

UAT Feedback Form — Healthcare Appointment System

(Filled Example)

Project Healthcare Appointment System	Release/Version v1.0	Test Cycle UAT - Sprint 5	Environment Staging
Participant Name Jamie Christian	Role Front Desk Coordinator	Department/Clinic Outpatient Services	Date 2025-09-22

Scenario Summary

Test Case ID	Scenario Name	Precondition	Result (<input checked="" type="checkbox"/> Pass / <input type="checkbox"/> Fail)	Defect IDs	Notes
TC-001	Book appointment (New Patient)	Valid patient profile exists	<input checked="" type="checkbox"/> Pass	—	All validations and confirmation SMS received.
TC-002	Capture payment (Visa)	Appointment created; amount due = \$25	<input checked="" type="checkbox"/> Pass	—	Payment authorized & captured; receipt emailed.
TC-003	Cancel appointment (24h prior)	Confirmed appointment exists	<input type="checkbox"/> Fail	BUG-1023	UI didn't refresh payment status until manual reload.

Usability Ratings

Aspect	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Clarity of steps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of use	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance / Speed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Error messages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments & Suggestions

- Payment confirmation toast should persist for 3–5 seconds for visibility.

- Consider adding a calendar heatmap for provider availability.
- Auto-focus on first invalid field during form validation.

Issues Identified

Defect ID	Severity (S1/S2/S3)	Summary	Steps to Reproduce	Expected vs Actual	Attachment?
BUG-1023	S2	Payment status not refreshing after capture	1) Create appt 2) Pay with Visa 3) Observe status on confirmation page	Expected: status → PAID automatically Actual: remains PENDING until manual refresh	screenshot_1023.png
BUG-1027	S3	Email template shows '{{patient_name}}' token	Trigger payment receipt email	Expected: resolved name Actual: placeholder token shown	n/a

Overall Recommendation: ☒ Go with minor issues ☐ Go ☐ No-Go

Name	Signature	Date
Jamie Christian	J. Christian	2025-09-22

Note: Severity guide — S1 Blocking/Data Loss · S2 Major/No workaround · S3 Minor/Workaround exists.