1. The login user into the apps and create a new order.

1.1 The order must be registered in Open status, for save an order the user must click on the "Place or Request" button

1.2 The order must be registered into a historical (By date) Orders List with status: Open.

2. The medical staff login into the app, reviews the History Orders List under status Open, and selects one to analyze.

2.1 If everything is correct, the order is approved by Medical Staff, and its status changes to "Approved".

2.2 The order is saved in the historical (By date) Orders List with Approved status.

2.3 If there is an error in the order, the medical staff denies the order and it changes to the status "Denied". End of the process. Order must be saved into the History Orders List with Denied Status.

3. Back Analyst login into the app, reviews the History Orders List with, with Approved status and selects one to process.

3.1 Pharmacy order (medicine): The Back analyst collects the medicines and changes the status to "Processed". The app must notify the user that their order will be delivered.

3.2 Other Services Order (telemedicine, ambulance, roadside assistance): Back Analyst select an order, contact providers and changes the status to "Processed". The app must notify to the user that he will be attended.

4. Back Analyst follows every order requested, until the user confirm that the service has been performed.

4.1 Back Analyst login and check History Orders List under Processed status and change the status order to “Closed”. This status confirms that the order was fulfilled.

5. Only Manager Users (Client or Healthcare) can cancel any order.

6. User can cancel his own order.

7. The app must manage a History Orders List by date of registration and by status. Example:

7.1 User requests order No: 1, to request order, in this case Ambulance:

Client / User / Order No: / Order Status / Requested Date Order / Status Change Order / Total USD Order

Azul Gabriel Galavis 01 Abierta 28/3/2023 28/03/2023 150$

* 1. Staff Medical analize Order No: 1, for Ambulance Services:

Client / User / Order No: / Order Status / Requested Date Order / Status Change Order / Total USD Order

Blue Gabriel Galavis 01 Abierta 28/3/2023 28/03/2023 150$

Azul Gabriel Galavis 01 Aprobada 28/3/2023 29/03/2023 150$

* 1. Back Analyst process Order No: 1, for Ambulance Services:

Client / User / Order No: / Order Status / Requested Date Order / Status Change Order / Total USD Order

Blue Gabriel Galavis 01 Open 28/3/2023 28/03/2023 150$

Blue Gabriel Galavis 01 Approved 28/3/2023 29/03/2023 150$ Blue Gabriel Galavis 01 In Process 28/3/2023 29/03/2023 150$

* 1. Back Analyst process Order No: 1, for Ambulance Services:

Client / User / Order No: / Order Status / Requested Date Order / Status Change Order / Total USD Order

Blue Gabriel Galavis 01 Open 28/3/2023 28/03/2023 150$

Blue Gabriel Galavis 01 Aproved 28/3/2023 29/03/2023 150$ Blue Gabriel Galavis 01 In Process 28/3/2023 29/03/2023 150$

Blue Gabriel Galavis 01 Closed 28/3/2023 29/03/2023 150$

1. Denied Order Process: Only by Medical Staff

Client / User / Order No: / Order Status / Requested Date Order / Status Change Order / Total USD Order

Blue Gabriel Galavis 01 Open 28/3/2023 28/03/2023 150$

Staff Medical Denied Order No: 1, for Ambulance Services:

Client / User / Order No: / Order Status / Requested Date Order / Status Change Order / Total USD Order

Blue Gabriel Galavis 01 Open 28/3/2023 28/03/2023 150$

Blue Gabriel Galavis 01 Denied 28/3/2023 29/03/2023 150$

1. Cancel Order Process: User And Manager

Client / User / Order No: / Order Status / Requested Date Order / Status Change Order / Total USD Order

Blue Gabriel Galavis 01 Open 28/3/2023 28/03/2023 150$

Staff Medical analize Order No: 1, for Ambulance Services:

Client / User / Order No: / Order Status / Requested Date Order / Status Change Order / Total USD Order

Blue Gabriel Galavis 01 Open 28/3/2023 28/03/2023 150$

Blue Gabriel Galavis 01 Canceled 28/3/2023 29/03/2023 150$

10. The order history is the record where orders are stored by date and by status change. The same must be seen by each user:

The user can only see their own order history: All statuses

Medical staff can see all orders under status: Open, Approved and Denied

The back analyst can see all orders under statuses: Approved and Denied

The client's manager user can see all of her client's orders.

The healthcare manager user can view all orders from all clients.