Class Diagram

Team Members
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Meeting Minutes

Team Number: 12:00 No. 11

Date: 2023-05-23
Time: 8:30pm - 9:40pm

Team Members in Attendance:
- Waynelle Ize-Iyamu
- Ahmed VisualPlugin
- Nena Ojukwu

Roles:
- Waynelle Ize-Iyamu - Participant, Note Taker
- Ahmed VisualPlugin - Facilitator, Note Taker
- Nena Ojukwu - Participant, Note Taker

Agenda:
- Generate class diagram topics and operations

Assignment of Responsibilities:
- Continue to add details to each class diagram

Outcomes:
- Came up with many topics and included their source and added operations
- Found software to make class diagram on and began working on class diagram

Next Meeting Date: Wednesday, 2023-05-24, 12pm

Next Meeting Purpose: Add more topics and assign work

Date: 2023-05-24
Time: 11:50 am - 1:00 pm
Team Members in Attendance:
- Waynelle Ize-Iyamu
- Ahmed VisualPlugin
- Nena Ojukwu
- Layth Al Nabulsi

Roles:
- Waynelle Ize-Iyamu - Participant, Note Taker
- Ahmed VisualPlugin - Facilitator, Note Taker
- Nena Ojukwu - Participant, Note Taker
- Layth Al Nabulsi - Participant, Note Taker

Agenda:
- Generate class diagram topics and operations

Assignment of Responsibilities:
- Continue to add details to each class diagram

Outcomes:
- Came up with many topics and included their source and added operations
- Found software to make class diagram on and began working on class diagram

Next Meeting Date: Thursday, 2023-05-25, 8pm

Next Meeting Purpose: Add more topics and assign work

Date: 2023-05-25
Time: 7:00 pm - 11:45 pm
Team Members in Attendance:
- Waynelle Ize-Iyamu
- Ahmed VisualPlugin
- Nena Ojukwu
- Layth Al Nabulsi

Roles:
- Waynelle Ize-Iyamu - Participant, Note Taker
- Ahmed VisualPlugin - Facilitator, Note Taker
- Nena Ojukwu - Participant, Note Taker
- Layth Al Nabulsi - Participant, Note Taker

Agenda:
- Finalize Document
- Review each other's work
- Submit

Assignment of Responsibilities:
- Nothing assigned.

Outcomes:
- Finished assignment and submitted.

Next Meeting Date: N/A
Next Meeting Purpose: N/A

Field Notes

Students must be able to access as many of the available services for the three centers as possible through the one integrated portal.

1. How do you want the layout of the portal to look, in terms of color, atmosphere, etc.?

    - **2023-04-23:** Colors reflecting UCI color scheme, clean and simple atmosphere. Utilize a search bar to help users find what they are looking for faster.

2. What qualifications must a student have to get access to the available services?

- - **2023-04-23:** Any student with UCInetID will be able to access the portal.

3. In what languages would you like the portal to be in to meet the needs of the students and staff at UCI in an accessible manner?

   - **2023-04-23:** Should be accessible in languages that are most common among the UCI population.

4. If a student has a problem that falls under multiple centers, can they make an appointment at all centers?

   - **2023-04-23:** No they will start with one, and if needed they will be forwarded to the next center for more help.

5. Where is AHP accessible from? how?

   - **2023-04-23:** Students and staff members can access AHP everywhere on all devices that have a browser. It should be accessible with people with disabilities as well.

6. How can students find out which source to use?

   - **2023-04-23:** Students can pick if they want to.

7. How do you collect feedback from students and doctors about their experience with the website, and use it to improve the service?

   - **2023-04-23:** After the students visit they should be able to give feedback through the portal based on their visit.

8. How many students can access the portal at the same time?

   - **2023-04-23:** 5,000 students should be able to access the portal at the same time.

9. How do we restrict access to the system to only UCI students?

   - **2023-04-23:** If students have a UCI email and are currently enrolled in the school system, they can book the appointment.

10. Does the location of the student matter when they are trying to access the system, in terms of them needing a VPN?

    - **2023-04-23:** No, they won't need to use a VPN or be on campus to access, but need to be enrolled in or employed by UCI.

11. Where can patients access the doctor's notes post-visit?

- ○ **2023-04-23:** They will be able to visit the appointment history and can access the doctor's note as well as prescriptions, etc.

