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| |  |  |  | | --- | --- | --- | | **C:\Users\sonnx0907\Desktop\Untitled.png** | **MINISTRY OF EDUCATION AND RAINING** | | | **FPT UNIVERSITY** | | |
| Capstone Project Document |
| Hospital Finder |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | **Group 11** | | | **Group Members** | Lê Phước Việt – Team Leader – SE60706  Nguyễn Xuân Sơn – Team Member – SE60727  Dương Thị Hoàng Anh – Team Member – 60434 | | **Supervisor** | Nguyễn Đức Khoan | | **Ext Supervisor** | N/A | | **Capstone Project code** | HospitalF | | |

- Ho Chi Minh City, May / 2014 –

**CAPSTONE PROJECT REGISTER**

Class: Duration time: from 12/05/201 To 03/09/2014

(\*) Profession: <Software Engineer> Specialty: <ES> <IS>

x

(\*) Kinds of person make registers: Lecturer Students

X

1. Register information for supervisor (if have)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Full name** | **Phone** | **E-Mail** | **Title** |
| Supervisor 1 | Nguyễn Đức Khoan |  | khoannd@fpt.edu.vn | Mr. |

2. Register information for students (if have)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Full name** | **Student code** | **Phone** | **E-mail** | **Role in Group** |
| Student 1 | Lê Phước Việt | SE60706 | 0949051851 | vietlpse60706@fpt.edu.vn | Team leader |
| Student 2 | Nguyễn Xuân Sơn | SE60727 | 01214184300 | sonnxse60727@fpt.edu.vn | Team member |
| Student 3 | Dương Thị Hoàng Anh | 60434 | 0908616730 | anhdth60434@fpt.edu.vn | Team member |

3. Register content of Capstone Project

(\*) 3.1. Capstone Project name:

English: Hospital Finder.

Vietnamese: Tìm kiếm bệnh viện

Abbreviation:

- HospitalF

- Building the web application which compatible with both computer and mobile devices supports user to find the appropriate hospitals for their conditions. The system can find the appropriate hospitals and shows the result list and on map. In this map, user can interact with the system to see hospital image, name, address, short description, and the rating. The system can show full description, more images and users’ reviews. User also can write a review, rating and share information of the hospital if they have a social account.

(\*) 3.2. Main proposal content (including result and product)

1. Theory and practice (document):

* Student should apply the software development process and the UML
* Software artifacts include User Requirement, Software Requirement Specification, Architecture Design, Detail Design, System Implementation and Testing Document, Installation Guide, sources code, and deployable software packages
* 3 tiers should be applied
* Server side technique:
  + Database design, OOA, OOD, OOP, MVC, Java, PHP or .Net technology, …
* Client side technique
  + HTML5, CSS, JavaScript, JQuery, Ajax, Android, …
* Communication technique
  + Exchange information and transfer data in effective in networks
* Research
  + Google Map API, Social Network Integration, …

1. Program:

* Main functions
  + Admin
    - Manage the systems, manage account, configure systems …
  + Staff
    - Update and create the new users, update hospital information ...
    - Make the statistic
  + Users
    - Make query/request, login using social account, rating, write the reviews

1. Other products:

N/A

4. Other comment (propose all relative thing if have)

N/A

|  |  |
| --- | --- |
| **Supervisor**  *(Sign and full name)* | HCM city, date 12/05/2014  **On behalf of Registers**  *(Sign and full name)* |

|  |
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# **Table of Acronyms and Abbreviations**

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| **No.** | **Acronyms / Abbreviations** | **Definition** |
| 1 | HospitalF | Hospital Finder |
| 2 | Admin / AD | Administrator |
| 3 | HU | Hospital User |
| 4 | NU | Normal User |
| 5 | GU | Guest |
| 6 | ERD | Entity relationship diagram |
| 7 | PMP | Project management plan |
| 8 | SRS | System requirements specification |
| 9 | SDD | Software design description |
| 10 | SIT | System implementation and test |
| 11 | UML | Unified model language |
| 12 | GIR | Geographic information retrieval |

1. **Introduction**
2. **Project information**

* Project name: Hospital Finder
* Project code: HospitalF
* Product type: Responsive design website
* Start date: May 12, 2014
* End date: September 03, 2014

1. **Introduction**

* The needs of health services for people is raising every day. A list of hospitals or clinics center in a specific region is not so difficult to find, but finding suitable health services for a specific illness or disease is a headache problem. A nearer and faster curing service, a better chance for a patient to improve his/her condition. The more health services people required, the more specific information people want to know about their chosen centers. Understanding that needs, we offer a brand new website system for hospital service in Vietnam, named Hospital Finder.

1. **Current Problem**

* A system for finding appropriate health services base on patients’ conditions is not yet published.
* Vietnam doesn’t have an official published list of hospitals and clinics that offer health services in the country, and many non-official websites provide different versions of the list so the information is not consistent.
* A better list is supported by Google Map by using “Hospital” or “Health” keywords, but some locations and names are not relevant to health services because of attached advertising tag keywords.

1. **Proposed solution**

* Hospital Finder is a website application that’s built for finding appropriate hospitals with users’ conditions.
* The result will be displayed on a visual map, users can interact with it to show full description, images and another users’ reviews about any health centers. Users can also write comments, create rating or feedback to administrators if they see the provided information is not suitable or incorrect.
* Appointment online is supported as an intermediate service between the system and new hospitals or private clinics that doesn’t have online management service.
* The system is compatible with both computers and mobile devices.

