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| **Use Case Name:** | **Login, Register, and account management** |
| **Scenario:** | User wants to register an account  User wants to log into their account |
| **Triggering Events:** | Patient clicks the register button  Patient/Admin/Front Desk Staff/ Accounting/ Doctor clicks on the login button |
| **Brief Description:** | Patient/Admin/Front Desk Staff/ Accounting/ Doctor use to register  Patient/Admin/Front Desk Staff/ Accounting/ Doctor use to login |
| **Actors:** | Patient/Admin/Front Desk Staff/ Accounting/ Doctor |
| **Related use case:** | Login |
| **Stakeholders:** | Patient/Admin/Front Desk Staff/ Accounting/ Doctor |
| **Preconditions:** | User must install the application to login  If the user is a patient, they must register for an account  Admin uses the default/set password  Front desk staff/ Accounting/ Doctor registration can only be done with an Admin account  User must have login credentials to log into the system |
| **Postconditions:** | Upon registration, users can log in using their account credentials  Display success/error message |
| **Flow of Activities:** | **Actor System**   1. Patient registers an account 1.1 The system verifies its user details 2. Patient/ Admin/ Front desk staff/ Accounting/ Doctor 2.1 The system redirects the user to the   installs and opens the application for account login respective login page   1. Patient/ Admin/ Front desk staff/ Accounting/ Doctor 3.1 The system verifies the login credentials of the installs and opens the application to input the login credentials user 2. Patient clicks forgot password 4.1 The system notifies front desk staff and admin   to change the patients’ password   1. Customer inputs their phone number and enters 5.1 The staff sends them a link to change password 2. Customer inputs and confirms their new password 6.1 The system redirects to the login page |
| **Exception Conditions:** | * 1. If user fails to provide valid credentials, they are prompted with an error message and redirected to the register page   3.1 If user fails to provide valid login credentials, they are prompted with an error message and redirected to the login page  with a forgot password button  6.1 If user fails to confirm password, they are prompted to enter and confirm their new password again |
| **Use Case Name:** | **Join Queue** |
| **Scenario:** | User wants to setup an appointment |
| **Triggering Events:** | Patient clicks the get a number button |
| **Brief Description:** | Patient/Admin/Front Desk Staff/ Accounting/ Doctor use to set an appointment |
| **Actors:** | Patient |
| **Related use case:** | Join Queue |
| **Stakeholders:** | Patient/Admin/Front Desk Staff/ Accounting/ Doctor |
| **Preconditions:** | User must be logged into their account to get a number |
| **Postconditions:** | Upon getting a number, they must wait in queue for their turn  Display success/error message |
| **Flow of Activities:** | **Actor System**   1. Patient logs in to their account 1.1 The system verifies user credentials 2. Patient selects “get a number” 2.1 The system gives them a number   2.2 The system updates the queue   1. Patient visits the clinic and checks in 3.1 The system removes them from the queue |
| **Exception Conditions:** | * 1. If user fails to provide valid credentials, they are prompted with an error message and redirected to the login page   3.1 If user fails to check in before their preferred time, the system would automatically remove them from queue |

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| **Use Case Name:** | **View Current number** |
| **Scenario:** | User wants to view the current queue |
| **Triggering Events:** | Patient opens the app and views the current number being served |
| **Brief Description:** | Patient views the current number being served to know their queue number and wait time |
| **Actors:** | Patient |
| **Related use case:** | View current number |
| **Stakeholders:** | Patient/Admin/Front Desk Staff/ Accounting/ Doctor |
| **Preconditions:** | User must have installed the app, logged into their account to view the current number being served |
| **Postconditions:** | They must wait in queue for their turn  Display success/error message |
| **Flow of Activities:** | **Actor System**   1. Patient logs in to their account 1.1 The system verifies user credentials 2. Patient views “Current number being served” 2.1 The system shows the number being served   2.2 The system updates the queue whenever a  patient is done being served |
| **Exception Conditions:** | * 1. If user fails to provide valid credentials, they are prompted with an error message and redirected to the login page |

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| **Use Case Name:** | **View Queueing** |
| **Scenario:** | User wants to view the current queue |
| **Triggering Events:** | Front desk staff opens the app to view the patient queue |
| **Brief Description:** | Front desk staff views the patient queue for the current day |
| **Actors:** | Front desk staff |
| **Related use case:** | View queueing |
| **Stakeholders:** | Patient/Admin/Front Desk Staff/ Accounting/ Doctor |
| **Preconditions:** | User must have installed the app, and logged into their account to view the queue |
| **Postconditions:** | Display success/error message |
| **Flow of Activities:** | **Actor System**   1. Front desk staff logs in to their account 1.1 The system verifies user credentials 2. Front desk staff views the patient queue 2.1 The system shows the queue   2.2 The system updates the queue whenever a  patient is done being served |
| **Exception Conditions:** | * 1. If user fails to provide valid credentials, they are prompted with an error message and redirected to the login page |

