**User Guide: Rapid Rescue Ambulance Booking System**

**1. Introduction**

Welcome to the **Rapid Rescue Ambulance Booking System**. This web-based platform allows patients to request an ambulance in emergencies, track the ambulance's location in real-time, and provide essential medical information to help emergency medical technicians (EMTs). This guide will help you understand how to use the system, including instructions for **Patients (Users)**, **Admins (Dispatchers)**, and **Drivers (EMTs)**.

**2. Getting Started**

**2.1 System Requirements**

* **Device**: The system can be accessed on any device with internet access, such as desktops, laptops, tablets, or smartphones.
* **Browser**: The application is compatible with major browsers like **Google Chrome**, **Mozilla Firefox**, **Safari**, and **Microsoft Edge**.
* **Internet Connection**: A stable internet connection is recommended for real-time ambulance tracking and data synchronization.

**2.2 Accessing the System**

1. Open your browser and navigate to the Rapid Rescue website: [Your System URL].
2. You will be presented with the **Homepage** showing your current location on a map (using Google Maps API) and the "Book Ambulance" button.

**3. Patient User Guide**

This section provides instructions for **Patients** who will use the system to request ambulances and track their real-time location.

**3.1 Registering an Account**

Before booking an ambulance, patients must register on the system.

1. **Step 1**: Click on the **Sign Up** or **Register** button on the homepage.
2. **Step 2**: Fill in the registration form, which includes:
   * Full Name
   * Email Address (used for logging in)
   * Phone Number
   * Password
   * Date of Birth
   * Address (optional)
   * Medical History (optional but recommended in case of emergencies)
3. **Step 3**: Click on the **Submit** button. You will receive a confirmation email with a link to verify your account.

**3.2 Logging In**

1. **Step 1**: Click the **Login** button on the homepage.
2. **Step 2**: Enter your registered **Email** and **Password**.
3. **Step 3**: After logging in, you'll be directed to the **Ambulance Booking Dashboard**.

**3.3 Booking an Ambulance**

1. **Step 1**: On the **Ambulance Booking Dashboard**, your current location will be automatically detected via the map (using Google Maps API). If necessary, you can manually adjust your pickup location.
2. **Step 2**: Click on the **Book Ambulance** button located below the map.
3. **Step 3**: Fill out the **Booking Form**:
   * Confirm your **current location** (automatically detected).
   * Provide **pickup address** and **nearest hospital**.
   * Optionally, provide any relevant **medical history** that can assist the EMTs.
4. **Step 4**: Click **Submit Request**. Your request will be processed, and you will receive a confirmation that the ambulance is on its way.

**3.4 Real-Time Tracking**

Once the ambulance has been assigned, you can track it in real time:

1. **Step 1**: After booking, you will be redirected to the **Tracking Page**.
2. **Step 2**: A map will display your current location and the ambulance’s location, along with its **Estimated Time of Arrival (ETA)**.
3. **Step 3**: You can monitor the ambulance’s progress until it arrives at your location.

**3.5 Providing Feedback**

1. After the ambulance has completed the service (i.e., transported the patient to the hospital), you will receive an option to **provide feedback**.
2. **Step 1**: Rate your experience (e.g., 1-5 stars).
3. **Step 2**: Optionally provide any additional comments.
4. **Step 3**: Click **Submit Feedback**.

**4. Admin (Dispatcher) User Guide**

This section provides instructions for **Admins (Dispatchers)** responsible for managing ambulance requests and assigning ambulances.

**4.1 Logging In as Admin**

1. **Step 1**: Click the **Admin Login** button on the homepage or directly navigate to the **Admin Login Portal**.
2. **Step 2**: Enter your **Admin Username** and **Password**.
3. **Step 3**: Once logged in, you will be directed to the **Admin Dashboard**.

**4.2 Managing Ambulance Requests**

The **Admin Dashboard** will display all active and pending ambulance requests.

1. **Step 1**: Click on any **Pending Requests** to view the patient’s details, pickup location, and hospital destination.
2. **Step 2**: The dashboard will automatically display the nearest available ambulances on the map.
3. **Step 3**: Click on an **Available Ambulance** and then click **Assign Ambulance**.

**4.3 Monitoring Ambulance Statuses**

Admins can monitor the statuses of all ambulances in real-time.

1. **Step 1**: Go to the **Ambulance Monitoring** tab on the Admin Dashboard.
2. **Step 2**: Each ambulance’s status will be listed (e.g., "available", "en route", "transporting", "completed").
3. **Step 3**: Click on any ambulance to view detailed location and tracking information.

**4.4 Managing Ambulance and Driver Data**

Admins can also manage ambulance and driver data from the dashboard.

1. **Step 1**: Click on the **Ambulance Management** tab.
2. **Step 2**: You can add, update, or remove ambulances from service.
3. **Step 3**: Similarly, in the **Driver Profiles** section, you can assign drivers to ambulances and modify their details.

**5. Driver (EMT) User Guide**

This section provides instructions for **Drivers (EMTs)** to manage ambulance requests and update statuses.

**5.1 Logging In as a Driver**

1. **Step 1**: Navigate to the **Driver Login Portal** from the homepage.
2. **Step 2**: Enter your **Driver Username** and **Password**.
3. **Step 3**: Once logged in, you will be directed to the **Driver Dashboard**.

**5.2 Viewing Assigned Requests**

1. **Step 1**: Upon logging in, you will see a list of **Assigned Requests**.
2. **Step 2**: Select the request assigned to you to view the patient’s location, medical details, and hospital destination.

**5.3 Updating Your Status**

Drivers can update their status in real-time during the response.

1. **Step 1**: Click on the **Status Update** button in the **Driver Dashboard**.
2. **Step 2**: Select your current status from the list:
   * "Available"
   * "En route"
   * "Arrived"
   * "Transporting Patient"
   * "Completed"
3. **Step 3**: Click **Submit** to update your status, which will be reflected on the Admin Dashboard and visible to the patient in real-time.

**5.4 Accessing Patient Information**

Drivers can access detailed patient information for better assistance during emergencies.

1. **Step 1**: Click on an assigned request.
2. **Step 2**: View the patient’s medical history, allergies, and any important details provided by the patient during the booking process.

**6. Troubleshooting and FAQs**

**6.1 Ambulance Tracking Delays**

* If the real-time tracking seems slow, ensure you have a stable internet connection. The map automatically updates the ambulance’s location every 10 seconds.

**6.2 Technical Support**

* If you encounter any issues with booking, tracking, or managing your account, please contact our **Support Team** at [Support Contact Info].

**7. Contact Information**

For further assistance or support, you can reach out to our **customer service team** at:

* **Email**: bitrebels@techwiz.com
* **Phone**: 1-800-123-4567
* **Address**: Aptech Garden, Garden West, Karachi 74550