Person Walks-in to get information

# 1.0 Scenario

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* The session life is bounded by time or usage, a valid session is requested upon login, and it is closed and no longer valid after logout or the max session lifetime expires as configured.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).

## 5.2 Follow-Up List

* Follow-Up or Checklists should be available and presented to Managers, Officers, or Users to work through pending requests, follow-up tasks or other related actions (see sample list in 4.0 (2)). These lists help the Users to keep track of pending tasks, priorities, or as a reminder of things to do.
* Lists are configurable therefore, Managers or assigned Officer should be able to create, update or retire a list or items within a list.
* Within a list, Managers should be able to assign tasks to Officers.
* An Officer should be able to add or move items from a list to another as progress is made or as needed.

# 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 end-user that may include (see 5.2 requirements):
3. New Requests for Information (10).
4. Active Cases (35).
5. Cases near completion (5).
6. Must Call and follow-up persons (8).
7. Cases closed in last 60 days (12).

End-User selects the list to work on and in this Use Case “New Request for Information”.

1. The Manager will assign or delegate the request for information to an Officer or close the request as needed.