Use Cases Description

for
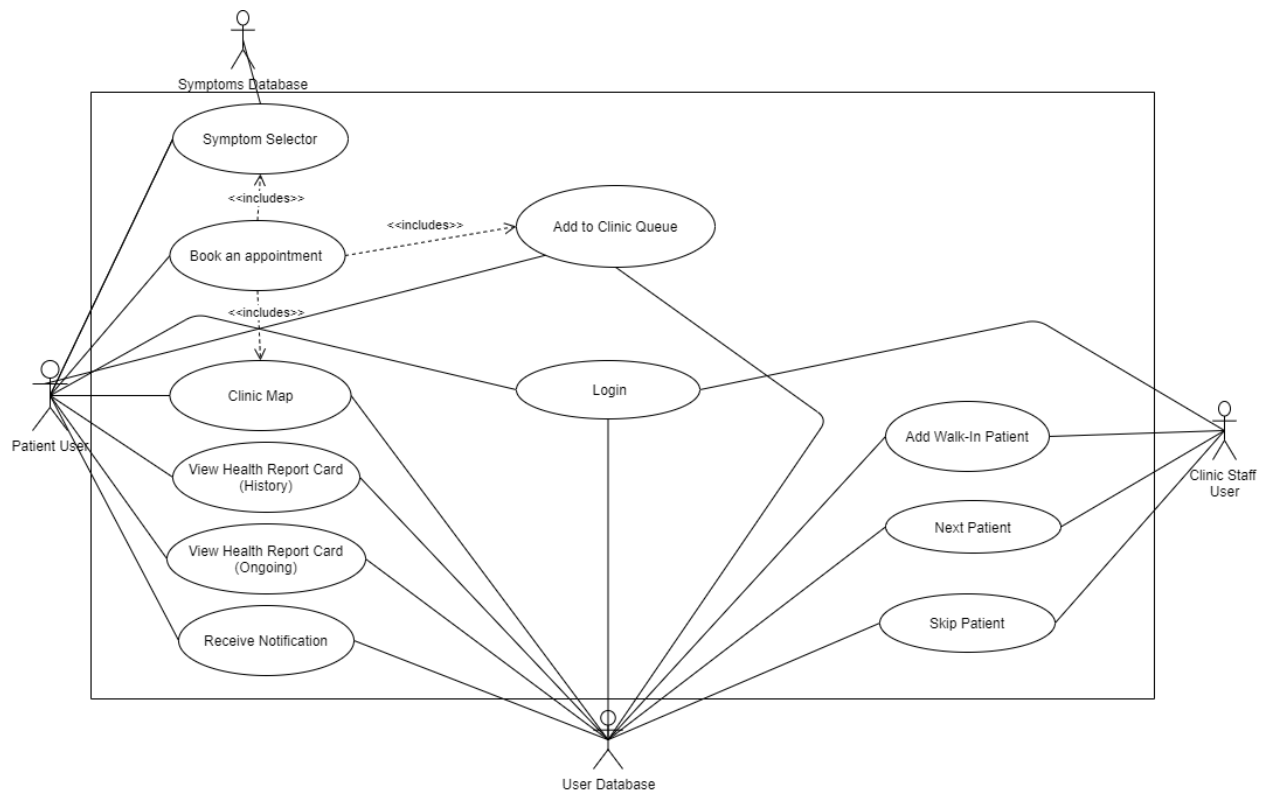
QMePls

Version 1.1 approved

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Revision History

Name	Date	Reason For Changes	Version
Aloysius Seow	16/9/2021	Initial use case diagram and descriptions	1.0
Soh Qian Yi	14/10/2021	Updated use case diagram and descriptions	1.1

Use Case Diagram

Use Case ID:	UC-1		
Use Case Name:	Login		
Created By:	Aloysius	Last Updated By:	Qian Yi
Date Created:	16 Sept 2021	Date Last Updated:	14 Oct 2021

Actor:	Patient User, Clinic Staff User, User Database
Description:	Login to Patient User account or Clinic Staff account
Preconditions:	- User must have Internet Connection - User must allow Live Location Permission
Postconditions:	- Patient User logged into application with patient user interface and personal information - Clinic Staff User logged into application with clinic staff user interface
Priority:	High
Frequency of Use:	Frequently
Flow of Events:	1. Patient User shall enter the application and select the domain as 'Patient' 2. Patient User shall login using gmail, facebook, email or phone number. 3. System verifies Patient User information 4. System loads patient user interface
Alternative Flows:	AF-S1: Clinic Staff User shall enter the application and select the domain as 'Clinic': 1. Clinic Staff shall enter their given email and password to login 2. System verifies Clinic Staff information 3. System loads clinic staff user interface

	AF-S2: For new Patient Users 　1. Patient User shall enter their existing gmail, facebook, email account or phone number 　2. System will prompt Patient Users to enter their name 　3. System shall register the new Patient User in the User Database 　4. System loads patient user interface
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	● Patient Users already have a gmail account ● Clinic is registered under our system
Notes and Issues:	-

