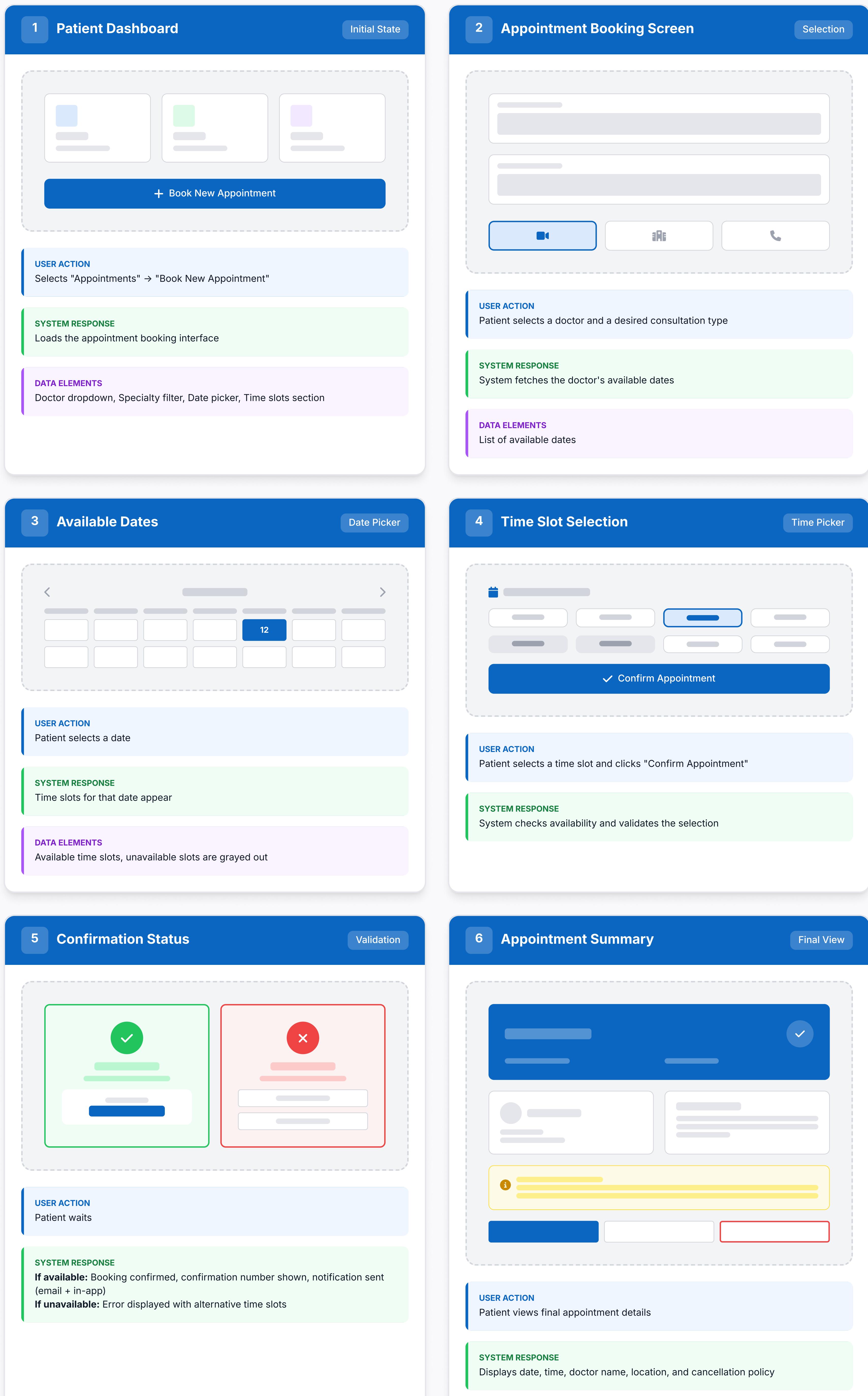




Book Appointment - User Flow Storyboard

Patient journey from dashboard to appointment confirmation



Storyboard Legend

User Action
Actions performed by the patient

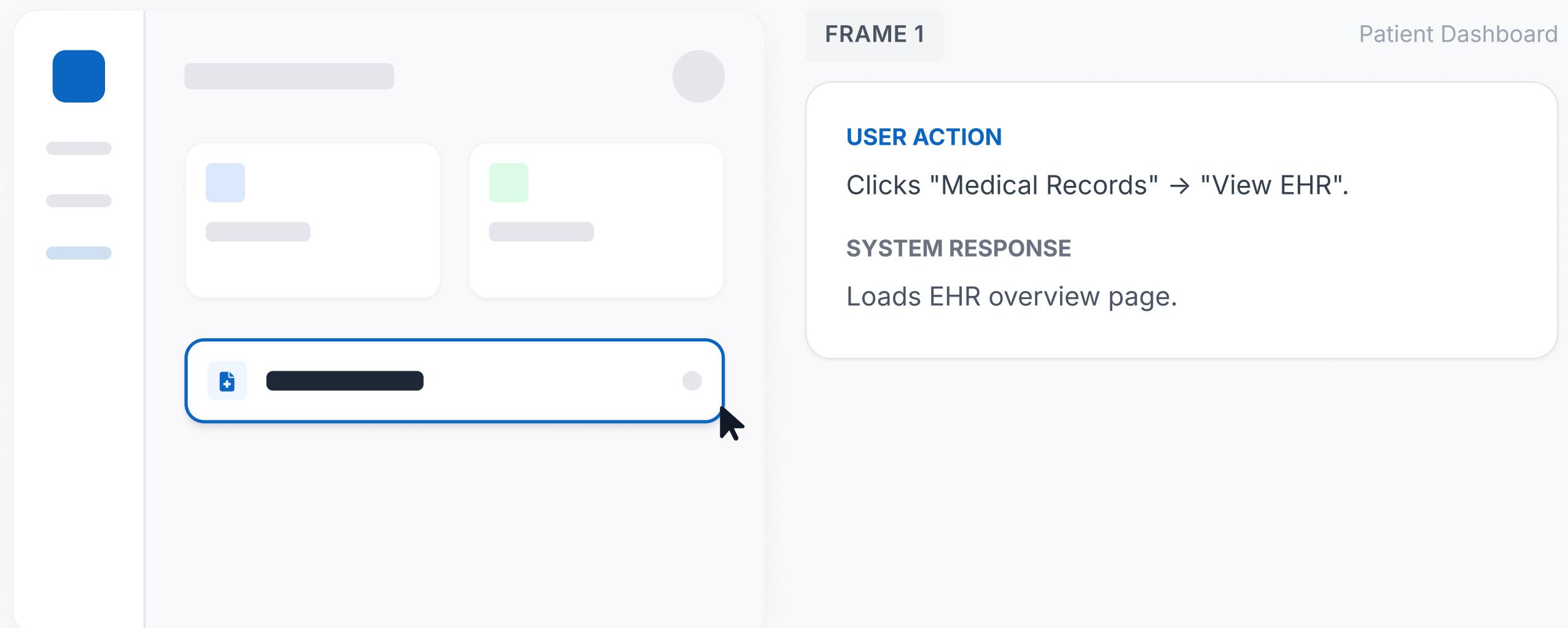
System Response
How the system reacts to user actions

