

User Journey: Appointment Booking Process

This journey allows the patient to book a doctor's appointment in the app.

- 1

User Login

Enter social security number and password and click "Sign in"
- 2

Home Screen

Click on "Book Appointment"
- 3

Healthcare Profile

Enter personal details and click "Next"
- 4

What Symptoms

Choose one symptom from the list. Click "Add More" if needed
- 5

Time with Symptoms

Fill in start-date and time and end-date and time
- 6

Upload Photo

Click on "Upload photo" to upload a photo
- 7

Pick a Time

Choose a suitable time for your appointment
- 8

No Timeslots Available

Confirm time or ask for a new time proposal
- 9

Appointment Confirmed

The appointment is now confirmed
- Sign in

Social Security Number

Password

Sign in

Forgot password?

New user
- Book Appointment

Welcome to our eHealth App

Click on Book Appointment to schedule an appointment with one of our doctors or nurses.
- Healthcare Profile

Personal details

Date of Birth

Gender

Length

Weight

Email

Country

City

Next
- What symptoms do you have?

Headache

Nausea

Fever

Cough

Sore throat

Stomach ache

Heartburn

Add More

Next
- How long have you had these symptoms?

From:

Sun 6 Sep	7	57
Mon 7 Sep	8	58
Tue 8 Sep	9	59

Wed 9 Sep 10 00

Thu 10 Sep 11 01

Fri 11 Sep 12 02

Sat 12 Sep 13 03

To:

Fri 11 Sep	7	57
Sat 12 Sep	8	58
Sun 13 Sep	9	59

Mon 14 Sep 10 00

Tue 15 Sep 11 01

Wed 16 Sep 12 02

Thu 17 Sep 13 03

Next
- Upload a photo of your symptom or injury

For our nurses and doctors to review prior to the appointment

Upload photo
- Book appointment

Pick a start time from the list below. All appointments are 20 minutes.

Sun 13 Sep	7	57
Mon 14 Sep	8	58
Tue 15 Sep	9	59

Wed 16 Sep 10 00

Thu 17 Sep 11 01

Fri 18 Sep 12 02

Sat 19 Sep 13 03

Confirm
- We're sorry, no doctors are available at the chosen time.

Does this time work instead?

Date: 22nd of December

Time: 10.00 AM

No, propose new time

Yes, confirm
- Appointment confirmed!

Date: 22nd of December

Time: 10.00 AM

Close