# **Successful Appointment Booking**

Verify that the patient successfully books an appointment with their preferred doctor at a convenient time.

Severity **Priority Behavior** Type O Normal ↑ High Not set **Functional** Is Flaky Milestone **Automation** Layer Not set Manual No **Status** Is Muted

#### **Pre-conditions**

Actual

The patient has an active account and the doctor has available time slots

No

Step	1	
Action	Log in to the patient portal.	
Input data		
Expected result		
-		
Step	2	
Action	Navigate to the appointment scheduling page.	
Input data		
Expected result		
Step	3	
Action	Select a doctor.	
Input data		
Expected result	A calendar view displaying the available appointment slots for the selected doctor is shown	

# **Appointment Rescheduled or cancellation**

Verify that the patient reschedules or cancel their appointment 24 hours before the appointment date

Severity **Priority Behavior** Type O Normal ↑ High Not set **Functional** Is Flaky Milestone **Automation** Layer Not set Manual No **Status** Is Muted Actual No

#### **Pre-conditions**

Appointment is already booked, and patient is rescheduling within allowed time

Step	1
Action	Log in to the patient portal.
Input data	
Expected result	user logged in successfully
Step	2
Action	Open the "Upcoming Appointments" section.
Input data	
Expected result	
Step	3
Action	Click "Reschedule" or "Cancel" and select a new time.
Input data	
Expected result	The system allows the patient to successfully reschedule or cancel the appointment with at least 24 hours' notice.

## **Invalid Date Selection**

The patient tries to select an appointment on a past date.

SeverityPriorityBehaviorTypeO NormalO MediumNot setFunctionalLayerIs FlakyMilestoneAutomationNot setNo-Manual

Status Is Muted

Actual No

#### **Pre-conditions**

Patient logged into the system, but selects a past date

Step	1
Action	click on past date
Input data	1/9/2024
Expected result	No Action occure when the user click on past time

# **Doctor Unavailability**

Verify that the patient cannot attempts to book an appointment with a doctor who has no available slots.

Severity	Priority	Behavior	Туре
O Normal	↑ High	Not set	Functional
Layer	ls Flaky	Milestone	Automation
Not set	No	-	Manual
Status	Is Muted		
Actual	No		

#### **Pre-conditions**

Doctor's schedule is fully booked for the selected time period

Step	1
Action	Log in to the patient portal. 
Input data	
Expected result	User logged in successfully
Step	2
Action	Navigate to the appointment scheduling page.
Input data	
Expected result	
Step	3
Action	Select a doctor that is full booked.
Input data	
Expected result	an error message appears to indicate that the doctor is fully booked

# **Overlapping Appointments**

The patient tries to book two appointments that overlap in time.

SeverityPriorityBehaviorTypeO NormalO MediumNot setFunctionalLayerIs FlakyMilestoneAutomationNot setNo-Manual

Status Is Muted

Actual No

#### **Pre-conditions**

Patient already has an appointment booked

Step	1
Action	Log into the system
Input data	
Expected result	User logged in successfully
Step	2
Action	Open calendar view and Select a doctor and time
Input data	
Expected result	
Step	3
Action	Confirm booking
Input data	
Expected result	
Step	4
Action	Attempt to book a second appointment that overlaps with the first
Input data	
Expected result	User gets an error that indicates that this date is booked.

## **Incorrect Phone Number**

The patient provides an invalid phone number and fails to receive the SMS confirmation after booking the appointment.

Severity	Priority	Behavior	Туре
O Normal	<b>↓</b> Low	Not set	Functional
Layer	Is Flaky	Milestone	Automation
Not set	No	-	Manual
Status	Is Muted		
Actual	No		

#### **Pre-conditions**

Patient has an in<u style="color: rgb(9, 30, 66); font-family: sans-serif; font-size: 14px; font-style: normal; font-variant-ligatures: normal; font-variant-caps: normal; font-weight: 400; letter-spacing: -0.07px; orphans: 2; text-align: left; text-indent: 0px; text-transform: none; widows: 2; word-spacing: 0px; -webkit-text-stroke-width: 0px; white-space: normal; background-color: rgb(255, 255, 255);"></u>

Step	1
Action	Log in to the patient portal
Input data	
Expected re	esult
Step	2
Action	Book an appointment.
Input data	
Expected re	esult
Step	3
Action	Enter an invalid phone number in the patient profile.
Input data	
Expected re	esult The system shows an error and does not send the SMS if the phone number format is invalid or unverified.