Data Elements
Information displayed on screen

Medalyze Storyboard

View Electronic Health Records (EHR)

Patient Dashboard → EHR Overview → Lab Results → Details → Notifications



FRAME 1

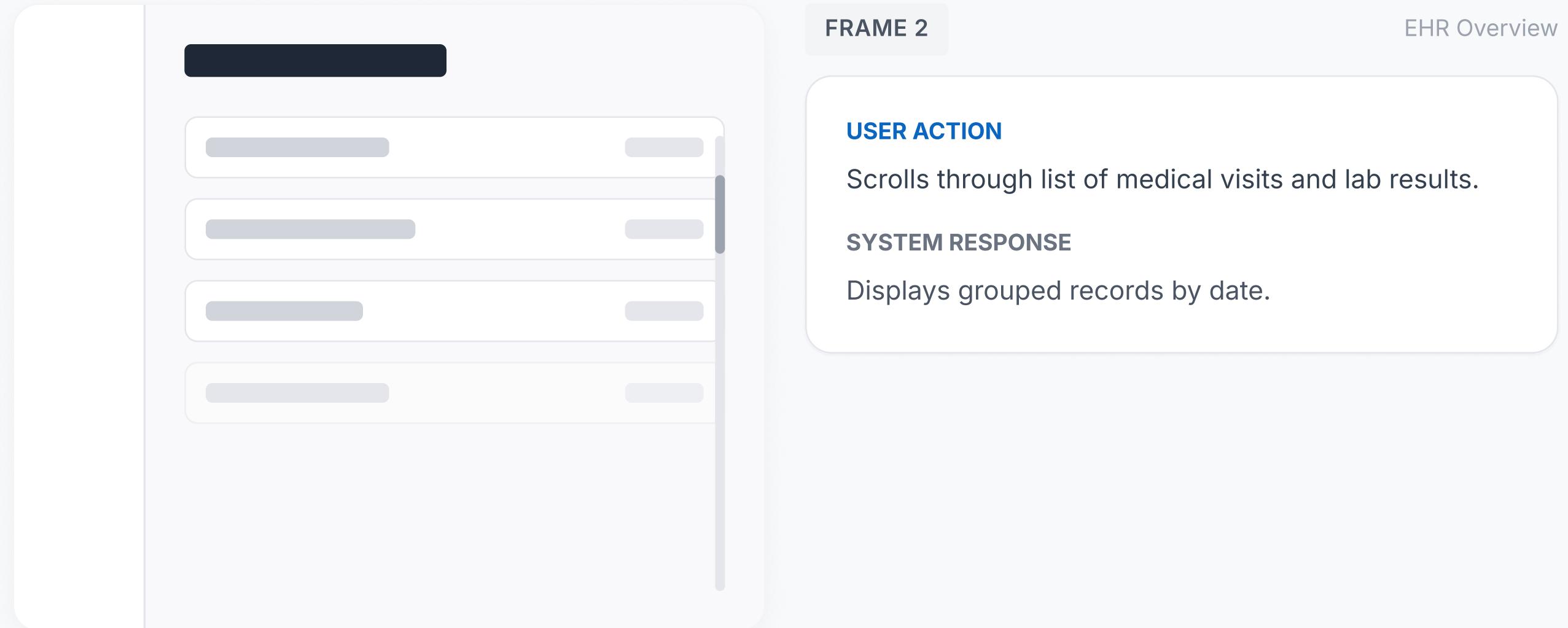
Patient Dashboard

USER ACTION

Clicks "Medical Records" → "View EHR".

SYSTEM RESPONSE

Loads EHR overview page.