1. **Functional Requirement**
2. **Search Hospital**

* Users can search for hospitals or clinics by using those features below:
* Patients’ conditions.
* Centers in a specific area in Vietnam.
* Centers around current location or at a specific location address.
* Centers that located at a specific distance reference to the current location of user.
* Search results and the shortest way to a specific center will be displayed on an interactive visual map.

1. **Hospital Management**

\_ Administrators can import hospitals to the system using a pre-defined Excel template or create them manually.

\_ Hospital members can manage, add or update the information of their hospitals.

1. **User Management**

\_ Administrators have the right to create new hospital members. Keep track of current using members and have the right to active or de-active their accounts.

1. **Meta data management**

* Administrators have the right to manage data of specialities, diseases, supporting services or facilities of the system.
* Those data will be used as basement data for the whole system.

1. **Statistics**

\_ System supports generating statistics about those features below:

+ Top 10 hospitals that have the highest appointment in a given time span.

+ Search query that provides the highest counting result.

1. **Online Appointment**

\_ Allow users to make appointment online, they can choose what time they want to book, or specific doctor they want to be in charged, and another additional requirements.

1. **Synchronizing Google Calendar**

\_ Appointments will be synchronized through Google Calendar for easier tracking and managing.

1. **Mobile Devices**

\_ Hospital Finder system is compatible with both computers and mobile devices.

1. **Role and responsibility**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No.** | **Full Name** | **Roles** | **Position** | **Contact Detail** |
| 1 | Nguyễn Đức Khoan | Project Manager | Instructor | khoannd@fpt.edu.vn |
| 2 | Lê Phước Việt | Designer, developer, tester | Leader | vietlpse60706@fpt.edu.vn |
| 3 | Nguyễn Xuân Sơn | Designer, developer, tester | Member | sonnxse60727@fpt.edu.vn |
| 4 | Dương Thị Hoàng Anh | Designer, developer, tester | Member | anhdth60434@fpt.edu.vn |

1. **Project Management Plan (PMP)**
2. **Problem Definition**
3. **Name of this Capstone Project**

* Hospital Finder

1. **Problem Abstract**

* The needs of health services for people is raising every day. A list of hospitals or clinics center in a specific region is not so difficult to find, but finding suitable health services for a specific illness or disease is a headache problem. A nearer and faster curing service, a better chance for a patient to improve his/her condition. The more health services people required, the more specific information people want to know about their chosen centers. Understanding that needs, we offer a brand new website system for hospital service in Vietnam, named Hospital Finder.

1. **Project Overview**
2. **The Current System**

* A system for finding appropriate health services base on patients’ conditions is not yet published.
* Vietnam doesn’t have an official published list of hospitals and clinics that offer health services in the country, and many non-official websites provide different versions of the list so the information is not consistent.
* A better list is supported by Google Map by using “Hospital” or “Health” keywords, but some locations and names are not relevant to health services because of attached advertising tag keywords.

1. **The Proposed System**
   * 1. **Computers**

**Guest:**

* Search hospitals and clinics base on:
  + - Patients’ conditions.
    - Centers in a specific area in Vietnam.
    - Centers around current location or at a specific location address.
    - Centers that locate at a specific distance reference to current location.
* They can also view information of a specific hospital or clinic.
* Make appointment online.
* Feedback about information of the system.

**Normal Users:**

* Have all priorities that supported for guests except Login.
* Create ratings and comments on a specific hospital or clinic.

**Hospital users:**

* Manage information about their hospitals or clinics.
* View users’ feedback about their hospitals or clinics.
* Manage doctor of their hospitals or clinics.
* View appointments.
* View statistics.

**Administrators:**

* Create hospital users’ accounts.
* Manage normal and hospital users.
* View users’ feedback about the system.
* Manage and import list of hospitals or clinics.
* View statistics.
  + 1. **Mobile Devices**
* Only support functions for guests.

1. **Boundaries of the System**

* Hospital Finder can be used on both computers and mobile devices.
* Services for Administrators and Hospital users are not supported on mobile version.
* The system is not support using alias name in search query.
* English and another foreign languages are not supported for searching.
* The list of hospitals and clinics in a specific area is not automatically updated.
* The system is only an intermediate service between users and hospitals. It is not provide any service or method to manage business of a hospital or clinic online.

1. **Development Environment**
   * 1. **Hardware requirements**

For servers:

|  |  |  |
| --- | --- | --- |
| **Infrastructure** | **Minimum Requirements** | **Recommended** |
| Operating system | Window XP, 7 or 8 | Window 7 or 8 |
| Processor | Intel® Core 2 Duo | Intel® Core i5-460M |
| Memory | 1 GB RAM | 2GB or higher |
| Internet connection | Cable or wireless connection (512Mb) | Cable or wireless connection (2Mb) |

For mobiles devices:

|  |  |  |
| --- | --- | --- |
| **Infrastructure** | **Minimum Requirements** | **Recommended** |
| Operating system | Android 4.0 | Android 4.4 |
| Memory | 512 GB RAM | 1GB RAM or higher |
| Internet connection | Wireless connection (512Mp) | Wireless connection (2Mb) |

* + 1. **Software requirements**

\_ Operating system: Window 7 Ultimate

\_ Smart phone operating system: Android 4.3

\_ IDE for server and web application: Microsoft Visual studio 2012 Ultimate

\_ Database: Microsoft SQL 2008 Express SP 2

\_ Google code and Tortoise SVN

\_ Browser: Google Chrome Version 34.0.1847.137

1. **Project Organization**
2. **System Process Model**

****

For more information, please refer to the website:

http://blogs.globalteckz.com/characteristics-of-agile-methodology-in-software-development/

