

User Stories

COMP1531 18s2 Group Project Milestone 3

Group: Cheap Friday

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Class details: Friday 4–7pm

Tutor: Anna Azzam

Story Points (SP): 1 SP = ½ day

Priority levels: 1 (High) 2 (Moderately High) 3 (Medium) 4 (Moderately Low) 5 (Low)

Epic Story:

As a user, I want to login, view and update my profile.

This epic story can be broken down into three features and three user stories.

Detailed user story for *Authentication* feature:

ID	US-1
Name	Login to site
User Story description: <i>As an unauthorised user, I want to login successfully with a correct user and password so that I can access my account securely.</i>	
Acceptance criteria: <ul style="list-style-type: none">• If email input is empty, a message is displayed: “Email is empty”.• If email and password inputs are empty, two messages are displayed on the webpage: “Email is empty” and “Password is empty”• If there is no account corresponding to the email input, a message is displayed: “Account not found”• If the password input does not match the account corresponding to the email input, a message is displayed: “Invalid username/password combination”• If the email/password combination is correct, the user is successfully authorised and is redirected to the dashboard	
Estimate	2 SP
Priority	1 (High)

Detailed user story for *View Own Profile* feature:

ID	US-2
Name	View own user profile
User Story description: <i>As an authorised user, I want to view my own personal details on a profile page so that I can ensure my details are stored correctly in the system.</i>	
Acceptance criteria: <ul style="list-style-type: none">• A user is able view their own personal details on a profile page	

	<ul style="list-style-type: none"> For a patient, the details shown are full name, email address, phone number and Medicare number For a provider, the details shown are full name, email address, phone number, service and provider number If a provider is a specialist, their specialisation will also be displayed on the webpage A user can click an “Update Profile” button to be redirected to change any details (refer to US-3)
Estimate	1 SP
Priority	3 (Moderate)

Detailed user stories for *Update Profile* feature:

ID	US-3
Name	Change personal details
User Story description: As an <i>authorised user</i> , I want to <i>enter new personal details</i> so that I can <i>ensure my profile is up to date</i> .	
Acceptance criteria: <ul style="list-style-type: none"> A user is able to enter one or many new details to be updated in a form A user can only change their name and/or phone number, but cannot edit any other details If any fields are left empty, the former details corresponding to the field will not be overwritten A user is redirected back to their own profile upon submitting the new details (refer to US-2) 	
Estimate	2 SP
Priority	3 (Moderate)

Epic Story:

As a patient, I want to search for a service, view the profile of a service, rate a service, book a medical appointment, view my appointment history and view my referrals.

This epic story can be broken down into six features and fourteen user stories.

Detailed user stories for *Search for Healthcare Service* feature:

ID	US-4
Name	Select search filter for healthcare centre
User Story description: As a patient, I want to <i>select whether to search for a healthcare centre by name or by suburb</i> so that I can <i>filter the results according to my needs</i> .	
Acceptance criteria: <ul style="list-style-type: none"> The user is presented with two options: “Search for a centre by name” or “Search for a centre by suburb” while searching for a healthcare centre (refer to US-5) 	
Estimate	1 SP
Priority	1 (High)

ID	US-5
Name	Search for a healthcare centre by name or suburb
User Story description: As a patient, I want to <i>search for a healthcare centre by name or suburb</i> so that I can <i>find a suitable centre where I can resolve a health problem</i> .	
Acceptance criteria: <ul style="list-style-type: none"> A user can select a search filter out of name and suburb (refer to US-6) A user can enter information into a search field If searching by name, a healthcare centre is included in the search results if the search input is a substring or exact match of its name 	

	<ul style="list-style-type: none"> • If searching by suburb was selected, a healthcare centre is included in the search results of the search input is a substring or exact match of its suburb • If the search results are empty, a message will be displayed on the webpage: “No results found.” • If the search returns one or more results, a list of healthcare centres corresponding to the search criteria is displayed. For each centre, the name, type, suburb, phone and rating are displayed. • A user can click on any healthcare centre to be redirected to its profile page (refer to US-9)
Estimate	3 SP
Priority	1 (High)

