Usage Model: Scenarios and Use Cases

Team Members

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Meeting Minutes

Team Number: 12:00 No. 11 **Date:** 2023-05-17

- Time: 2:00pm - 4:30pm
- Team Members in Attendance:
    a. Waynelle Ize-Iyamu
    b. Nena Ojukwu
    c. Layth Al Nabulsi
    d. Ahmed VisualPlugin
- Roles:
    a. Waynelle Ize-Iyamu - Participant
    b. Nena Ojukwu - Note Taker
    c. Layth Al Nabulsi - Participant
    d. Ahmed VisualPlugin - Facilitator
- Agenda:
    a. Discuss our individual use scenarios
    b. Work on the team case diagram and descriptions
- Assignment of responsibilities/Take Away Items:
    a. Waynelle Ize-Iyamu - Update use scenario and work on descriptions
    b. Nena Ojukwu - Update use scenario and work on descriptions
    c. Layth Al Nabulsi - Work on descriptions
    d. Ahmed VisualPlugin - Work on descriptions
- Outcomes:
    a. We came up with additional use cases and added them to our use case diagram
- Next Meeting Date: 05-18

Team Number: 12:00 No. 11 **Date:** 2023-05-18

- Time: 3:00pm - 4:00pm
- Team Members in Attendance:
    a. Waynelle Ize-Iyamu
    b. Nena Ojukwu
    c. Layth Al Nabulsi
    d. Ahmed VisualPlugin
- Roles:
    a. Waynelle Ize-Iyamu - Participant
    b. Nena Ojukwu - Note Taker
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    a. We came up with additional use cases and added them to our use case diagram
- Next Meeting Date: 05-18

Next Meeting Purpose: Finalize use case diagram and ensure all labels are correct.

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 administration 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.
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.

[added questions to the end of hw5]

User Scenarios

Scenario 1: Improve User Experience when Making an Appointment

Author: Waynelle Ize-Iyamu

Sources:

- AHP Goal Model: **“**Improve User Experience When Making an Appointment”
- Field Notes Questions 49, 75, 38, 21, 51

Jaylyn is a first-generation freshman student at UCI, it is her spring quarter and she still has not made any friends. She is struggling with social anxiety and is feeling sad about her college life. She receives a general school wide email about the Counseling Center and decides to give it a try. She searches AHP on google and it comes up. The email only briefly mentions that the Counseling Center exists on campus as a complimentary service but gave no exact details. She is already mentally overwhelmed, so she hopes that the AHP website is easy to use so she can make an appointment. She is happy to find out that it is.

Since Jaylyn is a first-generation student she has no one to ask about this process so she has a lot of questions. When she signs on to AHP the FAQ section on the main menu stands out to her and she clicks on that. There were a lot of questions that the FAQ section answered for her. However, she has a few more questions that are general but not on the FAQ section. Her social anxiety makes it hard to talk to people, so she gets worried that she may need to call, but luckily she spots a chat box feature. The chat box is able to answer the remaining portion of her questions. Since this is her first time making an appointment with the Counseling Center she was very worried that it would be confusing but her experience so far has been very self explanatory and pleasant.

The chat box explained where on the website to make an appointment. Jaylyn is waiting for the bus that is coming in 7 minutes so she’s in a time crunch, but she knows that if she doesn't make the appointment now, she never will. She selects an appointment for Tuesday two weeks from now at 10:00am - 11:00am. The personal information and screening forms pop up, and it looks like a lot of work. Jaylyn thinks this is inconvenient and will make him not want to make an appointment again. At that moment, she scrolls down and realizes that many text fields are pre filled with her information. She has the option to update the information, but it is all correct so she just fills out the few empty boxes. She briefly wonders where they may have gotten this information, but she remembers she had to sign in with her netID so they could access the information on her account. When she is done with that, she

submits her appointment request, just in time for the bus. As she's sitting in the bus thinking about her day, she reminisces about how easy and nice it was making an appointment.

Assumption:

1. We are assuming that when she searches up AHP on Google it comes up.
2. We are assuming that the FAQ section is in the main header.
3. The chat feature explains how to navigate the AHP website.
4. It will take less than 7 minutes to make an appointment from the moment you click on the 'make appointment' button.

Further Questions/ Gaps:

1. When she 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?
2. 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?
3. We discussed that the chat box can help students find out what "service fits them the best" (38), but can it also tell them how to navigate the AHP website?
4. How long does it take for a student to make an appointment? 10 mins?

Scenario 2: Make AHP Services Easily Accessible and Efficient

Author: Layth Al Nabulsi

Sources:

- “AHP Services Easily Accessible and Efficient” Goal Model
- Field Notes - Questions 3, 5, 76, 21, 13, 25, 35, 19

Abdullah is a freshman at the University of California, Irvine, studying Computer Science. He has a physical disability, using a wheelchair to move around the campus. The transition to college life has been challenging, not only because of the course load but also due to navigating a large campus with his disability.

Upon learning about the AHP, Abduallah decides to explore it. He navigates to the AHP website and registers for a new account using his student email. He appreciates the accessibility feature of the website, which is designed to be user-friendly for students with various disabilities. He is able to navigate easily and the registration process is seamless.

Once logged in, he finds all the services from the three centers in one place. This is especially beneficial and helpful for Abduallah, who had previously found it difficult to physically visit the different centers scattered across the campus.

Abduallah decides to book counseling appointments to talk about his adjustment to college life. He navigates to the appointment section, selects the counseling center, and finds an available slot that works with his schedule. He also appreciates that the platform provides information about accessibility accommodations at the center, giving him confidence that his needs will be met.

Next, he navigates to the Student Wellness & Health Promotion section and finds numerous resources to help manage his course stress. He is particularly drawn to a virtual stress management workshop and signs up for it, appreciating the convenience of online options.

A few days later, Abdullah wakes up feeling unwell. With the AHP, he is able to book a virtual consultation with a doctor from the Student Health Center, preventing the need for a physical visit. The process is efficient, and he is relieved that he can access medical care without additional mobility challenges.

