

Priority Justification

We prioritized our user stories based on three factors:

1. User stories that are necessary to build our MVP. (High)
2. User stories that we believed are important to enhance our MVP to MLP. (Medium)
3. User stories that are useful to optimize our MVP and are good to have. (Low)

We then put these user stories into three sprints and backlog on the basis of priority and user story points. We targeted around 25 story points per sprint.

Sprint 1: High-priority user stories that will help us build our MVP and the necessary features in the chatbox. Here, we would be developing our MVP i.e., the basic functionality of the chat box.

Sprint 2: This sprint has mostly medium-priority user stories that will help us improve our MVP into an MLP by focusing on enhancing the automation within the chatbox. This would include introducing a basic AI-driven chat bot that would automate many tasks to reduce the workload on schedulers.

Sprint 3: Finally, the third sprint has low-priority user stories that we believed are good to have in our product. In this sprint, we would be focusing on optimizing the feature which is an AI-driven chatbot.



Sprint 1

Team HealthEzy Sprint Planning

Aa User Story	☰ Acceptance Criteria 1	☰ Acceptance Criteria 2	☰ Sprint	# Story points	⬇ Priority	⬇ Epic	⬇ Team Member
<u>As a user, I would like an alternative to calling my healthcare provider so I do not have to face long wait times.</u>	Users should be able to book appointments directly on the portal.	Users should be able to chat or receive a call back within 30 minutes from a healthcare provider to book an appointment.	Sprint 1	8	High	Scheduling Appointments	Punya
<u>As a scheduler, I would need a separate interface to reply to the chat box queries so that I can perform the tasks easily and efficiently.</u>	The schedulers would need access to the platform for performing the necessary tasks.	The schedulers would need a script for an initial conversation.	Sprint 1	5	High	Administrative Scheduling	Ankit
<u>As a non-patient healthcare provider, I need access to standard questionnaires in order to easily understand patients' conditions.</u>	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)	Sprint 1	3	High	Administrative Scheduling	Aayushi

Aa User Story	☰ Acceptance Criteria 1	☰ Acceptance Criteria 2	☰ Sprint	# Story points	⌚ Priority	⌚ Epic	⌚ Team Member
<u>As a user, I do not want to repeat the healthcare information that I already told the chatbot because it is a waste of my time.</u>	Users must have access to the previously mentioned information in the chatbot.	The healthcare attending should be able to view the information in an easy to consume way. The latest information should be made available before attending to the patient to avoid repetition.	Sprint 1	3	High	Assistance	Punya
<u>As a scheduler, I would want some 1 click standard replies available in the chat box so that the replies would be faster and can respond to standard concerns.</u>	The non-patient user should have a standard response list of frequent questions like "Thank you", "Let me check with my team and get back to you in 2 mins" etc.	These replies should be available at one click.	Sprint 1	2	High	Assistance	Ankit
<u>As a user, I should be able to view my chat session active with the support assistant even when I switch the tabs over the mobile or desktop/PC so that I can be able to continue the chat from the previous chat.</u>	The chat session needs to be active when user switches between the tabs.	The chat session will be active for 2 min and then the session closes if the user did not messaged anything or if the user has got the required response for his query then the chat session will be closed.	Sprint 1	2	High	Assistance	Vinay
<u>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</u>	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	Sprint 1	2	High	Scheduling Appointments	Aayushi



Sprint 2

Team HealthEzy Sprint Planning

Aa User Story	☰ Acceptance Criteria 1	☰ Acceptance Criteria 2	☰ Sprint	# Story points	⌵ Priority	⌵ Epic	👤 Team Member
<u>As a non-patient user, I need to have medications, weight, recent labs, recent visits, scans, etc confirmed with patients by a bot to make sure their chart is up to date before scheduling</u>	Frequently asked questions are asked by chat bot	Users don't have to ask for information found in patient record	Sprint 2	7	Medium	Administrative Scheduling	Lukas
<u>As a non-patient user, I need to gather as much information as possible automatically, so I'm not wasting time asking the same questions over and over again.</u>	All patient reasons for visits are listed clearly in UI	Reasons for visits are translated to medical terms for schedulers to understand	Sprint 2	5	Medium	Administrative Scheduling	Lukas

Aa User Story	☰ Acceptance Criteria 1	☰ Acceptance Criteria 2	☰ Sprint	# Story points	📌 Priority	📌 Epic	👤 Team Member
<u>As a user, I need to have choices in appointment times that are recommended to me so that I don't have to rearrange my entire schedule to get an appointment</u>	Based on input, only relevant appointments should be shown	Patient availability is easily inputted	Sprint 2	5	Medium	Scheduling Appointments	Lukas
<u>As a non-patient healthcare provider admin, I must receive data on abandoned chats to understand how effective chat box scheduling is.</u>	Users must be able to view the data in an easy to read and concise way.	Users must be able to derive insights from the data.	Sprint 2	4	Medium	Administrative Scheduling	Punya
<u>As a user, I should be able to consult medical personnel when the chatbot is at its limitations.</u>	Get the opportunity to explain your condition to another human (not a bot)	Patients need an option to end the chatbot and start conversation with a human	Sprint 2	3	High	Assistance	Aayushi
<u>As an admin or internal user, I should have the chat box compatible with both the mobile and web versions of the platforms so that I can not lose the customers</u>	Provider needs to develop the chat box in such as way that it needs to be compatible with mobile and web version of the platforms	Providers also make sure that chat box is compatible with major operation systems such as android, Linux and apple	Sprint 2	2	Medium	Administrative Scheduling	Vinay