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| **Use Case Name:** | **Access Patient Records** |
| **Scenario:** | User wants to view the patient record |
| **Triggering Events:** | Doctor wants to access patient records by searching for the specified patient |
| **Brief Description:** | Doctor wants to view patient records and use the information for planning their treatment and what they should do next |
| **Actors:** | Doctor |
| **Related use case:** | View Patient Records |
| **Stakeholders:** | Patient/Admin/Front Desk Staff/ Accounting/ Doctor |
| **Preconditions:** | User must have installed the app, and logged into their account to view the patient records |
| **Postconditions:** | Display success/error message |
| **Flow of Activities:** | **Actor System**   1. Doctor logs in to their account 1.1 The system verifies user credentials 2. Doctor searches the patient record 2.1 The system shows relevant results 3. Doctor selects a specific patient 3.1 The system loads the selected patient 4. Doctor selects patient record 4.1 The system loads the patient record |
| **Exception Conditions:** | * 1. If user fails to provide valid credentials, they are prompted with an error message and redirected to the login page   4.1 If patient is new, the system will show no past records |

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| **Use Case Name:** | **Access Payment Records** |
| **Scenario:** | User wants to view the payment records |
| **Triggering Events:** | Doctor would be redirected to payment details page after operation to enter their name and cost of operation to be forwarded to accounting |
| **Brief Description:** | Doctor would enter their name and the cost of their operation to forward it to the accounting department wherein the patient can pay |
| **Actors:** | Doctor/ Accounting/ Patient |
| **Related use case:** | Access Payment Records |
| **Stakeholders:** | Patient/Admin/Front Desk Staff/ Accounting/ Doctor |
| **Preconditions:** | User must have installed the app, and logged into their account to view the payment records  User must have finished an operation/procedure  User must enter their name and cost of operation |
| **Postconditions:** | Payment must be forwarded to accounting and to be paid by the patient  Display success/error message |
| **Flow of Activities:** | **Actor System**   1. Doctor logs in to their account 1.1 The system verifies user credentials 2. Doctor enters their name and cost of operation 2.1 The system shows a confirmation prompt of the details    1. The system forwards it to the accounting department 3. Accounting searches patient payment record 3.1 The system shows relevant results 4. Accounting informs patient of the cost 4.1 The system shows the breakdown and total cost 5. Patient pays the cost of operation 6. Accounting records it to system 6.1 The system updates the balance of the patient |
| **Exception Conditions:** | * 1. If user fails to provide valid credentials, they are prompted with an error message and redirected to the login page   2.1 If doctor fails to confirm prompt, it would not be forwarded and prompted to re-enter details |

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| **Use Case Name:** | **Update Doctor Schedule** |
| **Scenario:** | User wants to update the doctors’ scheduler |
| **Triggering Events:** | Front desk staff would change the schedule of doctors each day and set a limit for how many patients each doctor can serve |
| **Brief Description:** | Front desk staff can open the schedule for each day and add or remove a certain doctor. She can also change the number of patients for a specific doctor. |
| **Actors:** | Front desk staff |
| **Related use case:** | Update Doctor Schedule |
| **Stakeholders:** | Patient/Admin/Front Desk Staff/ Accounting/ Doctor |
| **Preconditions:** | User must have installed the app, and logged into their account to update the doctors schedule  User must consult with doctors and admin to change details |
| **Postconditions:** | Display success/error message |
| **Flow of Activities:** | **Actor System**  1. Front desk staff logs in to their account 1.1 The system verifies user credentials  2. Front desk staff consults with doctor and admin  3. Front desk staff opens doctors’ schedule 3.1 The system shows the doctors’ schedule  4. Front desk staff changes the doctor’s schedule 4.1 The system updates the calendar to the new schedule  5. Front desk staff sets the patient limit for each doctor 5.1 The system updates the doctor appointment limit |
| **Exception Conditions:** | * 1. If user fails to provide valid credentials, they are prompted with an error message and redirected to the login page   2. If user is not given information or orders, then they are not allowed to change any details about the schedule or limit |

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| **Use Case Name:** | **View Dashboard Reports** |
| **Scenario:** | User wants to view the dashboard’s daily or weekly reports |
| **Triggering Events:** | User opens their account and view the daily or weekly reports in the dashboard |
| **Brief Description:** | Admin/owner logs in to view the default report and summary insights in their homepage |
| **Actors:** | Admin/Owner |
| **Related use case:** | View Dashboard Reports |
| **Stakeholders:** | Patient/Admin/Front Desk Staff/ Accounting/ Doctor |
| **Preconditions:** | User must have installed the app, and logged into their account to view the insights |
| **Postconditions:** | Display success/error message |
| **Flow of Activities:** | **Actor System**  1. Admin logs in to their account 1.1 The system verifies user credentials  2. Admin views the daily and weekly insights 2.1 The system displays it in the homepage |
| **Exception Conditions:** | * 1. If user fails to provide valid credentials, they are prompted with an error message and redirected to the login page |