Throughout his use of the portal, Abdullah receives notifications reminding him of his appointments and the upcoming virtual workshop. These reminders ensure he doesn't miss his appointments and allows him to plan his schedule in advance.

Abdullah finds the AHP to be an inclusive and efficient way to manage his health and wellness needs. The portal's accessibility features, combined with its comprehensive integration of services, allow him to navigate his health needs independently and with ease, making his college experience more manageable and enjoyable.

Assumptions:

- The scenario assumes that there are available slots for Abdullah to book counseling and medical appointments
- It's assumed that Abdullah has access to a reliable internet connection to use the AHP services
- It is assumed that Abdullah is a registered student at the UCI and has an official university email
- It is assumed that the Counseling Center provides necessary accessibility accommodations

Further Questions/Gaps:

- How are health center staff trained to use the system effectively and provide services through it?

Scenario 3: Reduce Staff Workload

Author: Nena Ojukwu

Sources:

- AHP Proposal; *“the staff at all of these centers are overworked”.*

Sophia Jackson, a senior administrator at the UCI Student Health Center, has been struggling to manage the increasing workload of her staff members. With the surge in student appointment requests and limited resources, the staff is stretched thin and finding it challenging to provide timely and efficient care. However, the implementation of the Anteater Health Portal (AHP) brings a much-needed solution to alleviate their workload and improve the overall efficiency of the center.

With the introduction of AHP, students now have access to a comprehensive online platform that integrates physical, mental, and wellness health services offered by the Student Health Center, the Counseling Center, and the Center for Student Wellness & Health Promotion. This centralized system proves to be a game-changer for staff members like Sophia, who no longer need to manually schedule appointments or manage overlapping information on separate websites.

Previously, students had to call the centers to book appointments, leading to a high volume of phone inquiries that consumed staff time. Now, with the AHP, students can easily self-schedule appointments through the online portal, eliminating the need for staff intervention. Sophia and her team can now focus their attention on more critical tasks, knowing that the appointment scheduling process is automated and efficient.

Another significant advantage of AHP is the incorporation of virtual care options. Instead of relying solely on in-person consultations, students can now opt for virtual meetings with care providers. This feature has proven to be immensely beneficial in reducing the strain on the physical resources of the Student Health Center. Staff members no longer need to find additional space or manage crowded waiting areas. By conducting virtual consultations, they can accommodate more students and provide timely care without compromising quality.

The AHP also streamlines the resource management process within the centers. Students can now book specific rooms or facilities for their appointments or wellness activities through the portal. This functionality ensures that the available resources are utilized optimally and reduces scheduling conflicts. Sophia is relieved to see her staff no longer overwhelmed by managing complex scheduling arrangements, and the centers can efficiently allocate resources to meet student needs.

Furthermore, AHP incorporates a robust notification system. Sophia and her team receive automated reminders and notifications regarding upcoming appointments and workshops, ensuring that both staff and students are well-prepared and can plan their schedules accordingly. This feature reduces the chances of missed

appointments, no-shows, and last-minute changes, allowing the staff to work more efficiently and maximize their productivity.

Overall, the implementation of the Anteater Health Portal has significantly reduced staff workload at the UCI Student Health Center. By automating appointment scheduling, incorporating virtual care options, streamlining resource management, and providing a comprehensive notification system, AHP has enabled Sophia and her team to deliver improved care to students while optimizing their own time and resources. The staff can now focus on providing quality healthcare services rather than being overwhelmed by administrative tasks, ultimately enhancing the overall student experience at UCI.

Assumptions:

- The Anteater Health Portal (AHP) has been successfully implemented and is fully functional.
- The AHP is user-friendly and accessible to both staff members and students.
- Students have embraced and actively use the AHP to access health services and resources.
- The AHP has effectively integrated the services offered by the UCI Student Health Center, the Counseling Center, and the Center for Student Wellness & Health Promotion.
- The AHP includes features such as online appointment scheduling, virtual care options, resource management, and automated notifications.
- Staff members have been trained on how to use the AHP effectively.
- The AHP has reduced the need for manual appointment scheduling by enabling students to self-schedule their appointments.
- Virtual care options have been well-received by students and are being utilized effectively.
- The AHP's resource management system has improved the efficiency of room and facility bookings.
- The AHP's notification system is functioning as intended, providing timely reminders and updates to both staff and students.
- The workload reduction experienced by Sophia and her staff is a direct result of the AHP's implementation and its associated features.
- The AHP has positively impacted the overall efficiency and productivity of the UCI Student Health Center.
- The assumption is made that the implementation of the AHP has not introduced new technical or operational issues that would add to the staff workload.
- The staff and administrators at the UCI Student Health Center have embraced and supported the implementation of the AHP.

Further Questions/Gaps:

- Has the implementation of the AHP resulted in any measurable improvements in staff productivity or the overall efficiency of the Student Health Center? Are there any metrics or data available to support these improvements?

Scenario 4: Process Pharmacy Pickups

Subtitle: İnküşette and the Premeditated Pilldoric Pharmacy Pickup
By: Ahmed VisualPlugin Abo-Shadi

One afternoon, İnküşette visited a care provider for a medical issue and had been prescribed a diet of 69 (nice) blue pills every twelve hours. When the prescription was first decreed, she was given a receipt and asked to stop by a pharmacy to pick up the first batch.

