1. Brief Format Use Case

**Login** – Patient will enter their email address and password in the login page after they register for an account, on the other hand, the employees will use the credentials given by the owner. After that, the system would verify if the credentials entered are valid and existing and the user will be redirected to their respective home page.

**Access Patient Records** – Doctors will use search function to find a patient’s information using their name as query. Matching results will be shown with additional information below the name such as birthday, address and contact number to help in verifying patient’s identity. Doctor will then be able to access that patient’s medical record such as medical procedures, teeth model and x-ray files. The doctor can add, view, and modify details on patient records accordingly.

**Access Payment Records** – Once the operation/procedure was done, the doctor will be redirected to payment details page where he can enter the name and cost of operation. The record will be inserted to the payment record of the patient. He will go to the accounting where his record will be searched, and the accounting staff will enter the actual payment he paid, and the system will automatically compute for the summary of his account statement.

**Update Doctor Schedule** – 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. (This doctor schedule will be the basis of the virtual numbers that will be released for a certain day.)

**View Queueing** – A patient arrives at the clinic showing his QR code. The front desk staff will ask for and ID and verify if the patient’s name was the one in the queueing list. The patient will wait until his number is called and he will be entertained by a doctor.

**Join Queue** – When a patient was logged in in the system he can get a number for the current day. He will select services, confirm his information, and save a QR code that is a proof of his standing in the queue. His information will then be added to the queue list.

**View Current Number** – Once a patient secured a number, he can continuously monitor the current number that has the latest time it was updated. The patient will then be able to estimate if he will come to the clinic already with his considerations by himself.

**View Dashboard Reports**- When the owner logged in, he can see in his homepage the dashboard with its default report and summary insights. He can also use filter to see insights in different ways.

1. Casual Format Use Case

**Login** – Patient will enter their email address and password in the login page after they register for an account, on the other hand, the employees will use the credentials given by the owner. After that, the system would verify if the credentials entered are valid and existing and the user will be redirected to their respective home page.

*Alternate Scenario*: If the user inputted an incorrect email address or password. The application will return to the log in page. And it will give the user a message “incorrect password or email please try again” and will show account recovery options.

*Alternate Scenario*: If the user input correct email address and password but not redirected to the homepage of the application. The user must contact clinic for support.

**Access Patient Records** – Doctors will use search function to find a patient’s information using their name as query. Matching results will be shown with additional information below the name such as birthday, address and contact number to help in verifying patient’s identity. Doctor will then be able to access that patient’s medical record such as medical procedures, teeth model and x-ray files. The doctor can add, view, and modify details on patient records accordingly.

*Alternate Scenario*: If the doctor refers to a medical procedure done previously, he can ask the doctor who made it as the name of the one who insert a specific record will be found in the end of the column.

*Alternate Scenario*: If the mistakenly uploaded a file it can be deleted but the owner can still see what file has been deleted and who made that record.

**Access Payment Records** – Once the operation/procedure was done, the doctor will be redirected to payment details page where he can enter the name and cost of operation. The record will be inserted to the payment record of the patient. He will go to the accounting where his record will be searched, and the accounting staff will enter the actual payment he paid, and the system will automatically compute for the summary of his account statement.

*Alternate Scenario*: If the doctors input a payment record but the accounting staff cannot see it on her end. The accounting staff must refresh the application.

*Alternate Scenario*: If a doctor inputted an incorrect amount the front-desk/accounting staff will notify the doctor.

**Update Doctor Schedule** – 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. (This doctor schedule will be the basis of the virtual numbers that will be released for a certain day.)

*Alternate Scenario*: If a doctor had pulled his schedule outside working hours, he can inform the owner so that he can modify the doctor’s schedule even at home.

**View Queueing** – A patient arrives at the clinic showing his QR code. The front desk staff will ask for and ID and verify if the patient’s name was the one in the queueing list. The patient will wait until his number is called and he will be entertained by a doctor.

*Alternate Scenario*: If the patient gets a number but their names are not in the queueing list the front-desk staff will refresh the application.

*Alternate Scenario*: If same number appears on the same patient, their QR code will be scanned, if both are valid as generated by the system, the front desk staff can just opt to insert the other patient in the queue.

**Join Queue** – When a patient was logged in in the system he can get a number for the current day. He will select services, confirm his information, and save a QR code that is a proof of his standing in the queue. His information will then be added to the queue list.

*Alternate Scenario*: If the patient’s internet connection was lost during this transaction and he haven’t reached the generating of QR code, the number will become available, and he have to start again.

*Alternate Scenario*: If there’s no available virtual numbers for the day, message will pop up saying “Sorry, there’s no available number for today, please try again tomorrow.”

**View Current Number** – Once a patient secured a number, he can continuously monitor the current number that has the latest time it was updated. The patient will then be able to estimate if he will come to the clinic already with his considerations by himself.

*Alternate Scenario*: If the patient closes the app, or loses an internet connection, an SMS will be sent through him when he is near the current number and asking him to come to the clinic already.

*Alternate Scenario*: If the latest time is not the same to the current time, the patient can refresh it and see the latest current number again.

**View Dashboard Reports**- When the owner logged in, he can see in his homepage the dashboard with its default report and summary insights. He can also use filter to see insights in different ways.

*Alternate Scenario*: If the dashboard is not showing any reports, he may refresh it as connection to the database may be interrupted.