SOFTWARE ENGINEERING (EXPERIMENT 3)

Topic: - HEALTH CARE CHATBOT

BRANCH: Computer Engineering & Cybersecurity (CSE-TE)

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Title: Use Case Diagram

A use case diagram for a healthcare chatbot typically includes actors, use cases, and the interactions between them. Here's an example of a healthcare chatbot use case diagram:

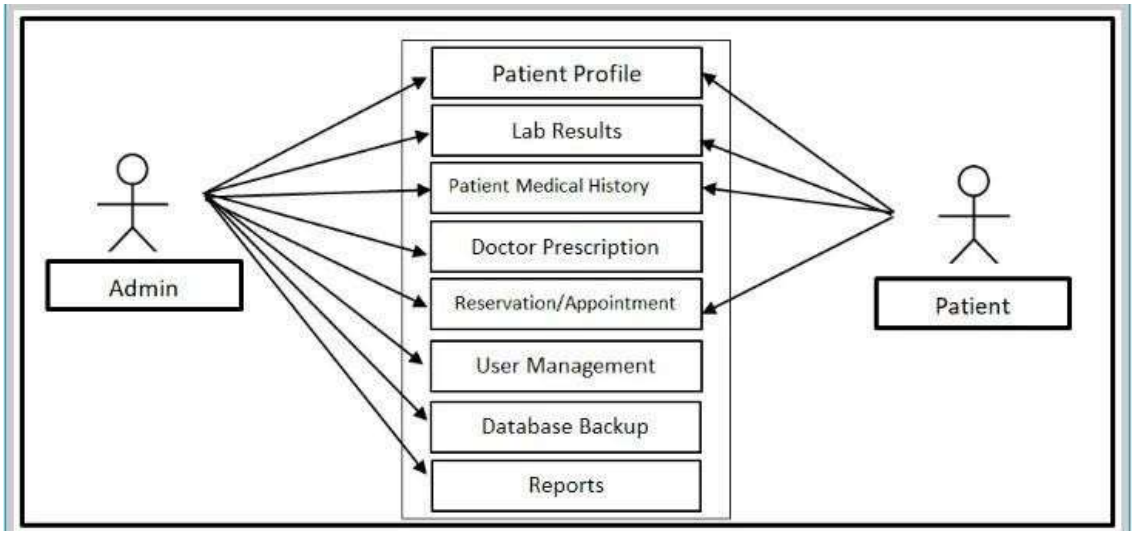
1. **Actors:**
   - **User/Patient:** Interacts with the chatbot to seek healthcare-related information, schedule appointments, etc.
   - **Healthcare Provider:** Can access the chatbot to provide medical information, schedule appointments, view patient history, etc.
2. **Use Cases**: a. User/Patient Use Cases: i. Ask General Health Information: User asks the chatbot for general health information or advice. ii. Schedule Appointment: User schedules a medical appointment through the chatbot. iii. View Medical History: User views their medical history or test results through the chatbot. iv. Medication Reminders: User sets up medication reminders through the chatbot. v. Emergency Assistance: User seeks immediate medical assistance or emergency services through the chatbot.

b. **Healthcare Provider Use Cases:** i. Provide Medical Information: Healthcare provider responds to user queries with accurate medical information. ii. Schedule/Manage Appointments: Healthcare provider schedules or manages appointments through the chatbot. iii. Access Patient Records: Healthcare provider accesses and updates patient medical records through the chatbot. iv. Prescription Management: Healthcare provider manages prescriptions or medication-related queries through the chatbot. v. Telemedicine Consultation: Healthcare provider conducts telemedicine consultations through the chatbot.

3. Interactions: a. User/Patient Interactions: i. User interacts with the chatbot to perform various tasks such as asking questions, scheduling appointments, viewing medical history, etc. ii. Chatbot responds to user queries, provides information, schedules appointments, sends reminders, etc.

b. **Healthcare Provider Interactions**: i. Healthcare provider accesses the chatbot to respond to patient queries, schedule appointments, manage prescriptions, etc. ii. Chatbot facilitates communication between the healthcare provider and the patient, manages records, sends

notifications, etc.
This use case diagram outlines the primary interactions and functionalities of a healthcare chatbot system from both the user/patient and healthcare provider perspectives. It helps visualize how different actors interact with the chatbot to fulfill various healthcare-related tasks and requirements.



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