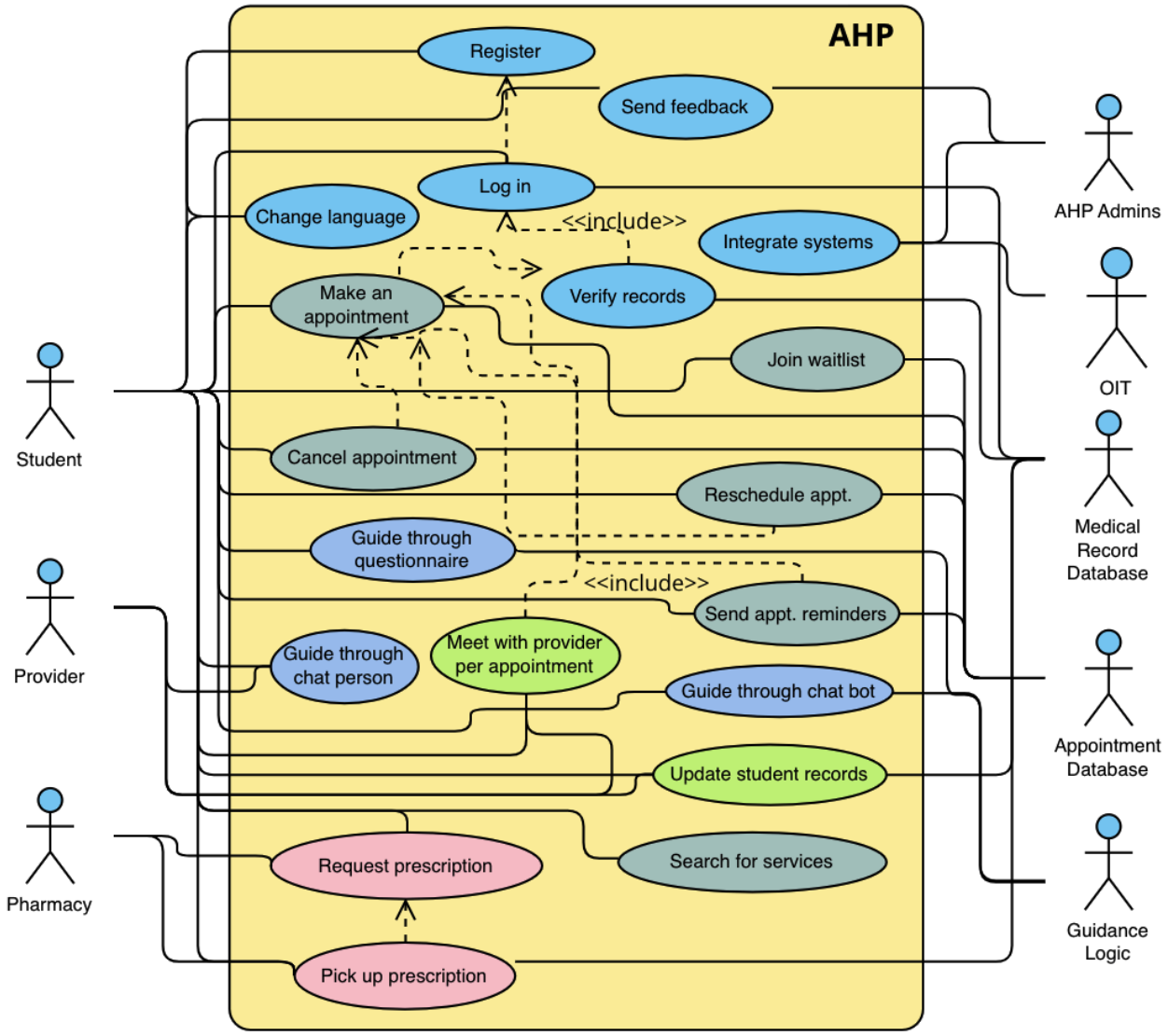
Someone at the pharmacy checked into AHP the next day and prepared İnküşette's pills in a freezer. A few days later, İnküşette visited a UCI-affiliated pharmacy and met with a clerk named Üò¸óqqford, to whom she showed the receipt. The clerk jokingly said 'they must be trying to keep you in the matrix', then got the pills ready for her. Üòóqqford clarified a few things about the medicine and for a small co-pay.

İnküşette adheres to the routine and needs a refill soon. So, she will access the AHP appointment page and upload a picture of the original receipt that came with the medicine. Once the receipt is processed, İnküşette stops by the pharmacy a couple of days after to pick it up again. She should receive a new receipt which can be photographed again once the medicine becomes empty again.

According to our field notes, "students will need to upload their receipts to the portal to get their prescription refilled". Moreover, the appointment page should give the option to "upload a prescription refill". We haven't delved too much about the exact procedure for how and which receipts are used, nor have we evaluated its effectiveness against resource abuse. For this reason, we assume that each receipt comes with an indexable barcode that is eligible for one refill.

In our stakeholder model, we made the assumption that pharmacies would be open during the school week and locate themselves near health offices. Unlike care providers themselves, pharmacies wouldn't need students to book in advance. That is because the course of action (i.e., picking up medicine) is already planned at that stage.

Use Case Diagram



Use Case Description

Register

Use Case Name	**Register**
Author	VisualPlugin

Priority	High
Source	User Scenario 2 *“he is able to navigate easily and the registration process is seamless”.*
Description	The student makes an account with AHP to book appointments.
Goal(s)	Students should have all their health-center stuff in one place.
Primary Actors	UCI Affiliates (UCI students and UCI staff), AHP registration system
Secondary Actors	N/A
Precondition	The actor must be affiliated with UCI.
Success End Condition	The actor has an account with AHP and will verify themselves next.
Failure End Condition	The actor is unable to access the system.
Trigger	The student wants to book an appointment for the first time.
Basic (Success) Flow	1. The user requests to log into our system. 2. The system prompts the user to log in with their UCInetID and password. 3. The user enters their UCInetID and password and is prompted to use Duo. 4. Their UCI credentials are found within the system and access is given. 5. The user reluctantly agrees to the policy. 6. The user is asked to confirm the email address to send appointment reminders to.

Alternative Flow	2a. The user selects “Remember Me” on Duo, and the system saves the user’s login information for the next 24 hours. The user is logged in automatically after this. 6a. The student can enter an email address to send reminders to outside of *uci.edu*.
Exception Flow	3a. The user inputs the incorrect credentials and fails to log in. The use case fails.
Relationship to other use cases	The “log in” use case works similarly, but skips the setup stages. After logging in for the first time, the student should undergo the “verify records” use case.
Supplementary Information	● Some basic user parameters are established (such as reading the policy and confirming a contact email address) upon first registration.
Open Issues	● Are there other questions we should ask upon registration?

