detailed user stories related to Appointment Scheduling & Management in a Patient Management System

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Got

it — you’re again asking for **detailed user stories for Appointment Scheduling & Management in a Patient Management System (PMS)**.  
I’ll consolidate the best parts of what we’ve discussed earlier into a **single, organized, and comprehensive set** that can serve directly for Agile/Scrum backlog creation.

**~~1. Patient-Centric User Stories~~**

**~~US-1: Search & Book Appointments Easily~~**

* **~~As a~~** ~~patient~~
* **~~I want~~** ~~to search for available doctors and appointment slots by specialty, location, or preferred time~~
* **~~So that~~** ~~I can choose the most convenient option.~~**~~Acceptance Criteria:~~**
* ~~Text or natural-language search supported (e.g., “Cardiologist this Friday after 3 PM”).~~
* ~~Filter by doctor, specialty, date/time, location.~~
* ~~Confirmation via SMS/Email/In-app notification.~~
* ~~Option to add booking to personal calendar.~~

**~~US-2: Personalized Appointment Recommendations~~**

* **~~As a~~** ~~patient~~
* **~~I want~~** ~~appointment suggestions based on my past visit patterns, preferred doctors, and travel time~~
* **~~So that~~** ~~I can minimize waiting and travel.~~**~~Acceptance Criteria:~~**
* ~~Recommendations ranked by convenience, urgency, and doctor availability.~~
* ~~Invisible if patient opts out of personalization.~~

**~~US-3: Appointment Reminders~~**

* **~~As a~~** ~~patient~~
* **~~I want~~** ~~reminders sent before my appointment with check-in details and required documents~~
* **~~So that~~** ~~I don’t forget or arrive unprepared.~~**~~Acceptance Criteria:~~**
* ~~Reminders 24 hours and 2 hours ahead (configurable).~~
* ~~Multiple channels — SMS, Email, App push.~~
* ~~Link to any pre-visit forms or payment options.~~

**~~US-4: Reschedule or Cancel Appointments~~**

* **~~As a~~** ~~patient~~
* **~~I want~~** ~~a simple option to reschedule or cancel within the allowed time~~
* **~~So that~~** ~~I can adjust my plan conveniently.~~**~~Acceptance Criteria:~~**
* ~~Shows available alternative slots when rescheduling.~~
* ~~Sends update notifications to patient and doctor.~~
* ~~Follows clinic cancellation policies.~~

**~~US-5: View Appointment History~~**

* **~~As a~~** ~~patient~~
* **~~I want~~** ~~to see my past and upcoming appointments in one place~~
* **~~So that~~** ~~I can track my medical visits.~~**~~Acceptance Criteria:~~**
* ~~Sortable list with doctor, department, date, status.~~
* ~~Searchable by keyword or date range.~~

**2. Doctor-Centric User Stories**

**US-6: Manage Availability**

* **As a** doctor
* **I want** to set my available days/hours and block off unavailable times
* **So that** patients can only book when I’m free.

**US-7: View and Manage Daily Schedule**

* **As a** doctor
* **I want** a daily/weekly calendar of confirmed and pending appointments
* **So that** I can prepare for the day.  
  **Acceptance Criteria:**
* Status indicators (Confirmed, Pending, Cancelled).
* Click to view patient details and visit reason.

**US-8: Approve/Reject Appointment Requests**

* **As a** doctor
* **I want** to approve or reject new appointment requests
* **So that** I can manage my workload.  
  **Acceptance Criteria:**
* Instant notifications for pending requests.
* Auto-message to patient on decision.

**US-9: Emergency Slot Handling**

* **As a** doctor
* **I want** the system to keep a few urgent case slots reserved
* **So that** patients in immediate need can be seen quickly.

**3. Receptionist/Admin User Stories**

**US-10: Book on Behalf of Patients**

* **As a** receptionist
* **I want** to book appointments for walk-ins or phone inquiries
* **So that** all visits are tracked in the PMS.  
  **Acceptance Criteria:**
* Search or create patient profile quickly.
* Print or email confirmation.

**US-11: Manage Waitlist and Cancellations**

* **As an** admin
* **I want** the system to auto-contact patients on the waitlist when slots open
* **So that** no available time is wasted.

**US-12: Adjust Master Schedule**

* **As an** admin
* **I want** to move appointments around for emergencies or schedule conflicts
* **So that** the daily plan remains efficient.

**4. System/Automation User Stories**

**US-13: Automated Notifications**

* **As a** system
* **I want** to send booking confirmations, reminders, and cancellation notifications instantly
* **So that** patients and doctors stay informed.

**US-14: Predict No-Shows**

* **As a** system
* **I want** to predict patients likely to miss appointments
* **So that** I can send additional reminders or reassign their slots.

**US-15: Sync with External Calendars**

* **As a** system
* **I want** to integrate with Google/Outlook calendars
* **So that** appointments are visible to users everywhere.  
  **Acceptance Criteria:**
* Two-way sync within 2 minutes.
* Conflict warnings.

Here is a visual UML Use Case Diagram description for the detailed user stories related to Appointment Scheduling & Management in a Patient Management System (PMS):

**UML Use Case Diagram: Appointment Scheduling & Management in PMS**

**Actors:**

* **Patient**
* **Doctor**
* **Receptionist/Admin**
* **System (Automation & AI)**

**~~Use Cases for Patient:~~**

* ~~Search & Book Appointment~~
* ~~Receive Personalized Appointment Recommendations~~
* ~~Receive Appointment Reminders~~
* ~~Reschedule or Cancel Appointment~~
* ~~View Appointment History~~

**Use Cases for Doctor:**

* Manage Availability (Set Available/Unavailable Times)
* View and Manage Daily Schedule
* Approve or Reject Appointment Requests
* Emergency Slot Handling (Reserve Priority Slots)

**Use Cases for Receptionist/Admin:**

* Book Appointments on Behalf of Patients
* Manage Waitlist and Auto-Fill Cancellations
* Adjust Master Schedule

**Use Cases for System:**

* Send Automated Notifications (Confirmation, Reminders, Cancellations)
* Predict No-Shows & Send Additional Reminders
* Sync with External Calendars (Google, Outlook)
* Auto-Generate Teleconsultation Links
* Dynamic Queue Management (Reorder Walk-in & Emergency Appointments)

**Relationships:**

* Patients initiate booking, rescheduling, cancellations, and view history.
* Doctors manage their schedules and appointment requests.
* Receptionists/admins assist with booking and schedule adjustments.
* System automates notifications, predictions, calendar sync, and teleconsult links.
* Use cases interact through associations (e.g., booking triggers notifications).