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# Homeopathic Clinic LLC

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## Homeopathy Mobile Application Use Cases

Version 2.0

# Homeopathic Clinic LLC

## Revision History

<b>Date</b>	<b>Version</b>	<b>Description</b>	<b>Author</b>
09/29/2020	1.0	Initial Use Cases. <ol style="list-style-type: none"> <li>1. Patient Registration</li> <li>2. Patient Login</li> <li>3. Appointment Scheduling</li> </ol>	Barbara Amoros
09/29/2020		Use Cases <ol style="list-style-type: none"> <li>4. Patient Portal</li> <li>5. Payment</li> </ol>	Delaney Ochs
10/03/2020		Use Cases <ol style="list-style-type: none"> <li>6. Prescription Forms</li> <li>7. Shop</li> <li>8. Heal Naturally Content</li> </ol>	Steve Priest
10/04/2020		Use Cases <ol style="list-style-type: none"> <li>9. Chat</li> <li>10. Searching</li> </ol>	Trieu Truong
10/04/2020		Use Cases <ol style="list-style-type: none"> <li>11. Access to Medical Records</li> <li>12. Admin Access to Database</li> <li>13. Push notifications</li> </ol>	Marko Vulovic
10/25/2020	1.1	Fix Revisions	Barbara Amoros
04/08/2021	2.0	Update Use Case: Patient Portal	Delaney Ochs
04/12/2021	2.1	Updated Use Case List: <ol style="list-style-type: none"> <li>1. Appointment Scheduling</li> <li>2. Shop</li> <li>3. Patient Dashboard</li> <li>4. Access Healing Content</li> <li>5. Community Forum</li> <li>6. Search Content</li> <li>7. Modify Healing Content</li> <li>8. Admin Login to Admin Portal</li> <li>9. Admin Notifications</li> <li>10. Home Page Homeopathy Content</li> </ol>	Delaney Ochs
04/24/2021	2.2	Update Use Case: Community Forum, Search Content, Modify Healing Content, Admin Notifications	Delaney Ochs
04/26/2021	2.3	Update Use Case: Admin Notifications, Home Page Homeopathy Content	Delaney Ochs

## Use Case 1: Appointment Scheduling

### Brief Description:

- Logged-in patients wish to schedule an appointment with Dr. Sridharan and will use the system to reserve an available time on a specific date.

**Primary Actor:** Registered Patient.

**Level:** User Level.

### Stakeholders and Interests:

- Patients are interested in scheduling an appointment with Dr. Sridharan.
- Dr. Sridharan is interested in providing easy scheduling to her patients.
- The developers want the system to be user friendly.

### Preconditions:

- Patient has an account.
- Patient is logged in.

### Postconditions:

- Patients will have a reserved time-slot in Dr. Sridharan's calendar.

### Trigger:

The patient indicates they would like to schedule an appointment at a given time and date.

### Main Success Scenario:

1. The user indicates they would like to schedule an appointment.
2. The user specifies a given date.
3. The system indicates the availability of Dr. Sridharan on the specified date and time.
4. The user indicates their preferred date and time.
5. The user confirms the date and time information is correct.
6. The system validates the reservation.
7. The system saves the reserved date and time of the appointment.

### Extensions:

- 3a. *The system does not find any availability on the preferred date of the user.*
- 5a. *The user is not satisfied with his selected date and time.*

**Priority:** High

**Secondary Actors:** Clinic's Administrative Assistants

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**Special Requirements:** None.

**Open Issues:** None.

## Use Case 2: Shop

### **Brief Description:**

- Patients will have the ability to browse and select from a variety of items to purchase.

**Primary Actor:** Patients.

**Level:** User Level.

### **Stakeholders and Interests:**

- Patients.

### **Preconditions:**

- Patient has an account.
- Patient is logged in.

### **Postconditions:**

- Patient will have a confirmation email with purchased items from the shop.

### **Trigger:**

- Patient wishes to browse items available for purchase.

### **Main Success Scenario:**

1. Patient logs in his/her account.
2. Patient browses items available for purchase.
3. Patient indicates the user would like to purchase an item.
4. Patient's shopping cart reflects item/s selected for purchase.
5. Registered patient indicates he or she wishes to checkout.
6. Payment.
7. Confirmation email sent to the patient.

