



IMT 587

INDIVIDUAL ASSIGNMENT 7A

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User Stories

Epic	User Story	Acceptance Criteria 1	Acceptance Criteria 2	Priority	Story points
Scheduling Appointments	As a user, I want to be able to look for providers in my vicinity so that I don't have to travel far for my appointment	User should be able to locate providers in the nearest hospitals	Hospital distance should be displayed in increasing order (in miles) from the search location	Medium	3
Scheduling Appointments	As a user, I would like real-time updated availability(especially in case of canceled appointments) to expedite my appointment	Display all available slots for booking, and try to open more slots in the near future	In case of cancellation of someone's appointment, the appointment scheduler should indicate new slots that opened up since you last booked and suggest earlier appointment slots	Low	5
Assistance	As a user, I would like my healthcare information to be up to date with my health details/reports to help prioritize appointment scheduling due to my condition.	All tests and results to be updated as soon as possible on the user's profile on the portal	Higher preference to be given to special needs/emergency situations depending on test results/previous medical records	High	10
Assistance	As a user, I should be able to consult a medical personnel to explain my condition	Get the opportunity to explain your condition to another human (not a bot)	Being able to get feedback from humans(medical assistants)	Low	2
Administrative Scheduling	As a non-patient healthcare provider, I must be able to reduce appointment scheduling load in order to reduce cost spent on my org's resources in terms of time and personnel.	For internal user, appointment scheduling load can be reduced by chat assistant, by making sure chat box has the right set of questions that medical assistant needs to expedite appointment scheduling process	Basic questionnaire catering to different problems(symptoms) patients are observing (eg. set of questions that help differentiate flu from cold)	Medium	3

Story Maturation(with feedback incorporated)

Epic	User Story	Acceptance Criteria 1	Acceptance Criteria 2	Priority	Story points
Scheduling Appointments	As a user, I want to be able to look for providers in my vicinity so that I don't have to travel far for my appointment	User should be able to locate providers in the nearest hospitals	Hospital distance should be displayed in increasing order (in miles) from the search location	Low	2
Scheduling Appointments	As a user, I would like real-time updated availability(especially in case of canceled appointments) to expedite my appointment	Display all available slots for booking, and indicate newly available slots in a visually appealing way (eg. old slots in green and new slots in red)	In case of cancellation of someone's appointment, the appointment scheduler should indicate new slots that opened up since you last booked and suggest earlier appointment slots; suggestion would be in the form of email or text notification.	Medium	8
Assistance	As a user, I would like my healthcare information to be up to date with my health details/reports to help prioritize appointment scheduling due to my condition.	All tests and results to be updated as soon as possible on the user's profile on the portal	Higher preference to be given to special needs/emergency situations depending on test results/previous medical records; Adding a drop-down box for healthcare provider to help identify urgent cases	Low	12
Assistance	As a user, I should be able to consult a medical personnel when the chatbot is at its limitations.	Get the opportunity to explain your condition to another human (not a bot) and get real-time feedback	Patients need an option to end the chatbot and start conversation with a human	High	3
Administrative Scheduling	As a non-patient healthcare provider, I need access to standard questionnaires in order to easily understand patients' conditions.	For internal user, appointment scheduling load can be reduced by chat assistant, by making sure chat box has the right set of questions that medical assistant needs to expedite appointment scheduling process	Basic questionnaire catering to different problems(symptoms) patients are observing (eg. set of questions that help differentiate flu from cold)	Medium	3

Team members sessions

I attended two other team members' sessions and here are few of the thoughts/things I learnt from the sessions.

- Helps to have a system that can club common symptoms together- more effort will go into NLP in order to do so before connecting to a professional,
- Not every hospital visit appointment will have some symptoms - sometimes it can be for a regular check-up, so expedited appointment scheduling isn't necessary.
- Average time to book appointments should be ~5 mins, or there tends to be drop in users- not everyone completes the process if it takes too long.
- For suggestion of best time of appointment, product already has a feature where it sends an appointment based on the time availability you fill in - but there needs to be a confirmation or RSVP feature to help manage appointments from hospital's end.

Lukas

- In order to get shorter waiting times as well as simultaneously reducing load on the hospital's end, there can be an option for users to give contact information and get a call back/chat option within 30 mins that helps make appointment scheduling faster and hassle-free for the patient,
- In order to use to chat bot feature, language options need to be provided. We can provide the five most locally popular languages used in the region, with the help of an API. So users can connect with providers in their desired language.
- In order for the provider to have all desired data, it should be displayed in an easy to consume manner - so they can help prioritize appointments.

Punya