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| Use Case: Download Appointment |
| ID: 1 |
| Brief Description: After a veteran has made an appointment, he/she will be able to download the appointment into his/her Veni appointment list. This is a precondition to being able to check-in for the appointment at the VA facility |
| Notes:  * The creation of an appointment by the veteran with a VA facility is out of scope for this project. It may be included at some time in the future. * In addition, when the Veni app creates a calendar appointment, it is a “send and forget” operation. The calendar appointment cannot be edited or deleted from within the Veni app. |
| Primary Actors: Veteran |
| Secondary Actors: Calendar Services on the 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 has made an appointment with one of his/her chosen VA facilities (out of scope) |
| Main Flow:  1. The veteran authenticates to the application    * INCLUDE [Authenticate User] (2) 2. The veteran chooses the “Download Appointment” in the Veni phone app 3. The phone app communicates with the Veni server system. 4. The Veni server system looks up which VistA system owns the appointment and downloads the appointment information from the appropriate VistA system 5. The Veni server system transfers the appointment information to the Veni phone application 6. The appointment information is shown to the veteran 7. The veteran if offered a chance to transfer the appointment to his/her phone’s calendar. If the veteran agrees, the appointment is handed off to the phone’s calendar. 8. The veteran is offered an option to get directions to the appointment    * INCLUDE [Get Directions to Facility] (2) |
| Post Conditions:  1. The Veni system server and the Veni phone app both know about the upcoming appointment 2. The appointment appears in the Veni app’s “appointment list” |
| Alternative Flows: None |