12. How do students request a prescription refill?

- ○ **2023-04-23:** Students will need to upload their receipts to the portal to get their prescription refilled.

13. Is there anything special we should consider for screen readers?

- ○ **2023-05-08:** Test the screen reader on different devices and make sure it works well on all devices. Ensure that it pronounces words correctly and does not skip content.

14. Where in the portal should patients upload their prescription refill receipts?

- ○ **2023-05-08:** When they make an appointment they will be given an option to either schedule an appointment or upload a prescription refill.

15. Will the portal have a feature for students to rate the quality of care received during appointments?

- ○ **2023-05-08:** The portal will give the student the ability to leave a comment after their visit and rate their visit on a scale of 1 through 5.

Staff must be able to manage students' cases and care plans, and communicate with other staff members about them.

16. Will personal identifying data be among the cases and care plan? If so, what security plan is currently in place, and how would you like to improve on it?

- ○ **2023-04-23:** The system should give the user to be anonymous or not, due to state laws.

17. How should we organize staffers' time between in-person and virtual?

- ○ **2023-04-23:** Make sure the timing is consistent with in-person and virtual. Ensure no in-person appointments are made while the doctor has a virtual appointment.

18. Can students edit their case and care plan as well?

- ○ **2023-04-23:** Yes students can edit the questioner that they answered up to 4 hours before their appointment.

19. How should the system allow staff to add and update information to a student's case and care plan?

   ○ **2023-04-23:** When the students see a caretaker, the system should request the caretakers to update their case on how the appointment went.

20. Should care providers have a list of upcoming student appointments when they have AHP open?

   ○ **2023-05-08: Stakeholder said they will get back to us on this**

Students must be able to schedule in-person and virtual appointments through the portal.

21. What has been the experience of making appointments in the past and how would you like it to change?

   ○ **2023-05-08:** In the past the experience has been inefficient, it doesn't support concurrent appointments. The new system should be able to support concurrent appointments and have better note taking. It should keep better track of information given in previous sessions.

22. How far in the future can we allow appointments to be made?

   ○ **2023-04-23:** 1 month in advance.

23. Are there any disciplinary actions for affiliates who don't show up to their appointment?

   ○ **2023-05-08:** Each student will have a rating system depending on whether the student shows up to their appointment and affects their future bookings.

24. Should there be a limit for how late students could be to their appointment?

   ○ **2023-05-08:** 10 minute limit from when the appointment has started.

25. How does the waitlist work?

   ○ **2023-04-23:** Patients make an appointment for the next empty slot, but add themselves to the waitlist at a slot that is more convenient. If the time slot becomes available they will be notified by email, where they can accept this new appointment, or keep their old appointment. But admin staff has priority on how to design this. Students can make 10 appointments per month (including appointments and waitlist).

26. Can students choose which healthcare provider they want?

    ○ **2023-04-23:** Yes they can, but only for therapy appointments - or through the messaging feature as well.

27. Can a service provider at the center make an appointment for the students? For example after a therapy session, can the doctor make an appointment for the student or UCI member?

    ○ **2023-04-23:** No, the doctor can not directly make an appointment, however they can make a note on their prefilled form to tell the administration staff to make an appointment.

28. What features should be included in the Anteater Health Portal to enable students to schedule appointments?

    ○ **2023-05-08:** First there will be a dropdown to choose the center and then will be able to see the available slots open to book an appointment.

29. What is a hypothetical walkthrough a student may undergo if they are scheduling an appointment?

    ○ **2023-04-23:** To make an appointment, there will be a "make an appointment" button that links patients to a form where they fill out their name, email, birthdate, personal information, and what center they want their appointment at. The next page will show a calendar that shows availability and if those dates and times do not work for them, there will be an option to input a time that works for them.

30. Will appointees have to confirm their birthday when they sign in like the current UCI systems?

    ○ **2023-04-23:** Once the "make an appointment" button is pressed, patients should fill out their birthdate on the form that follows to confirm.

Students and staff must be able to conduct virtual Zoom appointments through the portal.

31. What is the performance requirement for video conferencing using the portal?

    ○ **2023-04-23:** If you can access Zoom on your device then you should be able to use the video conferencing in the portal.

32. How many virtual calls do you estimate you will have in a singlar day and at a single time?

- ○ **2023-04-23:** 20 appointments at a time; that reflects the staff available. Plan to scale down in case of a slow day to 4 at a time, and scale up to 20 for a busy day.

