Oaktree Connect

/home-page: **I**ssues User' Ve faced

1.) while sign up as a new user no options given as what role user signing up {as a patient or/ practitioner..}? Only available in login button.

2.) after sign up on verification thank you page doesn't says where the code has been sent?{phone/email}

3.) User have to resend code to get verification code in registered email.

4.) By default a user sign up as a patient which is correct maybe from a patient perspective but there should be something to ask for as what role a user wants to sign up.

5.) at home page search bar user is not able to see selected all specialty/disorder/practitioner . However it shows only selected one type whether its specialty/disorder/practitioner.

6.) After selecting a practitioner directly from search bar if a user wants to change their practitioner , not able to click on another practitioner.

7.) After Login as patient in Dashboard there should be dropdown for searching practitioner or maybe it should suggest search via disorder if user already knows what problem or situation he/she has? And then from practitioner field user should be able to select a practitioner related their problem.

8.) In Dashboard without filling any details when user clicks on search it shows up last searched practitioner which should not happen.

9.) In search section, selecting a specialty and clicking on search it redirects to book appointment with a specialist connected practitioner.

[a.] if user is applying filters without changing specialty (selected in first page of search section) in search bar filters are not applying for search.

[b.] how would a user know after applying filter where to search?? Because filters are not showing in search bar or there is no search button has given for filters separately. {confusing process for user for first time using patient portal}

[c.] For applying filter user needs to delete previously selected specialty from search bar manually.

10.) For the first time it shows by default below 18 years

[a.] without applying any filter it should shows list of practitioners, but it doesn't.

[b.] After applying filter it(filters) doesn't shows up any result without hitting search button from search bar sitting up there.

11.) After searching for with 20+ years experience practitioner it shows below 20 years experience practitioners as well.

12.) After clicking on book appointments

[a.] user is not able to select next 2 dates for appointment

[b.] some other dates are also not displaying available slots.

13.) In schedular Past dates/days should be "Fade-off" or "De-activate" from current day/date.

14.) After book appointment user is not able to see quick their uploaded documents it's taking some time after selecting doc. Maybe there should be some loader to show a user their docs are getting uploaded or something else.

15.) After getting into payment mode in

[a.] {self-pay} while clicking on select "address" dropdown the pop-over is floating around page while scrolling.

[b.] {PMI} same issue with this payment method as well.