Design Document

Luca Marzi

luca.marzi@mail.polimi.it

Patrick Michelberger

patrick.michelberger@tum.de

Abstract

This document aims to provide an overall formal description of the website to be, that is a website for a small-medium multi-center clinic providing different health services (diagnosis, visits, day-hospitals therapies).

The formal description is made by following the **IDM meta-model** notation and semantics.

All the the graphical representations of the IDM schemas have been produced with the online tool <u>draw.io</u>.

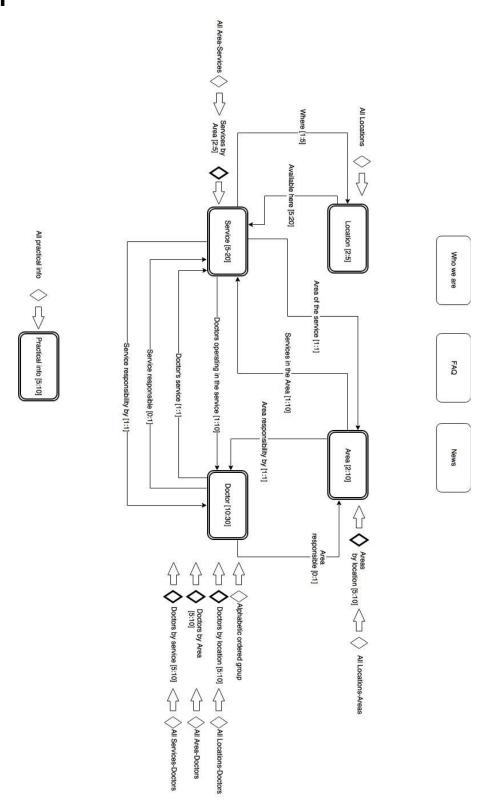
All the graphical representation of sketches, mockups and interactive mockups have been produced with the **Balsamiq Mockups 3** tool.

I. Graphical representations of IDM schemas

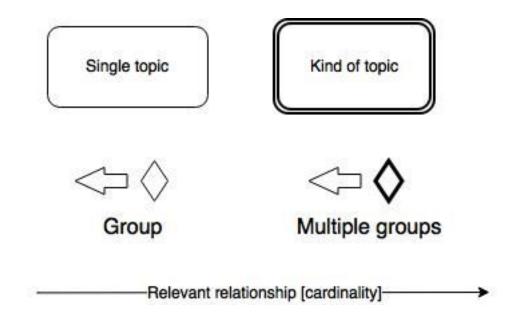
This section of the document aims to provide a detailed graphical representation of the main IDM schemas that have been used to design the website.

All the schemas provide a legend to be used as reference to the standard IDM notation and, if necessary, a short description of the main design choices that have been taken.

C-IDM



Legend:



Notes:

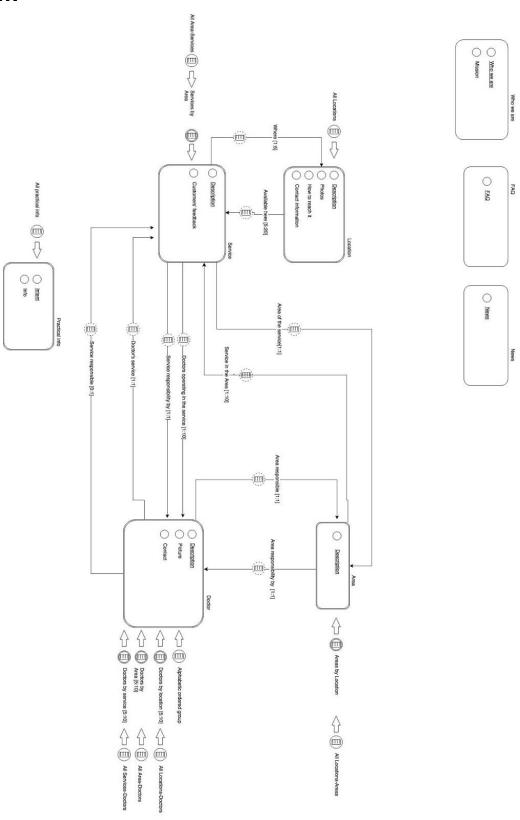
The C-IDM schema follows the standard IDM notation for the C-IDM schemas that is defined in the following document:

> C-IDM-document1

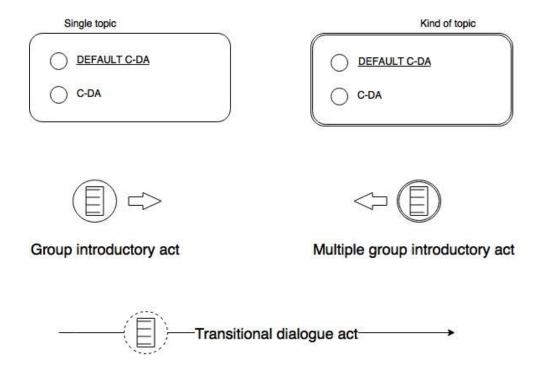
Any missing reference to the standard notation can be found in the document linked above.

In the case in which the image isn't clear enough, here there's the original schema on draw.io.

L-IDM



Legend:



Notes:

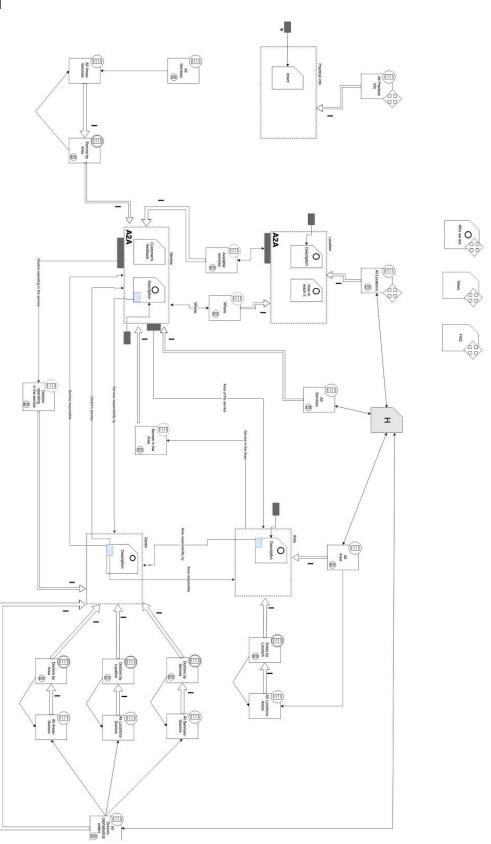
The L-IDM schema follows the standard IDM notation for the L-IDM schemas that is defined in the following document:

➤ <u>L-IDM-document1</u>

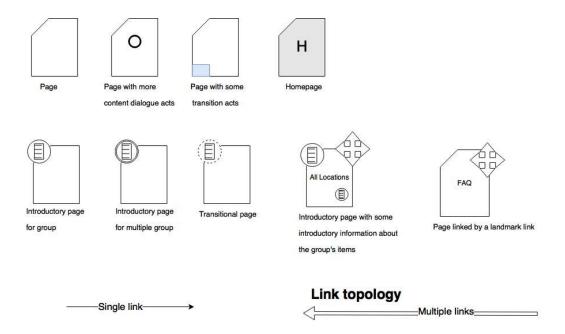
Any missing reference to the standard notation can be found in the document linked above.