FRAME 2

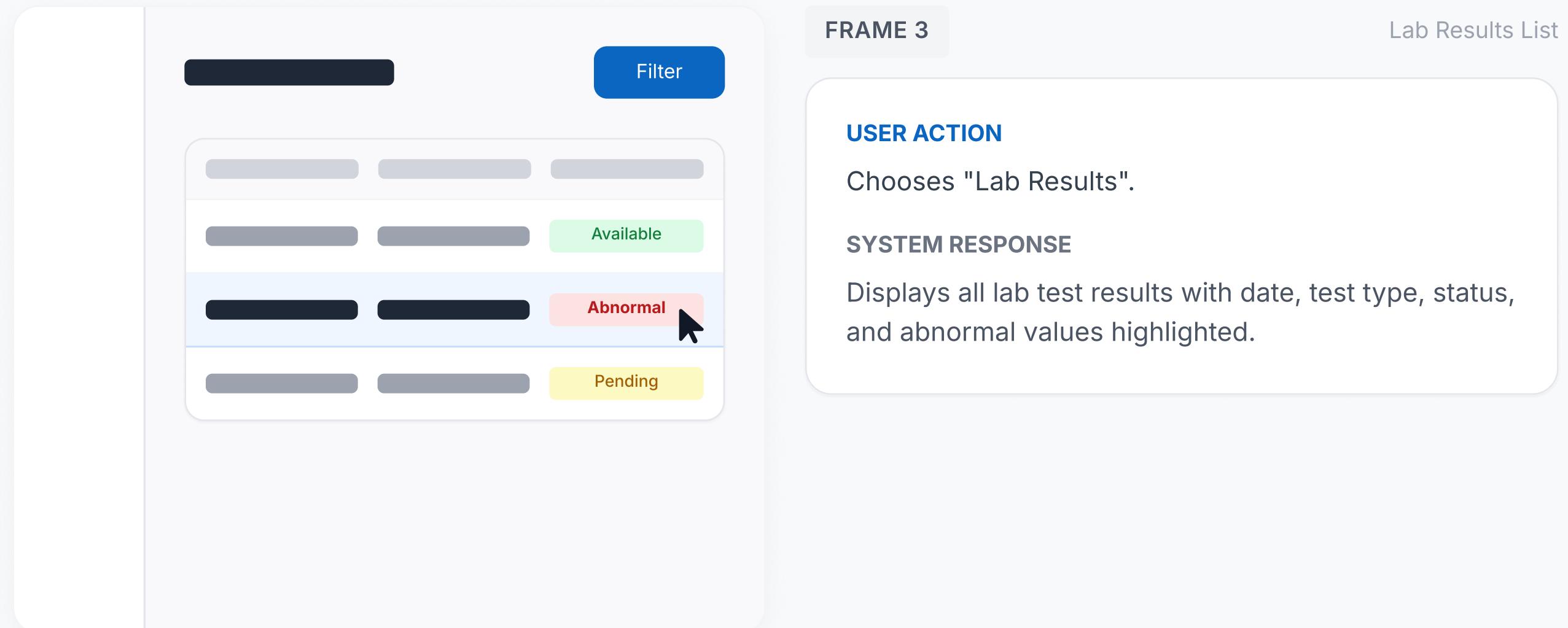
EHR Overview

USER ACTION

Scrolls through list of medical visits and lab results.

SYSTEM RESPONSE

Displays grouped records by date.



FRAME 3

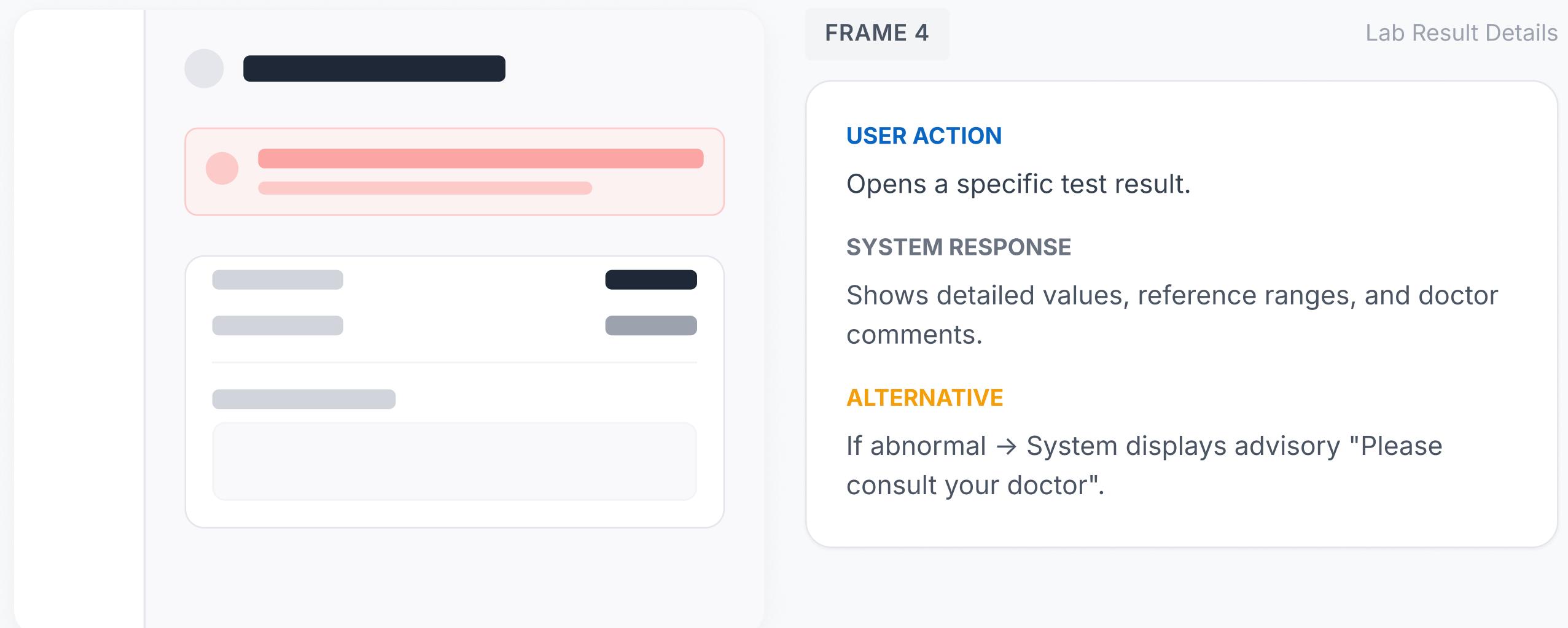
Lab Results List

USER ACTION

Chooses "Lab Results".

SYSTEM RESPONSE

Displays all lab test results with date, test type, status, and abnormal values highlighted.



