Clinico: The Healing Hand Initiative

UseCase Diagram

Actors

- **Patient**

- **Doctor**

- **Counsellor**

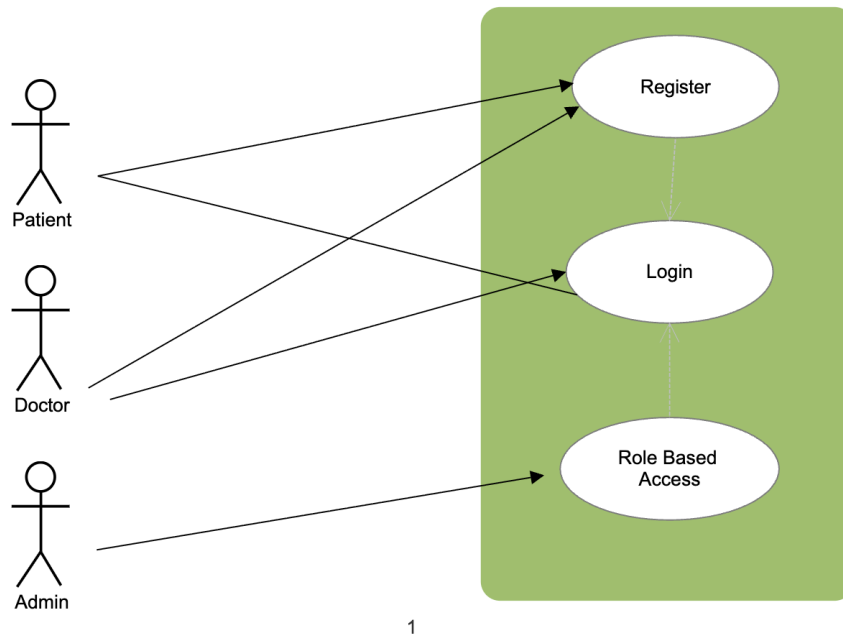- **Admin**

Primary Use Cases

1. Identity, Registration & Consent Management

Actors: Patient, Admin
 Use Cases:

- Register/Login (via OTP)

- Consent Management (give/withdraw consent)

- Role-based Access

Identity, Registration & Consent Management
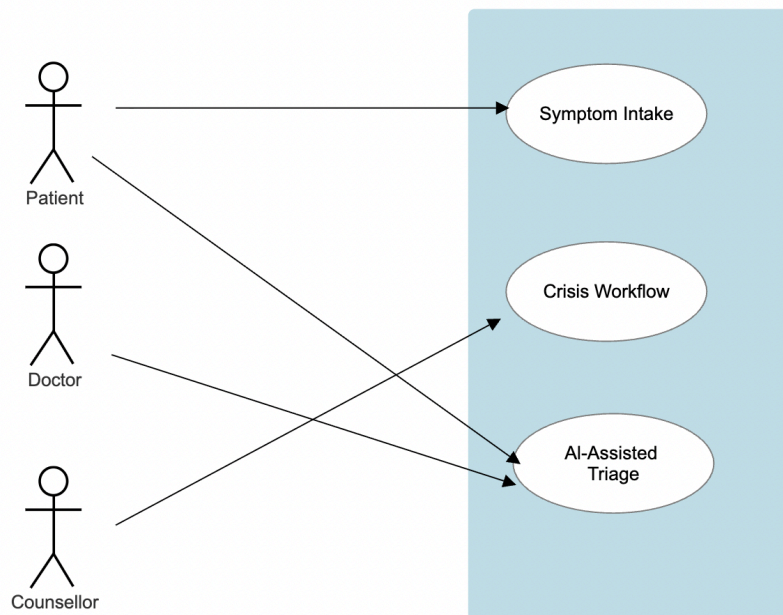

2. Intake, Triage & Risk Management

Actors: Patient, CHW, Doctor, Counsellor, Triage Engine
 Use Cases:

- Symptom Intake (physical/mental)

- AI-Assisted Triage (Human approval required)

