

Program Number	08
Roll Number	1554
Title of program	User Procedure on Make My Trip Application
Program	1) Description of any one Scenario in your project 2) Mental Model for that Scenario

User Procedure on HealthCare App

Scenario: Booking a Specialist Doctor Appointment for Chronic Back Pain

1. Scenario: Booking a Specialist Doctor Appointment for Chronic Back Pain

Goal: Book a hassle-free appointment with the best orthopedic doctor, including follow-up reminders and e-prescriptions.

1. Scenario (Patient Perspective)

- **User Action:**
 - Rohan has chronic back pain and opens "MedCare" (your app name).
 - Searches for "orthopedic specialist near me" with filters like "availability today," "patient ratings."
 - Books Dr. Sharma's video consultation slot for 5 PM.
 - Receives e-prescription and schedules a physiotherapy follow-up.
- **System Response:**
 - ✓ Shows nearby doctors with slots, fees, and reviews.
 - ✓ Confirms appointment + sends SMS/email reminder.
 - ✓ Stores e-prescription in app history.
- **User's Thoughts:**
 - ✓ "I need a doctor who listens and has good reviews."
 - ✓ "Will the video call work smoothly?"
 - ✓ "I hope the prescription is saved for future reference."

3. Other Perspectives

Admin Perspective (Healthcare Platform):

Goal: Ensure smooth coordination between doctors and patients.

Actions:

- Assign appointment slots to doctors.
- Handle rescheduling/cancellations.
- Send automated reminders and store records securely.

Doctor Perspective:

Goal: Provide quality consultation and maintain records.

Actions:

- Review patient's symptoms before the call.
- Upload e-prescription post-consultation.
- Approve follow-up requests.

Pharmacy Perspective (if integrated):

Goal: Deliver medicines as per e-prescription.

Actions:

- Receive order from app.
- Verify prescription and dispatch.

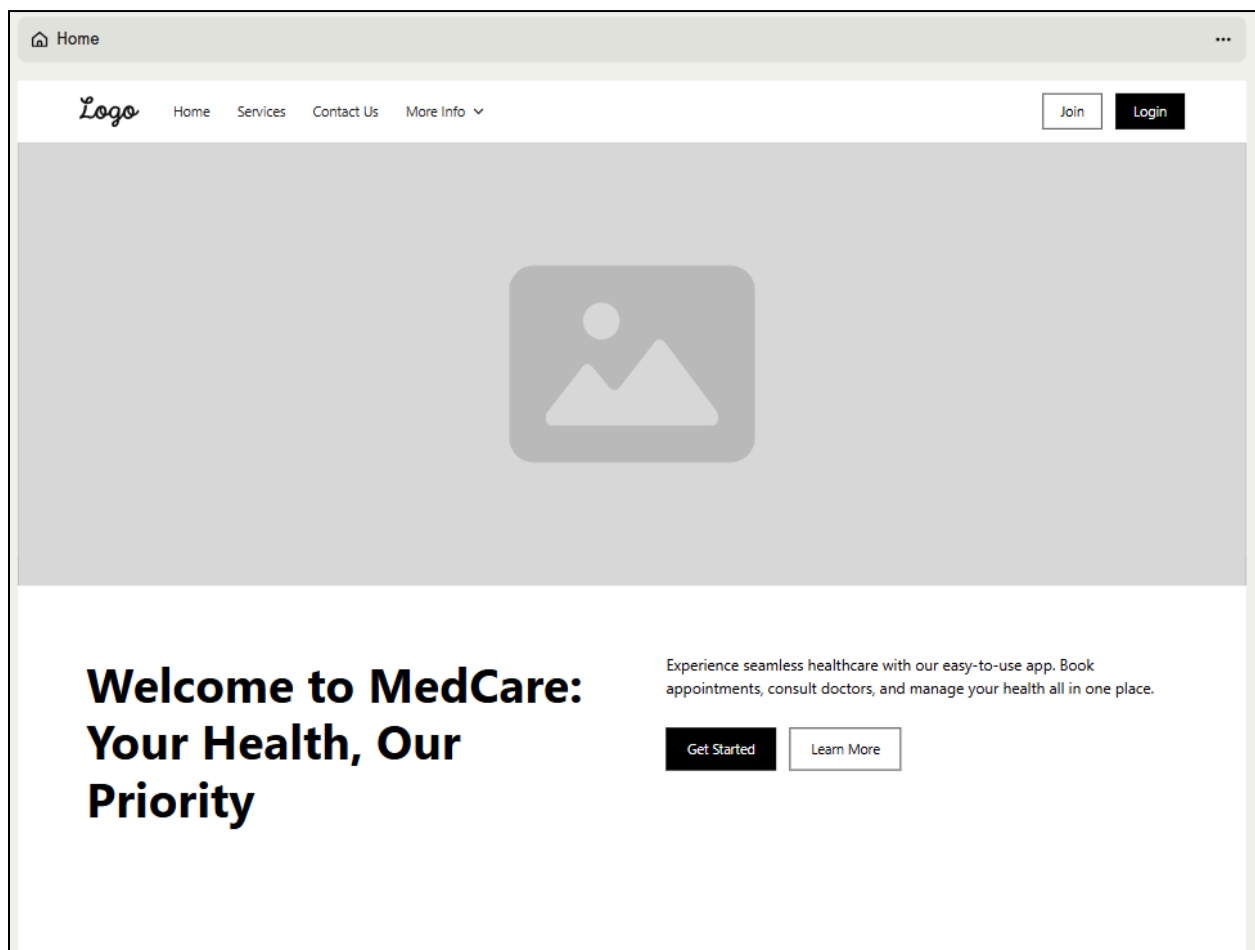
3. Wireframe (Key Screens)