Log in

Use Case Name	**Log in**
Author	VisualPlugin
Priority	High
Source	User Scenario 2
Description	The student logs in through UCI’s Shibboleth authentication system and through Duo disservice.
Goal(s)	AHP should securely allow students to access UCI’s health services.
Primary Actors	UCI Affiliates (UCI students and UCI staff), AHP registration system
Secondary Actors	N/A

Precondition	The actor must be affiliated with UCI to use Shibboleth.
Success End Condition	The affiliate is recognized in the UCI database and is able to input the correct credentials and approve Duo to log in.
Failure End Condition	The actor attempting to log in is not affiliated with UCI, they input incorrect credentials, or they can't get past Duo F**ko.
Trigger	The actor attempts to access the system.
Basic (Success) Flow	1. The user requests to log into our system. 2. The system prompts the user to log in with their UCInetID and password. 3. The user enters their UCInetID and password and is prompted to use Duo. 4. Their UCI credentials are found within the system and access is given.
Alternative Flow	2a. The user selects "Remember Me" on Duo, and the system saves the user's login information for the next 24 hours. The user is logged in automatically after this.
Exception Flow	3a. The user inputs the incorrect credentials and fails to log in. The use case fails.
Relationship to other use cases	The "register" use case must be completed before this can be done. After logging in, the student should undergo the "verify records" use case.
Supplementary Information	● Some basic user parameters are established (such as reading the policy and confirming a contact email address) upon first registration.
Open Issues	● What features could we allow outside of the login bubble?

Verify records

Use Case Name	Log in
Author	VisualPlugin
Priority	High
Source	Elicitation Session Question 29, 30
Description	The student verifies their date of birth after logging in through UCI's Shibboleth authentication system.
Goal(s)	AHP should securely allow students to access UCI's health services.
Primary Actors	UCI Affiliates (UCI students and UCI staff), AHP registration system
Secondary Actors	Medical record database
Precondition	The student must be affiliated with UCI and have previously registered with AHP.
Success End Condition	The student is recognized in the database and can book appointments.
Failure End Condition	The actor attempting to log in doesn't get this access.
Trigger	The actor logged onto AHP.
Basic (Success) Flow	1. The user is prompted to enter their date of birth on a date picker. 2. The user puts it in and is able to reach the AHP home page.
Alternative Flow	N/A
Exception Flow	2a. The user inputs the incorrect date of birth and has to repeat the step.

	2b. The user repeats this step many times and gets locked out. The use case fails.
Relationship to other use cases	This is preceded by the “login” or “register” use cases.
Supplementary Information	• In the discussion questions, we were instructed to verify birthdate once an appointment is being made. • Since other systems ask for the birthdate immediately after logging on, we assume AHP to work the same way.
Open Issues	• In the discussion questions, we were instructed to verify birthdate once an appointment is being made. • Since other systems ask for the birthdate immediately after logging on, we assume AHP to work the same way.

Cancel Appointment

Use Case Name	**Cancel Appointment**
Author	Nena
Priority	High
Source	Elicitation Session Question 35; *“if a student canceled or rescheduled … it should be updated through the system”.*
Description	The student cancels an appointment that they previously scheduled through AHP.
Goal(s)	Provide students with a convenient and efficient way to cancel their appointments, allowing them to free up the slot for other students in need of care.
Primary Actors	UCI Student
Secondary Actors	Appointment Database and Care Providers

Precondition	The student must have an existing appointment scheduled through AHP.
Success End Condition	The student successfully cancels the appointment and the system updates the appointment status accordingly, creating availability for other students.
Failure End Condition	The cancellation process fails, and the appointment remains scheduled.
Trigger	The student decides to cancel their appointment for various reasons, such as a change in plans or no longer needing the scheduled care.
Basic (Success) Flow	1. The student navigates to the AHP and logs in to their account. 2. The student selects the “Appointments” section. 3. The system displays a list of the student’s upcoming appointments. 4. The student selects the specific appointment they wish to cancel. 5. The system presents the details of the appointment and provides a “Cancel” option. 6. The student confirms the cancellation by selecting the “Cancel” option. 7. The system updates the appointment status as canceled and notifies the student of the successful cancellation. 8. The slot for the canceled appointment becomes available for other students to schedule.
Alternative Flow	N/A
Exception Flow	The system encounters an error while processing the cancellation, and the student is prompted to try again or contact the support.

Relationship to other use cases	1. This use case is closely related to the "Schedule Appointment" use case, as canceling an appointment assumes that there was an existing appointment scheduled through the AHP. 2. It may also be related to the "Reschedule Appointment" use case if the student decides to reschedule the appointment instead of canceling it.
Supplementary Information	● The system should also have a feature to notify the staff of any canceled appointments.
Open Issues	● How close to the appointment can students cancel? ● How will the system handle a cancellation on the day of the appointment?

Reschedule appointment

Use Case Name	**Reschedule Appointment**
Author	Nena
Priority	High
Source	Elicitation Session Question 35: *"... a student canceled or rescheduled their appointment"*
Description	The student reschedules an appointment that they previously scheduled through AHP.
Goal(s)	Allow students to easily modify their scheduled appointments to accommodate changes in their availability or needs.
Primary Actors	UCI Student
Secondary Actors	Appointment Database and Care Providers
Precondition	The student must have an existing appointment scheduled through AHP.

Success End Condition	The student has successfully rescheduled the appointment and the system updates the appointment status accordingly.
Failure End Condition	The student fails to reschedule the appointment due to a time conflict or unavailability of alternative slots.
Trigger	The student initiates the request to reschedule an existing appointment.
Basic (Success) Flow	1. The student logs in to the Anteater Health Portal. 2. The student navigates to the "Appointments" section. 3. The student selects the option to reschedule an appointment. 4. The system presents a list of the student's existing appointments. 5. The student chooses the appointment they want to reschedule. 6. The system displays available time slots for rescheduling. 7. The student selects a new preferred time slot. 8. The system updates the appointment details and notifies the student of the successful rescheduling.
Alternative Flow	If there are no available time slots for rescheduling, the system can provide alternative options such as joining a waitlist or contacting the center directly for assistance.
Exception Flow	If there is a time conflict or unavailability of alternative slots during the rescheduling process, the system may display a message informing the student and prompting them to choose another suitable option.
Relationship to other use cases	3. This use case is closely related to the "Schedule Appointment" use case, as rescheduling an appointment assumes that there was an existing appointment scheduled through the AHP. 4. It may also have a connection to the "Cancel Appointment" use case, as the student may choose to reschedule instead of canceling an appointment.

