

User Stories

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Phase 1: Write user stories

Story 1: Change doctor (and send confirmation messages).

As a patient, I would like to be able to change doctors if I need a more specialised doctor or if any issues occur. I would also like a confirmation of the change.

Story 2: Register as a new patient (choose a doctor and send confirmation messages).

As a patient, I would like to register as a new patient so I can join a surgery as a new patient or be able to create an account for someone else. I would like to choose my doctor and get a confirmation message to confirm it.

Story 3: Log in to the system as a role and log out.

As a frequent patient due to my many diseases, I want to be able to verify my identity for details to be remembered for my next visit.

Story 4: Enter a new booking (and send confirmation messages).

As a patient with many exotic diseases on my travels, I must enter bookings from remote locations and patchy connections. A confirmation message on my new bookings would help with this.

Story 5: Reschedule booking (and send confirmation messages).

As a patient, I want to be able to reschedule my bookings as I have a hectic career where I will need to be flexible with commitments and may need to change bookings if I get called into work on short notice.

Story 6: Log all access to the system, e.g. when Doctor X views Patient Y's information.

As a patient, I want all access to the system to be logged so that I can be sure there is no unauthorised access to my medical records.

Story 7: View visit details and prescriptions

As a patient, I would like to view information about my visits and prescriptions to review what occurred during visits and my current medications.

Story 8: View bookings.

As a patient, I would like to view information about my current bookings and if they have been postponed or delayed.

Phase 2: Conversation about user stories

Story 1: Change doctor (and send confirmation messages).

Provider: In the brief, you mentioned you would like to be able to change doctors and send confirmation messages. What do you mean by this?

Client: I would love to be able to change doctors if I do not feel comfortable with my current one; due to personal beliefs, I may have issues if my doctor is of a different gender for specific medical procedures.

Provider: When changing doctors, how do you go about this process?

Client: With my current provider, I have to fill out a lengthy form specifying exactly why I need to switch, and the doctor sees all this and can accept or decline this request. I would much instead say the doctor wasn't told why, and the switch was more accessible and more private.

Provider: Okay, so you would like us to include an option to be anonymous and would like a box to add notes and reasons why.

Client: I think there should be a box to add notes in case there was an issue I think the hospital should be aware of, for instance, if the current doctor were being sexist, racist or homophobic. However, this should be optional if I want to keep my reasons private.

Provider: Thank you for meeting with me

Client: you're welcome.

Story 2: Register as a new patient (choose a doctor and send confirmation messages).

Provider: You said that you would like to be able to register as a new patient, meaning that you can choose a doctor. And that you would like it to send confirmation messages.

Client: With my current provider, I have to create an account with them, and then I get automatically assigned a doctor

Provider: Okay, so the thing you would like to change is being able to choose who your doctor is in case you have any personal conflicts with any of the doctors at the surgery

Client: Yes, I would also love to receive confirmation on my registration via email to ensure everything went to plan

Provider: Thank you

Story 3: Log in to the system as a role and log out.

Provider: You mentioned in your requirements that you'd like to be able to log in as a unique user. What information would you be willing to give so we can identify who you say you are?

Client: I'd be willing to provide information like my name, email, phone number, NHS number, and home address to help identify me so I can log in each time.

Provider: We would likely require you to log in using your NHS number & a password. Would you be capable of remembering this information?

Client: Due to my many diseases, I don't think I can remember them, so I must stay logged in after I exit the website.

Provider: I understand this poses some security issues. However, we need to comply with data protection laws, and this kind of system should be put in a different place. Can you think of any alternative?

Client: My NHS number could be retained while I reenter my password each time I log in.

Provider: This could work. Thank you for your time.

Story 4: Enter a new booking (and send confirmation messages).

Provider: You mentioned in your brief that you would like to receive confirmation after booking a visit with a doctor. Would you like this to be over email?

Client: Yes, over email would be good, but I may not have access to my email all the time, so the option to confirm via phone call would also be excellent.

Provider: Understood, and to identify which user is making the booking request, we would likely need to request info such as your name and home address. Would this be okay?

Client: Yeah, this should be okay.

Provider: Understood

Story 5: Reschedule booking (and send confirmation messages).

Provider: In the brief, you mentioned wanting to be able to reschedule bookings. Could you explain further what you would like that to look like

Client: I would like to go on the system and look at my current booking. If I discover that I have conflicting plans, I would like to be able to change my appointment.

Provider: how would you like to do this?

Client: I would like to cancel appointments and reschedule them at a more convenient time.

Provider: how close to the booking date would you suspect you would need to reschedule?

Client: I would like to be able to change 1-2 days in advance.

Provider: Thank you for your helpful feedback!

Story 6: Log all access to the system, e.g. when Doctor X views Patient Y's information.

Provider: You also mentioned wanting to log all access to the system. Exactly what actions do you think need to be logged?

Client: I want to log who and when people look at my account and see what changed. I also want it to tell me when I last looked at my record.

Provider: how would you like to view this data, and what format would you like it in?

Client: I would like to be able to just a timestamp of the last viewing in the top corner of the page

Provider: Thank you for your feedback!

Story 7: View visit details and prescriptions

ProYouon, you mentioned wanting more details on your in your description visits. Could you elaborate further?

Client: Yes, I would like to be able to check the time of my visits and which room in the doctor's office to know where and when I should be there. I have a condition resulting in poor memory. I also have trouble tracking prescriptions and need help. You mention that you have

trouble keeping track of your prescriptions. Would you also want to be able to see information about your prescriptions, and if so, what information would you like to see?

Client: Yes, I would like to see the drugs I am required to purchase from a pharmacist. They also require proof of prescription, so If I were to misplace the receipt, I could show them this instead; it would also be helpful to see the date I was prescribed the medicine so I can keep track of how long I have been taking it.

Provider: Would it be beneficial to see details and notes about previous visits after they occur?

Client: it would be that way with my poor memory. I don't need to worry about recalling specific details from previous visits.

Provider: Well, thank you for your time.

Story 8: View bookings

Provider: In your description, you mentioned that you would want to be able to see your current bookings and their status. What sort of things would you like to see?

Client: Yes, I would like to be able to check the time of my visits and which room in the doctor's office to know where and when I should be there. I have a condition resulting in poor memory. I also have trouble tracking prescriptions.

Provider: Should it notify you if changes are made to your visits?

Client: Yes, however, it must be in advance. Otherwise, I would need more time to get there.

Provider: Okay, well, thank you for your time, and I'll keep in mind your considerations.

Client: Thank you