1. **Homepage:** Search bar with "Book Doctor" or "Urgent Care" options.
2. **Doctor Listings:** Filters (specialty, availability, ratings).
3. **Appointment Confirmation:** Slot selection + payment gateway.
4. **Post-Consultation:** E-prescription + follow-up booking.

Customizable Examples for Other Healthcare Scenarios:

- **Lab Test Booking:**
 - User searches for "blood test at home," selects a lab, and tracks phlebotomist arrival.
- **Emergency Care:**
 - User clicks "Ambulance Request," shares location, and gets ETA.

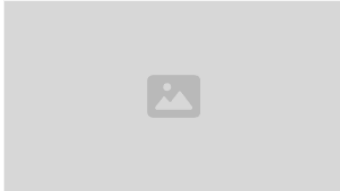
WireFrame



Convenience

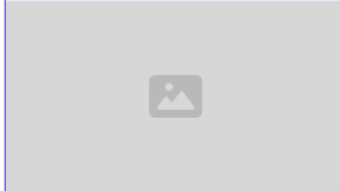
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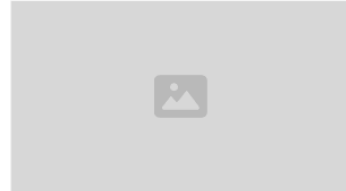
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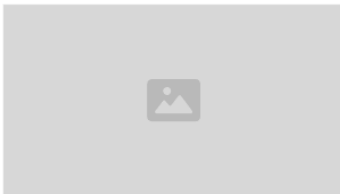
Book

Order >

Specialties

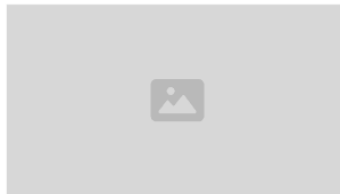
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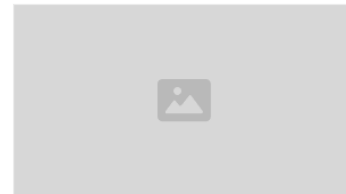
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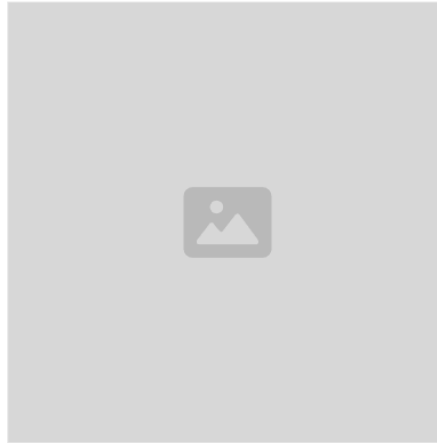
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4. Mental Model (Step-by-Step Flow)

Process	User Action	System Response	User's Thoughts
Open App	Launch "MedCare"	Displays homepage with search	"I need a specialist ASAP."
Search Doctors	Type "orthopedic + pain management"	Lists doctors with slots, ratings	"Who's available today with 4+ stars?"
Filter Results	Select "video consult + today"	Shows available time slots	"5 PM works—I'm free after work."
Book Appointment	Confirm slot & enter symptoms	Sends confirmation + payment link	"Is my insurance covered?"
Video Consultation	Join call via app	Connects to doctor + chat option	"Hope the diagnosis is accurate."
Receive e-Prescription	View/download prescription	Saves to "My Reports" section	"I'll share this with my physio."
Follow-up Reminder	Schedule physio session	Adds to calendar + sends reminder	"I don't want to forget rehab."