* **MAKE THE VISIT** (patient-specialized practitioner)

Main success scenario:

* 1. The specialized practitioner asks the patient some information about his/her status in order to compile the questionnaires
  2. The specialized practitioner measures some parameters
  3. The database is updated with the new measurements
  4. The specialized practitioner adds some notes to the measurements uploaded
  5. The database updates the information
  6. The specialized practitioner assesses if to maintain or change the therapy
  7. The specialized practitioner prescribes a specific visit to the patient by making the GP referral
  8. The patient books the prescribed visit/exam
  9. The specialized practitioner books the follow up (within at least 6 months)
  10. The system updates the database of the visits

Alternative scenario

* 1. If some parameters are incorrect the system cannot make the saving

9.1 If the specialized practitioner does not book the visit, the system reminds to do it

* **CREATE THE RISK EVALUATION MODEL**

1. The specialized practitioner asks the technical administrator to create a risk evaluation model respecting some constraints given by the specialist
2. The TA makes the risk evaluation model

* **CREATE THE CUSTOMER SATISFACTION SURVEY**

1. The TA decides which aspects are important to be evaluated by the patient in order to assess the quality of the services
2. The TA creates the survey
3. The patient answers to the survey