

Use Case Document: Online Appointment Booking System

Project: Online Appointment Booking Basic Requirements

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Problem statement

Patients must call the clinic to schedule appointments.

This causes long wait times and scheduling mistakes.

The current process requires patients to call the clinic to book an appointment.

This leads to several issues:

- Patients experience long wait times on the phone.
- Staff may accidentally double-book or make errors.
- The process is slow and inefficient.

An online system will reduce these problems by allowing patients to submit requests anytime.

The goal of my project

Is to help patients to request an appointment online instead of calling the clinic. The goal of this project is to provide a simple online system that allows patients to request an appointment without needing to call the clinic. This will make scheduling easier and faster for both patients and staff.

Purpose

This document defines the main use cases for an online appointment booking system for a small clinic. It shows how patients and staff interact with the system to request, approve, and manage appointments.

Functional Requirements

FR-01: Patients must be able to submit an appointment request online.

FR-02: Patients must be able to choose a preferred date and time.

FR-03: Staff must receive all appointment requests through email or a simple

dashboard.

FR-04: Staff must be able to approve or reject appointment requests

Non-Functional Requirements

NFR-01: The system must be easy to use on mobile phones.

NFR-02: The system must automatically send confirmation emails to patients after a request is approved.

User Stories

US-01: Request Appointment

As a patient,

I want to request an appointment online

So that I don't need to call the clinic.

Acceptance Criteria:

- A patient can fill in their name, date, time, and reason for appointment.
 - The request is submitted successfully.
 - A message confirms that the request was received.
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US-02: Approve Appointment

As a staff member,

I want to approve appointment requests

So that I can manage the clinic schedule.

Acceptance Criteria:

- Staff can see all new appointment requests.
 - Staff can approve or reject a request.
 - The patient is notified of the decision.
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Basic Process

(Current Situation)

1. The patient calls the clinic.
2. A staff member checks for available times.
3. The staff member writes down the appointment manually

(After Improvement)

1. The patient submits an appointment request online.
2. Staff receive the request automatically.
3. Staff approve the request.
4. The patient receives an email confirming the appointment.

Actors

Actor	Description
Patient	Person who wants to book an appointment online.
Staff / Receptionist	Clinic staff who approves or rejects appointment requests.
System	The software that handles booking requests and notifications.

Use Cases

Use Case 1: Request Appointment

Field	Description
Use Case ID	UC-01
Actor	Patient
Description	Patient requests an appointment online without calling the clinic.
Pre-condition	Patient is logged into the system.

Field	Description
Trigger	Patient clicks “Book Appointment.”
Main Flow	<ol style="list-style-type: none"> 1. Patient selects a date and time. 2. Patient enters reason for appointment. 3. Patient submits the request. 4. System records the request and notifies staff.
Alternate Flow	If the selected time slot is unavailable, the system prompts the patient to choose another slot.
Post-condition	Appointment request is recorded, staff notified, and patient receives a confirmation message.

Use Case 2: Approve Appointment

Field	Description
Use Case ID	UC-02
Actor	Staff / Receptionist
Description	Staff approves or rejects appointment requests submitted by patients.
Pre-condition	Staff is logged in.
Trigger	Staff opens pending appointment requests.
Main Flow	<ol style="list-style-type: none"> 1. Staff reviews pending requests. 2. Staff approves or rejects the request. 3. System sends confirmation or rejection email to the patient.
Alternate Flow	Staff may edit appointment details (e.g., reschedule) before approval.
Post-condition	Patient receives email about the approved, rejected, or rescheduled appointment.

Use Case 3: Cancel Appointment (Optional)

Field	Description
Field	Description
Use Case ID	UC-03
Actor	Patient / Staff
Description	Patient or staff can cancel an existing appointment.
Pre-condition	Appointment exists in the system.
Trigger	Patient clicks “Cancel Appointment” or staff cancels on behalf of the patient.
Main Flow	<ol style="list-style-type: none"> 1. User selects the appointment to cancel. 2. System updates appointment status to “Cancelled.” 3. System sends a cancellation email to patient and staff.
Post-condition	Appointment is removed from the schedule; all parties are notified.