| **Use Case #1** | View Virtual Queue | |
| --- | --- | --- |
| **Goal in Context** | Allow a healthcare professional to view overall load and members of the virtual ED queue. | |
| **Scope & Level** | Primary Task | |
| **Preconditions** | * ED queue exists * Patient is registered * Healthcare professional is logged in | |
| **Success End Condition** | Virtual Queue contents are displayed to the user. | |
| **Primary, Second Actors** | Emergency Doctor, GP, Nurse | |
| **Trigger** | User selects view virtual queue button | |
| **DESCRIPTION** | **Step** | **Action** |
|  | 1 | User selects “View Virtual Queue Button” for some ED |
|  | 2 | Queue is displayed, patients and ED load is displayed |
| **EXTENSIONS** | **Step** | **Branching Action** |
|  | 2a | User selects some patient in the queue to view their info |

| **Use Case #2** | View Patient Time | |
| --- | --- | --- |
| **Goal in Context** | Any patient can view their own position in the queue and the wait time specific to them. | |
| **Scope & Level** | Primary Task | |
| **Preconditions** | * Queue exists * Patient is registered * Patient is logged in | |
| **Success End Condition** | The specified user can view their wait time. | |
| **Primary, Second Actors** | Patient | |
| **Trigger** | * Patient selects the Enter Virtual Triage button | |
| **DESCRIPTION** | **Step** | **Action** |
|  | 1 | Patient selects the Enter Virtual Triage button |
|  | 2 | User can see their wait time at the hospital they’re registered at. |

| **Use Case #3** | View Patient Information | |
| --- | --- | --- |
| **Goal in Context** | Healthcare professional can see user’s background information. | |
| **Scope & Level** | Primary Task | |
| **Preconditions** | * Patients are in the queue * Healthcare professional is logged in | |
| **Success End Condition** | The correct user’s information is displayed on screen. | |
| **Primary, Second Actors** | Emergency Doctor, General Practitioner, Nurse | |
| **Trigger** | Healthcare professional searches for a patient. | |
| **DESCRIPTION** | **Step** | **Action** |
|  | 1 | User enters a patients name into search bar. |
|  | 2 | User selects correct patient from dropdown list. |
|  | 3 | User is presented with correct patient’s information |
| **SUB-VARIATIONS** |  | **Branching Action** |
|  | 1 | User may also enter: - Birthday  - PHN  - Address |
|  | 2 | User may also:  - Hit Enter  - Use arrows to select patient from dropdown list |

| **Use Case #4** | Register Account | |
| --- | --- | --- |
| **Goal in Context** | Users can create an account for the Mister Ed system. | |
| **Scope & Level** | Primary Task | |
| **Preconditions** | * User does not have an existing account. | |
| **Success End Condition** | * Patients will receive an email or text confirmation that their account has been created. * Patients can now login to their account. | |
| **Primary, Second Actors** | Patient | |
| **Trigger** | Patient clicks the “Register” button. | |
| **DESCRIPTION** | **Step** | **Action** |
|  | 1 | Patient opens the Mister Ed application. |
|  | 2 | Patient can see the “Log in” or “Register” options. |
|  | 3 | Patient clicks the “Register” button. |
| **EXTENSIONS** | **Step** | **Branching Action** |
|  | 3a | Patient fills out all required information needed to create an account. |
|  | 3b | Patient confirms and submits their information. An account has been created. |
|  | 3c | Patient is sent a confirmation email. |
| **SUB-VARIATIONS** |  | **Branching Action** |
|  | 3a | * Patient fills out information regarding: Name, birthday, address, healthcare number, family doctor, phone number, email, important medical history, etc. * Patient creates a username and password. |
|  | 3c | Patient can receive their registration confirmation by: Text or email |

| **Use Case #5** | Log in | |
| --- | --- | --- |
| **Goal in Context** | Users can log into their account to use the application. | |
| **Scope & Level** | Primary Task | |
| **Preconditions** | * User has an existing account. | |
| **Success End Condition** | * Patients now have access to their account within the Mister Ed application. * Patients can see their account information and register for a virtual triage. | |
| **Primary, Second Actors** | Patient, Nurse, GP, Emergency Doctor, Admin | |
| **Trigger** | User clicks the “Log in” button. | |
| **DESCRIPTION** | **Step** | **Action** |
|  | 1 | User opens the Mister Ed application. |
|  | 2 | User can see the “Log in” or “Register” options. |
|  | 3 | User clicks the “Log in” button. |
| **EXTENSIONS** | **Step** | **Branching Action** |
|  | 3a | System prompts the user to enter their username and password. |