FRAME 4

Lab Result Details

USER ACTION

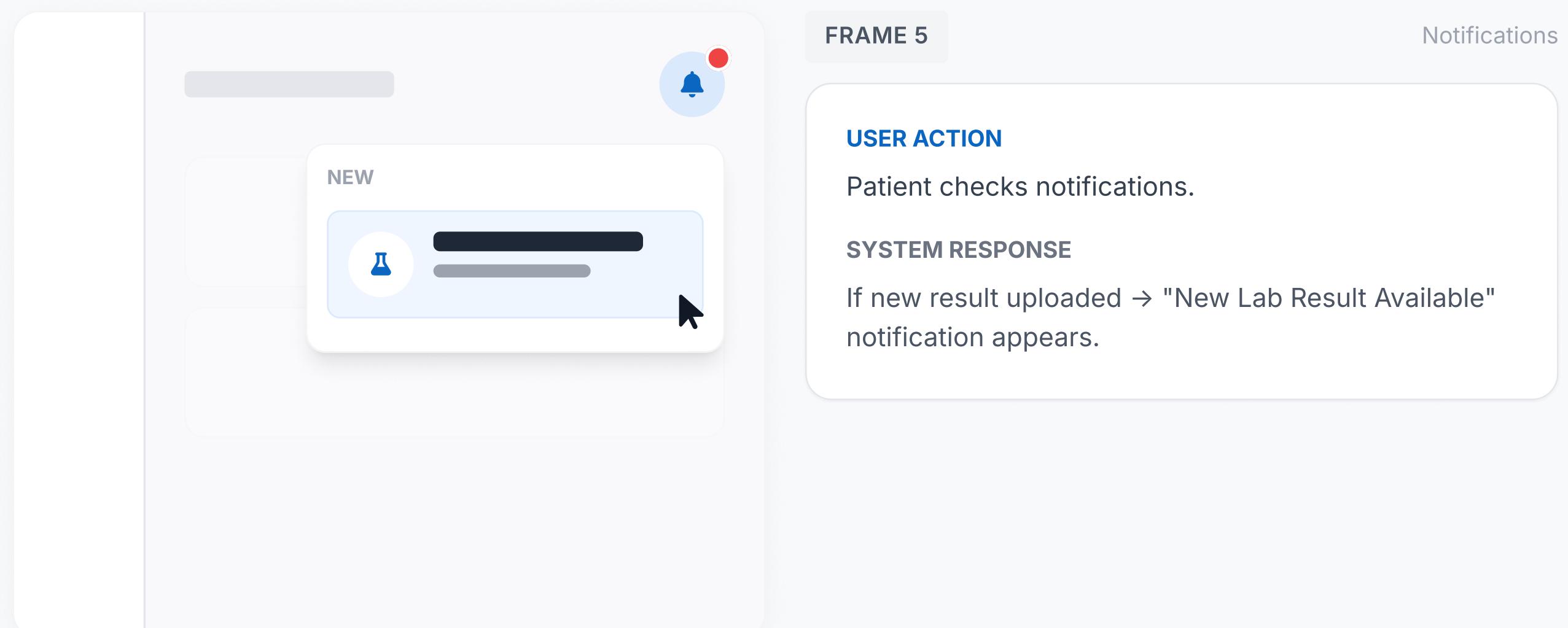
Opens a specific test result.

SYSTEM RESPONSE

Shows detailed values, reference ranges, and doctor comments.

ALTERNATIVE

If abnormal → System displays advisory "Please consult your doctor".



FRAME 5

Notifications

USER ACTION

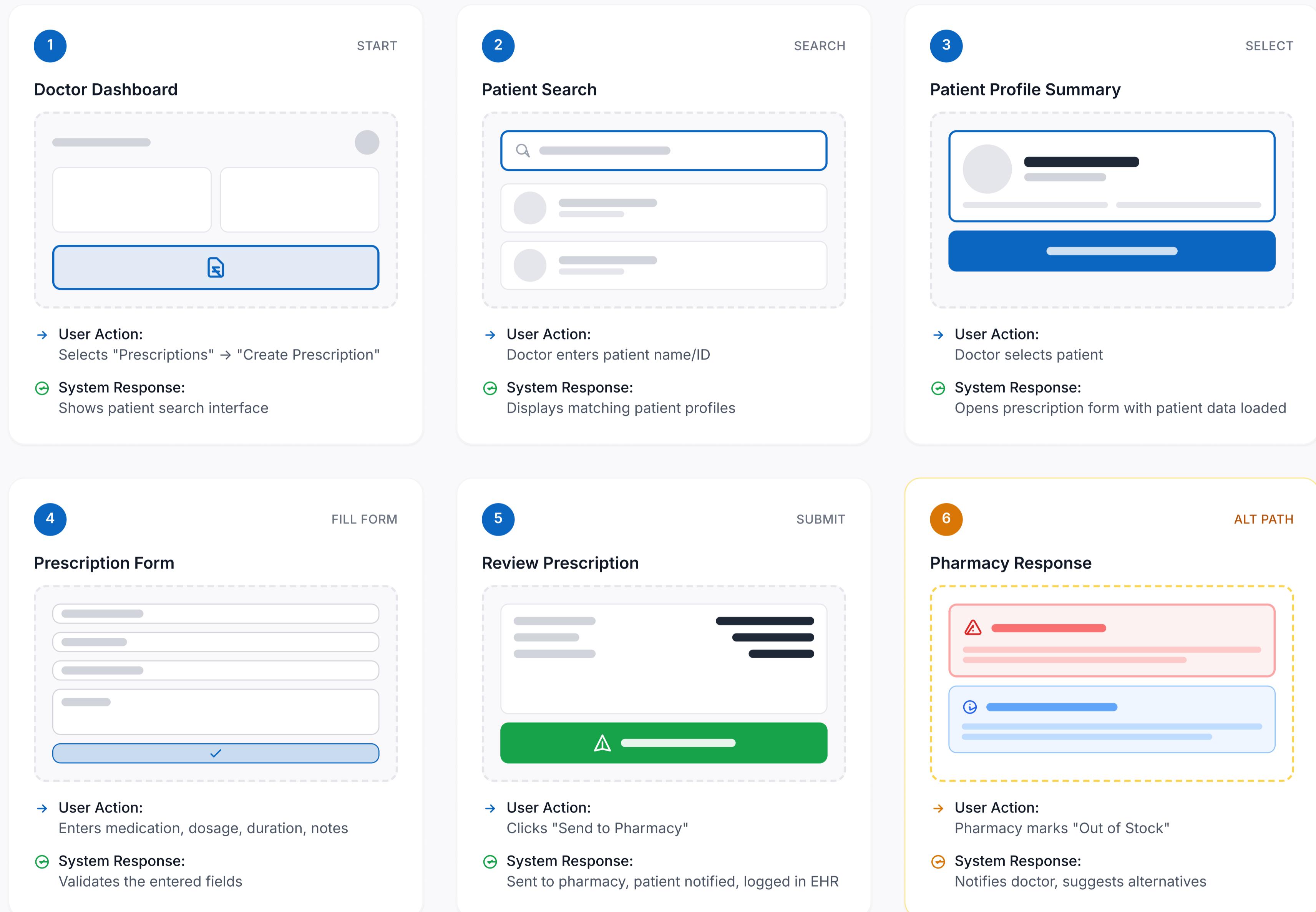
Patient checks notifications.

SYSTEM RESPONSE

If new result uploaded → "New Lab Result Available" notification appears.

