HOW-LATE.COM Interaction Scenarios

# Introduction

Here we will outline the scenarios which will cause interaction with the how-late.com system. The players are the patient, the practitioner (or doctor), and the administrator (surgery receptionist).

# Patient initiated

## New patient phones for appointment

A new patient phones for an appointment. The administrator asks for name and phone number details. If a mobile number is supplied, then the administrator asks whether the patient wishes to receive an invitation to how-late.com. If the patient is agreeable, the mobile number is entered and the invitation is sent via SMS. This SMS has a link which when pressed will a) bring up the lateness of the practitioner and any others associated with the patient’s mobile number as a web page, or b) take them to the app store for app download. Upon download they will enter a PIN provided in the SMS.

## Existing patient phones for appointment

As above, but administrator needs to have an idea of whether this patient has already received an invitation in order to not repeat the sell which would be annoying.

## Patient arrives at surgery

Patient arrives at surgery and sees how-late flyer displayed with QR code. Scans QR code and selects doctor from list. Patient receives an SMS invitation. Another possibility is they send an SMS to a given gold number quoting a PIN given on the flyer. In return they get a number back.

## Patient hears about how-late.com via advertising

Patient hears about the product via advertising. Patient phones surgery and asks for invitation. Administrator takes mobile number and sends invitation.

# Doctor initiated

## Doctor sees patient

If doctor is running late and the patient complains, doctor has the opportunity to offer an invitation to how-late.com. Doctor instructs patient to speak to administrator after the appointment.

## Doctor running increasingly late

Doctor is now running later than before. Doctor advises administrator who updates the system.

## Doctor running less late

Because of a cancellation or gaps in the schedule, the doctor has caught up a little. Doctor advises administrator who updates the system.

# Admin initiated

## Administrator checks in arrived patient

Administrator checks in arrived patient using practice software. A hook in the practice software makes an API call to how-late.com passing doctor ID, appointment time and real time. Lateness is calculated and updated. Requires a match on name of doctor or some shared ID. This feature is speculative.

## Administrator adds new doctor to surgery

Administrator creates doctor in practice software, and copies the unique ID or exact name to the copy buffer. Then they enter the doctor in the how-late.com system pasting the name into the name field and/or the unique ID into the cross-reference field provided.