## **Confirmation Email**

Verify that user can book an appointment and receive confirmation email

Is Muted

No

SeverityPriorityBehaviorTypeO Normal↑ HighNot setFunctionalLayerIs FlakyMilestoneAutomationNot setNo-Manual

#### **Steps to reproduce**

**Status** 

Actual

Step	1
Action	Schedule an appointment.
Input data	
Expected result	
Step	2
Action	Complete the booking process.
Input data	
Expected result	
Step	3
Action	Check the patient's email inbox.
Input data	
Expected result	The system sends a confirmation email to the patient with the appointment details immediately after booking.

## **Confirmation SMS**

Verify that user receives SMS confirmation for booking

SeverityPriorityBehaviorTypeO Normal↑ HighNot setFunctionalLayerIs FlakyMilestoneAutomationNot setNo-Manual

Status Is Muted

Actual No

Step	1
Action	Schedule an appointment.
Input data	
Expected result	
Step	2
Action	Complete the booking process.
Input data	
Expected result	
Step	3
Action	Check the patient's phone for an SMS.
Input data	
Expected result	The system sends an SMS confirmation to the patient's registered phone number with the appointment det ails.

## **Appointment details**

Verify that user can view appointment details in the patient account

SeverityPriorityBehaviorTypeO Normal↑ HighNot setFunctionalLayerIs FlakyMilestoneAutomationNot setNo-Manual

Status Is Muted

Actual No

Step	1
Action	Log in to the patient portal
Input data	
Expected result	
Step	2
Action	Check the "Upcoming Appointments" section of the account after booking.
Input data	
Expected result	The scheduled appointment details are visible in the patient's account under the "Upcoming Appointments" section.

# Notify patient and doctor of appointment change

Verify that system notifies patient and doctor of appointment change

SeverityPriorityBehaviorTypeO Normal↑ HighNot setFunctionalLayerIs FlakyMilestoneAutomationNot setNo-Manual

Status Is Muted

Actual No

Step	1	
Action	Reschedule or cancel an appointment.	
Input data		
Expected res	sult	
Step	2	
Action	Check the patient's email/SMS	
Input data		
Expected result		
Step	3	
Action	Check doctor's notifications	
Input data		
Expected res	sult Both the patient and the doctor receive notifications of the change in appointment status (via email/SMS).	

## No cancellation after 24 Hours

Verify that user can not cancel an appointment after 24 hours

SeverityPriorityBehaviorType○ Normal↑ HighNot setFunctionalLayerIs FlakyMilestoneAutomationNot setNo-Manual

Status Is Muted

Actual No

Step	1
Action	Log in to the patient portal.
Input data	
Expected result	
Step	2
Action	Try to cancel an appointment scheduled to occur within the next 24 hours
Input data	
Expected result	The system prevents cancellation and displays a message informing the patient that appointments cannot be canceled within 24 hours.

# Error in booking an appointment

Verify that is the Appointment booked, but no confirmation received, the system should display an error and try again button

Severity **Priority Behavior** Type O Normal ↑ High Not set **Functional** Layer Is Flaky Milestone **Automation** Not set No Manual **Status** Is Muted Actual No

Step	1
Action	Log in to the patient portal.
Input data	
Expected result	
Step	2
Action	Book an appointment.
Input data	
Expected result	
Step	3
Action	Check the patient's email and SMS.
Input data	
Expected result	If no confirmation is received, the system displays an error, and the patient is prompted to try again or cont act support.

# Different time zone booking

Verify that when user tries to schedule an appointment for a different time zone, the system should hardle this.

Severity **Priority Behavior** Type O Normal O Medium Not set **Functional** Layer Is Flaky Milestone Automation Not set No Manual **Status** Is Muted Actual No

Step	1
Action	Log in to the patient portal from a different timezone.
Input data	
Expected result	
Step	2
Action	Select an appointment slot
Input data	
Expected result	
Step	3
Action	Check the displayed time.
Input data	
Expected result	The system correctly adjusts the available appointment times based on the patient's timezone, preventing sc heduling conflicts.

# Multiple booking within 24 Hours

Reschedule an appointment multiple times within 24 hours

SeverityPriorityBehaviorTypeO NormalO MediumNot setFunctionalLayerIs FlakyMilestoneAutomationNot setNo-Manual

Status Is Muted

Actual No

Step	1
Action	Log in to the patient portal.
Input data	
Expected result	
Step	2
Action	Reschedule an appointment multiple times within a 24-hour window.
Input data	
Expected result	
Step	3
Action	Check notifications
Input data	
Expected result	The system successfully handles multiple rescheduling requests and sends appropriate notifications for each change.