

Scrum Acceptance Criteria

User Story 1: As a receptionist, I want to check in/check out patients and update visit status so I can ensure accurate visit tracking.

Acceptance Criteria:

- Receptionist must be able to search patient by name or health card number
- System must allow marking patient as “Checked-In” & “Checked Out”
- Visit status must update immediately in the system
- System must display confirmation message after status update

User Story 2: As a patient, I want to create an account online so that I can book, view, cancel, or reschedule appointments.

Acceptance Criteria:

- Patient must be able to register using name, email, phone number, and password
- System must validate email format
- System must not allow duplicate email accounts
- Account must be created successfully after valid submission
- Confirmation email must be sent after registration

User Story 3: As a patient, I want to book appointments online so that I don’t have to call or visit the clinic.

Acceptance Criteria:

- Patient must be able to view available dates and time slots
- Patient must be able to select doctor and appointment time
- System must prevent from double booking of the same time slot
- Appointment confirmation must be displayed after booking is done
- Confirmation email or notification must be sent on set default method

User Story 4: As a patient, I want to reschedule my appointment online so that I don't have to call the clinic.

Acceptance Criteria:

- Patient must be able to view upcoming appointments & select a new available time slot
- System must update appointment immediately after confirmation
- Updated appointment confirmation must be sent

User Story 5: As a patient, I want to have a section to view and pay my pending payments such as no-shows or missed appointments.

Acceptance Criteria:

- Patient must be able to view all outstanding balances
- Each charge must display amount, reason, and date
- System must allow secure online payment
- Payment confirmation must be shown after successful transaction
- Balance must update after payment completion

User Story 6: As a nurse, I want a system to track patient appointments and statuses so that patient flow is managed properly.

Acceptance Criteria:

- Nurse must be able to view daily appointment list
- System must display patient status (Waiting, In Progress, Completed)
- Status must update in real time
- Nurse must be able to filter appointments by doctor or time
- System must refresh automatically without manual reload

User Story 7: As a receptionist, I want to verify health cards in real time with the Ministry system to confirm patient eligibility.

Acceptance Criteria:

- Receptionist must be able to enter health card number
- System must connect to Ministry verification system
- Eligibility result must display (Valid/Invalid/Expired)
- System must show error message if verification fails
- Verification result must be stored in patient record

User Story 8: As a doctor, I want to record diagnosis and prescribe medication so I can review patient history in future visits.

Acceptance Criteria:

- Doctor must be able to enter diagnosis notes & prescribe medication with dosage
- System must save records to patient profile & previous visit history
- Only authorized doctors can edit medical records

User Story 9: As a system, I want to manage walk-in queues and urgent triage cases, so critical patients receive immediate care.

Acceptance Criteria:

- System must allow adding walk-in patients to queue
- Patients must be assigned priority level (Normal/Urgent/Critical)
- Higher priority patients must move ahead in queue
- Queue order must update automatically
- Staff must be able to view real-time queue list

User Story 10: As a manager, I want reports on visits, finances, and system usage to monitor clinic performance.

Acceptance Criteria:

- Manager must be able to generate daily, weekly, and monthly reports
- Reports must include total visits and revenue

- System usage statistics must be displayed
- Reports must be downloadable in PDF format
- Only manager role can access reporting dashboard