### **Extensions:**

- 4a. Patient is not registered, the system prompts the patient to register.
- 4b. Patient is registered, but not logged-in. System prompts the patient to log in.

**Priority:** High

**Secondary Actors:** None

**Special Requirements:** None

**Open Issues:** None.

## Use Case 3: Patient Dashboard

### **Brief Description:**

- Every user will have a dashboard where they can schedule appointments, shop for products and courses through the Vagaro website. Users can also submit forms, contact admin and provide a review for the clinic.

**Primary Actor:** Users.

**Level:** User Level.

### **Stakeholders and Interests:**

- Users access the Vagaro website which provides services.

### **Preconditions:**

- None.

### **Postconditions:**

- Users must make an account with Vagaro to access appointments, shop, and courses, and make a review on Vagaro's website.

### **Trigger:**

- User is requesting to view their portal

### **Main Success Scenario:**

1. Users can schedule an appointment, shop products and services through the Vagaro website.
2. Users can contact administrators.
3. Users can submit a review through numerous platforms.
4. Users can access new patient forms.

### **Extensions:**

1a. *The user does not have an account through Vagaro.*

1a1. User will be redirected to make an account through Vagaro

**Priority:** High.

**Secondary Actors:** Clinic's Administrative Assistants.

**Special Requirements:** None.

**Open Issues:** None.

## Use Case 4: Access Healing Content

### **Brief Description:**

- Patients will have the ability to peruse content related to the practice of homeopathy and how/why it works. Users with administrative access will have the ability to create, read, update, and delete heal naturally content.

**Primary Actor:** Patients.

**Level:** User Level.

### **Stakeholders and Interests:**

- Patients.
- Administrators.

### **Preconditions:**

- None.

### **Postconditions:**

- Content created or edited by an administrator is reflected in the database and updated on application.

### **Trigger:**

- Patient wishes to learn about homeopathy. Administrator wishes to create new content or edit existing content.

### **Main Success Scenario:**

1. Patient indicates he or she wishes to pursue content.
2. Patient browses content or searches for a desired topic.
3. Patient selects content for perusal.
4. System serves content to patient.

### **Extensions:**

- 2a. The patient's desired search topic yields no matching results.

**Priority:** High

**Secondary Actors:** Administrators

**Special Requirements:** None

**Open Issues:** None

## Use Case 5: Community Forum

### **Brief Description:**

- Users will have the ability to communicate with other users through posts and comments.

**Primary Actor:** Patients.

**Level:** User Level.

### **Stakeholders and Interests:**

- Patients.
- Clinic Physicians.

### **Preconditions:**

- None.

### **Postconditions:**

- Conversation threads saved in Firebase.
- Administrator gets notified for each post and comment.

### **Trigger:**

- Patient wishes to post for all users to see.

### **Main Success Scenario:**

1. Patient types his or her post/s.
2. System updates with patient's post.
3. Changes are saved to the database.
4. Admin is notified of a post.
5. Another patient types a response to that post.
6. System updates with patient's response post.
7. Changes are saved to the database.
8. Admin is notified of the comment.

### **Extensions:**

**Priority:** Moderate

**Secondary Actors:** Clinic Physicians

**Special Requirements:** None

**Open Issues:** None



## Use Case 6: Search Content

### **Brief Description:**

- Patients will have the ability to search for relevant information in the clinic's knowledge base. Users with administrative access will have the ability to create, read, update, and delete information in the database via private admin url.

**Primary Actor:** Patients.

**Level:** User Level.

### **Stakeholders and Interests:**

- Patients.
- Clinic Physicians.

### **Preconditions:**

- Clinic Physicians is logged in with an authorized account.

### **Postconditions:**

- Content created or edited by an administrator is reflected in the database.

### **Trigger:**

- Patients wish to have a deeper dive into homeopathy.
- Clinic Physicians wish to create new content or edit the existing knowledge base.

### **Main Success Scenario:**

1. Patient indicates he or she wishes to search the knowledge base
2. Patient browses or searches for a desired knowledge
3. Patient selects knowledge for perusal
4. System serves knowledge to patient.