33. How often should we remind students (through email) of upcoming appointments?

- ○ **2023-04-23:** Twice, they will be sent a confirmation when they make the appointment through Google calendar sent to their email address, but after that send them 2 email reminders.

34. How should we manage invoices (if there need be) at the end of a session?

- ○ **2023-04-23:** Show an itemized bill that has the total amount in the start and subtract how much insurance covers and show how much the patient still owes. Display this on a zot account.

35. How will the system handle scheduling, rescheduling, and canceling Zoom appointments through the portal?

- ○ **2023-04-23:** If a student canceled or rescheduled their appointment it should be updated through the system and should send a confirmation email to the student.

36. How does the system handle recurring appointments?

- ○ **2023-04-23:** The admin staff will create recurring appointments for students by inputting each individual appointment into the schedule.

Students must be able to chat with care providers about issues that may not require an appointment, and can instead just be resolved through chat.

37. What issues do not require an appointment?

- ○ **2023-04-23:** The staff can publish blogs for common issues so they can avoid booking an appointment, but if their issue is an emergency then they will require an appointment.

38. If a student doesn't know what service fits them best, can they make shorter appointments at the centers to get a feel for which fits them best?

- ○ **2023-04-23:** They can use chat bot so they see what service fits them the best by asking them questions.

39. Is the chat available the whole time from the front page, while making an appointment, and afterwards?

- ○ **2023-04-23:** Chat is available the whole time even when a student is not signed in, but if they want to make an appointment and talk to an administrator they have to sign in.

40. Will students be able to request a specific healthcare provider for follow-up appointments?

- ○ **2023-04-23:** Yes they should be able to request certain care providers.

41. Will the chat history be saved for future reference when using a chat bot?

- ○ **2023-05-08:** Yes the history of chat bot will be saved for future reference.

42. Will the chat system include any additional features, such as the ability to share documents or images?

- ○ **2023-05-08:** Yes the chat will be compatible to share media, such as images and videos.

43. How will the portal be able to determine which center or service the student needs?

- ○ **2023-04-23:** The student can use the chat feature and answer questions, then the portal will be able to determine what service the student needs.

Staff members must be able to refer students to other providers and other centers when needed.

44. Are there any laws or university rules that need to be abided by when students are referred to other providers and centers?

- ○ **2023-04-23:** No.

45. How will staff-to-staff referrals work?

- ○ **2023-04-23:** When staff members refer students to other staff members, they create a referral through the portal and the system will notify members through email.

46. How will the Anteater Health Portal ensure that referrals are made in a timely and efficient manner?

   ○ **2023-04-23:** The caretaker will mark each referral and note whether it's an urgent matter or not so they see a caretaker as soon as possible.

If a student doesn't know which center or service meets their particular need, the portal must provide a way to guide them to it.

47. How do you want the portal to "guide" students to the appropriate service?

   ○ **2023-04-23:** Implement a search bar so students can search for the services they are looking for.

48. Can students choose which healthcare provider they want?

   ○ **2023-04-23:** For therapy appointments, yes. Otherside, no.

49. Will there be a section to receive automated responses to frequently asked questions?

   ○ **2023-04-23:** Yes, there should be a section where FAQs have pre-set answers to help students

50. Are there any illustrative or creative ways that you would like the portal to guide students?

   ○ **2023-04-23:** There could be a video demonstration video on the homepage that reviews the centers and how to navigate the page.

51. How should the system automatically suggest different results based on previous appointments?

   ○ **2023-05-08:** If they already made an appointment in the past then it should fill out the appointment forms based on the last appointment form. But, if they are making their first appointment you can pre fill the appointment form with information that comes with the account that they signed in with.

The portal must interoperate with the current back-end case management systems in place at all three centers.

52. Is AHP going to be a standalone website?

- ○ **2023-04-23:** AHP is a standalone website but also integrates the existing websites of all 3 centers.

53. How often will there be updates and changes to the current system?

- ○ **2023-04-23:** Every 3 months.

54. What does interoperability mean to you, and in what ways would you like the new portal and current system to be interoperable?

- ○ **2023-05-08:** The idea is to better develop the context for student users of the new system.

55. Should we incorporate some of our new codebase into existing UCI websites? If so, to what extent?

- ○ **2023-05-08:** The old database should be working with the new system.