Storyboard 3: Issue Prescription (Doctor)

The doctor's journey from dashboard to prescription delivery



Flow Summary

● Primary Flow (Frames 1-5) ● Alternative Path (Frame 6)

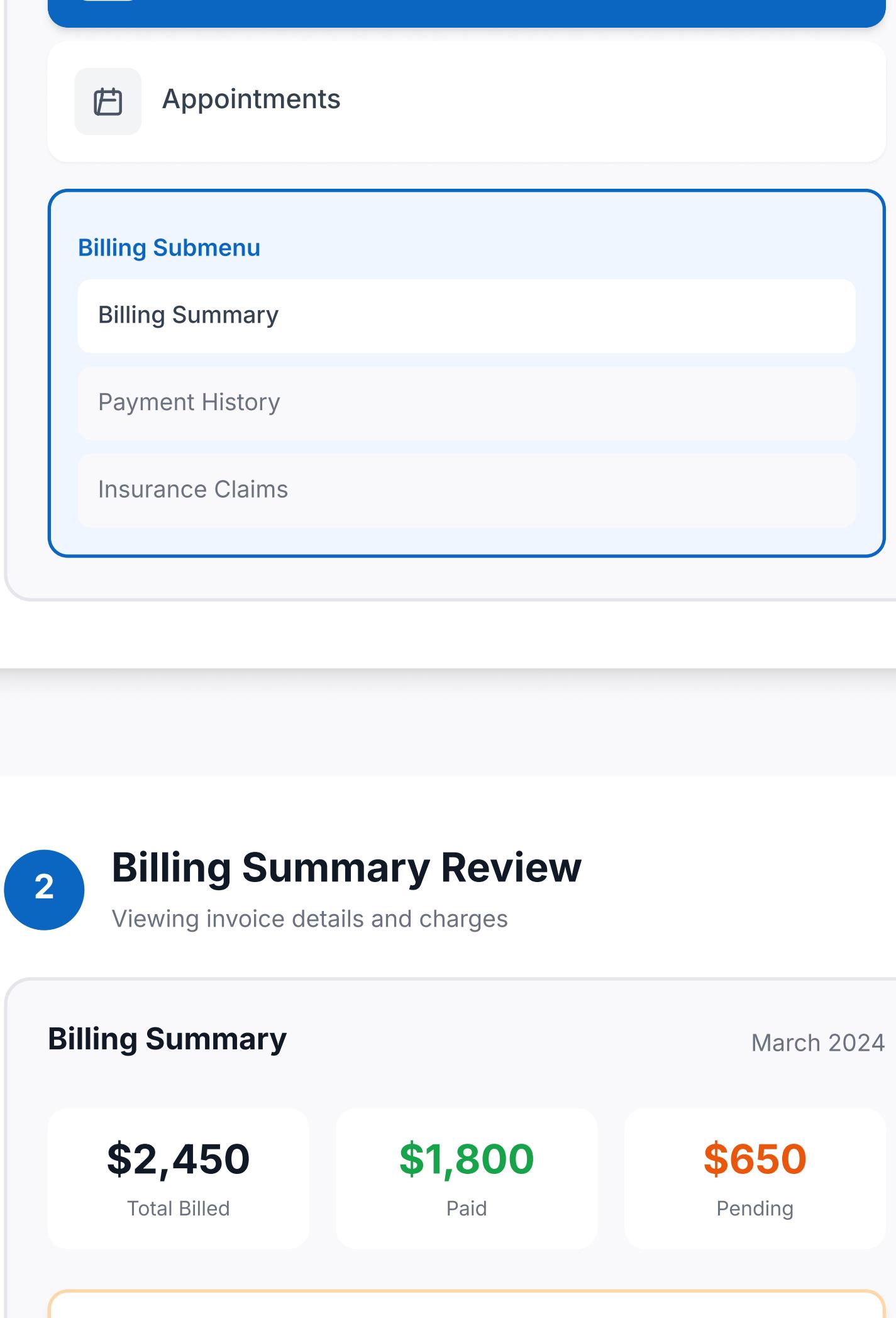
Total Duration: ~3-5 minutes

Manage Billing and Payments

Patient journey through viewing invoices, selecting payment methods, and completing transactions

1 Patient Dashboard Navigation

Starting point of the billing journey



User Action

Patient navigates to the Billing section from the main dashboard and selects "Billing Summary" from the submenu options.