In the case in which the image isn't clear enough, here there's the original schema on draw.io.

P-IDM



Legend:



Notes:

- The P-IDM schema follows the standard IDM notation for the P-IDM schemas that is defined in the following documents:
 - ➤ P-IDM-document1
 - ➤ P-IDM-document2

Any missing reference to the standard notation can be found in the documents linked above.

- In the P-IDM schema, some pages might be duplicated for the sake of clarity of the schema itself (i.e. "All Services page")
- ❖ In the case in which the image isn't clear enough, here there's the original schema on draw.io.

II. Scenarios

This section of the document aims to analyze two scenarios in order to highlight the main tasks that an average end user shall be able to accomplish by means of the web application.

This main scenarios will be simulable by means of the interactive mockups that will be provided as part of the design documentation.

Scenario N°1

<Persona>

Luca is a professional football player.

</Persona>

<Setting>

Luca got injured during a football match; some of his teammates suggested to him the name of a private clinic that has some specific treatments for sports injuries.

</Setting>

<Goals>

Luca would like to get more information about the services that are offered by the private clinic that was suggested by his teammates.

If it's possible, he would like to book for the service.

</Goals>

<Actions>

Luca googles the name of the private clinic and gets to the home page of the clinic's website.

He clicks on the "Services" link and he gets to the page with the list of all the clinic's services.

He finds out a service that looks just fine for his injury ("Surgery of Trauma Sports") and he click on the link for the description of the service.

He gets to the page that describes the service and, after looking at all the information about the specific service, he click on the "Book" action-link in order to book for the service and the procedure for booking a service starts.

</Actions>

Scenario N°2

<Persona>

Patrick is a loyal customer of the private clinic where he usually goes to solve his health issues.

</Persona>

<Setting>

Patrick got the results of the last service that he used; he knows that his clinic allows its customers to provide some feedback about the services that they use. On each service's result there's a unique code that can be used to post one feedback comment on the clinic's website.

</Setting>

<Goals>.

Patrick would like to use his code to post a positive feedback on the clinic's website.

</Goals>

<Actions>

Patrick opens the homepage of the clinic's website. He clicks on the "Services" links that brings Patrick to the page with the list of all the offered services. He clicks on the link for the service that he used ("Surgery of Trauma Sports").

Inside the page regarding the "Surgery of Trauma Sports", Patrick clicks on the link "Customers' feedback" and he gets to the page with all the customers' feedback for the specific service. He click on the "Write a comment" button and the procedure for leaving a feedback starts.

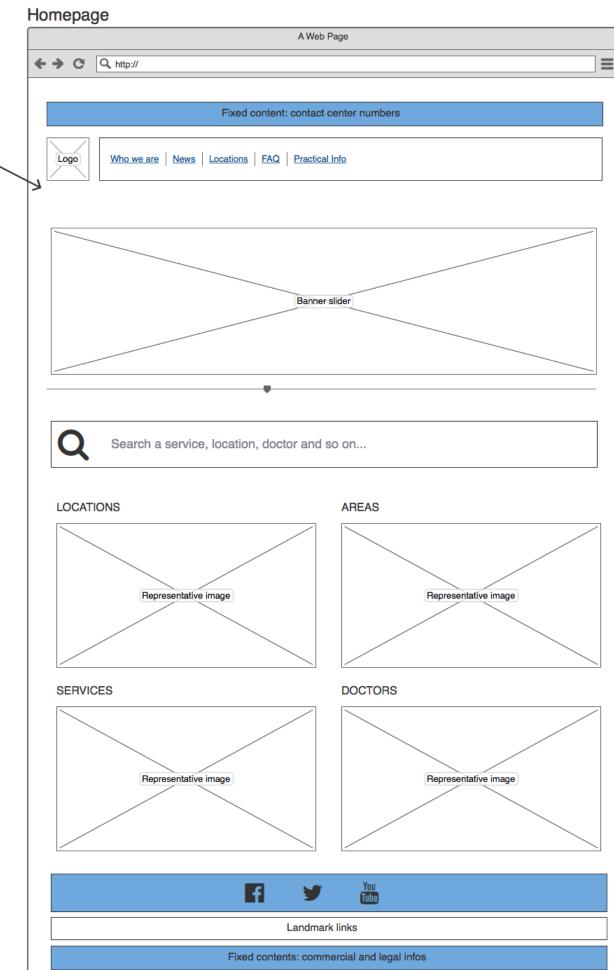
</Actions>

III. Wireframes

This section of the document will provide a complete overview of all the main wireframes that have been produced to design the main pages of the web application.

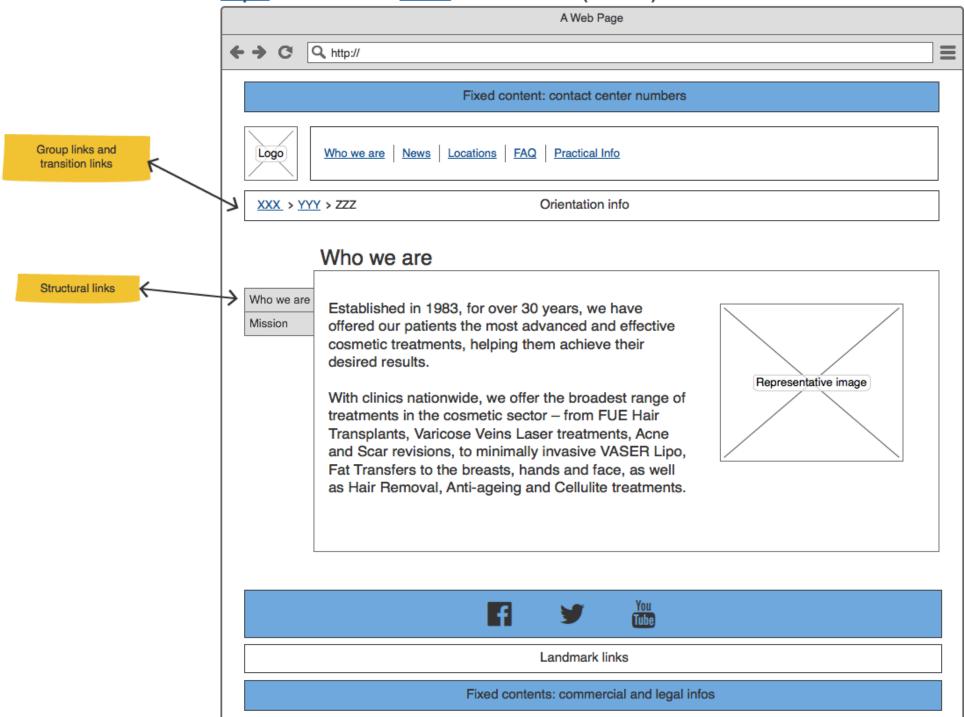
All the wireframes are low-fidelity wireframes with plausible textual content.

