# The lifecycle of a patient

1. Sign up to the service by providing personal info e.g. DOB, email, password, name etc. or log in.
2. If just signed up, complete initial assessment question/questionnaire.
3. Browse through all available clinicians
   1. View information about a certain therapist
      1. Book appointment with therapist by selecting a date and time from available slots.
      2. Pay for appointment
      3. If initial booking, can now send messages to the therapist who will see them during the appointment only.
4. View their upcoming and passed appointments.
   1. Reschedule or cancel appointment.
      1. If within 24 hours of appointment, a penalty fee will be incurred. If due to technical issues or > 24 hours no fee incurred.
   2. Review patient notes from previous appointments with a certain therapist.
   3. Export appointments to personal calendar
5. Send messages to a therapist you are seeing – for them to see only **during** a session.
6. Take part in a video/text appointment
   1. Wait for the therapist to start the appointment.
   2. Exchange files/documents during the appointment if needed.
   3. **\*** Complete a post interview questionnaire to review the session.
7. **\*** Complete regular ‘progress review’ questionnaire.
   1. View ‘progress review’ track record.
8. Request transfer of notes to another therapist
9. Amend/view personal details.

Patients can choose to create as many accounts as they want provided that the login details (i.e. email address) are unique.

**\*** Feature is not guaranteed and subject to change