**Use Case Scenario**

**careConnect**

| **USE CASE NAME:** | Make an appointment | | **USE CASE TYPE Business Requirements:** |
| --- | --- | --- | --- |
| **USE CASE ID:** | 01 | |
| **PRIORITY:** | High | |
|  | | |
| **PRIMARY BUSINESS ACTOR:** | patients | | |
| **OTHER PARTICIPATING ACTORS:** | doctors | | |
| **OTHER INTERESTED STAKEHOLDERS:** | Administrators, health centers | | |
| **SHORT DESCRIPTION:** | The patient makes an online or in-person appointment for consultation. | | |
| **PRE-CONDITION:** | The patient is logged in and there are a number of doctors registered. | | |
| **TRIGGER:** | The patient clicks on the "make an appointment" button through the interface | | |
| **TYPICAL COURSE** | **Actor Action** | **System Response** | |
| **OF EVENTS:** | **Step 1**: | **Step 2**: | |
|  | The patient clicks on the make  appointment button. | A calendar showing the available  time slots shows up. | |
|  | The patient chooses, clicks on a slot. | The system shows the patient appointment status (waiting for doctor confirmation). The system sends a message to the doctor for confirmation. | |
|  | The doctor confirms an appointment. | The system updates the patient status as confirmed; notifies patients and doctors about the appointment; updates user appointment calendar. | |
| **ALTERNATE COURSES:** | The patient, after viewing the available calendar slots, selects the cancel button; The doctor refuses the appointment. | | |
| **CONCLUSION:** | During an online appointment, doctors can confirm the detailed information regarding the patients and the appointments, create a record file, and edit the electronic medical records for the patients and make prescriptions, so that patients can purchase medicine. | | |
| **POST-CONDITION:** | Appointment made and confirmed successfully or canceled. | | |
| **BUSINESS RULES:** | To protect data privacy and integrity, doctor profiles should be visible only to patients and certain administrators. Patient profiles should only be accessible to the doctor with an appointment, certain health center and administrators. There should be an authentication and identity check before patients and doctors proceed to the next stage. | | |
| **IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS:** | The interface should be inclusive and support diverse users. The response time of the system to actions should be in less than 2 seconds. The system should ensure the information safety of all users. | | |
| **ASSUMPTIONS:** | The patient and doctors have access to a device with an internet connection. There are enough health centers and doctors registered for users to make consultation appointments. | | |
| **OPEN ISSUES:** | The careConnect system may need to provide additional support or training to patients and doctors who have difficulty navigating the system. | | |