56. What back up measures would you like in place in case the portal or current system goes out of service?

- ○ **2023-04-23:** Common email that the system is down and the student can call and make an appointment, but maybe allow from the back end that staff can add data to the program.

57. How will staff be able to access and update the system, if it goes down?

- ○ **2023-04-23:** They might be able to keep a spreadsheet of data on a work.

58. What is the scale and budget of the project?

- ○ **2023-04-23:** $1 million.

59. When a staff member is viewing a student's case, can they make comments?

- ○ **2023-04-23:** Yes, they can.

60. Can a service provider at the center make an appointment for the students? For example after a therapy session, can the doctor make an appointment for the student or UCI member?

- ○ **2023-04-23:** No, the doctor can not directly make an appointment, however they can make a note on their prefilled form to tell the center staff to make an appointment.

61. When should we have the system finished by?

- ○ **2023-04-23:** Once AHP receives the specifications document, we as the software engineers decide the deadline and relay it back to them.

62. Do we integrate payments into the system?

- ○ **2023-04-23:** Yes, a specific payment will go to its designated center.

63. How will the system authenticate user identity if the user forgot their password?

- ○ **2023-04-23:** They will have to go through their email and change to a new password from there.

64. How should the system handle cases where multiple staff members are involved in a student's care plan?

- ○ **2023-05-08: Stakeholder said they will get back to us on this**

65. How should the feedback form be designed? Should we ask about the appointment-making process or of the quality of care?

- ○ **2023-05-08:** Both; there should be a survey given on how the appointment went and how easy it was to make an appointment.

66. How should we ensure quality?

- ○ **2023-05-08:** Get feedback from results and make sure everything is running efficiently time wise.

67. Will there be Zoom restrictions on who can access a call?

- ○ **2023-05-08:** Only people with the password can join. If the doctor thinks they need a second opinion or assistance they have the capability to add people to the call, but the student can decline.

68. Do admins need to use the on-campus VPN?

- ○ **2023-05-08:** If they are on campus, no. But if they are trying to access files after 5pm (work hours) then they have to use VPN.

69. How should AHP handle security breaches?

- ○ **2023-05-08:** Give access to OIT so they can shut down access remotely.

70. Can students view their attendance rating?

- ○ **2023-05-08:** Yes, so they can reflect on their actions.

71. Are the feedback forms mandatory?

    ○ **2023-05-08:** It's only mandatory if the student or care professional does not show up. If a student is absent it will automatically give them a 0, but the care professional can go back and change the rating if they were perhaps informed beforehand. In all other cases it is not mandatory.

72. Can students see a care professional's or center staff member's rating?

    ○ **2023-05-08:** No, but administrative staff can see it and care professionals can see their own.

73. How does the admin contact Zoom?

    ○ **2023-05-08:** Look up contact information for zoom and call.

74. How many cases should the backend store?

    ○ **2023-05-08:** Store as many cases that fit in 5 terabytes of data, and then offload the oldest cases when that maximum is reached.

75. If a student can't find information about appointments on Chat or the FAQ how should they get information?

    ○ **2023-05-08:** They can call the centers help line, to speak to a real person.

76. Should images on AHP have alt text for accessibility?

    ○ **2023-05-08:** Yes.

77. How should we implement changing the language of the website?

    ○ **2023-05-15:** Use Google translate and integrate it into the system.

78. How should we implement changing the language of the website?

    ○ **2023-05-15:** Use Google translate and integrate it into the system.

79. When someone searches up AHP using Google will it come up, or does she need the exact web address? If so, what is the web address to access AHP?
    ○ **2023-05-22:** AHP should show up when searching in google, using SEO. AHP.uci.com will be the web address to access AHP.

80. I know we discussed that the AHP system will have a FAQ section. Where would you like that section placed? Main header? Side menu? Next to the search bar?
    ○ **2023-05-22:** FAQ section is a bottom in the footer aligned to the left.

81. We discussed that the chat bot can help students find out what "service fits them the best" (38), but can it also tell them how to navigate the AHP website?
    ○ **2023-05-22:** No, chat bot will not tell them how to navigate the AHP website.

82. How long does it take for a student to make an appointment?
    ○ **2023-05-22:** For a student to make an appointment it will take approximately 5 minutes.

