UseCase-1 Doctor Consultation Appointment scheduling: Post-Partum Care Program

ID	PPCP_Scheduler_UC_01
Name	Doctor Consultation Appointment management (Health worker assisted) : Post-Partum Care Program
User Journey	https://app.gitbook.com/o/pxmRWOPoaU8fUAbbcrus/s/YLLEfCKTnmzAMDSDzJJH/product- use-case/hltc-1-postpartum-and-infant-care :step 7 - Ongoing Case Management
Description	In this example health worker (Organizer) books appointment for consultation (event) with a doctor (resource) of a Hospital (host entity) using the PPCP App (Host application). The health worker first seeks out available slots of a preferred doctor and Hospital, in a date-time range in favour of the mother's convenience. The PPCP App fetches from the Scheduler and presents the available slots matching the request, along terms of service. The health worker then requests booking of an appointment for the patient to a specific event convenient to the patient, optionally opting for reminder to be sent to patient on the day of consultation. The PPCP_App books the appointment in the scheduler and confirms appointment Id to health worker. The scheduler sends a message (appointment id with details, terms, instructions, etc). The scheduler tracks the event and sends reminder to the patient. The doctor checks and opens the appointment to start consultation accordingly which triggers the PPCP_App to log attendance of the doctor for that event in the Scheduler. During consultation the doctor feeds patient's appointment id into the PPCP App, which logs patient's attendance in the scheduler. The health worker may request past attendance logs from the scheduler through the PPCP_App. The health worker may also delete an existing appointment. The Scheduler will cancel the appointment and will send appropriate notifications to health worker, doctor and patient
Triggers	 a) PPCP App sends request to scheduler BB for a create or cancel a consultation appointment. b) PPCP App sends request to Scheduler BB to update attendance in a specific event c) PPCP App sends an attendance log report from the scheduler, for a specific event.
Preconditio ns	 Entities that provide consultation services are registered under the PPCP program Subscriber(Patient), Health worker and consultant(Doctor) are already registered and affiliated to provider entities of PPCP program All BBs are already registered with the Infomed BB Service Directory The Host entity has already Scheduled the "consultation" Event slots with allocation of resources (Doctors), so that the subscriber (patient) can chose an appropriate event for booking appointment. The Host entity has already setup an alert schedule and message templates for alert messages to be sent before/during/after the event to its subscribers and resources Health worker and Consultant (Doctor) are logged into Gov_Stack PPCP application to do their respective tasks Subscriber and health worker know preference of entity, consultant and date range for booking a consultation event Subscriber and health worker are enabled with a payment modality outside of the scheduler, to collect charges if any (not described in this workflow) PPCP registry has record of latest mobile phone number or email Id of subscriber, Health worker and Consultant

Data inputs	 Query parameters to find open event slots Query parameters to generate event status reports Details needed for booking/cancellation of appointment attendance log information from doctor(Resource)
Actors	1. Subscriber (mother) 2. Resource (Doctor) 3. Organizer (Health Worker)
Normal	1. Appointment booking:
Course	a. Health Worker captures subscriber's preferences (such as doctor, date-time range, Hospital, etc.) into the PPC program's software application (PPCP_App) and seeks available slots for consultation within given preferences. b. PPCP_App requests Scheduler to find consultation events are open for subscription and match given preferences. c. Scheduler BB returns available event details (date-time slot, any associated charges, terms, instructions, etc.) d. Organizer requests appointment booking of a chosen event slot to PPCP_App e. PPCP App routes the request to Scheduler BB, along with mother's information f. Scheduler BB creates new appointment binding the mother's id as a participant subscriber to the given event and returns a unique appointment id h. Scheduler decrements the event's subscriber limit by 1 i Scheduler BB confirms appointment Id to Organizer j. Scheduler_BB sends message to mother (appointment ID, token, details)
	 a. Organizer submits Appointment ID and request for cancellation of subscription through PPCP_app to Scheduler b. Scheduler finds and deletes the appointment from Appointment list c. Scheduler changes event status to "open" and increments event's subscriber limit by 1 d. PPCP_App receives and presents confirmation from Scheduler to the Health worker e. Scheduler sends appointment Id and details to mother through messaging building block 3. Alert Schedule tracking and notification: a. Scheduler BB internally tracks Alert Schedule for arrival of notification times.
	 b. At appropriate times Scheduler finds alert message and target participants to notify the participants of the event as per rule defined in alert schedule. c. Based on preferred communication channel of each target, the Scheduler sends alert messages through either messaging BB, or directly to a given target's URL or through its Pub-sub room, along with meta data needed to identify and route the message appropriately. 4. Attendance reporting: a. Doctor opens the consultation appointment and marks attendance through PPCP_App. b. Doctor gets mother's appointment Id and feeds to PPCP_App as mother's attendance c. PPCP_App sends attendance update to Scheduler d. Scheduler stores attendance update in its log
Alternative Course	In an alternative scenario, some patients may themselves use PPCP_App to book Subscription without support of Health worker, following the steps outlined above.
Data output	List of open events matching preferences Report of logs based on query parameters Event Booking /cancellation confirmation Messages Event related alert Messages

Post- Conditions	Subscription booking: Specific event in EventList is updated Event Tracking: Alert notifications reach participants as per schedule Status updating: Relevant event status updated in scheduler log Reporting: Relevant datasets are returned as JSON formatted string
Exceptions	PPCP_App prompts Organizer to request new Subscription if confirmation is not received from Scheduler within a predefined timeout period Scheduler may mark a event as "no show" if no attendance log is received within a tolerance period after triggering event alerts
Related BBs	Information mediator, Messaging, PPCP App
Remarks	This use case model can be used for other types of consultations such as legal/financial/education/employment/etc. between corresponding subscribers (plaintiff, investor, student, professional, etc.) and respective consultants (lawyer, auditor, teacher, counsellor, etc.), where an assigned assistant (admin, health worker, admin, caretaker, Kin) of the subscriber may organize their appointments.
Workflows	 Event scheduling Creating new Appointment for a specific event Cancellation of booked Appointment Alert schedule tracking and notification Logging attendance and other updates from participants