All the wireframes have a reference to the P-IDM meta-models that have been presented in the previous section of this document. Group links and transition links



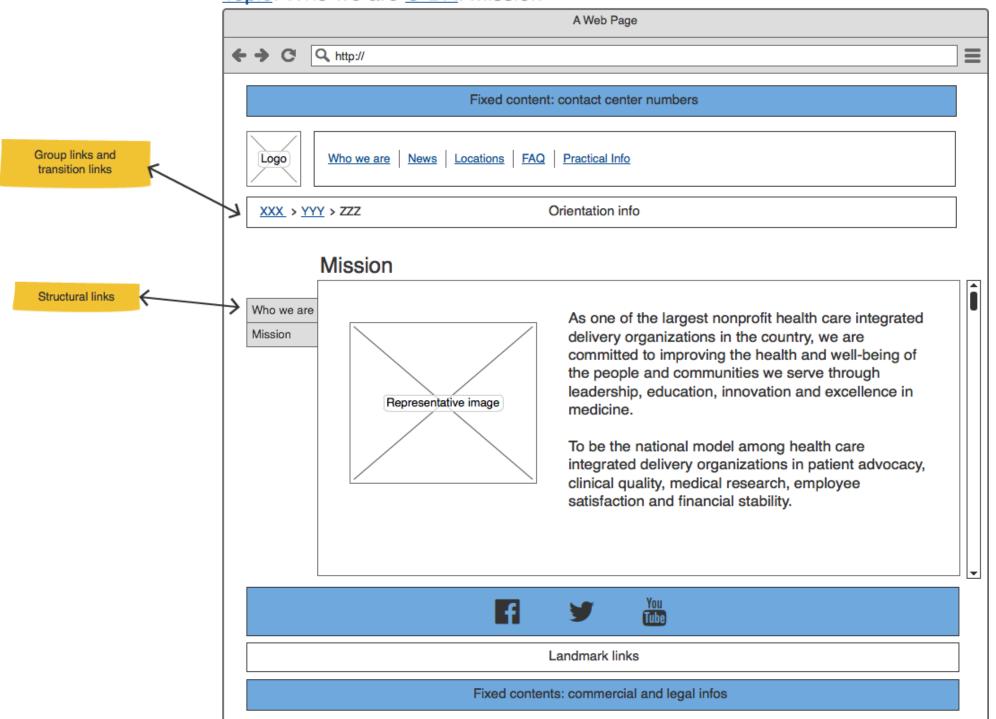
Who we are | Who we are 2 / 29

<u>Topic</u>: Who we are <u>C-DA</u>: Who we are (default)



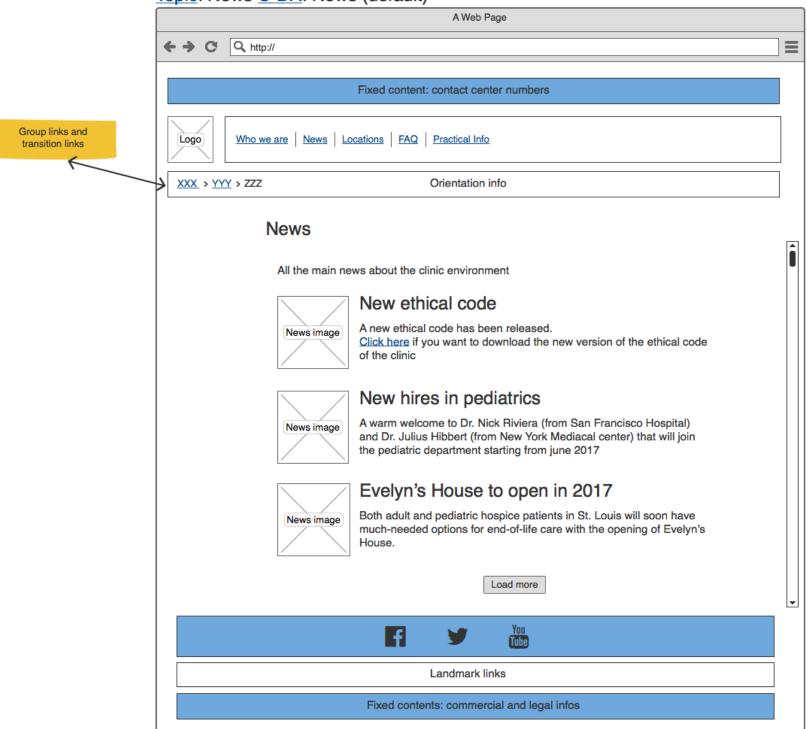
Who we are | Mission 3 / 29

<u>Topic</u>: Who we are <u>C-DA</u>: Mission



News | News

Topic: News C-DA: News (default)



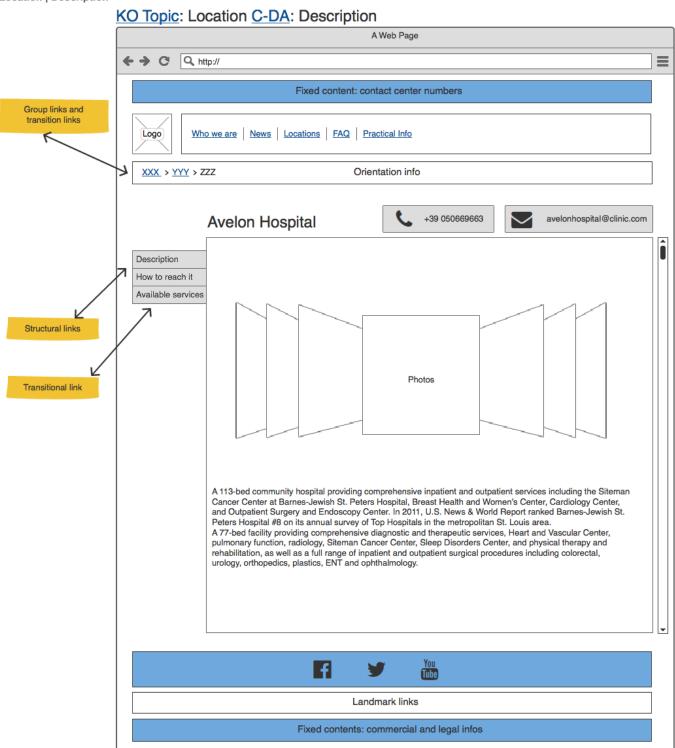
FAQ | FAQ 5 / 29

Topic: FAQ C-DA: FAQ (default) A Web Page Q http:// ← → C Fixed content: contact center numbers Group links and Who we are News Locations FAQ Practical Info Logo transition links XXX > YYY > ZZZ Orientation info **FAQ** - What are the facilities available in the hospital? -We are multispecialty hospitals and offer the complete range of medical and surgical specialties under one roof, with highly experienced doctors, state-of-the-art infrastructure and diagnostic services. - How are the charges for day care determined? Charges applicable for day care (less than 8 hours) are calculated on the basis of half-day bed Do we need to pay any advance at the time of admission? Yes, patients are required to pay a deposit as per the category of the bed at the time of admission. In case of a surgery or a procedure, the total estimated amount has to be deposited with the hospital – What is the mode of payment? -Patients can make the deposit by cash, debit or credit cards or demand draft. We do not accept cheques. Is my Mediclaim policy accepted at your hospital? Yes, if your TPA is on the panel of our hospital. Landmark links Fixed contents: commercial and legal infos