1. **Roles and Responsibilities**

|  |  |  |
| --- | --- | --- |
| **Full name** | **Roles** | **Responsibilities** |
| Nguyễn Đức Khoan | Project Manager | * Give user requirements * Control developing process * Support |
| Lê Phước Việt | Team Leader | * Manage members and tasks * Designer * Developer * Tester |
| Nguyễn Xuân Sơn | Team Member | * Designer * Developer * Tester |
| Dương Thị Hoàng Anh | Team Member | * Designer * Developer * Tester |

1. **Tools and Techniques**
2. **Back-end**

\_ HTML 5

\_ CSS 3

\_ Javascript

\_ Jquery

\_ Ajax

1. **Front-end**

\_ ASP.NET MVC 4

\_ Linq

\_ Android toolkit

\_ Microsoft IIS 7

\_ Microsoft SQL 2008 Express SP 2

1. **Project Management Plan**
   1. **Overview**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Iteration** | **Description** | **Output** | **Time** | **Note** |
| **1** | * Study technology that will be used in the project. * Identify business and system requirements. | * Business of the Hospital Finder system. | 20 days | * Might have misunderstanding between user and project team. |
| **2** | * Finding suitable searching algorithm. * Prepare meta-data. | * Searching algorithms. * Data of hospitals, specialities, diseases, supporting services and facilities. | 20 days | * Need to combine and optimize search technology and algorithm. * Lack of medical published data. |
| **3** | * Implement search methods. * Implement method to display hospital detail. * Implement methods to manage doctors in a specific hospital or clinic. | * User can search hospitals base on 3 search options: Normal search, advanced search and location search. * View hospital details. * Methods to add, update and display doctors’ information. | 30 days | * Search methods return unexpected results. * Data in results page and hospital detail page might be confused. |
| **4** | * Implement methods to manage hospitals * Implement methods to manage meta-data and users. * Implement methods to manage appointments. * Implement statistics methods. | * Method to add, update hospitals and display a list of them. * Method to manage specialities, diseases, supporting services and facilities. * Method to add, update users. * Method to create and view appointments. * Method to view statistics. | 20 days | * Excel template need to be defined. * Lack of data of specialities, diseases, supporting services and facilities. |

* 1. **Detail**

1. **Iteration 1**

|  |  |  |
| --- | --- | --- |
| **Task** | **Description** | **Resource** |
| **Identify business of the system** | Decide which services will be provided to the users. | VietLP, SonNX, AnhDTH |
| **Report 1** | Create introduction report HospitalF system. | SonNX |
| **Project Management**  **Plan.** | Create plan for the whole project. | VietLP |
| **Website Prototype.** | Design website prototype | VietLP, AnhDTH |
| **Design ERD diagram.** | Design entity relationship diagram. | SonNX |
| **Study Facebook service and Google APIs** | Study how to integrate Facebook and Google service to the project. | AnhDTH |

1. **Iteration 2**

|  |  |  |
| --- | --- | --- |
| **Task** | **Description** | **Resource** |
| **Find search algorithms** | Find and study search algorithms. | VietLP, SonNX, AnhDTH |
| **Geographic information retrieval algorithm** | Study and implement geographic information retrieval algorithm | VietLP, SonNX |
| **Report 2** | Create project management report for HospitalF system. | SonNX |
| **Prepare meta-data** | Find data of hospitals, specialities, diseases, supporting services and facilities. | AnhDTH |
| **Report 3** | Create use case and SRS document. | VietLP, SonNX, AnhDTH |

1. **Iteration 3**

|  |  |  |
| --- | --- | --- |
| **Task** | **Description** | **Resource** |
| **Normal search** | Implement normal search mode. | SonNX |
| **Advanced search** | Implement advanced search mode. | SonNX |
| **Location search** | Implement location search mode. | VietLP |
| **Hospital detail** | Implement hospital detail page. | VietLP |
| **Manage doctor methods** | Implement methods to add, update, and display doctor information. | AnhDTH |
| **Testing** | Test methods to search hospital and manage doctors of a specific hospital or clinic. | VietLP, SonNX, AnhDTH |
| **Report 4** | Create UML diagrams and SDD document. | VietLP, SonNX, AnhDTH |

1. **Iteration 4**

|  |  |  |
| --- | --- | --- |
| **Task** | **Description** | **Resource** |
| **Manage hospital methods** | Implement methods to add, update, and view list of hospitals. | SonNX |
| **Manage appointment methods** | Implement methods to add, and view appointments. | AnhDTH |
| **Manage meta-data** | Implement methods to add, update, view list of specialities, diseases, supporting services and facilities. | SonNX |
| **Manage users** | Implement methods to add, update, and view list of users | VietLP |
| **Feedback** | Implement methods to create, and view list of feedbacks. | AnhDTH |
| **Statistics** | Implement statistics methods. | VietLP |
| **Testing** | Test methods that will be implemented in iteration 4. | VietLP, SonNX, AnhDTH |
| **Report 5** | Create test case and SIT documnt | VietLP, SonNX, AnhDTH |
| **Report 6** | Create user manual report. | SonNX |

1. **Convention Rules**

* Using C# coding convention at page:  
  http://msdn.microsoft.com/en-us/library/vstudio/ff926074.aspx

1. **System Requirements Specification (SRS)**
2. **User Requirement Specification**
   1. **Guest requirement**

Guests are the people who can use the system without any authentications process. They are supported with the following functions below:

\_ Search hospitals and clinics base on:

+ Patients’ conditions.

