

Patient Engagement Platform - UAT Plan

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1. Introduction

As the Product Owner, I led User Acceptance Testing (UAT) for the Patient Engagement Platform (Jul 2022 - Dec 2022) to ensure the platform met user needs for appointment scheduling and communication. This 2-3 page UAT plan, part of the 6-page full document, was executed in the final sprint (Dec 2022) with hospital, validating key features like booking, reminders, and analytics. The plan ensured HIPAA compliance and user satisfaction, contributing to a 15% no-show reduction and 20% satisfaction increase.

2. Objectives

- Validate booking functionality for patients across web and mobile.
 - Confirm automated reminders reduce no-shows.
 - Ensure EHR integration with Epic systems is secure and accurate.
 - Verify admin analytics dashboard meets clinician needs.
 - Test multi-language support (English/Spanish) for accessibility.
3. **Scope:** The UAT covers the MVP features: booking, reminders, EHR sync, analytics, and multi-language support. Out-of-scope: telehealth and billing features (deferred to 2023).

4. Test Participants

- Patients: 10 volunteers from three hospitals.
- Clinicians: 5 doctors/nurses.
- Admins: 3 hospital staff.
- Stakeholders: Client compliance and IT teams.

5. Test Cases

Test Case 1: Appointment Booking

- Objective: Ensure patients can book appointments online.

- Steps:
 1. Log into portal (web/mobile) as a patient.
 2. Select provider and time slot.
 3. Submit booking request.
 4. Receive confirmation email.
- Acceptance Criteria:
 - Booking completes in under 5 seconds.
 - Confirmation email sent within 1 minute.
 - Time slots match provider availability (verified via EHR).
- Tested: Sprint 5, Dec 2022.

Test Case 2: Automated Reminders

- Objective: Confirm reminders are sent and trackable.
- Steps:
 1. Schedule an appointment as a patient.
 2. Wait for 24-hour SMS/email reminder.
 3. Verify delivery in admin dashboard.
- Acceptance Criteria:
 - Reminders sent 24 hours prior, configurable by hospital.
 - Delivery status visible in dashboard.
 - No undelivered reminders (0% failure rate).
- Tested: Sprint 5, Dec 2022.

Test Case 3: EHR Sync

- Objective: Validate secure data exchange with Epic EHR.
- Steps:
 1. Book an appointment as a patient.
 2. Check patient data (e.g., ID, appointment time) in EHR.

- 3. Verify data encryption via audit logs.
- Acceptance Criteria:
 - Data syncs in real-time (<10 seconds).
 - AES-256 encryption applied, confirmed by IT.
 - No data discrepancies in EHR.
- Tested: Sprint 4, Nov 2022.

Test Case 4: Admin Analytics Dashboard

- Objective: Ensure clinicians can track no-shows and bookings.
- Steps:
 1. Log into dashboard as a clinician.
 2. View no-show rates by date/provider.
 3. Export data to CSV.
- Acceptance Criteria:
 - Dashboard refreshes in real-time.
 - No-show rates accurate (verified against SQL queries).
 - CSV export completes in under 5 seconds.
- Tested: Sprint 5, Dec 2022.

Test Case 5: Multi-Language Support

- Objective: Confirm portal accessibility in English/Spanish.
- Steps:
 1. Toggle language to Spanish as a patient.
 2. Book an appointment and receive reminder.
 3. Verify text accuracy with native speaker.
- Acceptance Criteria:
 - Language toggle functional on web/mobile.
 - No translation errors in booking or reminders.

- Tested with 5 Spanish-speaking users.
- Tested: Sprint 5, Dec 2022.

6. Testing Schedule

- Duration: Dec 1-10, 2022.
- Location: Remote (Microsoft Teams) and on-site at one hospital.
- Feedback: Collected via surveys and Confluence.

7. Risks and Mitigation

- Risk: User errors in booking. Mitigation: Provide training guide.
- Risk: EHR sync delays. Mitigation: Test with mock data first.
- Risk: Language translation issues. Mitigation: Validate with native speakers.