

# **THE KINDOS**

## **User Stories for Utlwa**

### **Shared (Patient and Doctor) User Stories**

1. As a user, I would like to access a single page with options to register or log in, so that I can choose how to access the system
2. As a user, I would like to log in securely and reset my password, so that I can access my account.

### **Patient's User Stories**

3. As a patient, I would like to register an account with my details, so that I can use the platform.
4. As a patient, I would like to view and edit my profile, so that I can update my profile information.
5. As a patient, I would like to complete a needs questionnaire and select a recommended care type, so that I can find appropriate doctors.
6. As a patient, I would like to view a list of doctors filtered by the selected care type and availability, so that I can compare available options.
7. As a patient, I would like to view and choose available doctors on a map, so that I can use my GPS and choose a nearby doctor.
8. As a patient, I would like to view a doctor's detailed profile, so I can make an informed decision.
9. As a patient, I would like to view a doctor's available time slots, so that I can choose a convenient appointment time.
10. As a patient, I would like to book an appointment (virtual/in-person) and receive confirmation/reminders email, so that I can schedule a consultation and keep track of it.
11. As a patient, I would like to see my upcoming and past appointments and manage them (view/reschedule/cancel), so that I can handle conflicts.
12. As a patient, I would like to connect with and message a doctor to ask questions, so that I can clarify concerns before booking an appointment.

13. As a patient, I would like to rate and review a doctor after an appointment, so that I can share my feedback and help other patients make informed decisions.
14. As a patient, I would like to join a waitlist and receive notifications when appointments are cancelled, so that I can book an earlier available time slot.

### **Doctor's User Stories**

15. As a doctor, I would like to register with professional details and submit for verification, so that I can offer appointments on the platform.
16. As a doctor, I would like to view and edit my profile, so that patients can see my updated profile.
17. As a doctor, I would like to set my availability by choosing dates, times, appointment types (in-person or virtual), and durations, so that patients know when I am available for appointments.
18. As a doctor, I would like to view my schedule (upcoming/past) and patient details for each appointment, so that I can prepare.
19. As a doctor, I would like to reschedule or cancel appointments, so that I can handle scheduling conflicts when they arise.
20. As a doctor, I would like to connect with and chat with patients, so that I can communicate with them regarding appointments or medical questions.
21. As a doctor, I would like to view a patient's appointment history + past summaries (when permitted), so that I can provide better care.
22. As a doctor, I would like to write a summary for each patient appointment, so that I can record important notes and outcomes from the consultation.

### **System Administrator's User Stories**

23. As a system administrator, I would like to log in using my system administrator credentials, so that I can securely access my administrator account.
24. As a system administrator, I would like to verify and approve doctor registrations, so that only qualified doctors are allowed to use the platform.
25. As a system administrator, I would like to view booking analytics, so that I can monitor system usage and appointment trends.