Use Case ID:	UC-2		
Use Case Name:	Book an Appointment		
Created By:	Aloysius	**Last Updated By:**	Aloysius
Date Created:	16 Sept 2021	**Date Last Updated:**	24 Sept 2021

Actor:	Patient User
Description:	Starts the clinic appointment booking process
Preconditions:	● Patient User must have Internet Connection ● Patient User must allow Live Location Permission
Postconditions:	Patient User added to Queue Management System of selected clinic

Priority:	High
Frequency of Use:	Occasionally
Flow of Events:	1. Patient User shall click on the 'Book' Button 2. System directs to UC-3
Alternative Flows:	-
Exceptions:	-
Includes:	● Symptom Selector (UC-3) ● Clinic Map (UC-4) ● Add to Clinic Queue (UC-11)
Special Requirements:	-
Assumptions:	
Notes and Issues:	-

Use Case ID:	UC-3		
Use Case Name:	Symptom Selector		
Created By:	Aloysius Seow	**Last Updated By:**	Qian Yi
	16 Sept 2021	**Date Last Updated:**	14 Oct 2021

Actor:	Patient User, Symptoms Database
Description:	Patient User selects their current symptoms from a list of symptoms in the Symptoms Database
Preconditions:	Patient User must have Internet Connection

Postconditions:	Patients will have the selected symptoms added to Health Report Card (Ongoing) after booking a clinic appointment
Priority:	Medium
Frequency of Use:	Occasionally
Flow of Events:	1. Patient User shall enter a symptom into the search bar 2. System will display if the symptom is in the Symptom Database. 3. User shall select the symptom 4. System shall record the symptom selected. 5. User shall click on the 'Next' Button to move to UC-4
Alternative Flows:	AF-S1: Patient User shall click on the 'Next' Button to move to UC-4 without selecting symptom AF-S2: Symptom not in the Symptom Database 1. System must display an appropriate message.
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	Patient Users are not required to select a symptom in order to move to UC-4

Use Case ID:	UC-4
Use Case Name:	Clinic Map
Created By: Aloysius Seow	**Last Updated By:** Aloysius Seow

Date Created:	16 Sept 2021	Date Last Updated:	17 Sept 2021

Actor:	Patient User, User Database
Description:	Patient User must be able to see the top 3 nearest clinics based on current location
Preconditions:	- Patient User must have Stable Internet Connection - Patient User must allow Live Location Permission
Postconditions:	Users shall be informed of Nearest 3 clinic's information
Priority:	High
Frequency of Use:	Occasionally
Flow of Events:	1. System fetches nearest 3 clinics from Patient User's current location, from the User Database 2. System fetches Google Map data from Google Map API. 3. System will display the Markers of the nearest 3 clinics on Google Maps 4. System will display all Buttons on the screen. 5. Patient User shall click on one of the 3 clinic Markers 6. System shall display the information of the selected clinic 7. Patient User shall click on the 'Book' Button & shall enter UC-11
Alternative Flows:	-
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-

Notes and Issues:	-

Use Case ID:	UC-5
Use Case Name:	View Health Report Card (History)
Created By: Aloysius Seow	Last Updated By: Qian Yi
Date Created: 17 Sept 2021	Date Last Updated: 14 Oct 2021

Actor:	Patient User, User Database
Description:	Displays the clinic information for all the past appointments that Patient User has booked
Preconditions:	• Patient User must have Internet Connection • Patient User must have booked an appointment before
Postconditions:	Patient User shall be able to view the clinic information and past symptoms selected for all the past appointments that they have booked
Priority:	Low
Frequency of Use:	Rarely
Flow of Events:	1. Patient User shall click on the 'Health Report Card (History)' Button. 2. System will display the clinic information and symptoms selected for every appointment booking Patient User has made before. 3. Patient User shall click on the 'Back' Button to return to the profile page.
Alternative Flows:	-
Exceptions:	-

Includes:	-
Special Requirements:	Patient User must have booked an appointment and finished the appointment with a clinic before
Assumptions:	
Notes and Issues:	-

Use Case ID:	UC-6		
Use Case Name:	View Health Report Card (Ongoing)		
Created By:	Aloysius Seow	**Last Updated By:**	Qian Yi
Date Created:	17 Sept 2021	**Date Last Updated:**	14 Oct 2021

Actor:	Patient User, User Database
Description:	Displays the clinic information and Patient User's queue number for the ongoing appointment that Patient User has booked
Preconditions:	Patient User must have Internet Connection
Postconditions:	Patient User shall be able to view the clinic information and queue number of the ongoing appointment for the clinic booked
Priority:	Mid
Frequency of Use:	Occasionally
Flow of Events:	1. Patient User shall click on the 'Health Report Card (Ongoing)' Button.