### **Extensions:**

- 2a. The patient's desired search topic yields no matching results -- return to step 2

**Priority:** High.

**Secondary Actors:** Clinic physicians.

**Special Requirements:** None

**Open Issues:** None.

## Use Case 7: Modify Healing Content

### Brief Description:

- User logs in and verifies themselves first to prove that they are admins in order to access the database. From there, they will be able to access and view the database and make changes if wanted.

**Primary Actor:** Administrator.

**Level:** User Level.

**Stakeholders and Interests:** Administrator.

### Preconditions:

- User has to be an admin in order to access the database.

### Postconditions:

- User successfully verified the admin role and is able to manipulate the database.

### Trigger:

- User accesses Firebase database.

### Main Success Scenario:

1. User successfully logs into its account.
2. System verifies that an account is an admin account.
3. Admin is now able to access the database.
4. If the admin decides to directly make changes to the database, they will be able to do such.
5. System saves the database changes and updates the app.
6. System updates changes in the database.

### Extensions:

1a. *The user does not have an account.* The system did not find any matching records for this email address.

1a1. The system does not allow the user to login.

1a2. User creates a new account through Firebase Authentication.

1b. User has forgotten login credentials.

1b1. User needs to access Firebase Authentication to view login credentials

**Priority:** High.

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**Secondary Actors:** None.

**Special Requirements:** None.

**Open Issues:** None.

## Use Case 8: Admin Login to Admin Portal

### **Brief Description:**

- User logs in with admin credentials in order to access the admin portal to change the content on the home page. After they are changed, content will automatically be updated in the database as well.

**Primary Actor:** Administrator.

**Level:** Admin Level.

**Stakeholders and Interests:** Administrator.

### **Preconditions:**

- User needs admin credentials to login.

### **Postconditions:**

- Admin will successfully change the content of the home page.

### **Trigger:**

- Admin indicates that content on the home page needs to be updated.

### **Main Success Scenario:**

1. Admin indicates that content on the home page needs to be updated.
2. Admin logs in with its admin credentials into the admin portal.
3. Admin is now able to change articles, pictures, and quote of the day from home page.
4. Admin successfully changes desired content.
5. Admin successfully logs out of the admin portal.

### **Extensions:**

- 1c. User does not have admin credentials.

**Priority:** High.

**Secondary Actors:** None.

**Special Requirements:** None.

**Open Issues:** None.

## Use Case 9: Admin Notifications

### **Brief Description:**

Administrators will be sent notifications for each community forum post and comment to their email. Set up through Firebase Cloud Messaging.

**Primary Actor:** Administrator

**Level:** User Level.

**Stakeholders and Interests:** Administrator.

### **Preconditions:**

- Administrator provides an email on Firebase that notifications will be sent to.

### **Postconditions:**

- Admin will receive email for each new post and comment.

### **Trigger:**

- User writes a post or comment

### **Main Success Scenario:**

1. Admin provides Firebase with email
2. User writes a post
3. Admin receives notification of post
4. Another user writes a comment
5. Admin receives notification of post

### **Extensions:**

1a. Admin does not have email on Firebase

1a1. Admin provides email on Firebase through Cloud Messaging

**Priority:** Medium.

**Secondary Actors:** None.

**Special Requirements:** None.

**Open Issues:** None.

## Use Case 10: Home Page Homeopathy Content

### Brief Description:

- User logs in and verifies themselves first to prove that they are admins in order to access the database. From there, they will be able to access and view the database and make changes if wanted.

**Primary Actor:** Administrator.

**Level:** User Level.

**Stakeholders and Interests:** Administrator.

### Preconditions:

- User has to be an admin in order to access the database.

### Postconditions:

- User successfully verified the admin role and is able to manipulate the database.

### Trigger:

- User accesses Firebase database

### Main Success Scenario:

7. User successfully logs into its account.
8. System verifies that an account is an admin account.
9. Admin is now able to access the database.
10. If the admin decides to directly make changes to the database, they will be able to do such.
11. System saves the database changes and updates the app.
12. System updates changes in the database.

### Extensions:

1a. *The user does not have an account.* The system did not find any matching records for this email address.

1a1. The system does not allow the user to login.

1a2. User creates a new account through Firebase Authentication.

1b. User has forgotten login credentials.

1b1. User needs to access Firebase Authentication to view login credentials

**Priority:** High.

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**Secondary Actors:** None.

**Special Requirements:** None.

**Open Issues:** None.