+ Centers in a specific area in Vietnam.

+ Centers around current location or at a specific location address.

+ Centers that locate at a specific distance reference to current location.

\_ View information of hospitals or clinics, make appointment online and create feedback about the system.

* Feedback about information of the system.
  1. **Normal User requirement**

Normal Users are the people who use the system with their specific authenticated Facebook accounts. They have the right to use all the functions that supported for Guests (except Login), and the following functions below:

\_ Create rating.

\_ Comment or reply comments.

* 1. **Hospital User requirement**

Hospital Users are the people who have special accounts to manage information of a specific hospitals or clinic. They are supported with the following functions below:

\_ Change password.

\_ Manage information about their hospitals or clinics.

\_ View users’ feedback about their hospitals or clinics.

\_ Add doctors.

\_ View statistics.

* 1. **Administrator requirement**

Administrators are the people who have the highest priorities in the system. They are supported with the following functions below:

* Create hospital users’ accounts.
* Manage normal and hospital users.
* View users’ feedback.
* Manage hospitals.
* Manage meta-data (Specialities, diseases, supporting services and facilities).
* View statistics.

1. **System Requirements Specification**
2. **External Interface Requirements**
3. **User Interfaces**

* User interface of the website must be clear and easy to use.
* Mobile interface must be compatible with multiple sizes of smart phone and tablet screens.
* Error messages must be highlight, easy to see and understand, and do not contain disturb or abused words or grammars.

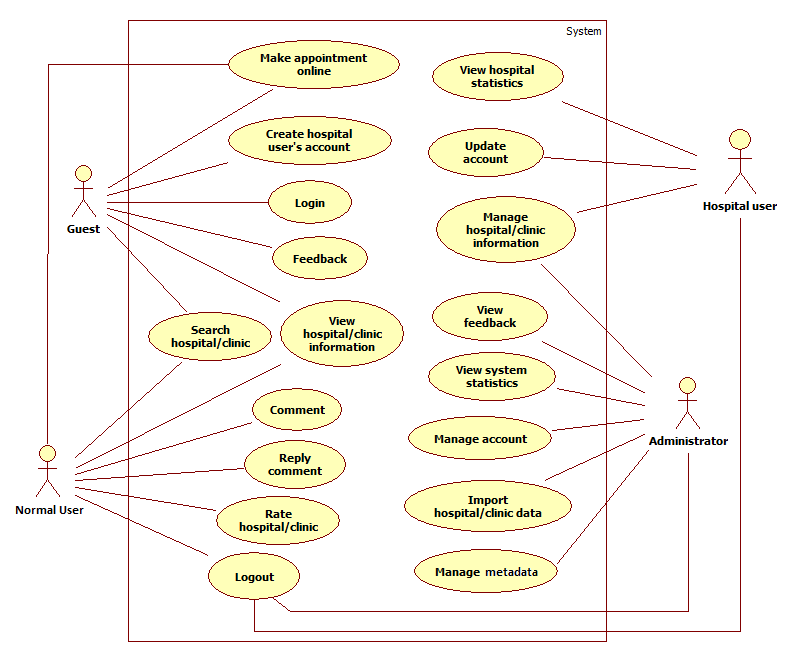
1. **Software Interfaces**

* Web browser: Google Chrome and Fire Fox.
* Support Java Script and HTML5.

1. **Communication Protocol**

* HTTP Protocol will be used to communicate between web browsers, Android devices and web server.

