Use-Case Specification: Emergency Panic Button (Request for first aid help)

Participating Actors
The use case is initiated by a Citizen.

Brief Description
This use case allows a Citizen to request for first aid help in case of a medical emergency.

Assumption
The Citizen is logged into the system.

Flow of Events

Basic Flow
1. The use case starts when the Citizen elects to request for help.
2. The system asks them to confirm that they want to send out request.
3. The user confirms.
4. The system confirms and notifies the user that it is searching for help.
5. The system will confirm that the user has authorized location permission.
6. The system will determine the Citizen's location and broadcast the request to other citizens available to provide help.
7. When another citizen accepts the request, the system will notify the citizen that their request has been accepted.
8. The system will share the citizen's location with the citizen who offered to help.
9. The system will also show confirmation to the user who is coming to help.

Alternative Flows
- A1. On step 5.
    1. If the system cannot determine the citizen's location it will ask if the user can type in the location
    2. The citizen can accept this request.
    3. The citizen will enter their current location.
    4. The citizen will continue to step 6.
    - A2. On step 2.
        1. If the citizen does not want to continue, they can cancel.
        2. The system will show confirmation.
        3. The system will return the user to their original page.
    - A3. On step 4.
        1. If the citizen wants to stop the process after requesting, they can click on cancel.
        2. The system will stop any ongoing process.
        3. The system will return the user to their original page.
    - A4. On step 5.
        1. If the citizen has not approved location permission.
        2. The system will request for permission.
        3. If the citizen approves, the system will continue to step 6.
    - A6, On step 5.

1. The system will request for location permission from the user
2. The user rejects the request.
3. The system will show an error dialog.
4. The system will return to the original page.
- A7, On step 6.
    1. Before a citizen can receive requests, they have to opt-in.
    2. On home page, the citizen will navigate to first aid volunteer.
    3. Citizen enables opt in checkbox.
    4. Citizen submits form.
    5. The system updates the preferences, and the Citizen can now receive requests.
    6. Continue to step 6.
- A8, On step 6.
    1. Before a citizen can receive requests, they must update the region that they are available.
    2. On home page, the citizen will navigate to first aid volunteer.
    3. Citizen searches for a location that they want to receive request from.
    4. Citizen confirms location
    5. Citizen submits form.
    6. The system updates the preferences, and the Citizen can now receive requests.
    7. Continue to step 6.

Business Rules
- The system will broadcast request to nearby citizens only.
- The system will not continuously collect real-time location data of citizens.

User Story with Acceptance Criteria: Panic Button (Request for help)

User Story Motivation

As a Citizen,
I want to request for first aid from nearby citizens,
so that I or someone near me may get prompt first aid.

User Story Acceptance Criteria (Gherkin notation: Given/When/Then with And as needed)

- Given a citizen is logged into the system,
  When the citizen selects to request for help,
  Then the system asks them to select their emergency type.
- Given a citizen has selected medical emergency,
  When the citizen has chosen a medical emergency,
  Then the system will request to determine their current location.
- Given the citizen has allowed the system to determine the location,
  When the system requested for location,
  Then the system will continue to broadcast the request.
- Given another citizen has opted in to provide first aid,
  When they receive a request for help,

Then they can either accept or decline the request.

- Given another citizen has accepted an offer to provide help,
  When the system had shown them options to respond to a request,
  Then the system will show them details and location of the citizen who needs help.
- Given that a request has been accepted,
  When the citizen requested for help,
  Then the system will notify them that help is on their way and show the details of the volunteer.

Business Rules

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