83. How are health center staff trained to use the system effectively and provide services through it?
    ○ **2023-05-22:** OIT will take care of training the staff.

84. Should AHP collect data to see if there are any measurable improvements in staff productivity or the overall efficiency of the Student Health Center? If so, what kind of data?
    ○ **2023-05-22:** If the scale is increasing and the crashes are decreasing this is a good overall efficiency of the AHP.

85. How will the system handle a reschedule request on the day of the appointment?
    ○ **2023-05-22:** They need to reschedule the appointment three hours before the appointment. If there are open slots on the day of their old appointment and they canceled three hours before the original appointment then they will be able to reschedule.

86. What are the protocols for establishing tracking and monitoring of the progress and outcomes of referrals?
    ○ **2023-05-22:** To establish tracking and monitoring utilize stack overflow.

87. How will the system handle peak times where many students might be trying to book appointments simultaneously?
    ○ **2023-05-22:** Have a buffer machine to where it supports a large amount of people so the system works smoothly.

88. For each time slot appointment for the calendar will the user be able to choose their physician. Additionally will multiple physicians be able in one time slot and if so will users be able to choose.
    ○ **2023-05-22:** The student will not be able to choose their physician. This will be done by the staff.

89. Do students get an email when they enter the waitlist for an appointment?

- **2023-05-22:** Yes they will get a confirmation email informing them that they are added to the waitlist.

90. Will the chat bot work deterministically or through machine learning?

- **2023-05-22:** The chat bot will work deterministically.

91. How should we aim staffing efforts to allow adequate time for care providers to switch between chatting and meeting for appointments?

- **2023-05-22:**

92. How should we limit interactions if students take care providers' time away after the set appointment time has ended?

- **2023-05-22:**

93. How long should appointments last?

- **2023-05-22:** The appointment should last around 1 hour depending on the severity of the appointment.

94. How will the system verify that the student is eligible for a refill?

- **2023-05-22:** If the physician approved for a refill then they will be eligible.

95. How does the system notify the student when the refill is ready for pickup?

- **2023-05-22:** The student will get an email as soon as their prescription refill is ready for pickup.

96. How are errors or technical issues in updating student information handled and reported?

- **2023-05-22:**

97. How is student consent obtained for updating and sharing health information?

- **2023-05-22:**

98. What are the data security measures in place to protect updated student information?

- **2023-05-22:**

99. When they receive a reminder about their appointment can they cancel it from there? or be provided a way to cancel their appointment?
   - **2023-05-22:** When they receive a reminder they will be given the option to reschedule their appointment or cancel their appointment.

