1. Receptionist logs into the system.
2. Receptionist choose to manage appointments.
3. System displays a list of upcoming appointments.
4. Receptionist choose to make a new appointment.
5. Receptionist enters patient’s ID, or their name with either their date of birth or address.
6. Receptionist enters the General Practitioner (GP) or nurses staff ID.
7. Receptionist chooses the date and time of the appointment.
8. Receptionist confirm the creation of the appointment.
9. System records the details of the appointment.

**Extensions**

**1a: Receptionist fails to log into the system.**

.1 System displays an error to the user.

.2 The use case restarts at (1)

**5a: An invalid patient’s ID is entered.**

.1 System displays an error.

.2 The receptionist have to enter the patient’s ID again.

**5b: The name and date of birth or address combination does not match an existing patient’s details.**

.1 System notifies the user and prompt if a new patient account with the entered details should be created, and provide the appropriate response.

**6a: Receptionist enters an invalid staff ID, or a staff ID not belonging to a GP or nurse.**

.1 System displays the appropriate error message to the receptionist.

.2 The receptionist must enter the staff ID again.

**7a: The date or time is not chosen, or is not a present or future date/time.**

.1 System displays an error to the user.

.2 The receptionist must choose another date or time.

**7b: The GP/nurse is not available at the selected date and time**

.1 System displays an error to the user.

.2 The receptionist must arrange another date and time with the patient and enter them again.