

User Story on “Patient Appointments”

Card:

As a : Patient

I want : To search, manage and view my appointments with doctors

So that: I can receive timely medical consultations and keep track of my healthcare schedule

Conversation:

1. The patient can search for doctors by **specialty, language, availability, rating, or consultation fee.**
2. The system displays available time slots based on the doctor's schedule.
3. The patient can select a time slot and book an appointment.
4. Once booked, the appointment appears in the patient's **dashboard under appointment section list** and a calendar view.
5. The patient can view appointment details (doctor name, specialty, date, time, status, mode of consultation).
6. The system sends **push and email notifications** for appointment reminders.
7. The patient can **cancel or reschedule** appointments.
8. After the consultation, the appointment status changes to "**Completed**", and the prescription becomes available.
9. The UI uses **responsive cards or calendar integration** (Tailwind and figma) for easy interaction.
10. Authentication using Firebase ensures only logged-in patients can book appointments.

Confirmation:

Success

1. Patient can **search doctors** using filters (specialty, language, fee, rating).
2. Available time slots are displayed clearly (calendar/list view).
3. Patient can **select a slot and confirm the booking**.
4. **Payment is processed successfully** via online payment gateway through Bkash and Rocket.
5. Appointment is **saved in MongoDB** with correct status (Pending/Confirmed).
6. Patient is **redirected to dashboard**, where the new appointment appears.
7. **Push notification** (via Firebase) is sent for confirmation and reminders.
8. Appointment details are **accessible on desktop and mobile views**.
9. Doctor's profile includes **photo, name, specialty, fee, and availability**.
10. Booking is only allowed for **authenticated users** (Firebase Auth verified).

Failure

1. If **no role is selected or user is not logged in**, booking is blocked with prompt to log in.
2. **Invalid or expired session** prevents booking — user redirected to login.
3. If **selected time slot is no longer available**, system shows “Slot Unavailable” and refreshes options.
4. **Failed payment** results in booking cancellation and error message (“Payment failed – please try again”).
5. **Network error** during booking shows “Request failed – check connection” with retry option.
6. If **doctor profile data fails to load**, a loading error is displayed (“Doctor details unavailable”).
7. **No search results** show a friendly message: “No doctors found. Try adjusting your filters.”
8. **Unauthorized access** is blocked by backend middleware.
9. If **MongoDB or API is down**, a system maintenance message is shown.
10. After failed attempt, **no duplicate appointments** are created.