Supplementary Information	Rescheduling limitations (e.g., a maximum number of reschedules allowed) and any required notifications to staff members.
Open Issues	● How close to the appointment can students reschedule? ● How will the system handle a reschedule request on the day of the appointment?

Make referrals

Use Case Name	**Make referrals**
Author	Nena
Priority	High
Source	Elicitation Session Question 45: *"When staff members refer students to other staff members, they create a referral through the portal and the system will notify members through email."*
Description	Healthcare provider initiates a referral for a patient to receive specialized care or services from another healthcare provider or department.
Goal(s)	1. Ensure that students receive appropriate and specialized care for their specific healthcare needs. 2. Facilitate the seamless transfer of relevant medical information and documentation to the referred healthcare provider. 3. Track and monitor the progress and outcomes of the referrals.
Primary Actors	Healthcare Providers, Student Health Center Staff
Secondary Actors	UCI Student
Precondition	The staff member must have access to AHP and must identify a need for a referral based on the student's health condition and medical documentation.

Success End Condition	The referral process is successfully initiated, and all relevant information is provided to the receiving healthcare provider. The student receives the specialized care needed.
Failure End Condition	The referral process fails to initiate, or the necessary information is not transferred successfully, resulting in a delay or absence of specialized care for the student.
Trigger	The student's healthcare needs cannot be fully addressed by the services available at the Student Health Center, requiring a referral to an external healthcare provider or specialist.
Basic (Success) Flow	1. The student's need for specialized care is identified by the Student Health Center staff during the assessment process. 2. The staff consults the student to explain the necessity of a referral and answer any questions or concerns. 3. The staff initiates the referral process by gathering relevant medical information, including the student's medical history, test results, and any relevant documentation. 4. The staff identifies appropriate healthcare providers or specialists and communicates with them to facilitate the referral. 5. The necessary information and documentation are securely transmitted to the receiving healthcare provider. 6. The student is informed about the referral process, including the contact information of the receiving healthcare provider. 7. The student follows up with the receiving healthcare provider to schedule an appointment and continue their care.
Alternative Flow	If the necessary information and documentation are not immediately available, the staff requests the student's consent to obtain the required information from relevant sources.
Exception Flow	If the receiving healthcare provider rejects the referral, the staff informs the student and collaborates with them to identify alternative options for specialized care.
Relationship to other use cases	1. The "Schedule Appointments" use case is related to the "Make Referrals" use case as scheduling may be required for both the initial appointment at the Student Health Center and subsequent appointments with the receiving healthcare provider.

	2. The "View Medical Records" use case is related to the "Make Referrals" use case as relevant medical information and documentation are required for successful referrals.
Supplementary Information	The referral process should comply with relevant privacy and confidentiality regulations.
Open Issues	How will the specific method of information transfer and communication between the Student Health Center and outside health care providers be defined? What are the protocols for establishing tracking and monitoring of the progress and outcomes of referrals?

Create Appointments

Use Case Name	**Create Appointments**
Author	Layth
Priority	High
Source	Elicitation Questions 21, 35, 36
Primary Actors	UCI Students
Secondary Actors	Appointment Database, Care Providers
Description	This use case describes the process through which a UCI student makes an appointment with a care provider through the Anteater Health Portal.
Goal	To successfully book an appointment with a care provider.
Precondition	● The student is registered in the system. ● The student has logged into their account.
Success	An appointment is successfully booked, and a confirmation is sent to the student.

Failure	The appointment is not booked due to an error or other issue
Trigger	The student chooses to make an appointment
Alternative Flow	3a. All appointment slots are booked, and the student is asked if they want to be put on a waitlist.
Exception Flow	4a. The system encounters an error while processing the appointment, and the student is prompted to try again or contact the support.
Relationship to other use cases	● This use case is related to "Canceling an Appointment" and "Reschedule an Appointment" use cases, as they all involve the management of appointments.
Supplementary Information	● The system should consider time zones (if relevant) when presenting available slots. It should also have a feature to notify the staff of any new appointments made.
Open Issues	● How far in advance can appointments be booked? ● How will the system handle peak times where many students might be trying to book appointments simultaneously?

Join waitlist for appointments

Use Case Name	**Join waitlist for appointments**
Author	Waynelle
Priority	Medium
Source	Elicitation Question 25
Description	This use case represents how UCI Affiliates (UCI students and staff) must act in order to join the waitlist for appointments.
Goal(s)	This will help accomplish the goal of improving the user experience when using AHP because it makes sure that students do not miss out

	on important healthcare services due to an unavailability of an appointment time.
Primary Actors	UCI Affiliates (UCI students and UCI staff)
Secondary Actors	N/A
Precondition	The appointment slot they are attempting to get is full.
Success End Condition	They are able to join the waitlist for their selected time slot.
Failure End Condition	They are unable to join the waitlist for their selected time slot.
Trigger	The UCI affiliate clicks join waitlist.
Basic (Success) Flow	1. The UCI Affiliate signs into AHP system 2. They select make an appointment 3. When they go to select a date and time for the appointment it is full, so they select 'Join Waitlist'. 4. If they successfully join the waitlist they get a notification email that they successfully joined the waitlist.
Alternative Flow	N/A
Exception Flow	4a. If the waitlist is full, they are unable to join the waitlist and instead get a notification that they were not able to join the waitlist.
Relationship to other use cases	This use case has an include relationship with the use case "make appointment"
Supplementary Information	1. If UCI Affiliates actually get the appointment they are removed from the waitlist. 2. UCI Affiliates can join multiple waitlists at a time.

Open Issues	● What would make it so a student can't join the appointment waitlist? Is there a cap? ● Do students get an email when they enter the waitlist for an appointment?

