***Actors:***

1. **Patient**:  
   The primary user who uses the system to book appointments, view health records, and consult with doctors online.
2. **Doctor**:  
   A healthcare professional who provides consultation, views patient details, and updates medical records.
3. **SYS Admin**:  
   The system administrator responsible for managing users, updating schedules, and maintaining the system.
4. **Ai Assistant:** A virtual assistant that interacts with patients to answer general health queries, provide initial advice, and guide them in using the system.
5. **Pharmacist:**  
   Manages prescriptions and facilitates medicine delivery.
6. **Logistics Personnel:** Responsible for handling and delivering medicines or medical equipment to patients.

* ***Generate Delivery Reports*** *(Optional)  
  Provide data on completed or pending deliveries for administrative purposes.*

***Use Cases:***

***1. Patient Use Cases:***

* ***Book Appointment*** *Schedule an appointment with a doctor or through the AI Assistant.*
* ***View Medical Records*** *Access health history, including past diagnoses and uploaded reports.*
* ***Online Consultation*** *Consult doctors via video or chat.*
* ***Ask Health Questions*** *(via AI Assistant)  
  Interact with the AI Assistant for health-related queries.*
* ***Order Medicines*** *(New)  
  Request prescribed medicines, which are then delivered by the logistics team.*
* ***Track Delivery Status*** *(New)  
  View the real-time status of medicine or equipment delivery.*

***2. Logistics Personnel Use Cases:***

* ***View Delivery Requests*** *Access a list of scheduled deliveries (e.g., medicines or equipment).*
* ***Update Delivery Status*** *Mark deliveries as "in transit" or "delivered" for patient tracking.*

***3. AI Assistant Use Cases:***

* ***Answer Common Questions*** *Respond to FAQs, such as symptoms or general health queries.*
* ***System Navigation Support*** *Guide users in booking appointments, ordering medicines, or tracking deliveries.*
* ***Provide Health Tips*** *Suggest general wellness tips.*

***4. Doctor Use Cases:***

* ***View Patient Details*** *Access medical records for diagnosis.*
* ***Update Medical Records*** *Add new diagnoses, prescriptions, or follow-up notes.*
* ***Approve/Reject Appointments*** *Manage availability and patient scheduling.*

***5. Pharmacist Use Cases:***

* ***View Prescriptions*** *Prepare medicines for delivery based on doctor prescriptions.*
* ***Confirm Medicine Availability*** *Update inventory for prescriptions.*

***6. Admin Use Cases:***

* ***Manage Users*** *Add, remove, or update patient and doctor profiles.*
* ***Oversee Logistics*** *(New)  
  Assign delivery personnel and monitor logistics performance.*
* ***Generate Reports*** *Create system-wide usage and logistics reports.*

***How Logistics Adds Value:***

* ***Improved Service****: Enhances patient satisfaction with convenient medicine and equipment delivery.*
* ***End-to-End Solution****: Covers not only consultations but also follow-ups like delivering medicines and tools.*
* ***Efficiency****: Ensures patients receive their prescriptions or required equipment quickly and reliably.*