ID	US-6
Name	Select search filter for healthcare provider
<p>User Story description: As a patient, I want to <i>select whether to search for a healthcare provider by name or by service</i> so that I can <i>filter the results according to my needs</i>.</p> <p>Acceptance criteria:</p> <ul style="list-style-type: none"> • The user is presented with two options: “Search for a provider by name” or “Search for a provider by service” while searching for a healthcare provider (refer to US-8) • If “Search for a provider by name” is selected, a text field is displayed on the webpage for user input • If “Search for a provider by service” is selected, a list of services is displayed on the webpage of which the user can select one (refer to US-7) 	
Estimate	1 SP
Priority	1 (High)

ID	US-7
Name	Select a medical service for healthcare provider
<p>User Story description: As a patient, I want to <i>select a medical service</i> so that I can <i>find a provider offering the specific help I need</i>.</p> <p>Acceptance criteria:</p> <ul style="list-style-type: none"> • A list of all services offered by healthcare providers registered on the system is displayed on the webpage • A user can select a service from the given list to be redirect to the search results (refer to US-8) 	
Estimate	1 SP
Priority	1 (High)

ID	US-8
Name	Search for a healthcare provider by name or service
<p>User Story description: As a <i>patient</i>, I want to <i>search for a healthcare provider by name or service</i> so that I can <i>find the specific help I need</i>.</p> <p>Acceptance criteria:</p> <ul style="list-style-type: none"> • A user can select a search filter out of “Search by name” and “Search by suburb” (refer to US-6) • If searching by name, a user can enter information into a search field (refer to US-6) and all providers for which the search input is a substring or an exact match are included in the search results • If searching by service, a user can choose a service from a given list (refer to US-7) and all providers offering that service are included in the search results • If the search results are empty, a message will be displayed on the webpage: “No results found.” • If the search returns one or more results, a list of healthcare providers corresponding to the search criteria is displayed. For each provider, the name, service, email, phone number and rating are displayed. • A user can click on any healthcare provider to be redirected to their profile page (refer to US-10) 	
Estimate	3 SP
Priority	1 (High)

Detailed user stories for *View Profile of a Healthcare Service* feature:

ID	US-9
Name	View profile of a healthcare centre
User Story description: <i>As a patient, I want to view the profile of a healthcare centre so that I can obtain more specific information about it.</i>	
Acceptance criteria: <ul style="list-style-type: none">• The healthcare centre's name, category, suburb, phone number and rating are displayed on the webpage• A list of all healthcare providers working at the centre, their working hours and services are also displayed• A user can choose a rating as a numerical value out of 5 for the healthcare centre (refer to US-15)• A user can click on any healthcare provider to be redirected to their profile page (refer to US-10)• A user can click on any healthcare provider to book an appointment with them at the selected healthcare centre (refer to US-14)	
Estimate	1 SP
Priority	2 (Moderately High)

ID	US-10
Name	View profile of a healthcare provider
User Story description: <i>As a patient, I want to view the profile of a healthcare provider so that I can obtain more specific information about them.</i>	
Acceptance criteria: <ul style="list-style-type: none">• The healthcare provider's name, service, phone number and customer ratings are displayed on the webpage• If the provider is a specialist, their specialisation is also displayed on the webpage• A list of all healthcare centres at which the provider works and their working hours is also displayed• A user can choose a rating as a numerical value of 5 for the healthcare provider (refer to US-15)• A user can click on any healthcare centre to be redirected to its profile page (refer to US-9)• If the provider is not a specialist, a user can click on any healthcare centre to book an appointment there with the provider (refer to US-14)	
Estimate	1 SP
Priority	2 (Moderately High)

Detailed user stories for *Book Appointment* feature:

ID	US-11
Name	Select a healthcare centre for an upcoming appointment
User Story description: <i>As a patient, I want to select a healthcare centre for my upcoming appointment so that I can see a provider at a location convenient for me.</i>	
Acceptance criteria: <ul style="list-style-type: none">• All healthcare centres at which the provider works are displayed as a list on the webpage• A user can select a centre and proceed with the booking (refer to US-14)	
Estimate	1 SP
Priority	1 (High)

ID	US-12
Name	Select a date and time for an upcoming appointment
User Story description:	

As a *patient*, I want to *select a date and time for my upcoming appointment* so that I can *see a provider at a time convenient for me*.