| **Use Case #6** | Log out | |
| --- | --- | --- |
| **Goal in Context** | Users can log out of their account. | |
| **Scope & Level** | Primary Task | |
| **Preconditions** | * User has an existing account. * User in already logged into their account | |
| **Success End Condition** | * “You are signed out.” appears on screen. | |
| **Primary, Second Actors** | Patient, Nurse, GP, Emergency Doctor, Admin | |
| **Trigger** | User clicks the “Log Out” button. | |
| **DESCRIPTION** | **Step** | **Action** |
|  | 1 | User clicks the “Log Out” button. |
| **EXTENSIONS** | **Step** | **Branching Action** |
|  | 1a | “You are signed out.” appears on screen. |

| **Use Case #7** | Enter Virtual Triage | |
| --- | --- | --- |
| **Goal in Context** | Users enter into virtual triage. | |
| **Scope & Level** | Primary Task | |
| **Preconditions** | * Patient is logged into their Mister Ed account. | |
| **Success End Condition** | * Patient is successfully registered for virtual triage. When it is the patient’s turn in the queue, a healthcare professional will assess their symptoms. | |
| **Primary, Second Actors** | Patient, Nurse | |
| **Trigger** | Patient clicks the “Enter Virtual Triage” button. | |
| **DESCRIPTION** | **Step** | **Action** |
|  | 1 | Patient clicks “Enter Virtual Triage”. |
|  | 2 | Patients will be prompted to describe the current symptoms they are experiencing and the reason for entering the virtual triage. |
|  | 3 | Patient officially enters the queue. |
| **EXTENSIONS** | **Step** | **Branching Action** |
|  | 3a | A nurse will assess the patient’s symptoms and reasoning for wanting to visit an ED. |
|  | 3b | The nurse will decide whether they should come to visit an ED or follow another course of action. |
| **SUB-VARIATIONS** |  | **Branching Action** |
|  | 2 | Patients may be asked to fill out the following information: Concerning symptoms, reason for entering the virtual triage, update their medical history and medications. |
|  | 3b | If the healthcare professional believes that the patient should follow another course of action, they can make a recommendation: visit a primary care clinic (GP), take an over-the-counter medication, or contact a nurse |

| **Use Case #8** | Register Employee Account | |
| --- | --- | --- |
| **Goal in Context** | Administrator creates a new employee account | |
| **Scope & Level** | Primary Task | |
| **Preconditions** | * Admin user is logged in * Employee personal information is known | |
| **Success End Condition** | * A new employee account exists | |
| **Primary, Second Actors** | Admin, Employee (Emergency Doctor, Medical Practitioner or Nurse) | |
| **Trigger** | Admin clicks “Create Employee Account” | |
| **DESCRIPTION** | **Step** | **Action** |
|  | 1 | Admin clicks “Create Employee Account” |
|  | 2 | Admin fills out employee information such as: full name, date of Birth, employee ID, employee position, email, phone number, etc. |
|  | 3 | Admin chooses a username and password for the new account |
|  | 4 | Admin clicks “Create Account” |

| **Use Case #9** | Delete Employee Account | |
| --- | --- | --- |
| **Goal in Context** | Administrator deletes an existing employee account | |
| **Scope & Level** | Primary Task | |
| **Preconditions** | * Admin user is logged in * The employee account exists | |
| **Success End Condition** | * The desired employee account no longer exists | |
| **Primary, Second Actors** | Admin, Employee (Emergency Doctor, Medical Practitioner or Nurse) | |
| **Trigger** | An employee account needs to be deleted | |
| **DESCRIPTION** | **Step** | **Action** |
|  | 1 | Admin selects “View Employee Accounts” |
|  | 2 | Admin selects an employee account |
|  | 3 | Admin selects “Delete Account” |
|  | 4 | Admin confirms the action |
| **SUB-VARIATIONS** |  | **Branching Action** |
|  | 4a | Admin can cancel deletion |

