

Appointment Scheduling System – Briefing

A clinic needs to manage the schedules of its professionals. All appointment scheduling is performed by clinic attendants via phone. In this first version, an MVP (Minimum Viable Product) will be implemented, addressing only the MVP requirements. Several additional features will be implemented in future versions after the MVP is validated by the client.

The following items were identified during the first meeting with the client:

Basic Information

- The clinic operating hours are from **08:00 to 12:00** and **14:00 to 18:00**. (May change in the future)
- Each professional defines the days of the week and working hours in 30-minute intervals, from Monday to Friday, between **08:00–12:00** and **14:00–18:00**. (May change in the future)
- Each appointment lasts **30 minutes**, and time slots are available every 30 minutes, from **08:00 to 11:30** and **14:00 to 17:30**, Monday to Friday. (May change in the future)
- A professional can be **active** or **inactive**.
- A professional may work in multiple areas, and the client must choose the area and the desired professional when scheduling.
- An appointment has a type: **insurance** or **private**.

Scheduling an Appointment

- An appointment must include:
 - Client
 - Professional
 - Area
 - Type
 - Comments
 - Date
 - Start time
- (All information must be validated)
- Display available dates and time slots for a professional within a **30-day period**.
 - When scheduling an appointment, the selected client's phone number must be confirmed.

Scheduling and Cancellation Restrictions

- Appointments must not be scheduled:
 - Outside the clinic's operating hours.
 - Outside the professional's working days or hours.
- The system must not allow:
 - More than one client scheduled for the same professional at the same date and time.
 - The same client to be scheduled at the same date and time.

- Appointments can only be scheduled with **active professionals**.
 - Appointments cannot be scheduled in the past.
 - The scheduling flow must require selecting the **area first**, then the **professional**.
 - An attendant may cancel an appointment upon client request:
 - The appointment history must not be deleted.
 - The appointment status must be changed to **CANCELED**.
 - Rescheduling is not allowed; appointments can only be canceled.
 - When canceled, the professional's time slot becomes available for new appointments.
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On the Appointment Day

- The system must track client attendance with the statuses:
 - **PRESENT**
 - **ABSENT**
 - List the clinic's daily appointments filtered by area and professional.
 - The system must allow marking a client as present or absent.
 - Rules for status updates:
 - **PRESENT** can only be set on the appointment date.
 - **ABSENT** can only be set after the appointment date and time.
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User Types

Operator

- Manage clients.
- Schedule and cancel appointments.

Administrator

- All Operator permissions.
 - Manage:
 - Users
 - Appointment types
 - Areas
 - Professionals
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Data Management (CRUD)

- **Appointment Types**
 - Examples: Private, Insurance 1, Insurance 2
 - Field: type
- **Clients**
 - Fields: name, phone number, birth date
 - View client appointment history
- **Professionals**

- Fields: name, phone number, active status, areas
 - Deactivating a professional must not cancel existing appointments
- **Areas**
 - Field: name
- **Professional Availability**
 - Fields: working days and hours
 - Updating availability must preserve existing appointments

Note: Data with relationships must not be physically removed.

Responsiveness

- The layout must support screen widths of **350px or greater**.
- Screen widths smaller than **350px** are not supported.