|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | First Aid Information | | |
| Created By: | Sharifah Saffa’ | Last Updated By: |  |
| Date Created: | 14/2/2015 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actor: | User |
| Description: | The user will be able to access in general First Aid information. (Emergency but not life threatening cases) |
| Preconditions: | The user must be logged in to their account. |
| Postconditions: | The user selects the type of First Aid conditions they are attending to and follow the detailed steps displayed. |
| Priority: | Low |
| Frequency of Use: | As many times user need access to information |
| Flow of Events: | 1. User log into the system 2. User Select the type of services -> Select First Aid information option 3. Look through the type of medical attention/guidance desired 4. Information displayed from Database 5. User follow the steps. |
| Alternative Flows: | User calls alternative hotline where operator will direct users on the steps to proceed for injury/accident. |
| Exceptions: |  |
| Includes: | Details of medical information from the Database |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: | User can classify the case as non life threatening. Minimal medical attention can be done while making their way to A&E or A&E attention not needed. |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | First Aid Information | | |
| Created By: | Sharifah Saffa’ | Last Updated By: |  |
| Date Created: | 14/2/2015 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actor: | User |
| Description: | The user utilises a hotline to seek medical help |
| Preconditions: |  |
| Postconditions: |  |
| Priority: | Low |
| Frequency of Use: | As many times user need access to information |
| Flow of Events: | 1. User search through the app for medical information 2. If not found, user proceed to call hotline for help. 3. Operator will provide guidance over the phone. |
| Alternative Flows: |  |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: | User can classify the case as non life threatening. Minimal medical attention can be done while making their way to A&E or A&E attention not needed. |