Health Appointment Management System – User Stories

COMP1531 – S2 2018

Team Name: W13Bros

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Key:

Priority: 1 = most important → 5 = least important

Story Points: 1 story point = 2.5hrs

Assumptions:

- Patients can only book a finite amount of time in advance (dependent on implementation)
- Past appointments are only displayed up to 3 months back (initial assumption to simplify implementation early on).
- User's do not get automatically logged out of the system.
- Searches can only be conducted for one search area (e.g. patients can't search for services at a certain location, they must do one or the other)

Epic Story ES1:

As a patient, I want to search for Health Care Providers or Centres and book an appointment, so that I can get professional advice for my health.

ID	US1.1
Name	*Search for Health Care Centres*

User Story Description: As a patient, I want to be able to search for health care centres by name or suburb, so that I can find a centre close by or a specific centre I had in mind.

Acceptance Criteria:
- A patient can search either by name or location, but not both.
- Perform a string match for a health care centre by name and display all <u>exact</u> matches.
- Perform a string match for a health care centre by name and display all <u>near</u> exact matches (prefix match).
- Perform a string match for centre location and display all exact and near matches (prefix match)
- Search results should be displayed as a list, with each list entry showing the name, suburb, services, and average rating of the health care centre.
- Each health care centre name contains a hyperlink to the profile page of the corresponding health care centre.
- If there are no search results, a "No Results Found" message should be displayed to the user.

Estimate	4 story points	**Priority**	1

ID	US1.2
Name	*Search for Health Care Service*

User Story Description: As a patient, I want to be able to search for health care providers by service, so that I can find a provider that is specialised in my area of treatment.

Acceptance Criteria:
- Display 'Search results for x', where x is the service
- Patients can select service from the displayed selection.
- Search results are displayed as a list of every health care provider that provides the selected service.
- Each list entry
- Search results should be displayed as a list, with each list entry showing the name, health care centre, and average rating of the health care centre.
- Search results contain a hyperlink to each healthcare providers profile.
- If there are no search results, a "No Results Found" message should be displayed to the user.

Estimate	4 story points	**Priority**	1

ID	US1.3
Name	*Search for Health Care Provider*

User Story Description: As a patient, I want to be able to search for a health care provider by name, so that I can find a specific provider that I may have had in the past or from a referral.

Acceptance Criteria:
- Display 'Search results for x', where x is the search string
- Perform a string match for health care providers by name, displaying all exact matches and near matches (prefix match)
- Search results should be displayed as a list, with each entry showing the health care providers name, average rating and service
- Each list entry should contain a hyperlink to the corresponding providers profile
- If there are no search results, a "No Results Found" message should be displayed to the user.

Estimate	2 story points	**Priority**	1

ID	US1.4
Name	*View Health Care Provider Profile*

User Story Description: As a patient, I want to be able to view a health care provider's profile, so that I can learn about them and make an informed decision on whether to book an appointment with them.

Acceptance Criteria:
- The profile page should display the name, specialty, provider number, rating, and the centres that the Provider is working at along with their working hours at these centres.
- There should be hyperlinks to each of the centres that the provider works at that you can click on and navigate to their respective health care centre profile page.
- If any of the above information is missing, the text "Error: Information Missing" should be displayed to the user in place of the missing information.
- Next to each centre that the provider is affiliated with, there is a button to book an appointment with that centre.

Estimate	4 story points	**Priority**	1

ID	US1.5
Name	*View Health Care Centre Profile*

User Story Description:
As a patient, I want to be able to view a health care centre's profile, so that I can learn about them and make an informed decision on whether to visit this centre for medical advice.

Acceptance Criteria:
- The profile page should display the health care centre's name, location and rating.
- There should be a list of all providers that work at the centre displayed, categorized by service they provide
- Each provider has hyperlinks that will navigate to their provider profile (See US1.4 above).
- If any of the above information is missing, the text "Error: Information Missing" should be displayed to the user in place of the missing information.
- Next to each provider that the centre is affiliated with, there is a button to book an appointment with that provider.

Estimate	4 story points	Priority	1

ID	US1.6
Name	*Book an Appointment*

User Story Description: As a patient, I want to be able to book an appointment with a healthcare provider at a specified healthcare centre, so that I can seek medical treatment.

Acceptance Criteria:
- Accessed by selecting "book" button on either a health care centre or health care provider's profile page
- Booking page displays information about provider and centre such as name, location, service, opening hours, average rating.
- User is prompted to choose a date, and then a time by choosing from a selection list of available time slots, each 30 min long.
- Only available times are shown to the user so they cannot book outside of opening hours or double book
- User has to select a date in the future, and can only book up to 6 months in the future (this is an initial assumption)
- Patient is prompted to optionally enter brief reason for visit via a text entry box.
- Patient presses a button to finalise booking. If successful, page displays a "Booking successful" message
- If there are no available times, display "no available times"

Estimate	4 story points	Priority	1

Epic Story ES2:

As a user, I want to be able to manage my profile page, to keep myself and others interacting with me through the medical system informed of my accurate personal details.