Location | All Locations 6 / 29

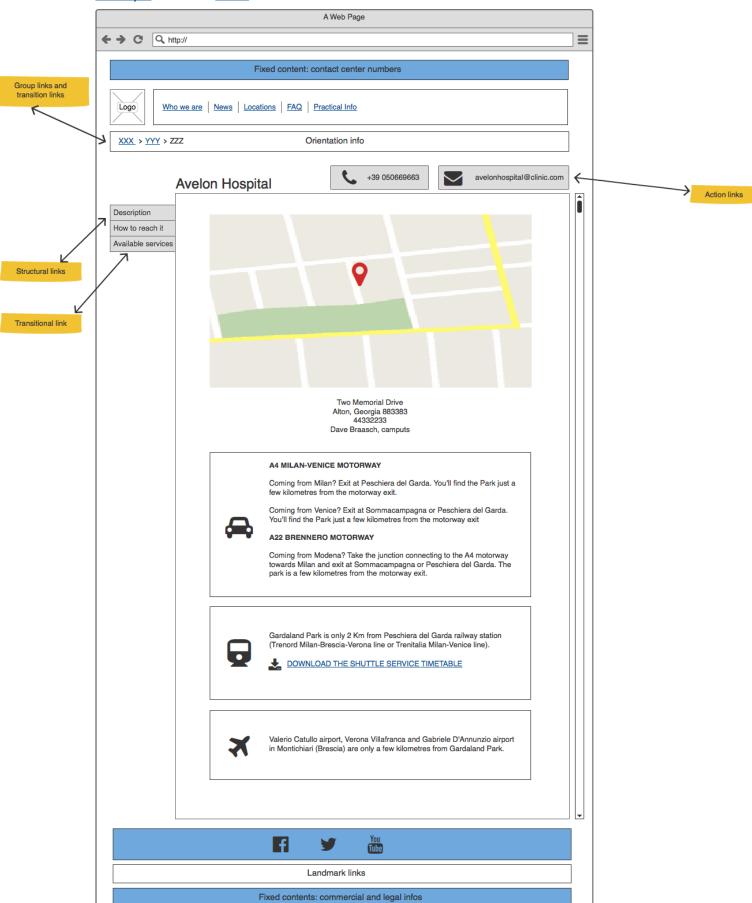
Group: All Locations A Web Page ← → C Q http:// Fixed content: contact center numbers Group links and Who we are News Locations FAQ Practical Info Logo transition links XXX > YYY > ZZZ Orientation info Our locations Browse our beautiful locations and seek for more information Location image Location image **Avelon Hospital Barnes-Jewish Hospital** Two Memorial Drive Three Memorial Drive Alton, Georgia 883383 Halton way, Georgia 883383 Location introductory info 44332233 2929291102 Dave Braasch, camputs Dave Braasch, camputs +39 050669663 +39 393929119 Transitional link Location image Location image **Barnes Memorial Hospital Peppers Memorial Hospital** Four Memorial Drive Five Memorial Drive Penny lane, London 883383 Get back, Lovely rita 1002 421133311 93939111 Dave Braasch, camputs Dave Brasca, president +39 1002001001 +39 119926452 You Tube Landmark links Fixed contents: commercial and legal infos

