

Use Case Title: Recall Patient
Primary Actor: Receptionist
Level: Kite (summary)
Stakeholders: Patient, Doctor, Laboratory
Precondition: Lab tests ordered for a patient
Minimal Guarantee: Message sent to patient and recorded on system
Success Guarantees: Patient sets appointment to discuss results
Trigger: Abnormal lab tests received by clinic
<p>Main Success Scenario:</p> <ol style="list-style-type: none"> 1. Lab Tests received and recorded into system 2. Lab Test logged as abnormal by nurse or physician 3. Note set to contact patient 4. Patient is called 5. Patient schedules appointment 6. Doctor discusses results with patient
<p>Extensions:</p> <ol style="list-style-type: none"> 1a. Results are not received <ol style="list-style-type: none"> 1a1. Scheduled reminder for clinic to check in on lab results. <ol style="list-style-type: none"> 1a1a. Clinic contacts lab, results are received. 1a2. Patient inquires about results. <ol style="list-style-type: none"> 1a2a. Clinic contacts lab, results are received. 1b. Results cannot be recorded. <ol style="list-style-type: none"> 1b1. Results are saved physically until they can be uploaded to system. 1b2. Results are changed to a format in which they can be recorded. 2a. Abnormal lab log not saved on system. <ol style="list-style-type: none"> 2a1. Scheduled reminder for receptionist to check in with nurse on results received. <ol style="list-style-type: none"> 2a1a. Patient called after check in with nurse. 3a. Note not set. <ol style="list-style-type: none"> 3a1. Scheduled reminder for receptionist to check in with nurse on results received. <ol style="list-style-type: none"> 3a1a. Patient called after check in with nurse. 3b. Note not checked. <ol style="list-style-type: none"> 3b1. Scheduled reminder for receptionist to check call notes. <ol style="list-style-type: none"> 3b1a. Patient called. 4a. Patient does not answer call. <ol style="list-style-type: none"> 4a1. Patient called again at a later time. <ol style="list-style-type: none"> 4a1a. Patient messaged through text / email. Call and message recorded. 5a. Patient does not wish to schedule by phone at that moment. <ol style="list-style-type: none"> 5a1. Patient can schedule online 5a2. Patient can call back later 5a3. Patient can walk-in 6a. Patient does not show for appointment <ol style="list-style-type: none"> 6a1. Patient is fined. 6a2. Patient is called back for new appointment

Use Case Title: Note Patient Data
Primary Actor: Nurse
Level: Kite (summary)
Stakeholders: Patient, Nurse, Doctor
Precondition: Patient arrives for appointment / walk-in
Minimal Guarantee: Patient data is saved to system
Success Guarantees: Patient data is used by doctor to aid diagnosis / treatment
Trigger: Patient is seen by nurse for triage
<p>Main Success Scenario:</p> <ol style="list-style-type: none"> 1. Patient is seen by nurse 2. Patient information is taken 3. Patient data is entered into system 4. Patient data is used by doctor at appointment 5. Doctor arrives at diagnosis or treatment
<p>Extensions:</p> <ol style="list-style-type: none"> 1a. Patient no-show for appointment / leaves before triage <ol style="list-style-type: none"> 1a1. Patient is contacted to check-in on their well-being. 1a2. Appointment cancelled and physician notified. 2a. Patient information cannot be taken <ol style="list-style-type: none"> 2a1. Reason for exception is entered to system and either sent to doctor or to hospital 3a. Patient data cannot be entered to system. <ol style="list-style-type: none"> 3a1. Local copy of data is kept until it can be uploaded to system. 3b. Patient data is entered with errors. <ol style="list-style-type: none"> 3b. Physician, or nurse make corrections when error is discovered. 4a. Patient data is not received by physician <ol style="list-style-type: none"> 4a1. Physician contacts nurse to obtain information. 4a2. Physician retakes basic information during appointment. 5a. Doctor is unable to reach a diagnosis. <ol style="list-style-type: none"> 5a1. Requisition or referral is made.