ID	US2.1		
Name	*View Past appointments (patient)*		
User Story Description: As a patient, I want to be able to view my past appointments, so that I can review my medical diagnosis and treatments and refer to past advice. **Acceptance Criteria:** • Displays chronological list (starting with most recent) of appointments the patient has had with any healthcare provider. • List displays past appointments in the last 3 months (This is an initial assumption) • Each list entry displays appointment date/time, healthcare centre, healthcare provider name • The healthcare centre names contain hyperlinks to their profiles • The healthcare provider names contain hyperlinks to their profiles • If there are no past appointments, "No past Appointments" will be displayed			
Estimate	5 story points	**Priority**	4

ID	US2.2		
Name	*View Upcoming appointments (patient)*		
User Story Description: As a patient, I want to be able to view a list of my upcoming appointments, so I can be reminded when these are on and can manage my time accordingly **Acceptance Criteria:** • Accessing upcoming appointments from profile should display a new webpage • Upcoming and previous appointments are on the same web page, but different tabs. • Displays list of upcoming appointments in chronological order - starting with nearest appointment to current date • List displays appointment date/time, appt location (Centre), and provider name • The healthcare centre names contain hyperlinks to their profiles • The healthcare provider's names contain hyperlinks to their profiles - if the profile doesn't exist, the hyperlink is disabled • Updates automatically as new appointments are booked • If no appointments are upcoming, displays "no upcoming appointments"			
Estimate	4 story points	**Priority**	2

ID	US2.3
Name	*Update Profile*

User Story Description: As a user, I want to be able to update my profile so that my personal details remain accurate and I can be easily contactable

Acceptance Criteria:
- Selecting edit profile allows the user to edit fields for name, phone number, email, Medicare number (if they're a patient) or Provider number (if they're a healthcare provider)
- A patient can edit these details on their profile through an "Edit Profile" option displayed on their profile page.
- The patient can save any changes to their name, phone number, email or Medicare card number by selecting a "Save" option when in the edit profile mode. If save is not selected, the details are not updated.
- If the user exits the page when in edit mode without saving, a pop up window will display a confirmation message to ensure they don't want to save their changes.

Estimate	3 story points	**Priority**	4

ID	US2.4
Name	*Give Rating*

User Story Description: As a patient, I want to be able to rate Health Care Centres and Providers, so that other users are informed of the quality of service and can make decisions regarding their health appropriately.

Acceptance Criteria:
- Display the average rating of the Centre or Provider on their profile page.
- Separately display the patient's rating if they have previously provided one or no rating if they haven't.
- Allow the patient to alter their rating (or provide their first rating) by indicating their satisfaction on a scale of 1-5 (whole numbers only).
- Clicking "Save rating" will submit the patient's rating into the system.
- If patient leaves pages without pressing "Save rating" the rating entered won't submit.
- After a patient enters a new rating, the average rating is recalculated and the new value is displayed on the profile page.

Estimate	2 story points	**Priority**	4

ID	US2.5
Name	*View Past Appointments (Provider)*

User Story Description:
As a provider, I want to be able to view my past appointments, so I can track/remember past patients and view previous advice I have given

Acceptance Criteria:
- Accessing "past appointments" should display a new page
- Web page should display Chronological list of appointments that have been completed - starting with most recent
- Displays appointments within the past 3 months
- List displays appointment date/time, appt location, and patient name
- If no past appointments exist, display message "No past appointments"
- Only shows appointments that are associated with that provider
- Each list entry contains link to view/edit appt notes
- Patient's name should contain a hyperlink to redirect to patient's profile page (separate implementation, but must have capacity to be able to do that)

Estimate	5 story points	**Priority**	3

ID	US2.6
Name	*View Upcoming Appointments (Provider)*

User Story Description: As a healthcare provider, I want to be able to view upcoming appointments so I can plan my time efficiently and prepare accordingly

Acceptance Criteria:
- Accessing upcoming appointments should display a new webpage
- Displays list of upcoming appointments in chronological order - starting with nearest appointment to current date
- List displays appointment date/time, appt location (Centre), and patient name
- Updates automatically as new appointments are booked
- Only shows appointments that are associated with that particular provider
- If no appointments are upcoming, displays "no upcoming appointments"
- Patients name will contain a hyperlink to redirect to patient's profile page - if no profile exists, no hyperlink option should exist

Estimate	4 story points	**Priority**	2

ID	US2.7
Name	*Access Notes and Medication (user)*

User Story Description: As a user, I want to be able to access the notes and medication prescribed for a current appointment so that I remember and track previous visits in detail to manage my own/the patient's health

Acceptance Criteria:
- Accessed through clicking on a particular appointment in a user's appointment history
- Appointment page shows appointment time/date, patient name, provider name, notes taken and medication assigned
- If user is a patient, then they can only view the page, no editing can be done
- If a healthcare provider is viewing the page, they are able to add text entries (in text boxes) for the notes and medication fields. Everything else is view only
- Health care providers can submit notes by selecting submit button at the bottom of the page, which saves the notes to the appointment page
- If there are no notes or medications, the fields will remain blank and display "no notes/no medication"
- Once submitted, appointment notes/medication can be seen from patient history (accessed through patient's profile)

Estimate	4 story points	**Priority**	3

Epic Story ES3:

As a user, I want to log-in with a username and password, so I can keep my account secure

ID	US3.1
Name	*Successful Login*

User Story Description: As a user, I want to be able to log into the system with a correct email and password, so that I can securely view my profile.

Acceptance Criteria:
- After entering a correct email and password, the home page is displayed
- Closing the tab doesn't log user out automatically
- If an incorrect or non-registered email or password is entered, an error message is displayed

Estimate	2 story points	**Priority**	1

ID	US3.2
Name	*Password Reset*

User Story Description: As a user, I want to be able to reset my password if login fails, so that I can access my page even if my password is forgotten.

Acceptance Criteria:
- An option to reset password is displayed after an incorrect login attempt is made
- Reset by entering email address which sends a link to that address to reset password
- Through this link, entering a new password updates the user's password

Estimate	3 story points	**Priority**	5

ID	US3.3
Name	*Login Lockout*

User Story Description: As a system manager, I want to lock users out of the system after 3 incorrect login attempts.

Acceptance Criteria:
- After 3 failed attempts, a message is displayed to the user that they are locked out
- Username and password fields are disabled

Estimate	2 story points	**Priority**	5