Harris Healthcare Workload Application Use Case 001: Patient Appointment

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Revision History

Revision	Date	Brief Summary of Changes
Version 1.5	February 11th, 2020	Added extra description to some sections
Version 1.6	February 25th, 2020	Added more description to other sections
Version 1.7	March 10th, 2020	Filled in more sections with information
Version 1.8	March 21st, 2020	Added more useful description to some sections
Version 1.9	March 25th, 2020	Added description to different sections

Contents

1 Use Case information

1.1 Use Case Title

"Start Patient Visit/Appointment" is the title of this use case.

1.2 Use Case Identification

The Use Case Identification for this use case is: UC-001

1.3 Use Case Description

User navigates to the patient list page, where all patients that the user must see in the day are listed, user starts appointment with a patient and finishes the appointment. User can skip the appointment in case of a cancellation, etc. Users enter information asked by the forms in the app throughout the day, mainly per appointment. Users will be able to use a chatbot to enter information via voice control, or through typing in the information themselves.

1.4 Use Case Level

User Goal is the use case level for this specific use case.

2 Actors

2.1 Primary Actor

Front-line Staff, such as the nurses, doctors, and pharmacists. The front-line staff are the primary users of this product, and will be using it on a daily basis.

2.2 Supporting Actors

Front desk clerks deal with patient lists. They will not interact with the product as often as the front-line staff, but will still have a reason to use it to update patients daily or every other day. Administrators will also have reason to use the web application when they need to either add new users, or remove old users.

3 Stakeholders and Interests

The Stakeholders and Interests for this project are:

- Managers
- Administrators
- Seniors

4   Conditions

4.1   Pre-Conditions

Front-line staff is logged into the system, and has access to a compatible device. Administrators have added Front-line staff into the system to allow them to log in.

4.2   Post-Conditions

User has completed the appointment/visit with the patient, the appointment has been skipped, or the staff's shift is finished. The staff will logout of the application to allow the next front-line to use the application.

5   Trigger

The trigger for this use case occurs when the front-line staff starts their shift and have received their device to be used for the shift. This allows for the front-line staff to start using the Harris Healthcare Workload Application.

6 Use Case Flow

6.1 Main Flow

1. User logs in to web application.

2. Web application displays a list of patient appointments in order of the start time of the appointment.

3. User clicks the Access Appointment button on an appointment.

4. Patient information page is opened.

5. When the appointment is finished the user clicks on the Finish button.

6. User is taken back to the patient list page, the appointment is no longer available on the list of appointments

6.2 Alternate Flow

1. User logs in to web application.

2. Web application displays a list of patient appointments in order of the start time of the appointment.

3. User clicks the Skip Appointment button on an appointment.

4. Appointment on the appointment list is removed.

5. User returns to list of patients.

6. Use case steps restart to the beginning.

7 Frequency

The front-line staff will utilize the product mltiple times per day, depending on how many appointments have been assigned to the front-line staff member that is logged in. Amount of appointments assigned to a user changes per day, and therefore will change how frequently the user will utilize the web application. Users will need to use the app to track all the information from each appointment, so use of the app is required.