1. Receptionist logs into the system.
2. Receptionist choose to view a patient’s detail.
3. Receptionist enters patient’s ID, or their name with either their date of birth or address.
4. System displays the patient’s details.

**Extensions**

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

.1 System displays an error to the user.

.2 The use case restarts at (1)

**3a: An invalid patient’s ID is entered.**

.1 System displays an error.

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

**3b: 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.

.2 If the receptionist chooses to create a new patient account, they will be directed to the patient account registration page with the appropriate information pre-filled.

.3 If the receptionist chooses not to create a new patient account, they will have to enter the patient’s ID, or their name and date of birth or address combination again.