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| **TITLE** | Management of a user’s profile |
| **AIM** | Execution of all the actions regarding the creation of a new user’s profile |
| **MAIN ACTORS** | User (patient, specialized practitioner or technical administrator), technical administrator |
| **SECONDARY ACTORS** | Database |
| **PRE-CONDITION** | The user reaches the structure he/she wants to be registered in and he/she calls on the technical administrator |
| **POST-CONDITION** | The new profile is created and it is added to the database |
| **MAIN SCENARIO** | 1. The TA opens the section named “add user profile” 2. The TA asks to the user all the sensible data (name, surname, fiscal code and date of birth) 3. The user communicates to the TA all the requested data 4. The TA inserts all the data 5. The user checks the correctness of the inserted data 6. The TA confirms the data 7. The system generates a random password 8. The TA asks the e-mail address to the user 9. The user communicates his/her e-mail address 10. The TA sends the random password to the user via e-mail 11. The user checks the e-mail 12. The database is updated with the new user’s profile |
| **ALTERNATE SCENARIO** | 5.1 if the data have been wrongly inserted, the user has to communicate again the data to the TA  11.1 if the e-mail hasn’t been arrived, the TA has probably inserted a wrong e-mail address and the user has to communicate again the e-mail address |

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| **TITLE** | Risk evaluation model |
| **AIM** | Creation or modification of a risk evaluation model |
| **MAIN ACTORS** | Technical administrator and specialized practitioner |
| **SECONDARY ACTORS** | Database |
| **PRE-CONDITION** | The specialized practitioner asks the technical administrator for a risk evaluation model that fits the health status of a patient |
| **POST-CONDITION** | The specialized practitioner uses the model |
| **MAIN SCENARIO** | 1. The SP communicates the parameters whose values have to be evaluated and their thresholds 2. The TA opens the section “risk evaluation model” 3. The TA modifies an existing risk evaluation model 4. The TA adds new parameters and new thresholds 5. The SP checks the created model 6. The model is saved in the database |
| **ALTERNATE SCENARIO** | 3.1 the TA create a new risk evaluation model  3.1.1 the TA inserts new parameters and new thresholds  4.1 the TA modifies existing parameters and thresholds |

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| **TITLE** | Log in |
| **AIM** | Execution of all the activities to perform the log in |
| **MAIN ACTORS** | User (patient, technical administrator, specialized practitioner) |
| **SECONDARY ACTORS** | Software |
| **PRE-CONDITION** | The user already knows the password |
| **POST-CONDITION** | The user is logged in |
| **MAIN SCENARIO** | 1. The user inserts the e-mail address 2. The user inserts the password 3. The system controls the correctness of the e-mail address and of the password |
| **ALTERNATE SCENARIO** | 3.1 if the e-mail address or the password are wrong the user has to reinsert them |

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| **TITLE** | Measurements’ entry |
| **AIM** | Execution of all the actions regarding the uploading and the insertion of the at-home measured parameters |
| **MAIN ACTORS** | Patient |
| **SECONDARY ACTORS** | Database |
| **PRE-CONDITION** | The patient inserts (manually) or uploads (through formatted files) at-home measured parameters. These parameters have been collected through wearables, medical devices, or mobile apps |
| **POST-CONDITION** | The parameters have been updated |
| **MAIN SCENARIO** | 1. The patient opens the section “my measurements” 2. The patient opens the section “daily measurements”, where the patient must collect the health parameters value every day 3. The patient uploads the CSV files of the measurements: blood pressure, heart rate, sleep quality index, REM latency and physical activity 4. The patient inserts the glycemia value 5. The database is updated |
| **ALTERNATE SCENARIO** | 2.1 the patient opens the section “weekly measurements”, where the patient must collect the health parameters value every week  2.1.1 the patient inserts height, weight and BMI values  2.1.2 the patient answers the MMAS questionnaire  2.2 the patient answers the PHQ-9 questionnaire, that must be filled in every two weeks  3.1 if the CSV file contains wrong data type values the patient has to upload it again |