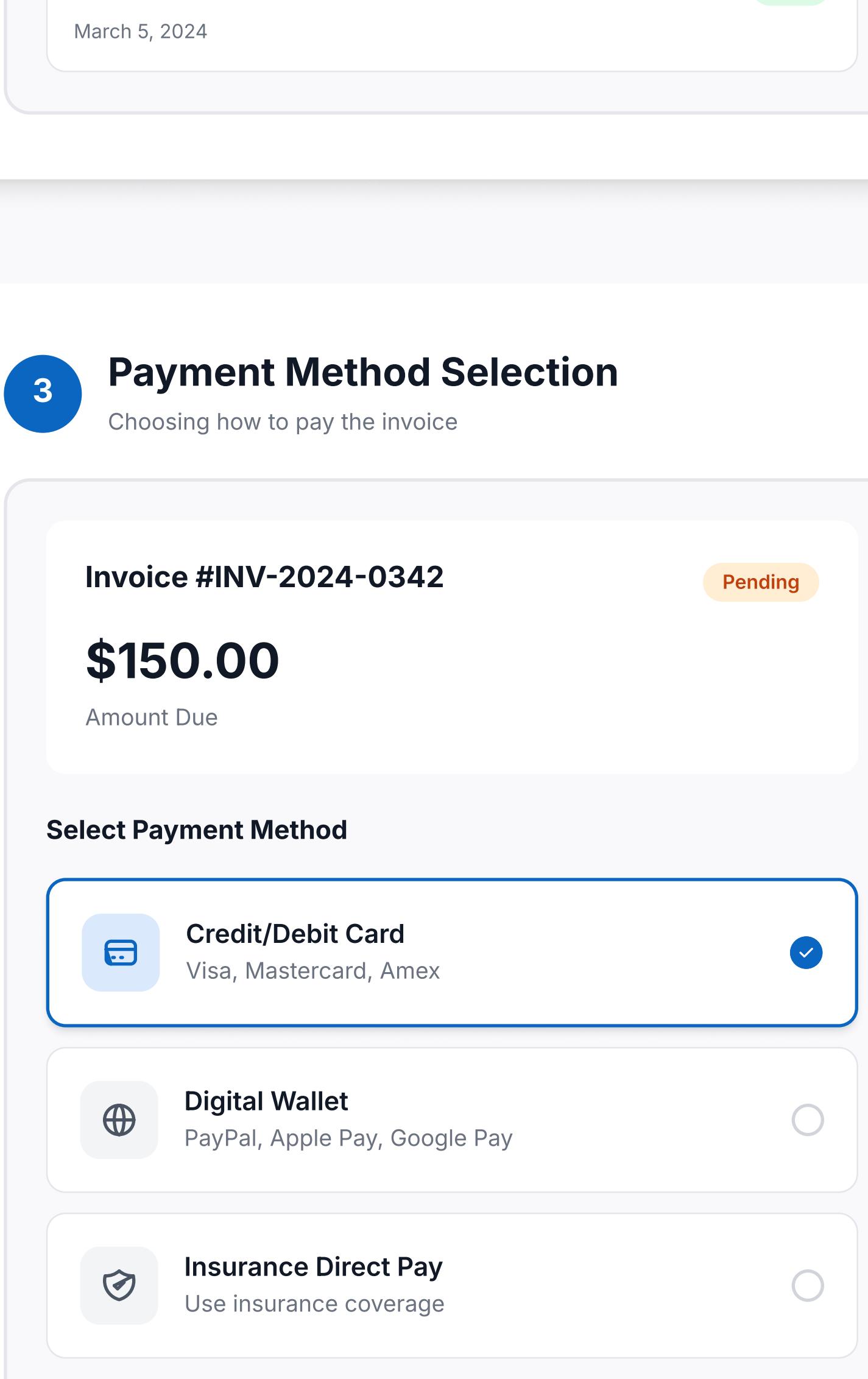
System Response

System displays the financial overview screen showing all billing information, pending invoices, and payment history.



2 Billing Summary Review

Viewing invoice details and charges



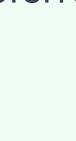
User Action

Patient clicks on the pending invoice (INV-2024-0342) to view detailed breakdown of charges and insurance coverage.

System Response

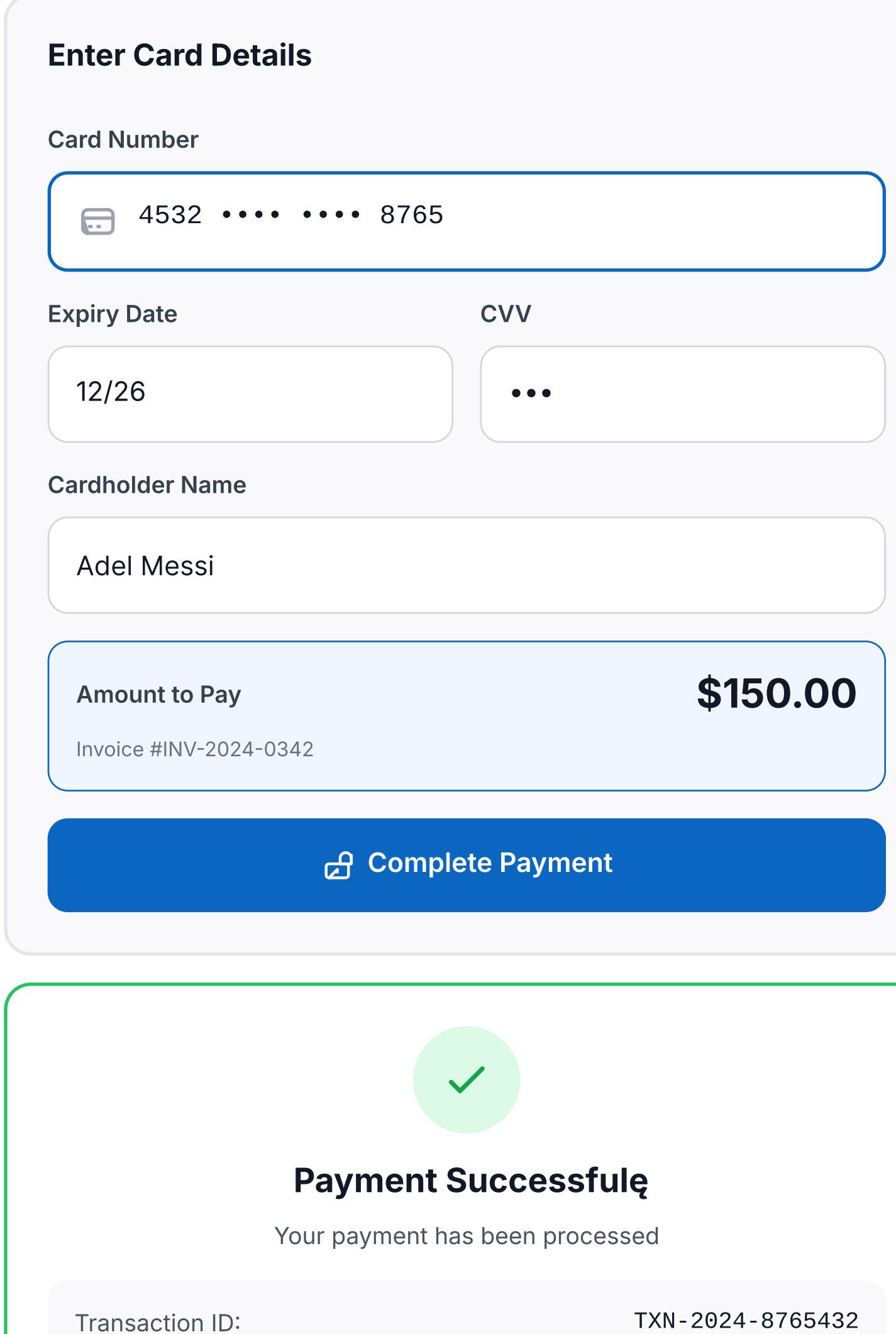
System displays comprehensive invoice details including:

- Service provided and date
- Doctor name and specialty
- Original charge amount
- Insurance coverage applied
- Final amount due from patient



3 Payment Method Selection

Choosing how to pay the invoice



User Action

Patient clicks "Pay Now" button on the invoice, triggering the payment method selection screen.