| **Use Case #10** | Edit Employee Account | |
| --- | --- | --- |
| **Goal in Context** | Admin edits the details of an employee account | |
| **Scope & Level** | Primary Task | |
| **Preconditions** | * Admin user is logged in * The employee account exists | |
| **Success End Condition** | * The employee account has the updated account details | |
| **Primary, Second Actors** | Admin, Employee (Emergency Doctor, Medical Practitioner or Nurse) | |
| **Trigger** | An employee account needs to be modified | |
| **DESCRIPTION** | **Step** | **Action** |
|  | 1 | Admin selects “View Employee Accounts” |
|  | 2 | Admin selects an account |
|  | 3 | Admin selects “Edit Account” |
|  | 4 | Admin updates the account details |
|  | 5 | Admin selects “Save Changes” |
|  | 6 | Admin confirms the action |
| **SUB-VARIATIONS** |  | **Branching Action** |
|  | 1 | Employee can change their password |

| **Use Case #11** | View emergency department wait time | |
| --- | --- | --- |
| **Goal in Context** | Nurse views the emergency department wait time for all hospitals in the area | |
| **Scope & Level** | Primary Task | |
| **Preconditions** | * Nurse user is logged in | |
| **Success End Condition** | * The nurse knows the emergency wait times for all of the hospitals in the area | |
| **Primary, Second Actors** | Nurse, Emergency Doctor | |
| **Trigger** | The nurse has just finished reading a virtual triage | |
| **DESCRIPTION** | **Step** | **Action** |
|  | 1 | Nurse selects view emergency wait times |
|  | 2 | Nurse views the wait times |

| **Use Case #12** | Notify patient | |
| --- | --- | --- |
| **Goal in Context** | Nurse notifies the patient that the emergency room is ready for them | |
| **Scope & Level** | Primary Task | |
| **Preconditions** | * The nurse is logged in * The patient has completed a virtual triage * The nurse has viewed the virtual triage * The nurse has viewed the emergency wait times | |
| **Success End Condition** | * The system sends a notification to the patient | |
| **Primary, Second Actors** | Nurse  Patient | |
| **Trigger** | A doctor becomes available in the emergency room | |
| **DESCRIPTION** | **Step** | **Action** |
|  | 1 | Nurse selects the patient at the front of the queue |
|  | 2 | Nurse selects “Notify Patient” |
|  | 3 | Patient is removed from the queue |
| **EXTENSIONS** | **Step** | **Branching Action** |
|  | 1 | Professional can send notification that the queue has lengthened |
| **SUB-VARIATIONS** |  | **Branching Action** |
|  | 1a | Professional receives a confirmation the notification was sent |

| **Use Case #13** | Receive notification | |
| --- | --- | --- |
| **Goal in Context** | Nurse notifies the patient that the emergency room is ready for them | |
| **Scope & Level** | Primary Task | |
| **Preconditions** | * The patient is logged in * The patient has completed a virtual triage * The nurse has viewed the virtual triage * The nurse has viewed the emergency wait times * The nurse has selected “notify patient” | |
| **Success End Condition** | * The patient is notified that the emergency room is ready for them | |
| **Primary, Second Actors** | Nurse  Patient | |
| **Trigger** | A doctor becomes available in the emergency room | |
| **DESCRIPTION** | **Step** | **Action** |
|  | 1 | The patient views a drop down notification that the emergency room is ready |

Actors:  
Patient

1. Login
2. Logout
3. View Wait time
4. Register
5. Receive Request
6. Enter Virtual Triagea

Emergency Doctor

1. Login
2. Logout
3. View Patient Information
4. Notify Patient
5. View Virtual Triage

General Practitioner

1. Login
2. Logout
3. Receive Request
4. View Patient Information
5. View Virtual Triage
6. Receive Notification

Nurse

1. Login
2. Logout
3. View Patient Information
4. View Wait Time
5. Receive Notification

Admin

1. Login
2. Logout
3. Register Medical Account
4. Delete Medical Account
5. Edit Medical Account

Use Cases

1. View emergency department wait Time - Liam
2. View virtual queue - isaac
3. View patient time - isaac
4. View Patient Information - isaac
5. Send Notification - isaac
6. Register - Ashley
7. Virtual Triage - Ashley
8. Login - Ashley
9. Logout - Ashley
10. Notify Patient - Liam
11. Receive Notification - Liam
12. Register Medical Account - erich
13. Delete Medical Account - erich
14. Edit Medical Account - erich