**Use Case Scenario**

**careConnect**

| **USE CASE NAME:** | Online Consultation | | **USE CASE TYPE Business Requirements:** |
| --- | --- | --- | --- |
| **USE CASE ID:** |  | |
| **PRIORITY:** | Very significant | |
|  | | |
| **PRIMARY BUSINESS ACTOR:** | patients | | |
| **OTHER PARTICIPATING ACTORS:** | doctors | | |
| **OTHER INTERESTED STAKEHOLDERS:** | Administrators, health centers | | |
| **SHORT DESCRIPTION:** | The patients is able to have a conversation with a specialist about their case either via chat or video conversation | | |
| **PRE-CONDITION:** | After appointment, patient will be able to attend and choose their preferred option( video or chat) for conversation | | |
| **TRIGGER:** | On appointment scheduled time, patient clicks on the ‘start a chat" button through the interface, and chooses chat or video option | | |
| **TYPICAL COURSE** | **Actor Action** | **System Response** | |
| **OF EVENTS:** | **Step 1**: | **Step 2**: | |
|  | Patient chooses join a conversation button | System allows users to choose chat or video conversation. Then creates a “socket” for conversation  § | |
|  | Patient chooses an option to chat(video or chat) | System redirects user to a video/chat “room” | |
|  | The Doctor also joins a conversation this time. | System redirects user to a video/chat “room” | |
|  | Patient and Doctor can leave a chat through the software interface | System redirects patient to medicine store if needed, otherwise doctor and patient redirected to main page | |
| **ALTERNATE COURSES:** | If the specialist is not available at the scheduled time, the careConnect system will prompt the patient to reschedule the appointment. | | |
| **CONCLUSION:** | The online consultation use case provides a convenient way for patients to receive medical advice from specialists. This feature improves patient access to healthcare services and reduces the need for in-person visits, especially in situations where it can be difficult to attend an in-person consultation. | | |
| **POST-CONDITION:** | The patient receives recommendations and advice from the specialist and can access the notes made during the “chat” and can have access to the medicine store. | | |
| **BUSINESS RULES:** | The online consultation feature is only available to patients who have scheduled an appointment with a specialist through the careConnect system( i.e. authorized user). The specialist must be available at the scheduled time for the consultation to take place. | | |
| **IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS:** | The online consultation feature requires a stable internet connection for the chat or video conversation. The careConnect system must also comply with relevant data protection and privacy regulations by providing authority checks. | | |
| **ASSUMPTIONS:** | The patient and specialist have access to a device with an internet connection and a camera and microphone for video conversations. | | |
| **OPEN ISSUES:** | The careConnect system may need to provide additional support or training to patients who are not familiar with online consultations or have difficulty navigating the system. | | |