System Response

System displays available payment methods:

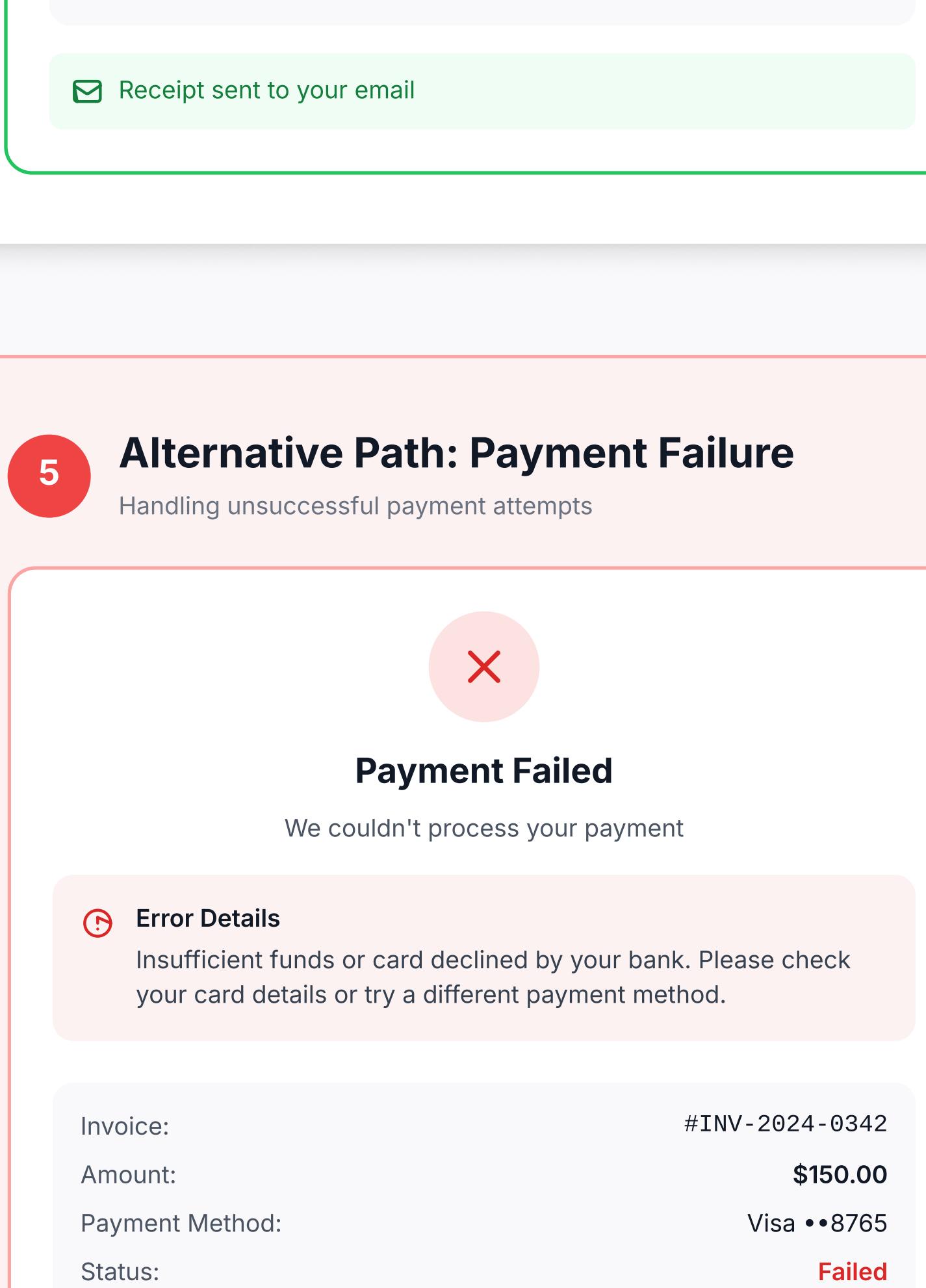
- Credit/Debit Card (Visa, Mastercard, Amex)
- Digital Wallet (PayPal, Apple Pay, Google Pay)
- Insurance Direct Payment

Patient can select their preferred payment method and proceed to enter payment details.



4 Payment Processing & Success

Completing the transaction securely



User Action

Patient enters their card details (card number, expiry date, CVV, cardholder name) and clicks "Complete Payment" button to process the transaction.

System Response

System processes the payment securely and:

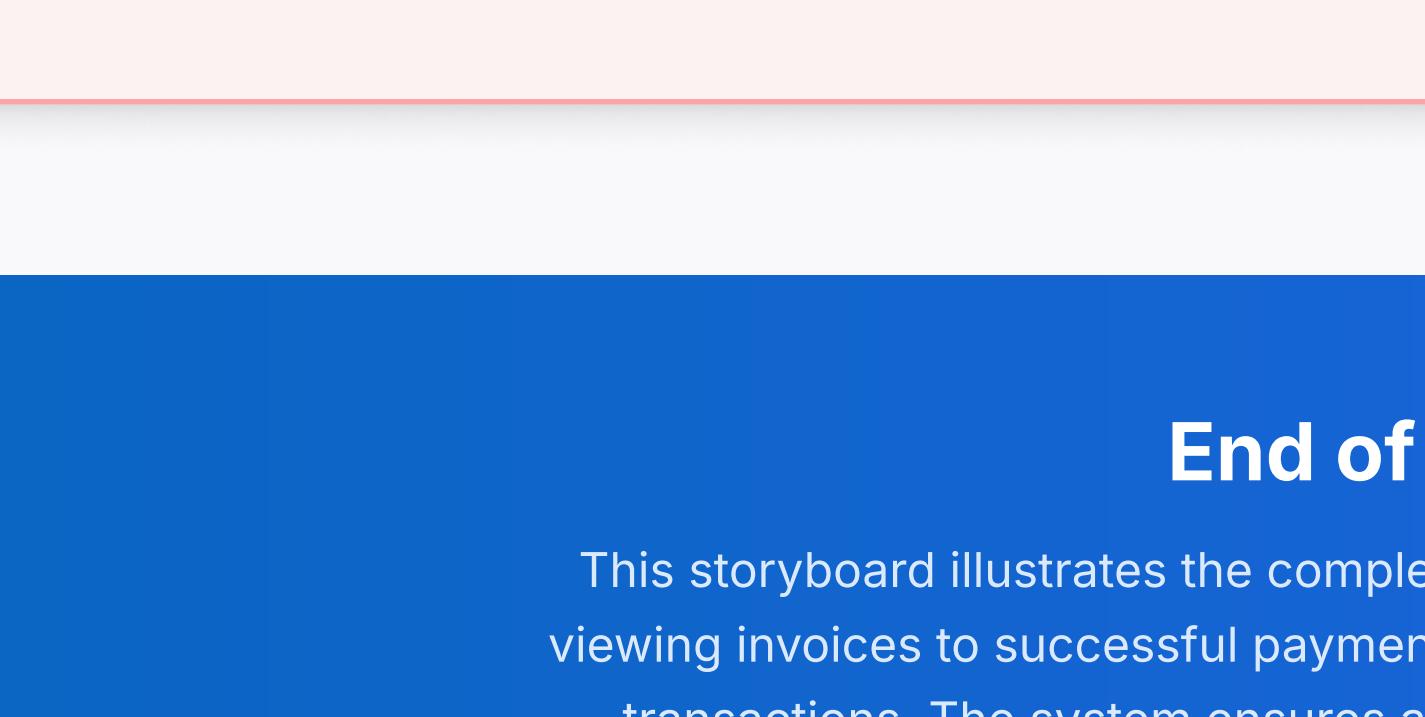
- Validates card details with payment gateway
- Processes the \$150.00 transaction
- Displays success message with transaction ID
- Updates invoice status to "Paid"
- Sends digital receipt via email
- Updates billing summary dashboard