Acceptance criteria:

- A user can select a month from a list of all months in the year
- A user can select a day from a list of all days in the selected month
- All thirty-minute timeslots for which the chosen provider is available for the inputted date are displayed on the webpage
- If no timeslots are available, a message is displayed on the webpage: "No timeslots available. Please try again at a later time."
- If timeslots are available, a user can select a timeslot and proceed with the booking (refer to US-14)

Estimate	2 SP
Priority	1 (High)

ID	US-13
Name	Enter details about upcoming appointment
User Story description: As a <i>patient</i> , I want to <i>enter details about my upcoming appointment</i> so that I can <i>communicate information to the provider prior to the visit</i> .	
Acceptance criteria: <ul style="list-style-type: none">• A user can enter information into a text field while booking a medical appointment (refer to US-14)	
Estimate	1 SP
Priority	1 (High)

ID	US-14
Name	Book medical appointment
User Story description: As a <i>patient</i> , I want to <i>book a medical appointment with a provider</i> so that I can <i>resolve a health problem</i> .	
Acceptance criteria: <ul style="list-style-type: none">• If the healthcare centre has not already been selected before being redirected to the page, a patient can select a healthcare centre at which the specified provider works (refer to US-11)• A patient can select a date and timeslot for which the specified provider is available (refer to US-12)• A patient can enter an optional note about their visit (refer to US-13)• If the user is not a patient, a message is displayed on the webpage: "Please login as a patient"• If the booking form is submitted without a selected provider, or if the selected provider is not a registered user on the system, a message is displayed on the webpage: "Error: cannot book an appointment with the selected provider"• If the booking form is submitted without a selected centre, a message is displayed on the webpage: "Please select a centre"• If the selected provider does not work at the selected centre, a message is displayed on the webpage: "Provider does not work at this centre"• If no timeslot has been selected, a message is displayed on the webpage: "Please select a timeslot"• If the provider is not available at the selected time, a message is displayed on the webpage: "The provider is not available at this time, please select a different time"• If the patient has already booked an appointment at the selected date and time, a message is displayed on the webpage: "You already have an appointment at this time"• If the booking is successful, the appointment details (provider, date, time, location and patient comment) as well as a message is displayed on the webpage: "Booking confirmed!"	
Estimate	4 SP
Priority	1 (High)

Detailed user story for *Rate Healthcare Service* feature:

ID	US-15
Name	Rate healthcare service
User Story description: <i>As a patient, I want to rate a healthcare service so that I can express my satisfaction or dissatisfaction.</i> Acceptance criteria: <ul style="list-style-type: none">• A patient can select a rating from 1, 2, 3, 4 and 5, with one being the least satisfied and 5 being the most satisfied• If the patient has previously rated the centre or provider for a different appointment, the old rating is overridden by the most recent rating	
Estimate	4 SP
Priority	4 (Moderately Low)

Detailed user story for *View Appointment History* feature:

ID	US-16
Name	View own appointment history
User Story description: <i>As a patient, I want to view my appointment history so that I can trace my medical history.</i> Acceptance criteria: <ul style="list-style-type: none">• A patient's appointment history is categorised into "Current Appointments" and "Past Appointments"• If a patient does not have any current and/or past appointments, a message is displayed under the specific category: "No appointments"• If the patient has appointments, a list of all appointments made by that patient is displayed under the appropriate category• For each appointment, the date, time, service, provider, centre and patient notes are displayed	
Estimate	3 SP
Priority	3 (Medium)

Detailed user story for *View Referrals* feature:

ID	US-17
Name	View referrals
User Story description: <i>As a patient, I want to view my referrals so that I can seek the medical attention I need.</i> Acceptance criteria: <ul style="list-style-type: none">• If the patient has not been given any referrals, a message is displayed on the webpage: "No referrals"• If the patient has referrals, a list of all referrals written for the patient by any provider is displayed• For each referral, the specialist, their specialisation, date of referral and message are displayed• For each referral, if an appointment has been made by the patient, a message is displayed "Appointment booked for [scheduled appointment date]"• A provider can click on any referral for which an appointment has not already been made to book an appointment with that specialist (US-15)	
Estimate	2 SP
Priority	2 (Moderately High)

Epic Story:

As a healthcare provider, I want to view my own appointment history, view my patient's appointment history, view the profile of an appointment and document my consultations.

This epic story can be broken down into three features and four user stories.

