

**Context of the environment:**

Once inside the hospital, a staff member directs visitors to a booth where, at the center, there is a tablet on which visitors will perform a number of actions. The tablet is equipped with a camera, and another camera is placed on the ceiling for security purposes. A folding seat is available for elderly visitors. The tablet automatically adjusts to the height of the user.

In each scenario, a person attempts to schedule an appointment with a hospital patient, but their approach varies. (A person attempting to schedule an appointment with a patient not found in the hospital's database will receive an error message.) The patient has the right to refuse the appointment offered to them.

**Scenario 1:**

A person named John Doe, who has no specific disabilities, will have the following interaction with the tablet. John searches for the name Sheldon Whooper, who is supposedly a patient of the hospital. Since Sheldon is indeed registered as a patient, John now has the option to book an appointment with the patient. He is required to provide his contact information, i.e., his name, first name, phone number, and proof of identity. For this, John must use a valid ID and place the card on the tablet for identification. John must also indicate his relationship with the patient. If the date selected by John Doe is not already booked and if everything is in order, and no issues occur during the process, a request for an appointment will be sent to the patient, who will then confirm whether or not the appointment will take place.

If necessary, a button to call a staff member is available on the tablet.

**Scenario 2:**

The visitor, Michel Bouchard, has one or more disabilities and wishes to book an appointment. Once the disability is identified, a hologram controlled by an AI will appear to assist the visitor in booking the appointment. In this case, several options are available to Michel Bouchard:

- If Michel Bouchard communicates using sign language (recognizing that sign language varies by country, we assume here that our system recognizes all variations), the camera will interpret his gestures, and the hologram will respond in sign language as well, continuing until the appointment booking process is complete.
- If the visitor is unable to physically interact with the tablet, he can directly speak to the tablet, and the hologram will respond verbally.
- If Michel Bouchard is blind, the tablet is equipped with a Braille mode. In this case, precise tactile points will appear at the bottom of the tablet, allowing the visitor to read the instructions for booking the appointment. Michel Bouchard can then state his appointment request and proceed with the rest of the process this way.

If the visitor wishes, he can ask the hologram to call a staff member to assist him with the process (especially for presenting an ID or registering contact details, etc.).

Once the appointment request is confirmed by both the patient and the hospital, the hospital will send the requester a summary containing the patient's name, the visitor's name, the date and time, and a QR code for the appointment.