**‘HealthMate AI’ - Use Cases**

**User Registration**

**Actors:** New User

Description: New users can initiate the registration process by providing essential information such as full name, date of birth, contact details (email, phone), and preferred communication methods (push notifications, emails). The system verifies the information and creates a secure user account.

**Profile Management:**

**Actors:** Registered User

Description: Registered users can access a comprehensive profile dashboard to manage personal information and preferences. The profile includes sections for medical history, allergies, current medications, and emergency contact details. Users can set notification preferences and customize the user interface for a personalized experience.

**Health Monitoring:**

**Actors:** Registered User

Description: Users can input and track various health metrics through an intuitive interface. Categories include post-operative symptoms, vital signs, medication adherence, and general well-being. The system provides visualizations and trends over time to help users monitor their health progress effectively. Users can receive reminders to input health data.

**Communication with AI:**

**Actors**: Registered User

Description: Users can communicate directly with the AI using natural language processing (NLP). They can describe symptoms, ask questions, and even send images for assessment. The AI responds promptly, offering clear explanations and providing relevant information or recommendations based on the user's input.

**AI Recommendations:**

**Actors:** Registered User

Description: The AI module analyzes user input, health data, and historical information to generate personalized recommendations. Recommendations may include suggested actions, lifestyle changes, or alerts for potential health issues. The AI's reasoning process is transparent, and users can view detailed explanations behind each recommendation.

**Appointment Scheduling:**

**Actors:** Registered User, Healthcare Professional

Description: Users can schedule appointments with healthcare professionals directly through the application. The system offers a user-friendly interface, allowing users to view available time slots, book appointments, and receive confirmation. Features include appointment reminders, rescheduling options, and a history of past appointments.

**Hospital Administration:**

**Actors:** Hospital Administrator

Description: Hospital administrators can oversee the implementation and use of the HealthMate AI application within the hospital. They may provide input on system requirements, monitor usage, and ensure alignment with hospital policies.

**Healthcare Providers:**

**Actors:** Healthcare Providers

Description: Healthcare providers (doctors, nurses, etc.) utilize the application for appointment scheduling, viewing patient data, and providing recommendations. They interact with patient health information to deliver personalized healthcare services.

**IT Team:**

**Actors:** IT Team

Description: The IT team manages the technical aspects of the HealthMate AI system, including development, deployment, and maintenance. They implement system updates, ensure data security, and address technical issues.

**Sales and Marketing Team:**

**Actors:** Sales & Marketing

Description: The sales and marketing team promotes the HealthMate AI application, engages with potential users, and contributes to user acquisition. They provide insights on user needs, feedback from the market, and contribute to the application's market positioning.

**Customer Support:**

**Actors:** Customer Support

Description: Customer support provides assistance to users, addressing queries, issues, and ensuring a positive user experience. They respond to user inquiries, resolve issues, and provide feedback to the IT team.

**Individuals (Non-Patients):**

**Actors:** Individuals

Description: Individuals who are not currently patients but use the application for general health inquiries. They may communicate with the AI, schedule appointments, and use the application for health-related information.

**Regulatory Authorities:**

**Actors**: Regulatory Authorities

Description: Regulatory authorities ensure that the HealthMate AI application complies with relevant healthcare regulations and standards. They may provide guidelines and conduct assessments to ensure legal and ethical use.

**Developers:**

**Actors:** Developers

Description: The development team is responsible for designing, developing, and maintaining the HealthMate AI application. They implement system updates, address technical issues, and collaborate with stakeholders.

**Healthcare Policy Maker:**

**Actors:** Healthcare Policy Maker

Description: Healthcare policy makers influence healthcare policies and regulations, contributing to the broader healthcare ecosystem. They may provide insights on policy alignment, compliance, and potential impacts on healthcare services.