1. **Function Requirements**
2. **System Overview**



1. **Use case List**
   * + 1. **<GU> Overview Use Case**

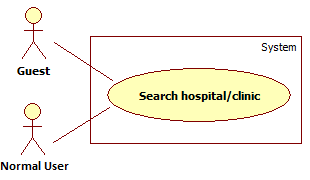


* + - 1. **<GU> Login**



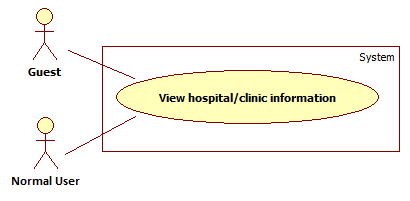
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| --- | --- | --- | --- | --- |
| **USE CASE – UC001** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | | 1.1 |
| **Use-case Name** | Login | | | |
| **Author** | Le Phuoc Viet | | | |
| **Date** | 27/05/2014 | **Priority** | High | |
| **Actor:** Guest  **Summary:** Guests use this case to login to the system.  **Goal:** Allow guests to login and gain more priorities to use the system depending on the role of the authorized account.  **Triggers:** Access login page for admins and hospital users at the address http://localhost:18303/Account/Login  **Preconditions:** N/A  **Post Conditions:**   * **Successful**: Account is authorized, the page will be transferred automatically to corresponding page according to account’s role. * **Fail**: User is only be able to access the system as the role of Guest. Error message will be displayed on the current page.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Access login page for admins and hospital users | Display login page that includes:   * Email: Textbox, email type, required. * Mật khẩu: Textbox, password type, required. * Ghi nhớ đăng nhập: Checkbox, optional. | | 2 | Fill email and password, then click “**Đăng Nhập**” button. | Account is authorized, the page will be transferred automatically to corresponding page according to account’s role. |   **Alternative Scenario:**  **A.**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Access homepage at the address <http://localhost:18303/>, then click Facebook icon on the top right side of the page. | If user has not been logged in to Facebook, the system displays Facebook login page that includes:   * Email hoặc điện thoại: Textbox, email type, required. * Mật khẩu: Textbox, password type, required. * Duy trì đăng nhập: Check box, optional * Quên mật khẩu?: Link | | 2 | Fill required input fields, then click “**Đăng nhập**” button. | User is redirect automatically to Facebook authentication page and ask for providing special permission as below:   * **HospitalF** will receive the following info: your [public profile](https://www.facebook.com/v2.0/dialog/oauth?redirect_uri=http%3A%2F%2Fstatic.ak.facebook.com%2Fconnect%2Fxd_arbiter%2FFX-Xf5fQjUk.js%3Fversion%3D41%23cb%3Df27f7497c8%26domain%3Dlocalhost%26origin%3Dhttp%253A%252F%252Flocalhost%253A18303%252Ff31048cb88%26relation%3Dopener%26frame%3Df124df4f4&display=popup&scope=publish_actions%2Cemail%2Cuser_friends%2Cuser_birthday%2Cuser_photos&response_type=token%2Csigned_request&domain=localhost&return_scopes=true&client_id=1403418919945133&ret=login&sdk=joey&ext=1408039198&hash=AeYvwzFEv20KqD0_), friend list, email address, birthday and photos. | | 3 | Click “**Cho phép**” button. | Transfer to previous page. |   **B.**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Access homepage at the address <http://localhost:18303/>, then click Facebook icon on the top right side of the page. | If Facebook account is currently logging in, and this is the first time user use the system through Facebook account, Facebook will ask for providing special permission as below:   * **HospitalF** will receive the following info: your [public profile](https://www.facebook.com/v2.0/dialog/oauth?redirect_uri=http%3A%2F%2Fstatic.ak.facebook.com%2Fconnect%2Fxd_arbiter%2FFX-Xf5fQjUk.js%3Fversion%3D41%23cb%3Df27f7497c8%26domain%3Dlocalhost%26origin%3Dhttp%253A%252F%252Flocalhost%253A18303%252Ff31048cb88%26relation%3Dopener%26frame%3Df124df4f4&display=popup&scope=publish_actions%2Cemail%2Cuser_friends%2Cuser_birthday%2Cuser_photos&response_type=token%2Csigned_request&domain=localhost&return_scopes=true&client_id=1403418919945133&ret=login&sdk=joey&ext=1408039198&hash=AeYvwzFEv20KqD0_), friend list, email address, birthday and photos. | | 2 | Click “**Cho phép**” button. | Transfer to previous page. |   **C.**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Access homepage at the address <http://localhost:18303/>, then click Facebook icon on the top right side of the page. | If Facebook account is currently logging in, and the Facebook account was authenticated to use the system before, the system will automatically authorize guest to become normal user. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **Case** | **System response** | | 1 | “Email” is blank | Display error message: “Xin hãy nhập Email.” | | 2 | “Mật khẩu” is blank | Display error message: “Xin hãy nhập Mật khẩu.” | | 3 | Invalid login information. | Display error message: “Sai thông tin đăng nhập.” | | 4 | Account is not active. | Display error message: “Tài khoản hiện đang tạm khóa, xin vui lòng liên hệ ban quản trị để mở khóa tài khoản.” | | 5 | System failure | Display error message: “Đã có lỗi xảy ra trong quá trình xử lý thông tin. Mong quý vị thông cảm và thử lại sau vài phút.” |   **Relationships**: N/A  **Business Rules:**  User must enter valid login information.  Only active account is allow to logging in the system.  In case that user role is hospital user or admin, the Captcha will be required if user fills wrong email or password greater than three times. | | | | | |