Location | Description 7 / 29

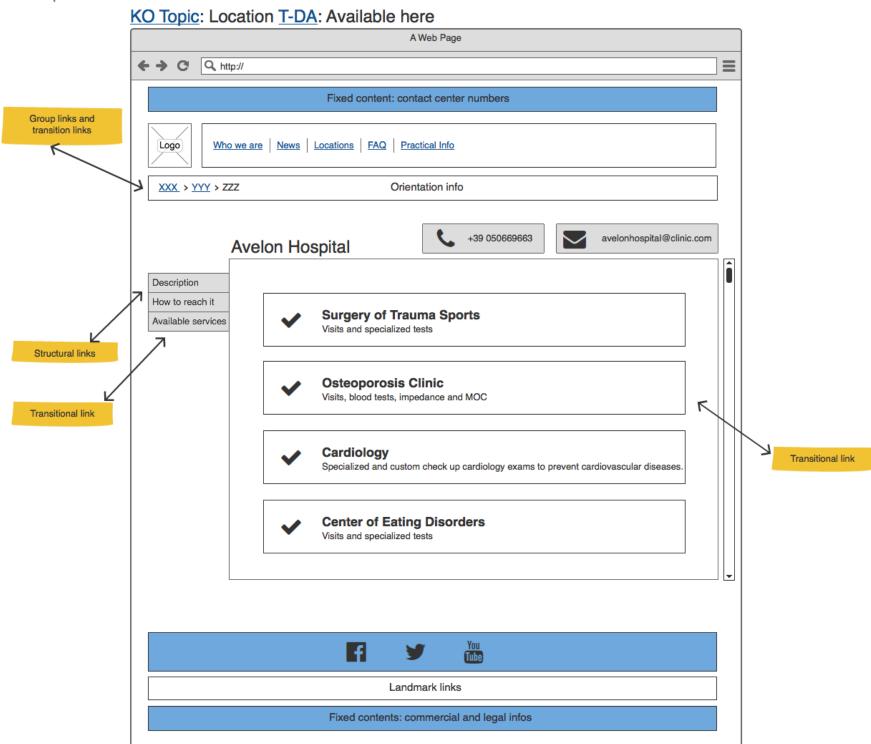


Location | How to reach it 8 / 29

KO Topic: Location C-DA: How to reach it



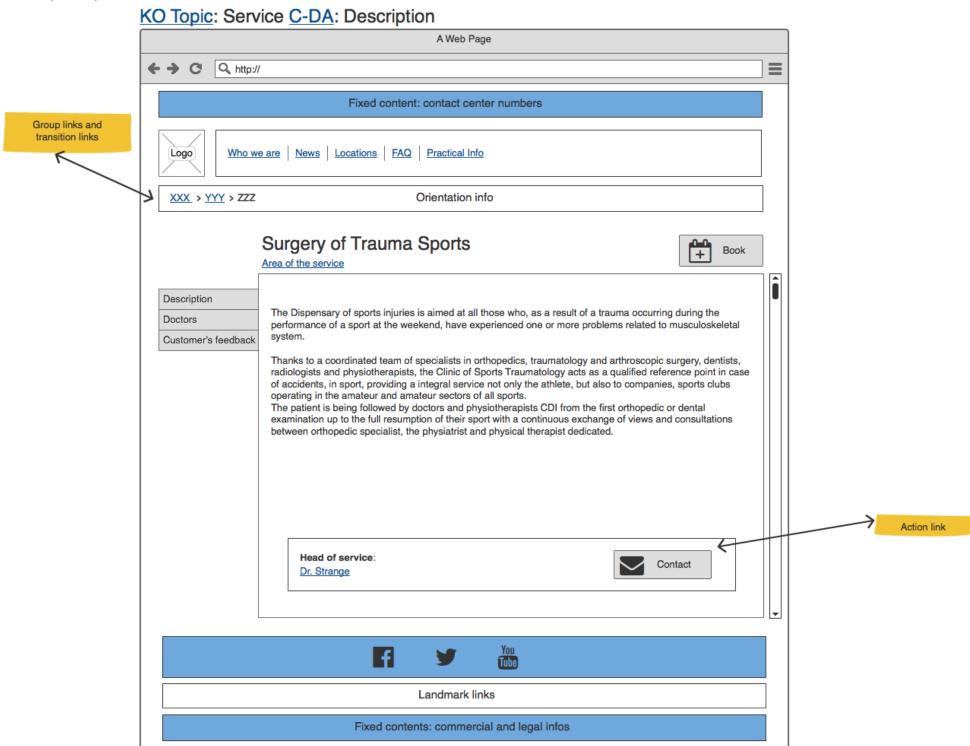
Location | Available services 9 / 29



Service | All Services 10 / 29

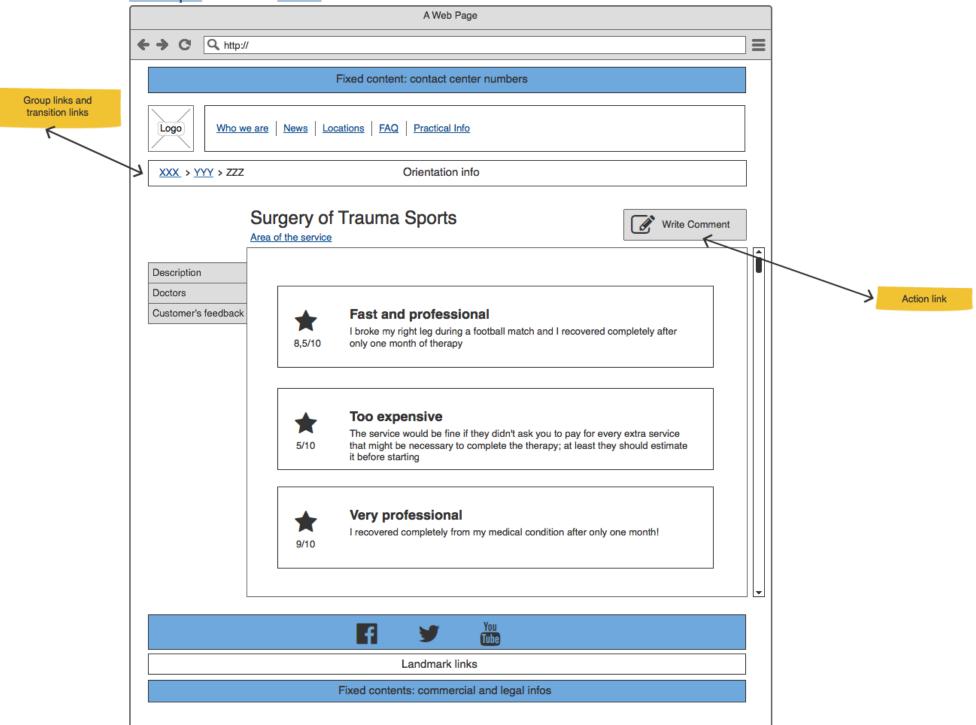
Group: All Services A Web Page ← → C Q http:// Fixed content: contact center numbers Group links and transition links Who we are News Locations FAQ Practical Info Logo XXX > YYY > ZZZOrientation info Our services Filter by Area Browse our services and seek for more information **Surgery of Trauma Sports** Visits and specialized tests Osteoporosis Clinic Visits, blood tests, impedance and MOC Cardiology Specialized and custom check up cardiology exams to prevent cardiovascular diseases. **Center of Eating Disorders** Visits and specialized tests Landmark links Fixed contents: commercial and legal infos

Service | Description 11 / 29



Service | Customer's feedback

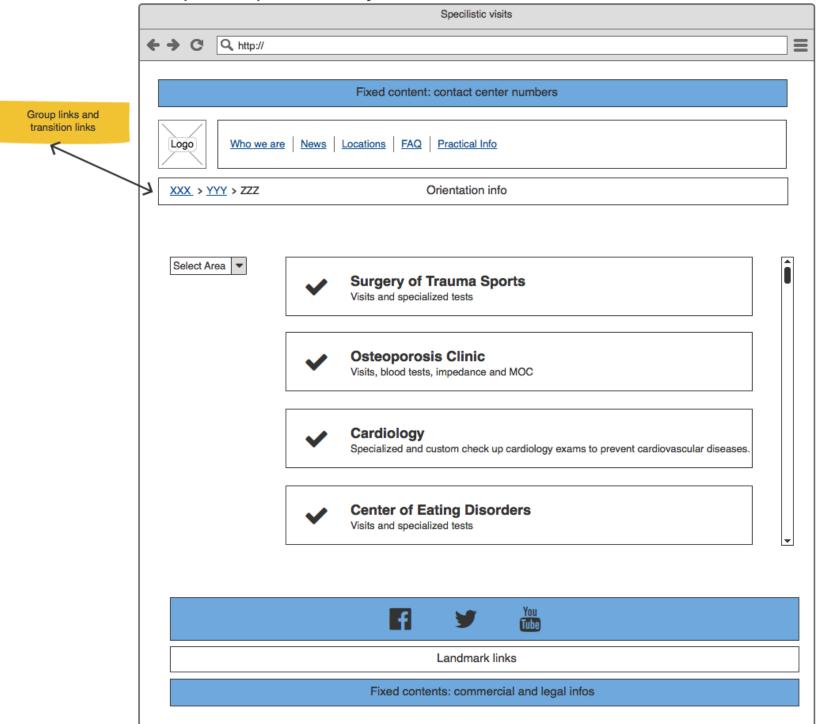
KO Topic: Service C-DA: Customer's feedback



Service | Doctors operating in the service 13 / 29 KO Topic: Service T-DA: Doctors operating in the service A Web Page ← → C Q http:// Fixed content: contact center numbers Group links and transition links Who we are News Locations FAQ Practical Info Logo XXX > YYY > ZZZ Orientation info Surgery of Trauma Sports + Book Area of the service Description Doctors Customer's feedback Doctor's photo Doctor's photo Doctor's photo Transitional link Dr. Who Dr. Strange Dr. James Brown Contact Contact Contact Action link Doctor's photo Dr. Wlater White Contact f Landmark links Fixed contents: commercial and legal infos

