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

**Extensions**

**1a: User 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 User 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: User 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 User.

.2 The User must enter the staff ID again.

**6b: User is logged into a GP account.**

.1 This step is skipped. The logged in GP’s ID would be used instead.

**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 User 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 User must arrange another date and time with the patient and enter them again.