* + - 1. **<GU><NU> Search Hospital**



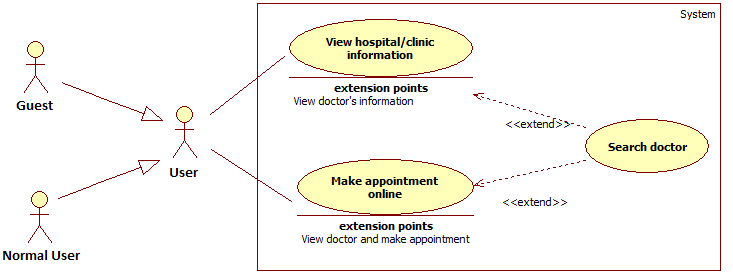
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – UC002** | | | | |
| **Use-case No.** | UC002 | **Use-case Version** | | 1.1 |
| **Use-case Name** | Search Hospital | | | |
| **Author** | Nguyen Xuan Son | | | |
| **Date** | 27/05/2014 | **Priority** | High | |
| **Actor:** Guest, normal user  **Summary:** Guests and normal users use this case to search for suitable hospitals or clinics base on their needs.  **Goal:** A list of hospitals will be displayed with brief information including name, address and location on a visual Google map.  **Triggers:** Click “**Tìm kiếm**” button in one of three search options: “Tìm Kiếm Cơ Bản”, “Tìm Kiếm Nâng Cao” and “Tìm Kiếm Theo Vị Trí”  **Preconditions:** Access home page at the address <http://localhost:18303/>  **Post Conditions:**   * **Successful**: A list of hospitals or clinics will be displayed. * **Failed**: Error message will be displayed on the current page.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Access home page at the address <http://localhost:18303/> and choose “Tìm kiếm cơ bản” tab. | Display search option that includes:   * Thông tin tìm kiếm: Textbox, max length: 100, required | | 2 | Click “**Tìm kiếm**” button | The page will be transferred automatically to search result page with a list of found hospitals or clinics on the left and a Google map on the right displaying locations of visible hospitals or clinics. |   **Alternative Scenario:**  **A.**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Access home page at the address <http://localhost:18303/> and choose “Tìm kiếm nâng cao” tab. | Display search option that includes:   * Tỉnh / Thành phố: Drop down list, required * Quận / Huyện: Drop down list, optional * Chuyên Khoa: Drop down list, optional * Triệu Chứng: Drop down list, optional | | 2 | Click “**Tìm kiếm**” button | The page will be transferred automatically to search result page with a list of found hospitals or clinics on the left and a Google map on the right displaying locations of visible hospitals or clinics. |   **B.**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Access home page at the address <http://localhost:18303/> and choose “Tìm kiếm theo vị trí” tab. | Display search option that includes:   * Tìm theo: Drop down list, required * Vị trí cần tìm: Textbox, visible if “Tìm theo” drop down list is “**Nhập vị trí**” option, required. * Bán kính: Drop down list, required. | | 2 | Click “**Tìm kiếm**” button | The page will be transferred automatically to search result page with a list of found hospitals or clinics on the left and a Google map on the right displaying locations of visible hospitals or clinics. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No.** | **Case** | **System response** | | 1 | “Thông tin tìm kiếm” is blank. | Display error message: “Xin hãy nhập Thông tin tìm kiếm.” | | 2 | “Thông tin tìm kiếm”’s length is more than 100 characters. | Display error message: “Thông tin tìm kiếm không thể vượt quá 100 ký tự.” | | 3 | “Tỉnh / Thành phố” is not selected. | Display error message: “Xin hãy chọn Tỉnh / Thành phố.” | | 4 | “Vị trí cần tìm” is blank (If visible). | Display error message: ”Xin hãy nhập Vị trí cần tìm.” | | 5 | System failure | Display error message: “Đã có lỗi xảy ra trong quá trình xử lý thông tin. Mong quý vị thông cảm và thử lại sau vài phút.” |   **Relationships**: N/A  **Business Rules:** The list of hospitals or clinics will be displayed as sorted order with the priority descending from tag values, rating point to number of rating counts. | | | | |

* + - 1. **<GU><NU> View Hospital Information**



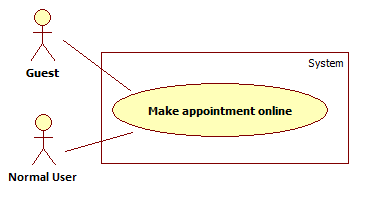
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – UC003** | | | | |
| **Use-case No.** | UC003 | **Use-case Version** | | 1.1 |
| **Use-case Name** | View Hospital Information | | | |
| **Author** | Le Phuoc Viet | | | |
| **Date** | 27/05/2014 | **Priority** | High | |
| **Actor:** Guest, normal user  **Summary:** Guests and normal users use this case to view detailed information of a specific information or clinic.  **Goal:** Detailed information of a specific hospital or clinic will be displayed to users.  **Triggers:** After searching hospitals or clinics, click on a specific hospital or clinic’s name in search result page.  **Preconditions:** Use search function from home page at the address <http://localhost:18303/>  **Post Conditions:**   * **Success:** Users can see detailed information of a specific hospital or clinic. * **Fail:** Error message will be displayed on current page.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Click on a specific hospital or clinic’s name in search result page after using search function at home page. | Hospital detail page that includes some general information as below:   * Hospital’s name: Text * Hospital’s full address: Text * Hospital’s phone numbers: Text * Hospital’s website: Text * Hospital’s email: Text * Hospital’s fax: Text * Rating point: Star label * Rating count: Text * Facebook comments * Đặt lịch khám: Link (Visible if hospital or clinic is allowed to make appointment online). * Tổng quan: Tab * Chuyên khoa và dịch vụ: Tab * Hình ảnh: Tab * Danh sách bác sỹ: Tab   “**Tổng quan**” tab will display the information as below:   * Hospital’s description: Text * Rating bar: Star label, default is 0 star. * Bình chọn: Button * Google map that display location of hospital or clinic. * Địa điểm xuất phát: Textbox, optional. * Magnifier icon search button.   “**Chuyên khoa và dịch vụ**” tab will display the information as below:   * Hospital’s specialities * Hospital’s supporting services * Hospital’s facilities   “**Hình ảnh**” tab will display photos of the hospital or clinics  “**Danh sách** **bác sỹ**” tab will display list of doctors in hospital or clinic. |   **Alternative Scenario:** N/A  **Exceptions:**   |  |  |  | | --- | --- | --- | | **No.** | **Case** | **System response** | | 1 | System failure | Display error message: “Đã có lỗi xảy ra trong quá trình xử lý thông tin. Mong quý vị thông cảm và thử lại sau vài phút.” |   **Relationships**: UC002  **Business Rules:**  Only authorized account with role of normal user can create rating and comments.  If user create rating more than three times simultaneously, Captcha will be displayed to make sure it not a bot is using the system. | | | | |