Guide through questionnaire

Use Case Name	Guide through questionnaire
Author	VisualPlugin
Priority	High
Source	Elicitation Question 43 *“the student can use the chat feature and answer questions”.*
Description	Students can see what service fits them the best by answering some carefully-selected questions.
Goal(s)	The portal should be able to determine which center or service the student needs. The student can use the chat feature and answer questions, then the portal will be able to determine what service the student needs.
Primary Actors	UCI Affiliates (UCI students and UCI staff), guidance logic
Secondary Actors	Medical record database
Precondition	The actor must be logged in and verified with AHP.
Success End Condition	The student knows which office they should book with.
Failure End Condition	They are unable to join the waitlist for their selected time slot.
Trigger	The student seeks to book an appointment.

Basic (Success) Flow	1. The user navigates to “book appointment”. 2. An option is given to select an office or undergo a questionnaire. 3. The “questionnaire” option is selected. 4. The user undergoes the questionnaire. 5. They are sent to an appointment page for the office best suited for them.
Alternative Flow	2a. The user knows what office they want to visit. They skip the questionnaire and are guided straight to the appointment page.
Exception Flow	N/A
Relationship to other use cases	On success, this leads to the “make appointment” use case.
Supplementary Information	● The questionnaire is created in advance. ● Some questions may be skipped if a student’s medical records already provide an answer for it.
Open Issues	● What questions should we ask? ● How long should it take to get a student to the right office? ● Who will be making the questionnaire?

Guide through chat bot

Use Case Name	**Guide through chat bot**
Author	VisualPlugin
Priority	Medium
Source	Elicitation Question 43, 75 *“If a student can’t find information about appointments … they can … speak to a real person”.*
Description	Students can use the chat feature and answer questions.

Goal(s)	The portal should be able to determine which center or service the student needs. The student can use the chat feature and answer questions, then the portal will be able to determine what service the student needs.
Primary Actors	UCI Affiliates (UCI students and UCI staff), guidance logic
Secondary Actors	Medical record database
Precondition	The actor must be logged in and verified with AHP.
Success End Condition	The student is communicating with the chat bot.
Failure End Condition	They are unable to get in touch with the bot.
Trigger	The student wants to get a quick answer to a question.
Basic (Success) Flow	1. The user navigates to “get support”. 2. A chat window pops up and the bot introduces itself. 3. The student types up messages and the bot responds back.
Alternative Flow	1a. The user can navigate directly to the URL. That could be done with either a bookmark or if another person suggests they use the bot.
Exception Flow	2a. The chat bot is down for maintenance or is being hacked. The use case fails.
Relationship to other use cases	This has the same motive as “guide through questionnaire”, but expands the automation’s scope beyond just making appointments. Both may use medical records to
Supplementary Information	● The questionnaire is created in advance. ● Some questions may be skipped if a student’s medical records already provide an answer for it.

Open Issues	● Will the chat bot work deterministically or through machine learning? ● Is there a way to repackage the chat bot's functionality to work more organically with what users actually expect of its behavior?

Guide through chat person

Use Case Name	**Guide through chat person**
Author	VisualPlugin
Priority	High
Source	Elicitation Question 37 *"staff can … avoid booking an appointment"*, 75
Description	If a student can't find information about appointments using a chat bot or the FAQ, they can refer to a real person.
Goal(s)	Staff should be able to alleviate common issues without needing to book an appointment.
Primary Actors	UCI Affiliates (UCI students and UCI staff), care provider
Secondary Actors	Guidance logic
Precondition	The actor must be logged in and verified with AHP.
Success End Condition	The student is communicating with a care provider.
Failure End Condition	The student is unable to get in touch with a person.
Trigger	The student wants to get a quick answer to a question that can't be answered by the chat bot.

Basic (Success) Flow	1. The user navigates to “get support”. 2. The user is connected with a chat bot. 3. The user asks the bot to connect them with a care provider. 4. A care provider is notified that a student wants to chat and gets on.
Alternative Flow	N/A
Exception Flow	4a. No care provider is available to chat because all of them are helping other students, or the time of day is inclement.
Relationship to other use cases	This works similarly to the dependency use case “chat with a bot”, but additional steps need to be taken to make a person take effort to get on chat.
Supplementary Information	● Chatting with a person isn’t made accessible by a single button because doing so costs a care provider’s time. ● Care providers may use their time not being in appointments responding to chat messages.
Open Issues	● How should we aim staffing efforts to allow adequate time for care providers to switch between chatting and meeting for appointments? ● How should we limit interactions if students take care providers’ time away from appointments and the like?

Meet with a provider per appointment

Use Case Name	**Meet with a provider per appointment**
Author	VisualPlugin
Priority	High
Source	Elicitation Question 31: *“If you can access Zoom on your device then you should be able to use the video conferencing in the portal”.*

Description	Students should meet with care providers over Zoom or in the office.
Goal(s)	Students should be able to book amply-timed appointments and meet with care providers about their issues.
Primary Actors	UCI Affiliates (UCI students and UCI staff), provider, appointment database
Secondary Actors	Zoom
Precondition	The actor must already have an appointment with AHP.
Success End Condition	The student is communicating with a care provider.
Failure End Condition	Either the student or provider does not show up.
Trigger	The time for an appointment is approaching.
Basic (Success) Flow	7. The student navigates to the email they received immediately once they booked the appointment. 8. The student navigates to a Zoom link that is prescribed for the meeting. 9. The student waits for the provider to meet in the same room or vice-versa.
Alternative Flow	2a. If the meeting is in-person, they skip the Zoom registration step and head straight to the office and give the clerk their name.
Exception Flow	3a. The student fails to show up for the appointed time. The use case fails. 3b. The provider fails to show up (perhaps is unwell) for the appointed time and AHP doesn't notify of this prior. The use case fails.

Relationship to other use cases	The “chat with a person” use case has a similar goal. However, longer appointments allow care providers more time to diagnose issues thoroughly.
Supplementary Information	• Meetings are selected as either being in-person or over Zoom in advance.
Open Issues	• How long should appointments last? • How late could we allow students to be before an appointment is voided?