Key Features

- Secure payment processing with encryption
- Real-time transaction confirmation
- Automatic receipt generation and email delivery
- Transaction history tracking

5 Alternative Path: Payment Failure

Handling unsuccessful payment attempts



System Response

When payment processing fails, the system displays a clear error message explaining why the transaction was unsuccessful.

Common Failure Reasons

- Insufficient funds in account
- Card declined by issuing bank
- Incorrect card details entered
- Card expired or blocked
- Network or technical issues
- Daily transaction limit exceeded

Recovery Options

System provides multiple recovery paths:

- Retry payment with same card
- Switch to different payment method
- Contact customer support for assistance
- Save invoice for later payment

Invoice remains in "Pending" status until successful payment is completed.

End of Storyboard

This storyboard illustrates the complete billing and payment flow in Medalyze, from viewing invoices to successful payment processing, including error handling for failed transactions. The system ensures a smooth, secure, and user-friendly payment experience for patients.

View Doctor Schedule

Visual storyboard showing the doctor's journey through schedule management

1 Doctor Dashboard - Entry Point

Screen: Doctor Dashboard

User Action

Doctor navigates to sidebar menu and selects "Schedule" → "Daily Schedule"

Dr. Gorge Wasouf

Dashboard

Schedule >

Daily Schedule

Weekly View

Patients

System Response

System loads today's appointments list with time slots and patient information

Today's Schedule

Monday, Jan 15, 2024

09:00 Saif Alaa
AM Checkup



10:30 Emma Watson
AM Follow-up



02:00 Adel Messi
PM Consultation

2 Daily Schedule View - Scrolling Through Appointments

Screen: Daily Schedule

User Action

Doctor scrolls through the full day's patient appointments to review schedule

Daily Schedule

09:00 Saif Alaa
30 min Annual Checkup

In-person

10:30 Emma Watson
45 min Follow-up Visit

Video Call Lab Results

12:00 Brad Pitt
60 min Personal Time

Blocked

02:00 Adel Messi
30 min New Patient Consultation

System Response

Displays comprehensive list showing time slots, patient names, visit types, and appointment details

5

Appointments

2

Video Calls

1

New Patient

Total Duration

3.5 hours

Available Slots

2 remaining

Next Appointment

10:30 AM

3 Weekly Schedule View - Broader Perspective

Screen: Weekly Schedule

User Action

Doctor switches view mode by clicking "Weekly View" tab to see entire week at a glance

Schedule View

Daily

Weekly

Monthly

Switching to Weekly View

Loading week of Jan 15-21, 2024

System Response

Displays grid layout showing entire week with appointments distributed across days

Week of Jan 15-21, 2024

+ Add Slot

MON	TUE	WED	THU	FRI	SAT	SUN
15	16	17	18	19	20	21

Week Summary

Total: 27 appointments

Avg/day: 5.4

Hours: 18.5

4 Appointment Details - Patient Information

Screen: Appointment Details

User Action

Doctor clicks on a specific booked appointment slot to view detailed patient information

System Response

Opens detailed patient summary with name, medical history preview, appointment notes, and quick actions

ED

Emma Watson

Female, 34 years old

Active Patient Insurance: BlueCross

Appointment Time

Monday, Jan 15 at 10:30 AM

Duration: 45 minutes

Visit Type

Follow-up Visit

Video Call Consultation

Recent Notes

Lab results available for review. Patient reported improvement in symptoms.

Medical History Preview

- Hypertension (controlled)
- Type 2 Diabetes
- Last visit: Dec 20, 2023

Start Call



5 Notifications - Schedule Updates

Screen: Notifications

User Action

Doctor clicks notification bell icon to check recent schedule updates and changes

System Response

Displays categorized notifications: appointment changes, cancellations, and new bookings with timestamps

Schedule Updates

Mark all read

New Booking

Saad Samir booked appointment

Tomorrow, Jan 16 at 3:00 PM • Consultation

5 minutes ago

Cancellation

Tom Hanks cancelled appointment

Today, Jan 15 at 4:00 PM • Follow-up

15 minutes ago

Appointment Changed

Ahmed Ezz rescheduled appointment

From: Wed 2pm → To: Fri 10am

1 hour ago

Reminder

Emma Watson appointment in 30 minutes

Today at 10:30 AM • Video Call

Just now

Storyboard Summary

This storyboard illustrates the complete doctor schedule viewing flow in Medalyze, from initial dashboard access through daily schedule browsing, weekly overview, detailed appointment inspection, and real-time notification monitoring. The interface prioritizes clarity, efficiency, and quick access to patient information.

Frame 1

Dashboard Entry

Frame 2

Daily Schedule

Frame 3

Weekly View

Frame 4

Patient Details

Frame 5

Notifications