Use Case ID	2
Title	TeleHealth
Level	☒Secondary
Short description	Deals with provision and delivery of medicines and prescription of the patient illness. Also includes the delivery of self-test kits of the customer by the phlebotomist.
Actors	Doctor , Patient , Phlebotomist, Pharmacy
Input parameters	Input parameter 1
	The doctor diagnoses the patient
Output parameters	The output parameters are the following: 1. The doctor analyses the patient and the required prescription is noted and users are given an option to get the medicines delivered to them by the delivery agents. 2. Self-tests kits listed in the app can be delivered to customer.

Main use case requirements	
<u>MAIN-1</u>	Different login credentials for the phlebotomist
Main-…	The phlebotomist must be within the geographical location of the labs and pharmacies

Main success scenario	
Step 1	User chooses option to opt for delivery of medicines
Step 2	User is assigned a phlebo based on location and pincode
Step x	Phlebo arrives at pharmacy and delivers medicine to user

Variation of step 1: for example an error occurs or the user selects an option,…	
Step 1.1	The required self – test kit of the user is no longer present or does not deliver to the location
Step 1.2	The user will be alerted with the required message in the app

Variation 2	
Step 2.1	The phlebo has cancelled on the customer
Step 2.2	The customer will be provided with a replacement phlebotomist

Variation 3	
Step 3.1	Medicine is unavailable at the pharmacy
Step 3.2	Customer is notified of the unavailability via text message or email.