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| Use Case: Check-in at VA Facility |
| ID: 1 |
| Brief Description: When veteran arrives at a VA facility for an appointment setup within the Veni system, he/she will be able to check in for his appointment at the facility. The Veni app will use the phone’s location services to check that the veteran is at (or very near) the facility. |
| Note: This is the primary use case for this system |
| Primary Actors: Veteran |
| Secondary Actors: Location Services on Veteran’s phone |
| Preconditions:  1. The veteran has downloaded the Veni app to his phone and run the “First Run” experience (see “First Run Experience” (2)) 2. The veteran’s appointment exists 3. The veteran has downloaded the appointment to the Veni system |
| Main Flow:  1. The veteran starts the Veni phone app and authenticates to the application    * INCLUDE [Download Appointment] (2) 2. The veteran chooses the Check-in option within the Veni app. He/she is presented with a list of upcoming appointments previously downloaded to the Veni system 3. The veteran chooses the appointment he/she wishes to check in to 4. The Veni app contacts the phone’s location services to obtain the veteran’s location 5. The Veni app compares the veteran’s location with the location of the appointment 6. If the veteran is at or very near the location of his appointment,    1. The Veni phone app notifies the Veni System Server    2. The Veni System Server contacts the VistA system to check the Veteran in to his/her appointment    3. The veteran is notified that he/she is checked in 7. If the Veni System is configured to include “within the facility” location information, a textual description of the directions the veteran should follow to get to the exact location of the appointment is displayed in the Veni app |
| Post Conditions:  * The veteran’s status within the VistA system is “checked in” * The veteran has a textual description of how to get to his/her appointment (within the facility) |
| Alternative Flows:  * If the veteran is not at or very near the location of his/her appointment, the application notifies the veteran that he/she must be present at the appointment’s location before check-in can happen * If the check-in operation fails, the veteran is notified and told to check-in manually |