor being the admin. The admin is responsible for updating the personal and professional information of all doctors and staff member in the system, reviewing the updated information for accuracy and completeness, and submitting the changes to the system.** |
| **Actor** | **Admin** |
| **preconditions** | **Admin is logged in.** |
| **Flow of Events** | 1. **The admin navigates to the "Doctors and staff member " page in the system.** 2. **The admin selects the "Modify All Doctors' and staff member’s Information" option.** 3. **The system displays a list of all doctors in the system.** 4. **The admin updates the desired information for each doctor and staff member, such as name, address, contact details, medical license number, specialty, or board certification.** 5. **The admin reviews the updated information for accuracy and completeness.** 6. **The admin submits the changes to the system.** 7. **The system validates the updated information and checks for any errors or inconsistencies.** 8. **If the information is valid, the system updates the profiles of all doctorsand staff member in the system with the new information.** 9. **The system sends an email notification to each doctor and staff member with the updated information and instructions for reviewing and confirming the changes.** |
| **Postconditions** | **All doctors' and staff members’ information in the system is updated with the new information provided by the admin.** |

See reports

|  |  |
| --- | --- |
| initiator | Admin |
| **Description** | **The use case for viewing reports in the system involves the actors being the admin, doctor, or staff member. The user is responsible for navigating to the "Reports" page in the system, selecting the desired report, and reviewing the report for accuracy and completeness.The system displays a list of available reports, and the user can select the desired report. The system generates the report based on the selected criteria and displays it to the user. The report can include information such as patient demographics, appointment history, procedure codes, and revenue** |
| **Actor** | **Admin** |
| **preconditions** | **Admin is logged in.** |
| **Flow of Events** | **1-The user navigates to the "Reports" page in the system.**  **2-The system displays a list of available reports.**  **3-The user selects the desired report.**  **4-The system generates the report based on the selected criteria.**  **5-The system displays the report to the user.**  **6-The user reviews the report for accuracy and completeness.**  **7-The user can export the report to a file format of their choice.** |
| **Postconditions** | **The user has reviewed the report and can take appropriate action based on the information presented.** |

**Doctor**

**Look Up Appointments to Clinic**

|  |  |
| --- | --- |
| initiator | Doctor |
| **Description** | **The use case for looking up appointments to a clinic in the system involves the actor being the Doctor. The Doctor is responsible for navigating to the "Appointments" page in the system, selecting the clinic for which they want to view appointments, and reviewing the list of appointments for the selected clinic** |
| **Actor** | **Doctor** |
| **preconditions** | **Doctor is logged in.** |
| **Flow of Events** | **1-The Doctor navigates to the "Appointments" page in the system.**  **2-The Doctor selects the clinic for which they want to view appointments.**  **3-The system displays a list of appointments scheduled for the selected clinic.**  **4-The Doctor can filter the list of appointments by date, time, patient name, or appointment status.**  **5-The Doctor can view the details of each appointment, including the patient's name, contact information, appointment time, and reason for visit.**  **6-The Doctor can update the status of each appointment as needed.** |
| **Postconditions** | **The Doctor has reviewed the list of appointments for the selected clinic and can take appropriate action as needed.** |

**start next appointment**

|  |  |
| --- | --- |
| initiator | Doctor |
| **Description** | **The use case for starting the next appointment in the system involves the actor being the Doctor or Receptionist. The Doctor or Receptionist is responsible for navigating to the "Appointments" page in the system, selecting the next scheduled appointment, and confirming that they are ready to start the appointment.** |
| **Actor** | **Doctor** |
| **preconditions** | **Doctor is logged in.** |
| **Flow of Events** | **1-The Doctor or navigates to the "Appointments" page in the system.**  **2-The system displays a list of scheduled appointments for the day.**  **3-The Doctor selects the next scheduled appointment.**  **4-The system displays the appointment details, including the patient's name, appointment time, etc...**  **5-The doctor can freely describe treatment, disease info, and send bill information to patient.** |
| **Postconditions** | **The appointment status has been updated to "is done”.** |