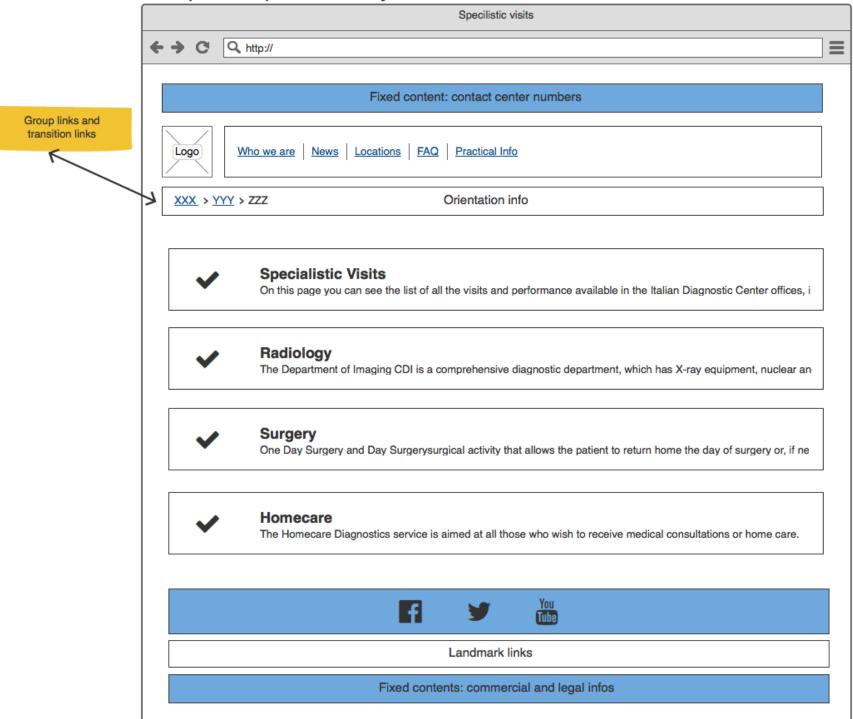
Service | Services by Area 14 / 29

Mutlitple Group: Services by area



Service | All areas - Services 15 / 29

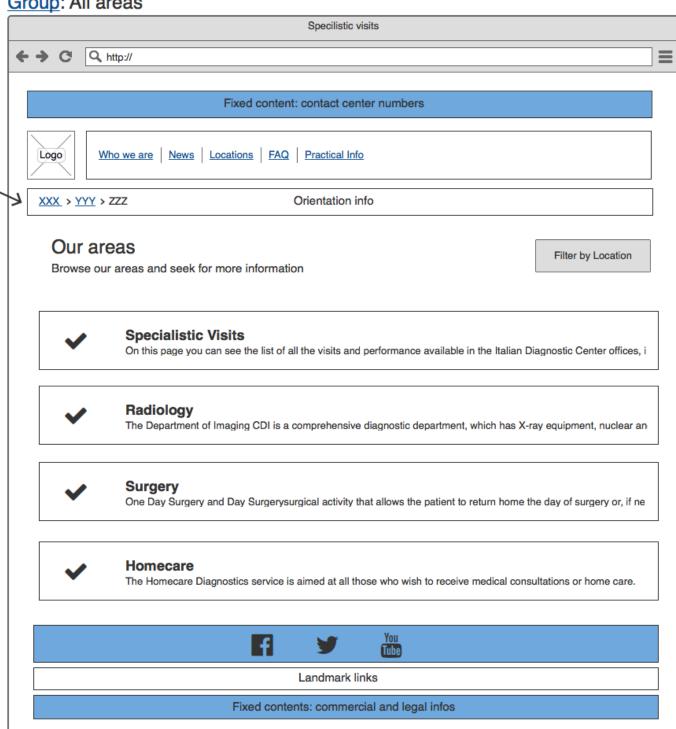
Mutlitple Group: Services by area



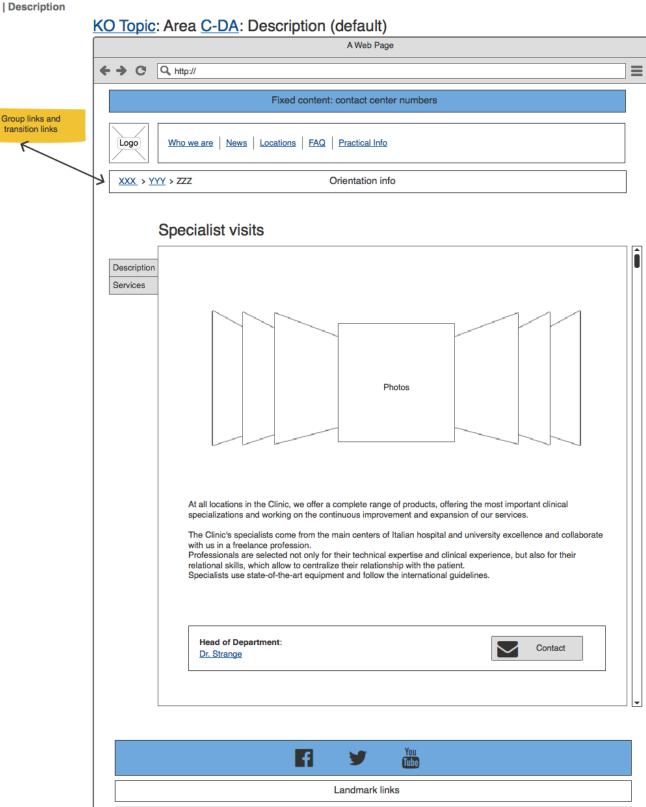
Area | All areas 16 / 29

Group: All areas

Group links and transition links

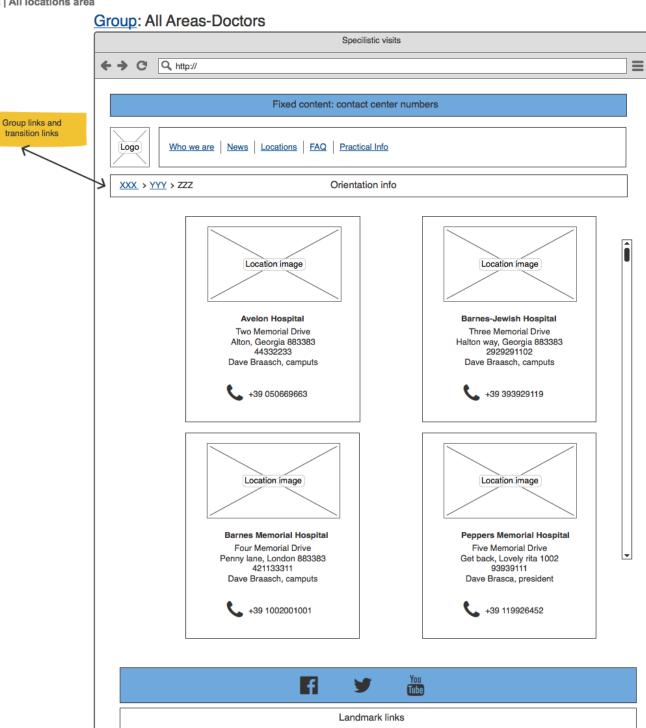


Area | Description 17 / 29



Fixed contents: commercial and legal infos

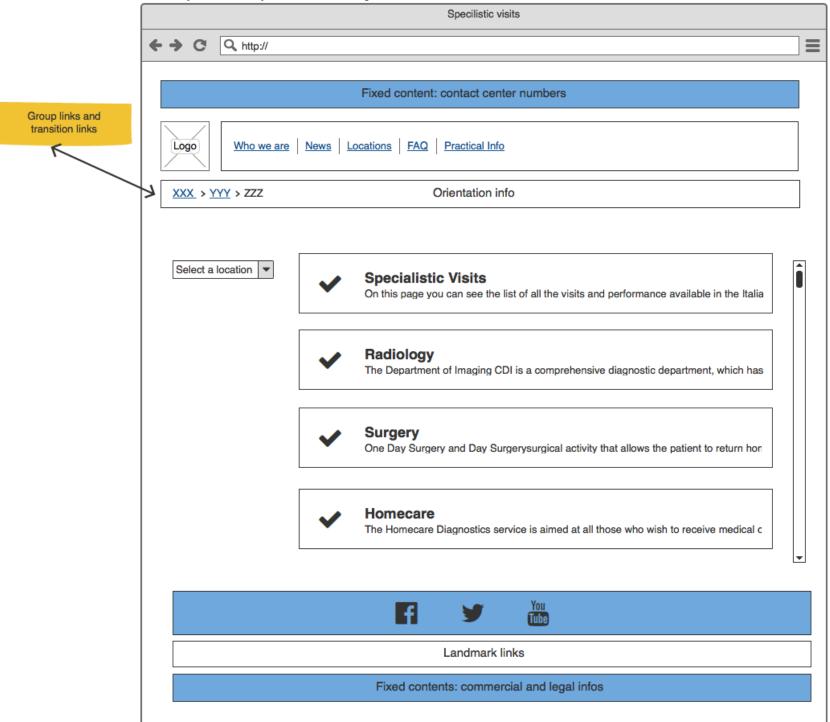
Area | All locations area 18 / 29



Fixed contents: commercial and legal infos

Area | Areas by location

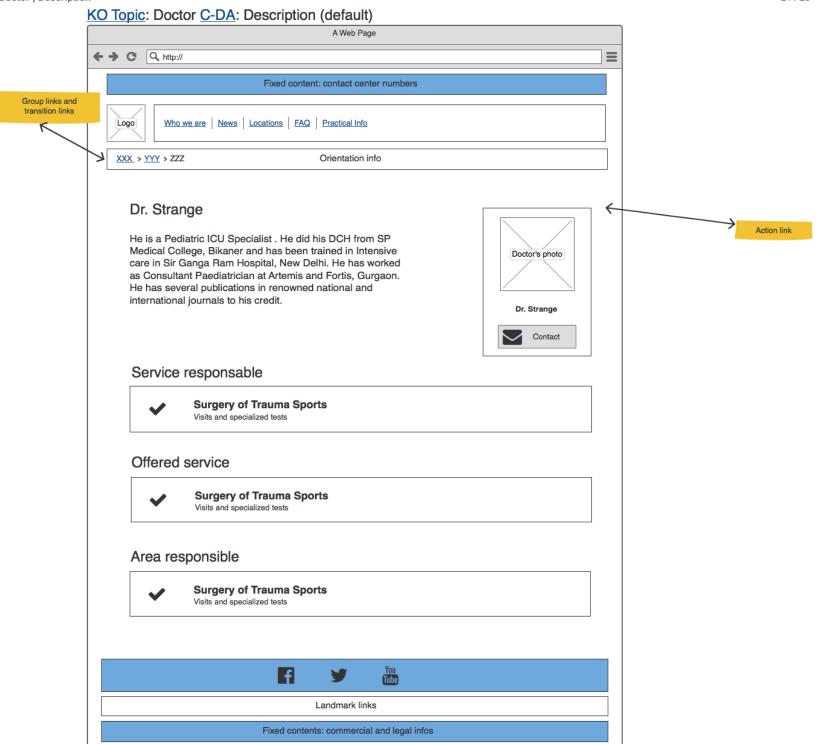
Mutlitple Group: Doctors by location



Doctor | All Doctors 20 / 29

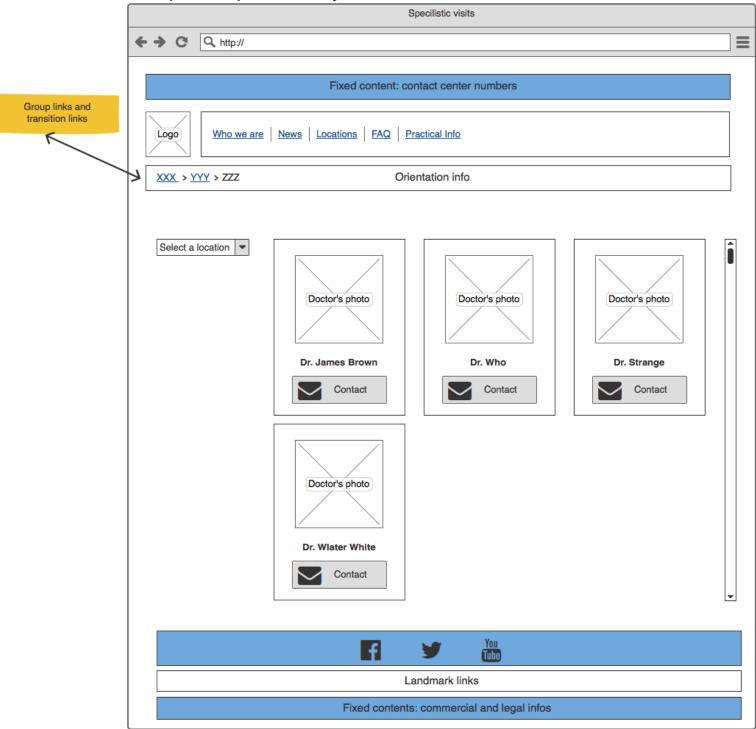
Group: All doctors Specilistic visits ← → C Q http:// Fixed content: contact center numbers Group links and transition links Who we are News Locations FAQ Practical Info Logo $\underline{XXX} > \underline{YYY} > ZZZ$ Orientation info Our doctors Filter by Service Filter by Location Filter by Area Browse our doctors and seek for more information Doctor's photo Doctor's photo Doctor's photo Dr. James Brown Dr. Who Dr. Strange Contact Contact Contact Doctor's photo Doctor's photo Doctor's photo Dr. Walter White Dr. Wurm Dr. Hummel Contact Contact Contact f Landmark links Fixed contents: commercial and legal infos

Doctor | Description 21 / 29



Doctor | Doctors by location 22 / 29

Mutlitple Group: Doctors by location



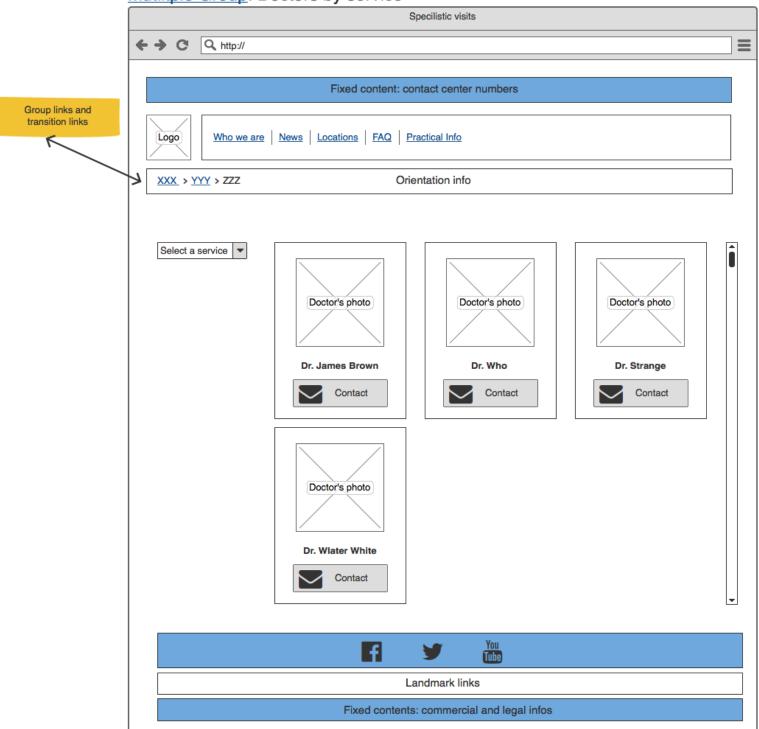
23 / 29

Doctor | Doctors by area Mutlitple Group: Doctors by area Specilistic visits ← → C Q http:// Fixed content: contact center numbers Group links and transition links Who we are News Locations FAQ Practical Info Logo XXX > YYY > ZZZ Orientation info Select a area ▼ Doctor's photo Doctor's photo Doctor's photo Dr. Who Dr. James Brown Dr. Strange Contact Contact Contact Doctor's photo Dr. Wlater White Contact f Landmark links