100. How would you like AHP to motivate students to provide feedback on the feedback form? certain design elements?

    ○ **2023-05-22:**

101. How to handle inappropriate or abusive feedback?

    ○ **2023-05-22:** The staff will be handling this type of feedback. They will delete the feedback so it doesn't affect the physicians rating.
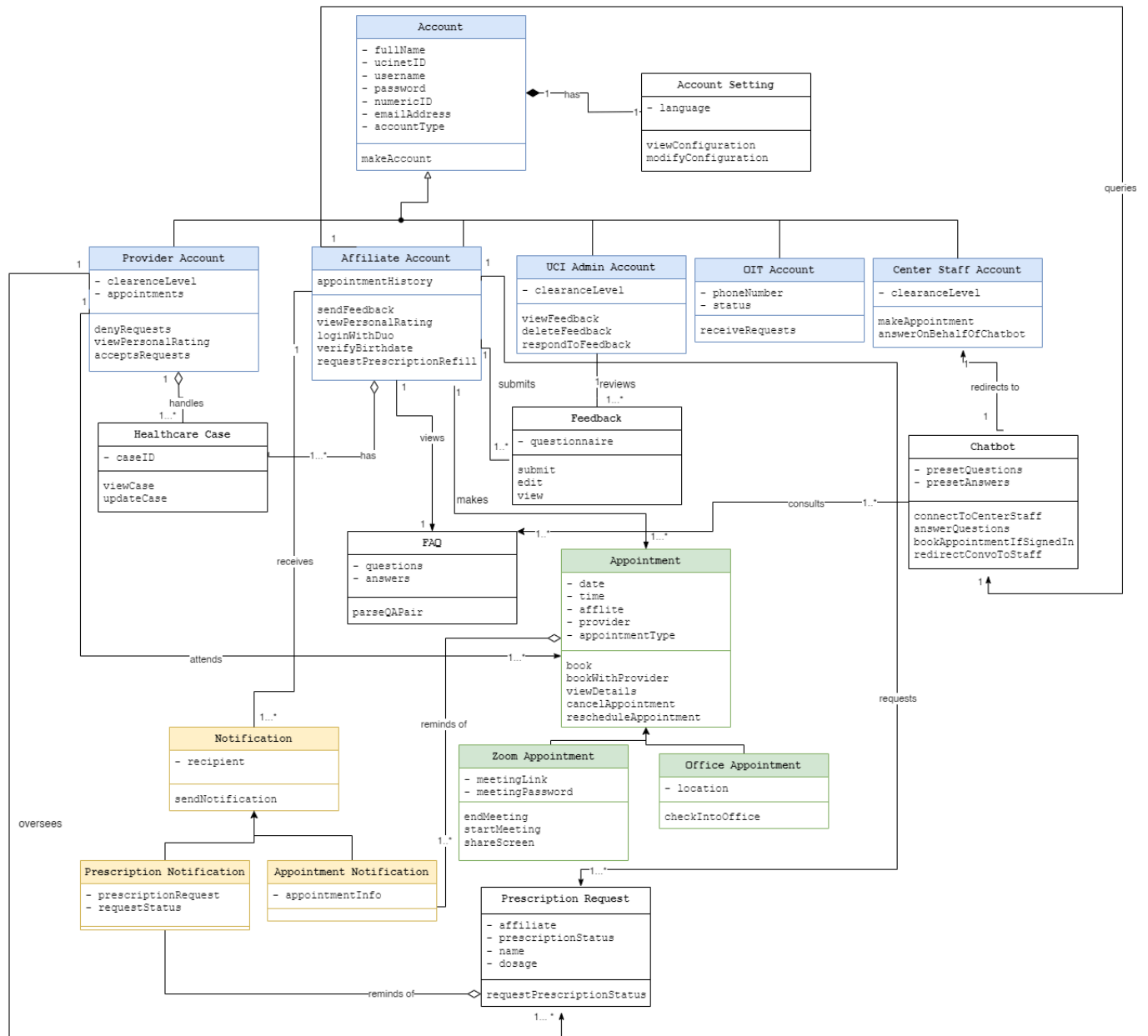
102. Will the same range of languages provided to translate the AHP webpage be available for subtitles on videos that are shown on the AHP website?

    ○ **2023-05-22:** Yes they will.

103. Do UCI center staff need a helpline for assistance with the AHP portal? What format would that be in?

    ○ **2023-05-22:** If the center staff need help they can contact OIT for assistance.

Class Diagram:

Class Diagram Description:

Feedback

After a student completes their visit at one of the care providers, they will be able to fill out a feedback survey through the AHP portal. Once the appointment is concluded, AHP will request students to send their feedback to a form. Feedback's operations

consist of "submit", "edit", and "view". Its parameters include the "questionnaire" which is the questions which may have been specifically selected by AHP to gain insight on how the appointment went.
Source:
- ❖ Field Notes - Question 7, 65, 71
- ❖ Goal Model: Gather meaningful feedback about issues

Chatbot

The chatbot is a feature on the Anteater Health Portal that allows the user to ask it questions to help find the center that best fits their situation. They are able to book an appointment through the chat program only if they are signed in. It provides a multiple-choice selection for students to select from, which can be parsed from the FAQ. Operations include sending a response back to the student based on the received query, suggesting the best-fit health center based on the query received from the student, and booking appointments for students who are signed in. When the chatbot cannot answer a query, the question is redirected to Center Staff who can answer.

Source:
- ❖ Field Notes - Questions 38, 39, 42
- ❖ Use Case Diagram - Guide through ChatBot
- ❖ Goal Models - Reduce Workload of Staff at the Center

FAQ

The FAQ has two attributes: "questions" and "answers". These are needed to set up the FAQ to help UCI Affiliates navigate through the AHP page and appointment process. The operation "parseQAPair" can be done by either a visitor of the website or by the chatbot and is defined as the action of reading the question and learning its answer.

