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| **Use case name:** Request a medical advice **ID:**US-1 **Priority :**High | |
| **Actor :user** | |
| **Description :**the patient logs into the system with his number and email ,and chooses in the "Doctor" field ,a medical consultation ,so the system sends a request to the available doctors. | |
| **Trigger :**when | |
| **Type :** external | |
| **Preconditions :**  1-the user must logged in the system  2-there must be at least one doctor online to answare the user | |
| **Normal course :**  1-the user logs into the system  2-select the doctors field  3-choose a medical consultation  4-determines the specialty of the doctor he needs  5-the system accepts its request and searches for doctors in the previously selected department of the user  6-doctor communicates with the user's email | |
| **Postconditions :**  1-the system will save the details of the request  2-the system communicates with the doctor's email  3-the system sends a notification informing the doctor who will contact the user and that he will be with him at a time mentioned by the system | |
| **Exceptions :**  **1-**if user write with different language that the system don't understand it ,the system send message to user "Sorry ,an error occurred, try again"  2-if the doctors of the department who used it chose it, they are not available, tell him the date when they will be available |  |

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| **Destinatins** | **outputs** | **source** | **Summary inputs** |
| User and the doctor | Conversation between doctor and user | user | 1-user name and id  2- Request a medical advice  3- Enter the name of the specialization he need |