	2. System will display the clinic information (Clinic name, Clinic Address, and number of patients before Patient User) 3. Patient User shall click on the 'Back' Button to return to the profile page.
Alternative Flows:	-
Exceptions:	-
Includes:	-
Special Requirements:	Patient User must already have booked an appointment with a clinic
Assumptions:	-
Notes and Issues:	-

Use Case ID:	UC-7		
Use Case Name:	Add Walk-in Patient		
Created By:	Aloysius Seow	**Last Updated By:**	Aloysius Seow
Date Created:	17 Sept 2021	**Date Last Updated:**	24 Sept 2021

Actor:	Clinic Staff User, User Database
Description:	Clinic Staff User can add a walk-in Patient into the clinic's Queue Management System
Preconditions:	Walk-in Patient must register for appointment at the counter
Postconditions:	The clinic's Queue Management System accurately reflects the number of patients waiting in queue.

Priority:	High
Frequency of Use:	Occasionally
Flow of Events:	1. Walk-in Patient registers for an appointment at the clinic counter 2. Clinic Staff User shall click on the 'Add Walk-in Patient' Button 3. Clinic Staff User shall enter the Walk-in Patient's name 4. System adds Walk-in Patient into the Queue Management System for the clinic to the back of queue
Alternative Flows:	-
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	UC-8		
Use Case Name:	Next Patient		
Created By:	Aloysius Seow	**Last Updated By:**	Qian Yi
Date Created:	17 Sept 2021	**Date Last Updated:**	14 Oct 2021

Actor:	Clinic Staff User, User Database
Description:	Clinic Staff User can move up the queue after the first patient in the clinic's Queue Management System has finished their visit to the clinic.

Preconditions:	There are patients waiting in the Queue Management System
Postconditions:	The clinic's Queue Management System shall be updated
Priority:	High
Frequency of Use:	Frequently
Flow of Events:	1. Patient finishes their visit to the clinic 2. Clinic Staff User shall click on the 'Next Patient' Button 3. System shall prompt the Clinic Staff User to confirm action 4. Clinic Staff User shall confirm to call on 'Next Patient' 5. System shall remove the first patient in the clinic's Queue Management System
Alternative Flows:	AF-S4: Clinic Staff User shall cancel request to call on 'Next Patient'
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	UC-9		
Use Case Name:	Skip Patient		
Created By:	Aloysius Seow	Last Updated By:	Qian Yi
Date Created:	17 Sept 2021	Date Last Updated:	14 Oct 2021

Actor:	Clinic Staff User, User Database
Description:	Clinic Staff User can move up the queue in the event the first patient in the clinic's Queue Management System does not show up for their appointment
Preconditions:	There are patients waiting in the Queue Management System
Postconditions:	The clinic's Queue Management System shall be updated
Priority:	High
Frequency of Use:	Frequently
Flow of Events:	1. First patient in the clinic's Queue Management System does not turn up for the appointment after a stipulated time 2. Clinic Staff User shall click on the 'Skip Patient' Button 3. System shall prompt the Clinic Staff User to confirm action 4. Clinic Staff User shall confirm to call on 'Skip Patient' 5. System shall move the first patient in the clinic's Queue Management System to third in queue to postpone their appointment
Alternative Flows:	AF-S4: Clinic Staff User shall cancel request to call on 'Next Patient'
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	UC-10

Use Case Name:	Receive Notification		
Created By:	Aloysius Seow	Last Updated By:	Qian Yi
Date Created:	17 Sept 2021	Date Last Updated:	14 Oct 2021

Actor:	Patient User, User Database
Description:	Notification will be sent to the Patient User when they are next in line (2nd in Queue Management System)
Preconditions:	User must have Internet Connection
Postconditions:	Patient User notified that they are next in line
Priority:	Moderate
Frequency of Use:	Occasionally
Flow of Events:	1. Clinic Staff User shall on the 'Next Patient' or 'Skip Patient' Button 2. Patient User moved up to 2nd in queue in the clinic's Queue Management System 3. System will send a notification to inform the Patient User that they are next in line
Alternative Flows:	AF-S1: Another Patient User in the clinic's Queue Management System cancels their booking 1. Patient User moved up to 2nd in queue in the clinic's Queue Management System 2. System will send a notification to inform the Patient User that they are next in line
Exceptions:	-
Includes:	

Special Requirements:	-
Assumptions:	User must be active in the application
Notes and Issues:	-

Use Case ID:	UC-11		
Use Case Name:	Add to Clinic Queue		
Created By:	Aloysius Seow	Last Updated By:	Qian Yi
Date Created:	24 Sept 2021	Date Last Updated:	14 Oct 2021

Actor:	Patient User, User Database
Description:	Patient User will be added the Clinic Queue Management System
Preconditions:	Patient User must have Stable Internet Connection
Postconditions:	Users shall be added to the end of the queue for the selected clinic
Priority:	High
Frequency of Use:	Occasionally
Flow of Events:	1. System shall Patient User to the clinic Queue Management System 2. System shall create a Health Report Card (Ongoing) in the Patient User's profile
Alternative Flows:	-
Exceptions:	-
Includes:	-

Special Requirements:	-
Assumptions:	-
Notes and Issues:	-