* + - 1. **<GU><NU> Search Doctor**



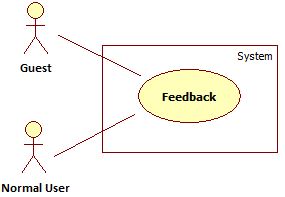
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – UC004** | | | | |
| **Use-case No.** | UC004 | **Use-case Version** | | 1.1 |
| **Use-case Name** | Search doctor | | | |
| **Author** | Duong Thi Hoang Anh | | | |
| **Date** | 29/05/2014 | **Priority** | Normal | |
| **Actor:** Guest, normal user  **Summary:** This case allows guests and normal users to search and view doctor’s information.  **Goal:** Display information about doctors of a specific hospital or clinic.  **Triggers:** Click “**Tìm**” button after filling name of a specific doctor to searched textbox, or choose a specific speciality in speciality drop down list.  **Preconditions:** User is in “**Danh sách bác sĩ**” tab of Hospital Detail page.  **Post Conditions:**   * **Successful**: List of doctors and their information will be displayed. * **Failed**: Error message will be displayed on current page.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Enter the name of doctor in searched text box then click “**Tìm**” button | Display list of doctor as a table with:   * Hình ảnh: Photo * Họ tên: Text * Chuyên khoa: Text * Chứng chỉ/Bằng cấp: Text * Kinh nghiệm: Text * Lịch làm việc: Text * Đặt lịch khám: Link, refers to create appointment online page. |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Choose a specific speciality in drop down list then clicks “**Tìm**” button | Display list of doctors that are currently working at the chosen speciality. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | No result are found. | Display error message: “Không có kết quả phù hợp.” | | 2 | Searched textbox is blank or speciality drop down list is not selected. | Display error message: “Xin hãy nhập tên bác sĩ hoặc chọn một chuyên khoa.” | | 3 | System failure | Display error message: ”Đã có lỗi xảy ra trong quá trình xử lý thông tin. Mong quý vị thông cảm và thử lại sau vài phút.” |   **Relationships**: UC003  **Business Rules:** The list will can be filtered by ascending or descending values of a specific table column. | | | | |

* + - 1. **<GU><NU> Make Appointment Online**



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| **USE CASE – UC005** | | | | |
| **Use-case No.** | UC005 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Make appointment online | | | |
| **Author** | Duong Thi Hoang Anh | | | |
| **Date** | 29/05/2014 | **Priority** | Normal | |
| **Actor:** Guest, normal user  **Summary:** This case allows user to make an appointment online  **Goal:** User makes new appointment appropriate with his/her specific.  **Triggers:**   * User wants to make an appointment with hospital/clinic which allows appointment. * User clicks on “Đặt lịch khám” link in doctor search result * User can click on “Đặt lịch hẹn” image in hospital/clinic information page.   **Preconditions:** User must must meet the requirements of use case **UC001** (Login)  **Post Conditions:**   * **Successful**: New appointment is added and confirm message is sent to user’s mobile. * **Failed**: Error message will be displayed on current page.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Click “**Đặt lịch hẹn**” image button in hospital / clinic information page. | Transfer to “Đặt lịch khám” page which include:   * Thông tin bệnh nhân:   + Giới tính: Drop down list.   + Ngày sinh: Datetime picker   + Họ tên: Textbox, required.   + Email: Textbox, email type.   + Số điện thoại: Textbox, max length: 13, required. * Thông tin đặt hẹn: * Chuyên khoa: Drop down list * Bác sĩ: Drop down list (The list will be changed according to Chuyên khoa) * Calendar popup and time view popup (Required) * Captcha: Image * Hình ảnh mới: Link to change new Captcha image * Input captcha: Textbox, required * Đặt lịch khám: Button | | 2 | Enter required information, then click on “**Đặt lịch khám**” button. | A notification appears and displays a message: “Tin nhắn xác nhận đã được gửi theo số điện thoại đăng kí. Vui lòng xác nhận cuộc hẹn qua tin nhắn.” | | 3 | After receiving confirmation message from user. | The appointment will be synchronized to Google Calendar of the hospital user that manages the previous booking hospital. |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Click on “Đặt lịch khám” link on doctor search result | Transfer to “Đặt lịch khám” page that includes:   * Thông tin bệnh nhân:   + Giới tính: Drop down list.   + Ngày sinh: Datetime picker   + Họ tên: Textbox, required   + Email: Textbox, email type.   + Số điện thoại: Textbox, max length: 13, required. * Thông tin đặt hẹn: * Chuyên khoa: Drop down list (With default value is speciality of selected doctor) * Bác sĩ: Drop down list (With default value is the doctor who is selected on doctor search result) * Thời gian khám bệnh: Calendar popup and time view popup (Required) * Captcha: Image * Hình ảnh mới: Link to change new Captcha image * Input captcha: Textbox (Required) * Đặt lịch khám: Button | | 2 | Enter required information, then click on “**Đặt lịch khám**” button. | A notification appears and displays a message: “Tin nhắn xác nhận đã được gửi theo số điện thoại đăng kí. Vui lòng xác nhận cuộc hẹn qua tin nhắn.” | | 3 | After receiving confirmation message from user. | The appointment will be synchronized to Google Calendar of the hospital user that manages the previous booking hospital. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **2** | **Case** | **System response** | | 1 | “Giới tính” is not selected | Display error message: “Xin hãy chọn Giới tính.” | | 2 | “Năm sinh” is not selected | Display error message: “Xin hãy chọn Năm sinh.” | | 3 | “Họ tên” is blank | Display error message: “Xin hãy nhập Họ tên.” | | 4 | “Số điện thoại” is blank | Display error message: “Xin hãy nhập Số điện thoại.” | | 5 | “Số điện thoại” expression is invalid | Display error message: “Số điện thoại không hợp lệ.” | | 6 | “Thời gian khám bệnh” is blank | Display error message: “Xin hãy nhập Thời gian khám bệnh.” | | 7 | System failure | Display error message: “Đã có lỗi xảy ra trong quá trình xử lý thông tin. Mong quý vị thông cảm và thử lại sau vài phút.” |   **Relationships**: UC003  **Business Rules:**  Users must confirm their appointments using confirm that will be sent through mobile message, if not, the appointments will not be approved.  Appointment must be confirmed within one hour after creating appointment. | | | | |