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| **TITLE** | Patient’s visit |
| **AIM** | Execution of all the actions made by a specialized practitioner during a patient’s visit |
| **MAIN ACTORS** | Patient, specialized practitioner |
| **SECONDARY ACTORS** | Database |
| **PRE-CONDITION** | The patient goes to structure where he/she has to make the visit and he/she takes with him/her the booking confirmation to give it to the specialized practitioner |
| **POST-CONDITION** | The visit has finished |
| **MAIN SCENARIO** | 1. The patient gives the SP the booking confirmation 2. The SP inserts the booking code to verify the visit’s date 3. The SP types the name of the patient 4. The SP opens the patient’s EMR 5. The SP visualizes the patient’s statistics 6. The SP makes some questions to the patient regarding his/her health status 7. The patient answers the questions 8. The SP measures some parameters 9. The SP inserts in the database all the collected parameters 10. The patient’s profile is updated 11. The SP checks out the out-of-range parameters 12. The SP changes the therapy of the patient 13. The SP checks the availabilities for booking the follow up 14. The patient communicates to the SP his/her preferences 15. The SP books the follow up 16. The database is updated 17. The SP asks for the modalities of the payment 18. The patient communicates how the payment has to be done 19. The patient pays |
| **ALTERNATE SCENARIO** | 2.1 if the SP has inserted a wrong booking code, the systems display an error message and the SP has to reinsert the code  2.2 if the visit’s date does not correspond to the actual date the activity ends  12.1 the SP maintains the therapy  12.2 the SP makes a GP referral  17.1 if the patient has an exemption the activity ends  17.2 if the patient has already paid online the activity ends |

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| **TITLE** | Booking a visit |
| **AIM** | Execution of all the activities for booking a visit online |
| **MAIN ACTORS** | Patient and software |
| **SECONDARY ACTORS** | Database |
| **PRE-CONDITION** | The patient has the GP referral made by the specialized practitioner who suggests the structure where the patient has to do the visit |
| **POST-CONDITION** | The visit is booked |
| **MAIN SCENARIO** | 1. The patient opens the section “book a visit or an exam” on the software of the structure 2. The patient inserts the code or the name of the visit 3. The SW check the correctness of the code or the name 4. The SW shows the available date and time 5. The patient decides which is the date and the time he/she prefers 6. The patient selects his/her preference 7. The SW asks for the payment 8. The patient pays online 9. The patient inserts the credit card numbers 10. The SW shows the outcome of the payment 11. The SW sends a message to the patient with a reminder for the visit 12. The database is updated |
| **ALTERNATE SCENARIO** | 2.1 if the patient has inserted the wrong code the system asks to reinsert it  8.1 if the patient wants to pay at the visit or he/she has an exemption, goes to step 10  10.1 if the payment has failed the patient has to reinsert the credit card numbers |

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| **TITLE** | Customer satisfaction survey |
| **AIM** | Creation of a customer satisfaction survey |
| **MAIN ACTORS** | Technical administrator and patient |
| **SECONDARY ACTORS** | System and database |
| **PRE-CONDITION** | The technical administrator was asked to create a survey in order to assess the level of satisfaction of the patients |
| **POST-CONDITION** | The survey is created and the patient has answered |
| **MAIN SCENARIO** | 1. The TA decides which sections have to be evaluated (sections: waiting time, cleanliness of the structure, empathy and willingness to listen…) 2. The TA creates questions for each section 3. The TA sends a message containing the link for the survey to the patient 4. The patient opens the message 5. The patient opens the link 6. The patient answers the questions giving a score 7. The patient adds some comments 8. The database saves the scores 9. The system makes the overall satisfaction statistics 10. The TA analyzes which aspects need to be improved and he/she thinks about how to improve the poor quality services |
| **ALTERNATE SCENARIO** | 5.1 if the patient does not open the link the activity ends |