User Story on **"Live Chat"**

Card:

As a   **:** Patient or Doctor   **I want :** To send and receive real-time messages during and after consultations   **So that :** I can discuss symptoms, prescriptions, and follow-ups securely without needing a video call

Conversation:

1. After logging in, both patient and doctor can access the **chat section** from the sidebar (e.g., "Messages" or "Chat").
2. The user sees a list of **recent conversations** with avatars, names, and last message preview.
3. Clicking a chat opens a **real-time messaging interface** with a message input box and send button.
4. Users can send **text messages**, and optionally **share files** (e.g., lab reports, prescriptions) via upload.
5. Messages are **delivered instantly** and marked as "Sent" or "Delivered" with timestamps.

Confirmation:

Success

1. User can **open the chat panel** from the navigation sidebar.
2. List of **contacts/conversations loads correctly** (patients for doctor, assigned doctors for patient).
3. User can **type and send a message** – it appears instantly in the chat window.
4. Message is **received and displayed in real time** by the other party.
5. **File upload** (PDF, image) is supported with progress indication and preview.
6. Messages are **stored in database** (Firebase Firestore or MongoDB) with timestamps and user IDs.

Failure

1. If **user is not logged in**, access to chat is blocked – redirected to login.
2. **Sending message without text or file** shows a warning: "Cannot send empty message."
3. If **internet connection is lost**, message fails to send – shows "Not delivered" with retry option.
4. **Unauthorized access** (e.g., patient trying to message unrelated doctor) is blocked by backend middleware.
5. If **Firebase/MongoDB is down**, error message appears: "Chat service unavailable – please try later."