Person Walks-in to get info

# 1.0 Senario

This is the simplest scenario were a person Walks-in to a Center just to get information. The objective of this scenario is to register possible interest on the services offered by a healthcare Center that could be an Agency or Organization.

# 2.0 Actors

Participating actors include:

- Any random Person.

- A healthcare related Center, Agency, Organization or Facility were the person walked into.

- An Officer logged into the Center system.

# 3.0 Narrative

This event may be portrait with the following actions:

- An interested Person prompts a Center Officer and asks for information.

- The Officer answers the question as possible and prompts the Person for a possible email or phone call follow-up.

- If the person express interest in the follow-up service the Officer logs-in into the system and creates a contact record and notes as needed to detail the particular interest and details of their interaction.

- Automated notifications are offered to the Person based on their provided contact info, if the Person accepts to receive those a reference to the contact info is added to a distribution list.

## 3.1 Online Narrative

- A person visits the Center public website.

- The person performs a self-registration providing basic contact information (name, email, and/or phone number) and a note detailing their interest.

- Optionally, the Person may also self-register for automated notifications.

# 5.0 General Requirements

## 5.1 User Session Management

* Upon login, into the system and internally a corresponding time-limited "Session" is created.
* Associated with the Session a "Session\_ID" is created along with other relevant session information (see Application.Session).
* The session life is bounded by time or usage, a valid session is requested upon login, and it is closed and no longer valid after logout or the max session lifetime expires as configured.
* The session ID should be recorded during all database transactions done to any database object during the lifetime of the session (see the “Session\_Updated\_ID” column).
* It is possible that a (period-limited) Access-Token associated to the Officer is provided in the request and used to validate that the user is authorized to login (see Application.AccessToken).

# 4.0 Actions

Later after the Person walks-out to manage those registered Persons the following Actions may follow:

1. A group Manager login into the system (see 5.1 requirements).
2. A “Follow-Up” and pending configurable tasks list is presented to the manager that may include:
3. New Requests for Information.
4. Active Cases.
5. Cases near completion.
6. Must Call and follow-up persons.
7. Cases closed in last 60 days.