Request prescription refill

Use Case Name	**Request prescription refill**
Author	Layth
Priority	High
Source	Elicitation Questions 12, 14, 21
Primary Actors	UCI Student
Secondary Actors	Health Center Staff (Pharmacist)
Description	This use case describes the process a UCI student goes through to request a prescription refill through the Anteater Health Portal (AHP)
Goal	To enable the student to request a prescription refill easily and efficiently without visiting the health center
Precondition	The student has a prescription in the system that is eligible for a refill
Success	The student's prescription refill request is received and processed by the health center
Failure	The student's prescription refill request is not successfully processed or received

Trigger	The student logs into the AHP and selects the option to request a prescription refill
Basic Flow	1. The student logs into the AHP. 2. The student navigates to the "Prescriptions" section. 3. The student views their current prescriptions. 4. The student selects the prescription they need to refill. 5. The student submits a refill request.
Success Flow	1. The student's refill request is received by the health center. 2. The health center staff (pharmacist) processes the request. 3. The student receives a notification when the refill is ready for pickup.
Alternative Flow	● If the student's prescription is not eligible for a refill, the system informs the student and advises them to consult their healthcare provider.
Exception Flow	● If the system encounters an error while processing the request, the student is informed and advised to try again later or contact the health center directly.
Relationship to other use cases	● This use case can be associated with other use cases such as "Scheduling a Health Appointment", "Viewing Health Records", and "Receiving Health Notifications".
Supplementary Information	● Any extra information required to process the prescription refill should be specified when submitting the request
Open Issues	● How will the system handle prescriptions that require a doctor's approval for refill? ● How will the system verify that the student is eligible for a refill? ● How does the system notify the student when the refill is ready for pickup? ● What are the security measures in place to ensure privacy and confidentiality of prescription information?

Search for services

Use Case Name	Search for Services
Author	Waynelle
Priority	Medium
Source	Goal Model 2 “Make AHP Services Easily Accessible and Efficient” and Elicitation Question: 1, 47
Description	This use case represents a UCI Affiliate using the search feature to find services and learn details about what they offer.
Goal(s)	It accomplishes the goal of making AHP more efficient because it gives fast precise information by highlighting sections of AHP page that have the answer they are looking for.
Primary Actors	UCI Affiliates (UCI Students and Staff), The public
Secondary Actors	UCI Center Staff
Precondition	The actor must be successfully able to find the search bar.
Success End Condition	The actor is able to successfully search a phrase and articles that contain the phrase and have the information, are displayed or no results are displayed.
Failure End Condition	The actor is not able to successfully search for a phrase, due to technical difficulties.
Trigger	The actor browsing the AHP website selects the search bar.
Basic (Success) Flow	1. The actor browsing the AHP website selects the search bar. 2. They type in a phrase

	3. They results of articles that contain the phrase are displayed in a list
Alternative Flow	N/A
Exception Flow	3a. The phrase can not be found so ‘no results’ is displayed.
Relationship to other use cases	It has a generalized relationship with other use cases.
Supplementary Information	The administration has the final voice on how the search bar operates.
Open Issues	● It's unclear if no results is the phrase that would be displayed if they can not find the phrase they are searching for. ● It's unclear if the search function will keep old searches stored.

Updating students' information after appointment

Use Case Name	**Updating students’ information after appointment**
Author	Layth
Priority	High
Source	Elicitation Question 19
Description	This use case describes how health center staff can update students' information in the system after an appointment. This could include notes from the appointment, changes in health status, medication prescribed, or recommendations for follow-up.
Goal(s)	To ensure the student's health record is updated with the most recent and accurate information following an appointment.
Primary Actors	Care Providers

Secondary Actors	UCI Students
Precondition	The health center staff member has had an appointment with the student and has relevant information to add or update.
Success End Condition	The student's information is successfully updated in the system and can be accessed by authorized users when needed.
Failure End Condition	The student's information is not updated due to system error or other issues.
Trigger	The completion of a student's appointment triggers this use case.
Basic (Success) Flow	1. The health center staff member logs into the AHP after an appointment. 2. They navigate to the student's profile. 3. They select the option to update the student's information. 4. They enter the new information or updates. 5. They save the changes. 6. The system confirms the successful update. 7. The student receives a notification that their information has been updated.
Alternative Flow	1. The health center staff member logs into the AHP after an appointment. 2. They navigate to the student's profile. 3. They select the option to update the student's information. 4. They enter the new information or updates. 5. The system times out before they can save the changes. 6. The health center staff member logs back in and repeats the process, successfully saving the changes this time.
Exception Flow	1. The health center staff member logs into the AHP after an appointment. 2. They navigate to the student's profile.

	3. They select the option to update the student's information. 4. They enter the new information or updates. 5. They attempt to save the changes, but an error message appears. 6. The staff member reports the issue to IT support.
Relationship to other use cases	● This use case could be related to other use cases such as "Scheduling an Appointment," "Canceling an Appointment," or "Managing Student Health Records."
Supplementary Information	● This use case assumes that the staff member has the necessary access rights to update student information and that there are safeguards in place to protect the privacy and integrity of student health information.
Open Issues	● What are the access rights and permissions for different health center staff roles in updating student information? ● How are errors or technical issues in updating student information handled and reported? ● How is student consent obtained for updating and sharing health information? ● What are the data security measures in place to protect updated student information?

Send reminders

Use Case Name	**Send reminders**
Author	Waynelle
Priority	High
Source	Goal Model 5 “Maintain availability” and Elicitation Questions: 33, 25
Description	This use case allows UCI Care providers to send reminders to UCI Affiliates when they book an appointment.