Fixed contents: commercial and legal infos

Doctor | Doctors by service 24 / 29

Mutlitple Group: Doctors by service



Doctor | All locations doctors 25 / 29

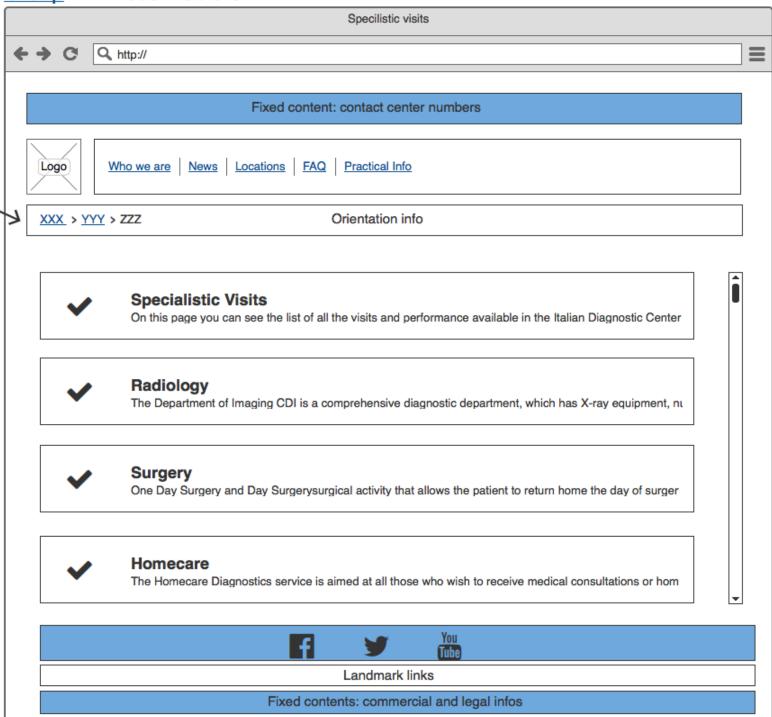
Group: All Locations-Doctors Specilistic visits ← → C Q http:// \equiv Fixed content: contact center numbers Group links and transition links Who we are News Locations FAQ Practical Info Logo XXX > YYY > ZZZ Orientation info Î Location image Location image **Avelon Hospital** Barnes-Jewish Hospital Two Memorial Drive Three Memorial Drive Alton, Georgia 883383 44332233 Halton way, Georgia 883383 2929291102 Dave Braasch, camputs Dave Braasch, camputs +39 393929119 +39 050669663 Location image Location image **Barnes Memorial Hospital Peppers Memorial Hospital** Five Memorial Drive Get back, Lovely rita 1002 93939111 Four Memorial Drive Penny lane, London 883383 421133311 Dave Brasca, president Dave Braasch, camputs +39 119926452 +39 1002001001 f Landmark links

Fixed contents: commercial and legal infos

Doctor | All areas doctors 26 / 29

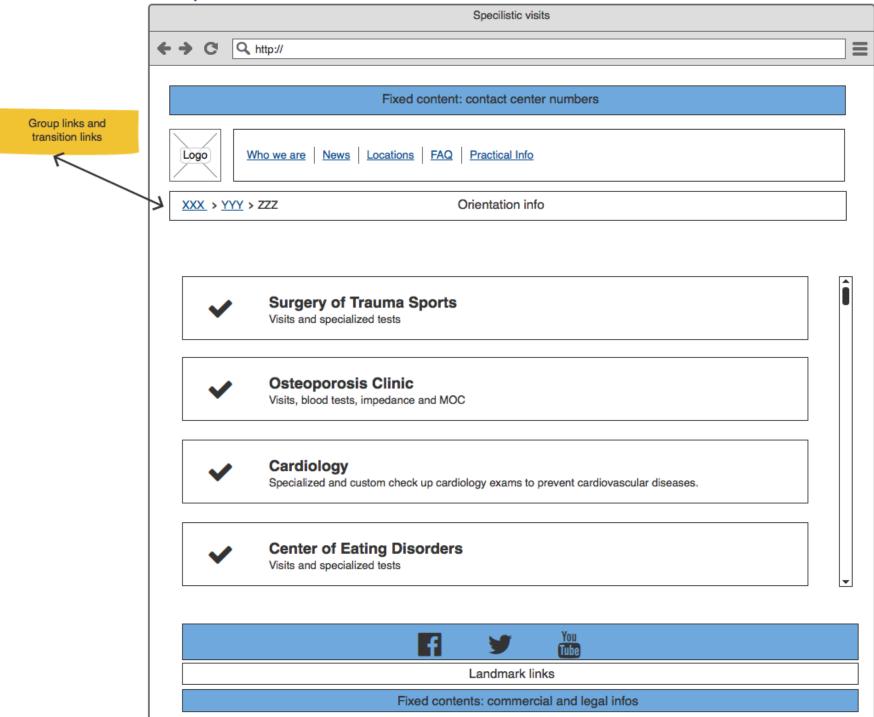
Group: All Areas-Doctors

Group links and transition links



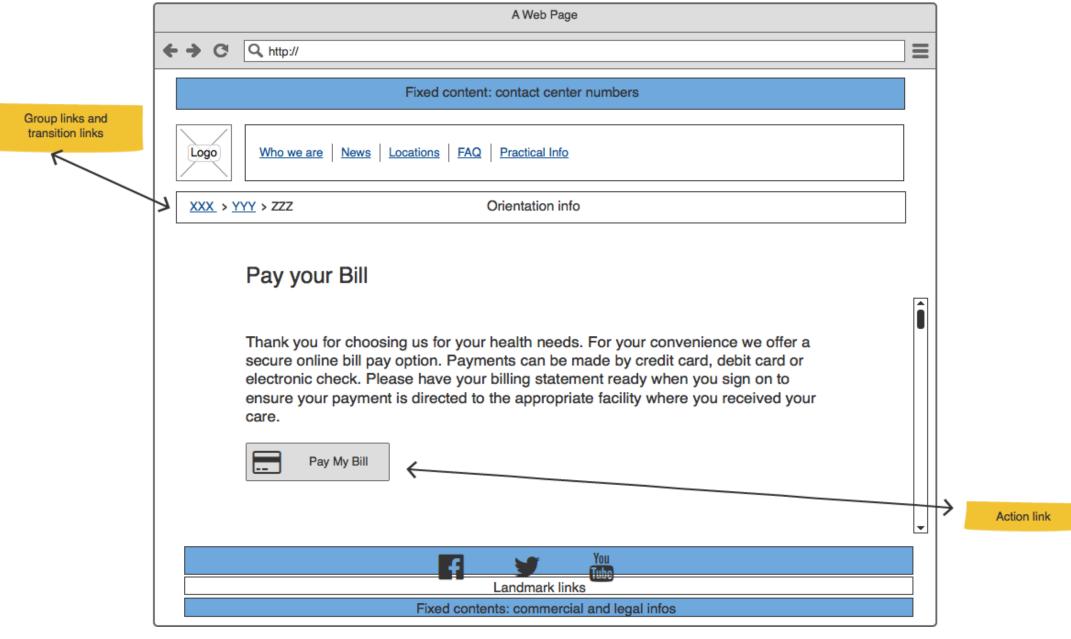
Doctor | All services doctors 27 / 29

Group: All Services-Doctors



Practical Info | Intent 28 / 29

KO Topic: Practical Info C-DA: Intent(default)



Group links and transition links

Group: All Practical Info

