

## User Story on “Video Consultation (Patient & Doctor)”

### Card:

**As a** : Patient or Doctor

**I want** : To join a secure, real-time video call at the scheduled appointment time without requiring additional software

**So that:** I can conduct or receive a medical consultation remotely with clear audio/video and integrated tools

### Conversation:

1. At appointment time → both see “**Join Consultation**” button.
2. Clicking it → opens video call in browser.
3. Shows doctor/patient video (big screen + small preview).
4. Mic/Camera can be turned on/off.
5. Chat + file sharing works during call.
6. Doctor sees patient info + AI suggestions + “Prescription” button.
7. Doctor can generate prescription after call.
8. Either person clicks “**End Call**” → appointment becomes “**Completed**.”
9. Works smoothly on mobile, tablet, and desktop.

### Confirmation:

#### Success

1. Join consultation at scheduled time.
2. Video call loads instantly (browser, no plugin).
3. Clear local + remote video & audio.
4. Toggle mic/camera works.
5. Real-time chat works.
6. Doctor sees patient history + AI suggestions.
7. Doctor can issue prescription.
8. Call is secure (Twilio/WebRTC).
9. Appointment auto-updates → “Completed.”
10. Responsive UI (mobile + desktop).

#### Failure

1. Join too early → “Not yet available.”
2. Poor internet → “Low bandwidth” warning.
3. Blocked camera/mic → prompt to allow.
4. Video load fail → retry message.
5. Unauthorized → redirect to login.
6. Backend/Firebase down → “Service unavailable.”
7. No audio/video → troubleshooting tips.
8. Twilio/WebRTC fail → fallback error.
9. Page refresh → disconnect (must rejoin).
10. Expired session → forced re-login.