- Crisis Workflow (suicidal/self-harm escalation)
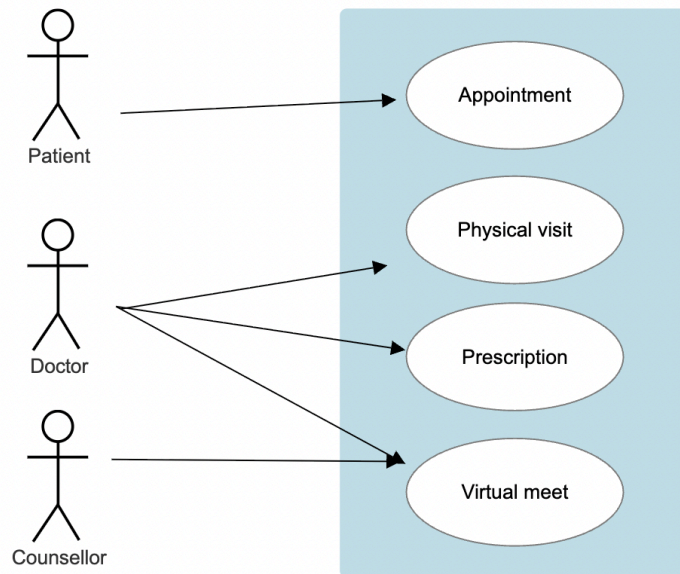
Intake, Triage & Risk Management

3. Scheduling & Teleconsultation Management

Actors: Patient, Doctor, Counsellor
Use Cases:

- Appointment Booking (book, reschedule, cancel)

- Virtual Consult (video/audio/IVR fallback)

- E-Prescription & Care Plan
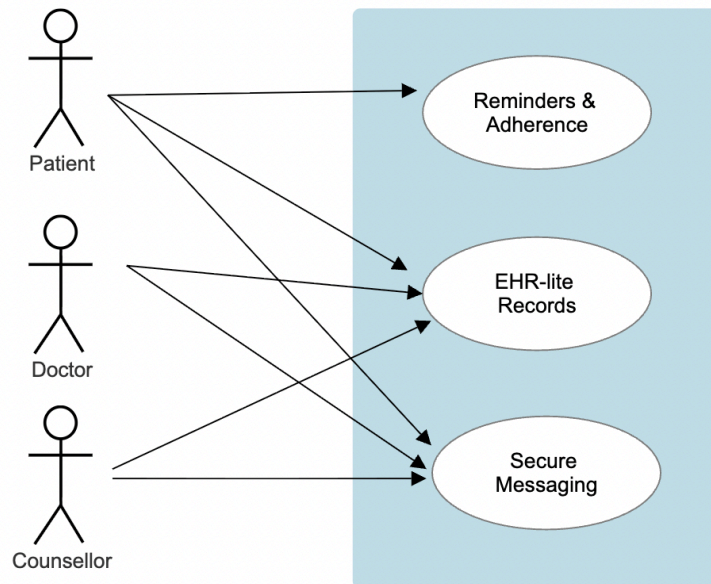
Scheduling & Teleconsultation Management

4. Records, Messaging & Follow-ups Management

Actors: Patient, Doctor, Counsellor, CHW
 Use Cases:

- EHR-lite Records (timeline of visits, screenings, prescriptions)

- Secure Messaging (encrypted chat)

- Reminders & Adherence (medication/therapy reminders)
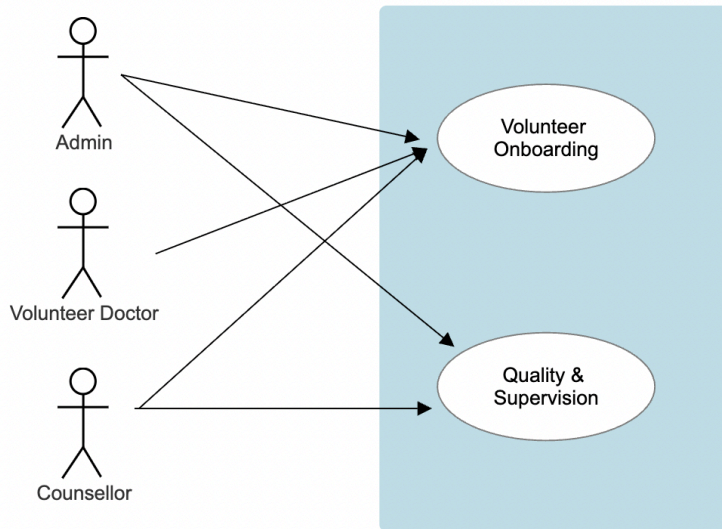
Records, Messaging & Follow-ups Management

5. Volunteer & Workforce Management

Actors: Admin, Volunteer Doctor, Counsellor
 Use Cases:

- Volunteer Onboarding (license verification, availability)

- Quality & Supervision (case review, feedback, escalation)

Volunteer & Workforce Management

6. Admin, Audit & Analytics Management

Actors: Admin, Partner (read-only)
 Use Cases:

- Admin Console (manage users, roles, content)

- Metrics & Dashboards (utilization, referral outcomes)

- Audit Trails (tamper-proof logs, compliance reporting)

Admin, Audit & Analytics Management