

User Story on “Order Medicine”

Card:

As a : Patient

I want : To order prescribed and over-the-counter medicines directly from the app

So that: I can receive medications at home without visiting a pharmacy

Conversation (Short):

1. Patient navigates to “Order Medicine” from the dashboard.
2. The system shows a list of third-party platforms (e.g., Medex, Aroggo).
3. Patient selects a platform to continue.
4. Redirected or integrated view of the chosen platform opens.
5. Patient can browse, search, and order medicines via the selected platform.
6. Confirmation and delivery are managed by the third-party provider.

Confirmation:

Success:

1. Third-party platform loads correctly from the app.
2. Patient can navigate and order medicines without errors.
3. Platform provides order confirmation and delivery details.
4. Patient successfully completes the medicine order process.

Failure:

1. Third-party platform not reachable → displays: “Service temporarily unavailable”.
2. No internet → shows: “Cannot connect – check your connection”.
3. Unauthorized access → non-logged-in user redirected to login.
4. Session expired → requires re-login before proceeding.
5. Invalid redirection → app shows: “Unable to load platform – try again later”.
6. Backend (Express) down → displays: “Service unavailable – try later”.