Source:
- ❖ Field Notes - Questions 49, 80
- ❖ Goal Models - Display FAQ, Reduce Questions
- ❖ User Scenario 1

Appointment

When a student finds the center they want to book an "Appointment" with, they have to sign in to AHP though Duo. Attributes include "affiliate": the student's account, the "date" and "time" of the meeting, and "provider": the care provider's account. Operations include "book" and "bookWithProvider": booking without or with a preferred care provider, respectively. Appointments also carry operations to "viewDetails" and "cancelAppointment" or "rescheduleAppointment".

Source:
  ❖ Field Notes - Questions 28, 30, 35, 36, 37, 51
  ❖ Use Case Diagram - Make An Appointment
  ❖ Goal Models - Improve User Experience When Booking Appointment

Zoom Appointment

A UCI Affiliate can choose to conduct a meeting on the internet with a "Zoom Appointment". In addition to sharing all operations and properties with the "Appointment" superclass, "Zoom Appointment" objects have a "meetingLink" property. To join a Zoom meeting, the student needs to enter its "meetingPassword". It provides the service "startMeeting", "endMeeting", and "shareScreen" when one is conducting a zoom appointment.

Source:
  ❖ Field Notes - Questions 31, 67
  ❖ Case Study - Students and staff must be able to conduct virtual Zoom appointments through the portal.

Office Appointment

A UCI Affiliate can make an "Office Appointment", which inherits from "Appointment", meaning it also inherits all the operations and attributes of "Appointment". "Office Appointment" needs to know the "location" of the building the center is located in and the care provider's office since appointments can be made at many places, so that is an additional attribute. Once an affiliate makes it to the office for their appointment, they can perform the "checkIntoOffice" operation.

Source:

❖ Case Study - Students must be able to schedule in-person and virtual appointments through the portal.

Account

The "Account" class is the parent class to the "Provider Account", "OIT Account", "UCI Admin Account", "Affiliate Account", and "Center Staff Account". It holds all of the properties that can be shared by the subclasses like "username", "password", "full name", "ucinetID", and "numeric id". All the inherited classes can use the operation "makeAccount". Accounts have a one-to-one relationship with "Account Settings" objects.

Source:
   ❖ Field Notes - Question 51
   ❖ Use Case Diagram - Register

Affiliate Account

The "Affiliate Account" inherits from the "Account" parent class. It has all the operations and attributes that are available to Account. Affiliates build up their "appointmentHistory" as they schedule and then fulfill their appointments. Operations include "sendFeedback", "viewPersonalRating", "loginWithDuo", and "verifyBirthdate".

Source:
   ❖ Field Notes - Question 51
   ❖ Use Case Diagram - Register

Center Staff Account

The "Center Staff Account" inherits from the "Account" parent class and is intended for employees at the health centers, but do not work directly as care providers. The attribute "clearanceLevel" specifies what department they oversee and whether they can see students' medical info. In addition to the properties and operations which are shared with all accounts, center staff can make appointments for UCI Affiliates, hence the "makeAppointment" operation.

Source:
   ❖ Field Notes - Question 60

❖ Use Case Diagram - Register
❖ Goal Model - Register

UCI Admin Account

The "UCI Admin Account" inherits from the "Account" parent class. It has all the operations and attributes that are available to Account. The attribute "clearanceLevel" specifies what department they oversee and whether they can see medical info or just regular feedback. The operation "viewFeedback" allows them to see the rating that has been given to care providers by UCI Affiliates. If there is a comment which an admin needs to clarify or correct, they can send a message to the person who made the review via the "respondToFeedback" operation. They also have the ability to delete reviews that are false about a care provider, so they have the operation "deleteFeedback".

Source:
❖ Field Notes - Question 23, 71, 72, 101
❖ Use Case Diagram - Register
❖ Goal Model - Gather meaningful feedback about issues

OIT Account

The "OIT Account" class is a subclass that inherits from the base class "Account". It has additional functionality specific to admins employed by the OIT to maintain AHP and resolve potential service problems. Properties include "phoneNumber" and "status": whether the member is online. Operations include "receiveFeedback": reviewing completed feedback forms from affiliates and providers.

Source:
❖ Field Notes - Question 69, 103
❖ Use Case Diagram - Feedback and rating
❖ Goal Models - Resolve Service Problems

Provider Account

The "ProviderAccount" class is a subclass that inherits from the base class "Account". It has additional functionality specific to healthcare providers. Properties include "appointments": a provider's scheduled appointments and "clearenceLevel": access

privileges within AHP. The class's methods include accepting or declining appointment requests, as well as reviewing student-provided feedback.

