

Scrum Estimation Techniques

A. User Stories

1. As a receptionist, I want to check in/check out patients and update visit status so I can ensure accurate visit tracking.
2. As a patient, I want to create an account online so that I can book, view, cancel, or reschedule appointments.
3. As a patient, I want to book appointments online so that I don't have to call or visit the clinic.
4. As a patient, I want to reschedule my appointment online so that I don't have to call the clinic.
5. As a patient, I want to have a section to view and pay my pending payments such as no-shows or missed appointments.
6. As a nurse, I want a system to track patient appointments and statuses so that patient flow is managed properly.
7. As a receptionist, I want to verify health cards in real time with the Ministry system to confirm patient eligibility.
8. As a doctor, I want to record diagnosis and prescribe medication so I can review patient history in future visits.
9. As a system, I want to manage walk-in queues and urgent triage cases, so critical patients receive immediate care.
10. As a manager, I want reports on visits, finances, and system usage to monitor clinic performance.

B. Estimating Story Priority: MoSCoW technique

Sr No	User Story	MoSCOW Category
1	As a receptionist, I want to check in/check out patients and update visit status so I can ensure accurate visit tracking	Must Have
2	As a patient, I want to create an account online so that I can book, view, cancel, or reschedule appointments	Must have
3	As a patient, I want to book appointments online so that I don't have to call or visit the clinic	Must have
4	As a patient, I want to reschedule my appointment online so that I don't have to call the clinic	Should have
5	As a patient, I want to have a section to view and pay my pending payments such as no-shows or missed appointments	Should Have
6	As a nurse, I want a system to track patient appointments and statuses so that patient flow is managed properly	Must Have
7	As a receptionist, I want to verify health cards in real time with the Ministry system to confirm patient eligibility	Must Have
8	As a doctor, I want to record diagnosis and prescribe medication so I can review patient history in future visits	Must Have

9	As a system, I want to manage walk-in queues and urgent triage cases, so critical patients receive immediate care	Must Have
10	As a manager, I want reports on visits, finances, and system usage to monitor clinic performance	Could Have

C. Estimating Story Priority: KANO technique

Sr No	User Story	KANO Category
1	As a receptionist, I want to check in/check out patients and update visit status so I can ensure accurate visit tracking	Dissatisfiers
2	As a patient, I want to create an account online so that I can book, view, cancel, or reschedule appointments	Exciters
3	As a patient, I want to book appointments online so that I don't have to call or visit the clinic	Exciters
4	As a patient, I want to reschedule my appointment online so that I don't have to call the clinic	Satisfiers
5	As a patient, I want to have a section to view and pay my pending payments such as no-shows or missed appointments	Exciters
6	As a nurse, I want a system to track patient appointments and statuses so that patient flow is managed properly	Exciters
7	As a receptionist, I want to verify health cards in real time with the Ministry system to confirm patient eligibility	Satisfiers
8	As a doctor, I want to record diagnosis and prescribe medication so I can review patient history in future visits	Satisfiers
9	As a system, I want to manage walk-in queues and urgent triage cases, so critical patients receive immediate care	Dissatisfiers
10	As a manager, I want reports on visits, finances, and system usage to monitor clinic performance	Satisfiers

D. Estimating Story Points: Bucket System

Sr No	User Story	Bucket Value

1	As a receptionist, I want to check in/check out patients and update visit status so I can ensure accurate visit tracking	8
2	As a patient, I want to create an account online so that I can book, view, cancel, or reschedule appointments	40
3	As a patient, I want to book appointments online so that I don't have to call or visit the clinic	8
4	As a patient, I want to reschedule my appointment online so that I don't have to call the clinic	8
5	As a patient, I want to have a section to view and pay my pending payments such as no-shows or missed appointments	20
6	As a nurse, I want a system to track patient appointments and statuses so that patient flow is managed properly	20
7	As a receptionist, I want to verify health cards in real time with the Ministry system to confirm patient eligibility	20
8	As a doctor, I want to record diagnosis and prescribe medication so I can review patient history in future visits	13
9	As a system, I want to manage walk-in queues and urgent triage cases, so critical patients receive immediate care	13
10	As a manager, I want reports on visits, finances, and system usage to monitor clinic performance	8

E. Estimating Story Points: T Shirt Size technique

Sr No	User Story	T Shirt Size
1	As a receptionist, I want to check in/check out patients and update visit status so I can ensure accurate visit tracking	S
2	As a patient, I want to create an account online so that I can book, view, cancel, or reschedule appointments	XL
3	As a patient, I want to book appointments online so that I don't have to call or visit the clinic	S
4	As a patient, I want to reschedule my appointment online so that I don't have to call the clinic	S

5	As a patient, I want to have a section to view and pay my pending payments such as no-shows or missed appointments	M
6	As a nurse, I want a system to track patient appointments and statuses so that patient flow is managed properly	L
7	As a receptionist, I want to verify health cards in real time with the Ministry system to confirm patient eligibility	L
8	As a doctor, I want to record diagnosis and prescribe medication so I can review patient history in future visits	M
9	As a system, I want to manage walk-in queues and urgent triage cases, so critical patients receive immediate care	M
10	As a manager, I want reports on visits, finances, and system usage to monitor clinic performance	S