* + - 1. **<GU><NU> Feedback**



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| **USE CASE – UC006** | | | | |
| **Use-case No.** | UC006 | **Use-case Version** | | 1.1 |
| **Use-case Name** | Feedback | | | |
| **Author** | Nguyen Xuan Son | | | |
| **Date** | 27/05/2014 | **Priority** | Normal | |
| **Actor:** Guest, normal user  **Summary:** Guest and normal user can use this case to create feedback about a specific hospital or about the whole system.  **Goal:** Create feedback.  **Triggers:** Click on “**Phản Hồi**” link that located at the top right side of view hospital information page.  **Preconditions:** Users are staying at the view hospital information page.  **Post Conditions:**   * **Success**: New feedback is created. * **Fail:** Error message will be displayed on current page.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Click “**Phản hồi**” link | Feedback pop up will be displayed with the information below:   * Tiêu Đề: Textbox, max length: 64, required. * Dạng phản hồi: Drop down list, required. * Email: Textbox, email type, required. * Tên bệnh viện: Textbox, required (Visible if “Dạng phản hồi” is feedback about a specific hospital or clinic). * Nội dung: Text area, required. * Xác nhận: Button * Hủy: Button | | 2 | Click “**Xác nhận**” button | Display message: “Cám ơn bạn đã đóng góp ý kiến. Phản hồi sẽ được gửi qua Email được cung cấp nếu có.” |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **Action** | **System response** | | 1 | Click “**Phản hồi**” link in home page’s footer | Feedback pop up will be displayed with the information below:   * Tiêu Đề: Textbox, max length: 64, required. * Dạng phản hồi: Drop down list, required. * Email: Textbox, email type, required. * Tên bệnh viện: Textbox, required (Visible if “Dạng phản hồi” is feedback about a specific hospital or clinic). * Nội dung: Text area, required. * Xác nhận: Button * HỦy: Button |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **Case** | **System response** | | 1 | “Tiêu đề” is blank. | Display error message: “Xin hãy nhập Tiêu đề.” | | 2 | “Tiêu đề”’s length is more than 64 characters. | Display error message: “Tiêu đề không thể vượt quá 64 ký tự.” | | 3 | “Dạng phản hồi” is not selected. | Display error message: “Xin hãy chọn Dạng phản hồi.” | | 4 | “Email” is blank. | Display error message: “Xin hãy nhập Email.” | | 5 | “Email” format is not correct. | Display error message: “Email không hợp lệ.” | | 6 | “Tên bệnh viện” is blank. (If visible) | Display error message: “Xin hãy nhập Tên bệnh viện.” | | 7 | “Nội dung” is blank. | Display error message: “Xin hãy nhập Nội dung.” | | 8 | System failure | Display error message: “Đã có lỗi xảy ra trong quá trình xử lý thông tin. Mong quý vị thông cảm và thử lại sau vài phút.” |   **Relationships**: UC003  **Business Rules:** “Tên bệnh viện” must be valid if feedback type is about a specific hospital or clinic. | | | | |

* + - 1. **<GU> Create Hospital User’s Account**
      2. **<US> Overview Use Case**
      3. **<US> Search Hospital**
      4. **<US> View Hospital Information <GU>**
      5. **<US> Search Doctor**
      6. **<US> Make Appointment Online**
      7. **<US> Comment**
      8. **<US> Reply Comment**
      9. **<US> Rating Hospital**
      10. **<US> Logout**
      11. **<HU> Overview Use Case**
      12. **<HU> Add New Doctor**
      13. **<HU> Search List of Doctors**
      14. **<HU> Update Doctor Information**
      15. **<HU> Upload Photo**
      16. **<HU> Update Hospital Information**
      17. **<HU> View List of Appointments**
      18. **<HU> View Hospital Statistics**
      19. **<HU> Change Password**
      20. **<HU> Reclaim Forgotten Password**
      21. **<AD> Overview Use Case**
      22. **<AD> View List of Feedbacks**
      23. **<AD> View List of Users**
      24. **<AD> Activate User**
      25. **<AD> De-active User**
      26. **<AD> View System Statistics**
      27. **<AD> Import Hospital Using Excel**
      28. **<AD> Create Hospital**
      29. **<AD> Upload Photo**
      30. **<AD> Search List of Hospitals**
      31. **<AD> Update Hospital Information**
      32. **<AD> Approve Hospital User’s Account**

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    8. **Create Appointment Online**
    9. **Cancel Appointment**
    10. **Feedback**
    11. **Rating Hospital**
    12. **Add New Doctor**
    13. **Search List of Doctor <HU>**
    14. **Search List of Hospital <AD>**
    15. **Update Doctor Information**
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