Source:
- ❖ Field Notes - Question 72
- ❖ Use Case Diagram - Feedback and rating
- ❖ Goal Models - Resolve Service Problems

Account Settings

The "AccountSettings" class represents a user's account settings in the AHP portal, which provides a way for them to customize their experience within the AHP system. So far, it has one property "language", which stores the user's preferred language. Operations include "modifyConfig" and "viewConfig", which respectively modify and retrieve account configuration as well as updating account information such as name, email address, etc. Because "Account Settings" objects are bound per account, the diagram shows a one-to-one relationship with the "Account" class. It cannot exist without a connected affiliate so this class has a composition relationship with "Account".

Source:
- ❖ Field Notes - Questions 3, 9, 29
- ❖ Use Case Diagram - Register
- ❖ Goal Model: Make AHP Services Easily Accessible and Efficient

Notification

The "Notification" class represents a notification in the AHP system. The only attribute this class contains is "email". This superclass is responsible for the "sendNotification" operation to remind students of appointments, prescriptions, system updates, or important announcements.

Source:
- ❖ Field Notes - Questions 25, 45
- ❖ Use Case Diagram - Reschedule appointment, Join waitlist for appointments, Request prescription refill, Updating students' information after appointment, Send reminders
- ❖ Goal Models - Reduce wait time for new appointments, Resolve service problems

Appointment Notification

The "Appointment Notification" class inherits from the "Notification" class. As well as the properties it inherits from "Notification", it adds the property "appointmentInfo", which describes the appointment the email is to remind of. The appointInfo is needed to fill out the details of the appointment when they send the notification to the UCIAfflicate.

Source:
- ❖ Field Notes - Questions 25, 45
- ❖ Use Case Diagram - Reschedule appointment, Join waitlist for appointments, Request prescription refill, Updating students' information after appointment, Send reminders
- ❖ Goal Models - Reduce wait time for new appointments, Resolve service problems

Prescription Notification

The "Prescription Notification" class inherits from the "Notification" class. It adds the property "prescriptionRequest" and "requestStatus" to the properties it inherits from "Notification". It needs to know what prescription request was made and the details surrounding that in order to populate the email notification. And it needs to know if the request was completed or is in progress or was just made. This will help determine if the notification is to show confirmation that the request was received or to alert them that the prescription has been filled.
Source:
- ❖ Field Notes - Questions 95
- ❖ Use Case Diagram - Request prescription refill

Healthcare Case

The "HealthcareCase" class represents a healthcare case within the AHP system. It has a property called "caseID", which uniquely identifies the case. The "viewCase" method allows users to access and review the details of a specific healthcare case, providing relevant information such as patient history, diagnosis, and treatment plans. The "updateCase" method enables authorized users, such as healthcare providers or administrators, to modify the information and status of the case as needed, ensuring accurate and up-to-date records. It can exist with or without a connected affiliate so this class has an aggregation relationship with "Affiliate Account".

Source:
  ❖ Field Notes - Question 19
  ❖ Use Case Diagram - Updating students' information after appointment

Prescription Request

When care providers fill out prescriptions for students, AHP uses the "Prescription Request" to keep track of medicine pickups. Attributes include "affiliate": the student's affiliated account, "prescriptionStatus": whether the prescription is ready, "name": the name of the prescribed medicine, and "dosage": the dosage of that medication. Operations include care provider's approval, request approval, care provider to create prescription, and manage prescription. Prescriptions are made per-affiliate, hence the aggregate relationship with "Affiliate Account".

Source:
  ❖ Field Notes - Questions 12, 14, 95
  ❖ Use Case Diagram - Request Prescription

Missing Information

We've considered the fact that both students and providers can cancel appointments. Moreover, we've stated that providers can arrange follow-up appointments from within AHP. We never stated anything about first-time appointment initiation from the provider's end.

We haven't finalized how the chatbot will work, or how advanced its implementation will be. For the class diagram, we stated that the chatbot will have a set of predefined questions and answers, where the user can select one of a few options in the chat window.

Gaps and Assumptions

1. We are missing information on how AHP handels in-person office appointments, so we are assuming that it stores the location of each office and provides that to the students.

Further Questions

1. Should care providers have a list of upcoming student appointments when they have AHP open?
2. How does AHP handle in-person office appointments?