Goal(s)	It accomplishes the goal of reducing the wait time for AHP appointments, because the more people who get the reminder and subsequently don't miss their appointment means that less people have to make repeat appointments and fill up the appointment database.
Primary Actors	UCI Affiliates (Students and Staff), UCI Center staff
Secondary Actors	Appointment database
Precondition	The UCI Affiliate made an appointment.
Success End Condition	The UCI Center staff sends reminders and the UCI Affiliate gets the two emails in a timely manner reminding them of their upcoming appointment.
Failure End Condition	The UCI Center staff does not send a reminder and so the UCI Affiliate does not get two reminder emails.
Trigger	The UCI Center staff chooses to send the reminder.
Basic (Success) Flow	1. The UCI Affiliate made an appointment. 2. The UCI Center is alerted that an appointment has been made 3. The UCI Center staff chooses to send the reminder. 4. The UCI Affiliate over the course of time receives email reminders about their appointment.
Alternative Flow	N/A
Exception Flow	3a. The UCI Center staff is not able to send the reminder, due to technical difficulties or availability issues. 4a. The UCI Affiliate does not receive any email reminders
Relationship to other use cases	This use case has an include relationship with use case "Make appointments"
Supplementary Information	1. Before the reminders are sent a Google calendar event is sent to the person who made the interview for the day of the appointment. 2. Email reminders are also sent when referrals take place.
Open Issues	1. How spaced out should the reminders be?

	2. When they receive a reminder about their appointment can they cancel it from there? or be provided a way to cancel their appointment?

Feedback and rating

Use Case Name	Feedback and rating
Author	Layth
Priority	Medium
Source	Elicitation Questions 7,3,21
Description	This use case describes the process by which a student provides feedback and rates services received through the AHP.
Goal(s)	To capture student feedback and ratings in order to improve service quality and effectiveness.
Primary Actors	UCI Student
Secondary Actors	Database, Care Providers
Precondition	The student has used a service through the AHP.
Success End Condition	Feedback and rating are successfully submitted and recorded in the system.
Failure End Condition	Feedback and rating cannot be submitted due to system error or incomplete form submission.
Trigger	The student completes a service through the AHP.
Basic (Success) Flow	1. The system sends an email to the student with a link to the feedback and rating form after a service is completed. 2. The student clicks on the link and is directed to the form. 3. The student fills out the form and submits it.

Alternative Flow	1. The student navigates to their service history on the AHP. 2. The student selects a service and clicks on the option to provide feedback and rating. 3. The student fills out the form and submits it.
Exception Flow	1. In case of system error, the student receives an error message and is asked to try again later. 2. If the form is incomplete, the system prompts the student to fill in all required fields before submission.
Relationship to other use cases	1. This use case can be associated with all other use cases involving service provision through the AHP, as feedback can be given for any of these services. 2. This use case may feed into a use case for the system administrator or health center staff to review and analyze feedback.
Supplementary Information	● Feedback and rating can include various aspects such as the quality of service, user experience, and effectiveness of the AHP. ● Feedback can be qualitative (comments) and quantitative (ratings).
Open Issues	● How to ensure privacy and anonymity of feedback? ● How to motivate students to provide feedback? ● What specific elements need to be included in the feedback and rating form? ● How to handle inappropriate or abusive feedback?

Change language

Use Case Name	Change language
Author	Waynelle
Priority	Medium

Source	Goal Model 2 “Make AHP Services Easily Accessible and Efficient” and Elicitation Question 3
Description	This use case allows actors to change the language that the AHP website is displayed in.
Goal(s)	This accomplished the goal that AHP should be easily accessible, by allowing people who speak a diverse range of languages to access the website.
Primary Actors	UCI Affiliates (UCI Students and Staff)
Secondary Actors	N/A
Precondition	The AHP website was in a language that the actor did not speak or feel comfortable using.
Success End Condition	The actor is able to change the language the AHP website is displayed in using the change language feature and the translated text is correct.
Failure End Condition	The actor tries to change languages, but the text only partially translates the AHP website or incorrectly translates text.
Trigger	The actor chooses to change the language of the AHP website.
Basic (Success) Flow	1. The UCI Affiliates access the AHP website 2. The system presents the text of the website in a language the affiliate does not feel comfortable using 3. The UCI Affiliates selects to change the language of the AHP website 4. The translated web page is displayed with correctly translated text and all the content on the webpage in translated.
Alternative Flow	N/A
Exception Flow	4a. The translated web page is incorrectly translated and some of the content on the web page is not translated.

Relationship to other use cases	The use case has a general relationship with other use cases.
Supplementary Information	The translations come from integrating Google translate.
Open Issues	Will the same range of languages and standards apply to subtitles on videos?

Missing Information

We haven't yet considered the content of the questionnaire. We've stated that the questions will be carefully selected, but never thought about how long we should expect students to take so that we can determine which of three offices we should suggest for a student. We can ask in a future discussion about who should design the questions, as well as what parameters they could take on.

Gaps and Assumptions:

1. We don’t have information on if there is a cap on how many students can join a waitlist before it's full. So we are assuming there is a cap.
2. There is a gap of information on what happens notification wise after an affiliate joins the waitlist. So we are assuming that UCI affiliates get a notification email when they join the waitlist.
3. The process for obtaining the student's consent to share their medical information with external healthcare providers is not specified. So we are assuming that the system sends a notification that requests permission to do so.
4. We are missing information on the method of tracking and monitoring the progress and outcomes of referrals. So we are assuming that the system tracks and notifies the students.
5. We are missing information on whether or not there are any restrictions or limitations on rescheduling appointments, such as a minimum notice period or a maximum number of reschedules allowed. So, we are assuming that there are no restrictions.

6. We are missing information on what occurs when a student wants to reschedule their appointment but there is no availability. So, we are assuming that they can join a waitlist.

7. In the discussion questions, we were instructed to verify birthdate once an appointment is being made. Since other systems ask for the birthdate immediately after logging on, we assume AHP to work the same way.

Further Questions:

- What would make it so a student can't join the appointment waitlist? Is there a cap?
- Do students get an email when they enter the waitlist for an appointment?
- How will the Student Health Center ensure the security and confidentiality of the transmitted medical information during the referral process?
- How will the system keep students updated on the referral process?
- How does the system handle rescheduling requests that conflict with the availability of the selected provider?
- How does the system handle situations where a student tries to reschedule an appointment that is already fully booked?