# Overall use case



**Actors:** SMS/WhatsApp Gateway, Patient, Reception Staff, User, Admin, Doctor, Printer

**Use cases:**
- Alert for Delays/Cancellations
- Notify Follow-up Due
- Send Reminder Notifications
- Reschedule Appointment
- Book Appointment
- Check Doctor Availability
- Record Feedback/Complaints
- Cancel Appointment
- Walk-in Estimation
- Register Patient
- Update Patient Info
- Export Reports to PDF/Excel
- Generate Reports/Dashboard
- Analyze Appointment Trends
- Block Holidays/Breaks
- Manage Doctor Schedule
- View Daily Schedule
- View Patient History