EXPERIMENT 5
Task Analysis and User Flow for Hospital Appointment Booking App

AIM

To perform task analysis and create user flow and wireframe for a Hospital Appointment Booking Application.

THEORY

Task Analysis:

Task analysis is the process of breaking down a user's interaction with a system into smaller steps to understand how users achieve their goals. It helps identify user needs, problems, and improvements.

User Flow:

User flow is a visual representation of the steps taken by a user to complete a task in an application. It shows how the user moves from start to end of a process.

TASK ANALYSIS

1. User Registration / Login

- User opens the app

- Enters username and password

- Logs in or registers

2. Search Doctor

- Select hospital

- Select department

- View available doctors

3. Book Appointment

- Select doctor

- Choose date and time
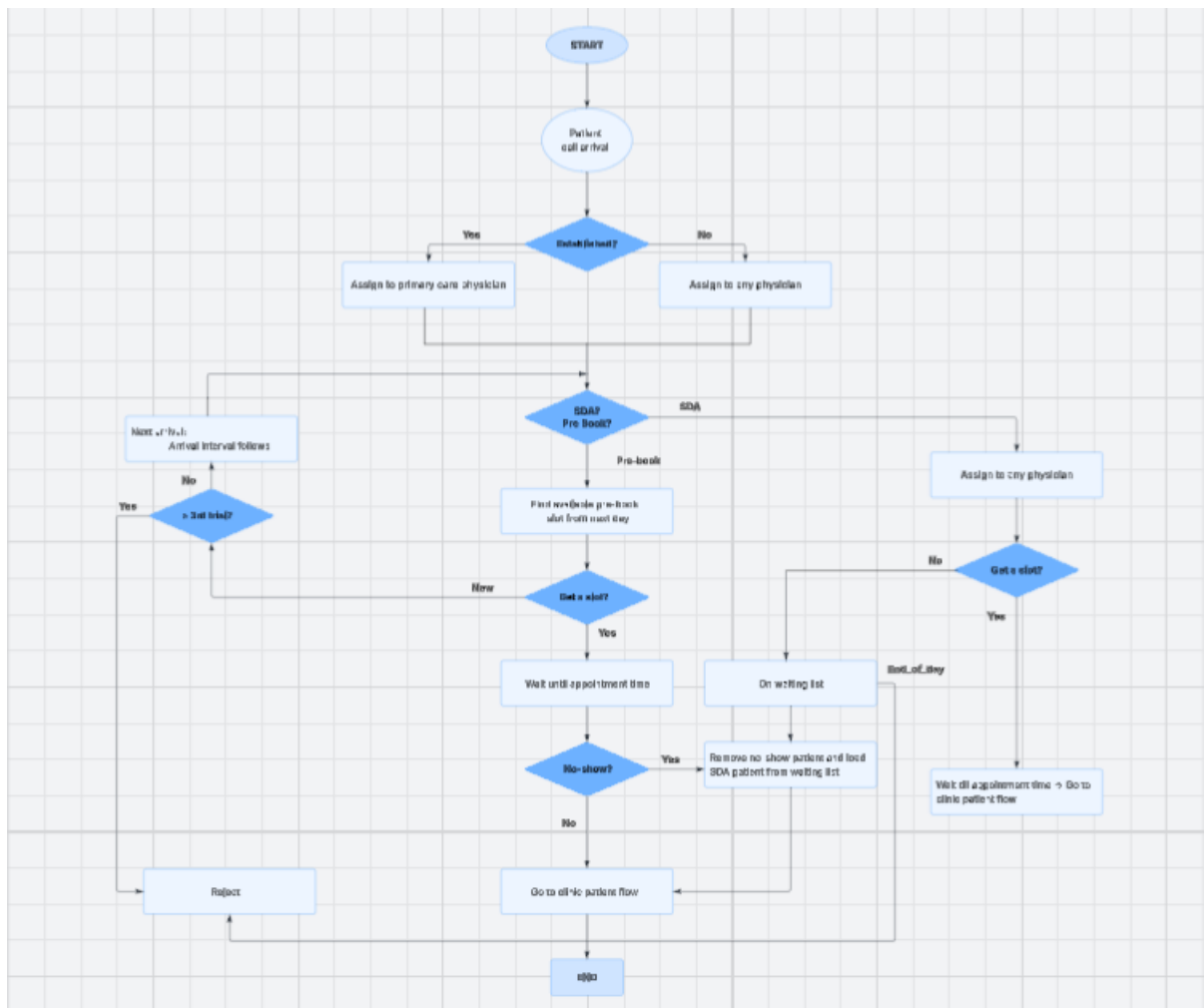
- Confirm appointment

4. Payment (Optional)

- Online payment OR Pay at hospital

5. Appointment Confirmation

- Appointment ID generated

- Confirmation message displayed

USER FLOW

Start → Patient call arrival → Check if established → Assign physician → Check appointment type (SDA / Pre-book) → Find available slot → Confirm slot → Wait until appointment time → Go to clinic patient flow → End

WIREFRAME

The wireframe includes:

- Login screen

- Doctor selection screen

- Appointment booking screen

- Payment screen

- Confirmation screen

RESULT

Thus, the task analysis and user flow for the Hospital Appointment Booking Application were successfully created and analyzed.