Sprint 3

Team HealthEzy Sprint Planning

Aa User Story	☰ Acceptance Criteria 1	☰ Acceptance Criteria 2	☰ Sprint	# Story points	☑ Priority	☑ Epic	☑ Team Member
<u>As a user, I would like real-time updated availability(especially in case of canceled appointments) to expedite my appointment.</u>	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	Sprint 3	8	Medium	Scheduling Appointments	Aayushi
<u>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.</u>	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	Sprint 3	8	Low	Assistance	Aayushi
<u>As a user, I would want to get quick responses in 2-3 sec from the medical expert on chat support (less wait time) so that users don't need to wait in a queue.</u>	Avg initial connection time would be less than 30sec.	Avg time for responses in between the chatting would be less than 1-2 mins.	Sprint 3	4	Medium	Assistance	Ankit

Aa User Story	☰ Acceptance Criteria 1	☰ Acceptance Criteria 2	☰ Sprint	# Story points	☑ Priority	☑ Epic	☑ Team Member
<u>As a healthcare system CIO, I would like to see the data for the performance of the schedulers so that we can improve the efficiency of these schedulers and the overall user experience</u>	The utilization data (occupancy of the schedulers) relating to the schedulers should be cleanly stored in the database.	There should be a dashboard to analyze and improve the utilization of the schedulers.	Sprint 3	4	Low	Administrative Scheduling	Ankit
<u>As a user, I should be able to view the list of the doctors available based on the category wise of their specialization (such as General Surgeon, Dermatologist, and others) so that I can book the appointment with my specialized doctors easily.</u>	Users can filter the category of doctors and can see the list of the doctors based on the specialization selected	Doctors list will be filtered based on the filter applied and the list is shown in alphabetical order of the first names of the doctors	Sprint 3	2	Low	Assistance	Vinay
<u>As a user, I would like my appointments to be booked in 5 minutes so that I don't spend a lot of time booking my appointment because otherwise, I won't do it.</u>	Avg time to book appointment is less than 5min	At least 50% Patients that Start scheduling, complete process	Sprint 3	1	Low	Scheduling Appointments	Lukas



Backlog

Team HealthEzy Sprint Planning

Aa User Story	☰ Acceptance Criteria 1	☰ Acceptance Criteria 2	☰ Sprint	# Story points	⬇ Priority	⬇ Epic	👤 Team Member
<u>As a user, I need to be recommended a provider that can help my specific circumstances so that I don't have to spend more time and money looking for a different provider.</u>	Scheduler recommends the correct provider speciality for initial symptoms 95% of the time. This means that only 5% of the time, the patient is referred to the wrong specialty for the given symptoms.	Only providers that are covered by patient insurance are shown	Backlog	10	Low	Assistance	Lukas
<u>As a user, I must be able to select a language to schedule my appointments so that I understand things better.</u>	Users must be able to schedule appointments in the top 5 languages that are prominently spoken in the area.	Users should be able to schedule appointments with healthcare providers belonging to the same language.	Backlog	10	Low	Scheduling Appointments	Punya
<u>As an admin or internal user, I would get the chat box system available with SLA 99.9% so that users can access the chat box all the time.</u>	System (chat box) needs to be available all the time and it should not be down due to any technical issue.		Backlog	4	Medium	Administrative Scheduling	Vinay

Aa User Story	☰ Acceptance Criteria 1	☰ Acceptance Criteria 2	☰ Sprint	# Story points	⬇ Priority	⬇ Epic	⬇ Team Member
<u>As a user, I should be able to view the list of symptoms (default list of symptoms) to select so that I can get to know which specialized doctor I need to schedule the appointment with.</u>	Users can able to view the checkbox of general symptoms set up by admin from the admin panel		Backlog	4	Low	Scheduling Appointments	Vinay
<u>As a user, I want to see ratings and user reviews for each medical provider so that I can select the provider based on the user ratings.</u>	Users should have the ability to see the medical provider's profile based on the filtered ratings and reviews.	The rating (stars) and a number of reviews should be available on the profile of the doctor.	Backlog	2	Low	Scheduling Appointments	Ankit
<u>As a user, I should be able to schedule specialist appointments via the chatbot directly so that I do not have to call my healthcare provider and wait over call again to schedule my appointment.</u>	Users who are referred gain a special status and are more likely to get their specialist treatment to be covered under insurance.	Users should be able to avoid calling the specialist to book an appointment.	Backlog	2	Low	Scheduling Appointments	Punya