Detailed user stories for *View Appointment History* feature:

ID	US-18
Name	View own appointment history
User Story description: <i>As a healthcare provider, I want to view my appointment history so that I can keep track of my work commitments.</i>	
Acceptance criteria: <ul style="list-style-type: none">• A provider's appointment history is categorised into "Current Appointments" and "Past Appointments"• If the provider does not have any current and/or past appointments, a message is displayed under the specific category: "No appointments"• If the provider has appointments, a list of the appointments for the provider is displayed under the appropriate category• For each appointment, the date, time, centre, patient and patient notes are displayed• A provider can click on any current appointment to start the consultation (refer to US-21)• A provider can click on any past appointment to be redirected to its profile (refer to US-20)• A provider can click on any past appointment to edit its notes (refer to US-21)	
Estimate	3 SP
Priority	3 (Medium)

ID	US-19
Name	View patient's appointment history
User Story description: <i>As a healthcare provider, I want to view my patient's appointment history so that I am informed of their medical history.</i>	
Acceptance criteria: <ul style="list-style-type: none">• A patient's appointment history is categorised into "Current Appointments" and "Past Appointments"• If the patient does not have any current and/or past appointments, a message is displayed under the specific category: "No appointments"• If the patient has appointments, a list of all appointments made by that patient is displayed under the appropriate category• For each appointment, the date, time, centre, patient and patient notes are displayed• A provider can click on any current appointment of which they are the provider to start the consultation (refer to US-21)• A provider can click on any past appointment to be redirected to its profile (refer to US-20)• A provider can click on any past appointment of which they are the provider to edit its notes (refer to US-21)	
Estimate	3 SP
Priority	2 (Moderately High)

Detailed user story for *View Appointment Profile* feature:

ID	US-20
Name	View profile of an appointment
User Story description: <i>As a provider, I want to view the profile of an appointment so that I can obtain more specific information about it.</i>	

Acceptance criteria:	
<ul style="list-style-type: none"> The patient, provider, service, centre, date, time, patient notes, provider notes and prescribed medication are displayed on the webpage If the provider is a specialist, their specialisation is also displayed If a referral was given during the consultation, the referral's details (specialist, their specialisation and the message) are also displayed on the webpage 	
Estimate	1 SP
Priority	3 (Medium)

Detailed user stories for *Document Consultation* feature:

ID	US-21
Name	Record details about a consultation
User Story description: <i>As a healthcare provider, I want to record details about my patient during consultation so that I can document their medical condition.</i>	
Acceptance criteria: <ul style="list-style-type: none"> The patient, provider, service, centre, date, time, patient notes, provider notes and prescribed medication are displayed on the webpage If the provider is a specialist, their specialisation is also displayed If a referral was given during the consultation, the referral's details (specialist, their specialisation and the message) are also displayed on the webpage A provider can write comments about a patient's visit in a text field A provider can list any medications prescribed during a visit in a text field If the provider is a general practitioner, they can write and send a specialist referral (refer to US-22) If the provider has previously written notes or medications for the appointment, they will be visible and editable in the textboxes The most recent input will override any old notes once saved Once the notes are saved, the appointment is no longer "current" and is instead categorised as "past" If the provider is a specialist, once the notes are saved, the patient's referral is not longer valid and they will not be able to make an appointment with the provider A provider can click a button to save all notes with the appointment details and be redirected to the appointment profile (refer to US-20) 	
Estimate	2 SP
Priority	2 (Moderately High)

Epic Story:

As a general practitioner, I want to write referrals to specialists.

Detailed user stories for *Write Referral* feature:

ID	US-22
Name	Write referral
User Story description: <i>As a general practitioner, I want to write and send a referral to a specialist so that my patient can get the specific help they need.</i>	
Acceptance criteria: <ul style="list-style-type: none"> A list of all specialists registered on the system and their areas of expertise is displayed A general practitioner can select a specialist from the displayed list A general practitioner can write a comment to the specialist in a text field After the referral has been successfully saved, the patient is able to make an appointment with the given specialist 	
Estimate	4 SP
Priority	2 (Moderately High)

Epic Story:

As a specialist, I want to view my referrals.

Detailed user story for *View Referrals* feature:

ID	US-23
Name	View referrals
User Story description: <i>As a specialist, I want to view my referrals so that I can seek the medical attention I need.</i>	
Acceptance criteria: <ul style="list-style-type: none">• If the patient has not been given any referrals, a message is displayed on the webpage: “No referrals”• If the patient has referrals, a list of all referrals written for the patient by any provider is displayed• For each referral, the specialist, their specialisation, date of referral and message are displayed• For each referral, if an appointment has been made by the patient, a message is displayed “Appointment booked for [scheduled appointment date]”• A provider can click on any referral for which an appointment has not already been made to book an appointment with that specialist (US-15)	
Estimate	2 SP
Priority	2 (Moderately High)