

**Use Case:** Request Medical Consultation

**Actors:** Patient and Health Care Professional

**Goal:** Contact with the physician

**Overview:**

Patients can contact the health care professional responsible for his/her wound care management plan through chat messages or videoconference (only when necessary) to obtain additional clarification about the plan or request the physician to view the data uploaded.

**Cross-reference:**

R2, R3, R4, R9, R15

**Basic course of events:**

1. Sign in  
This use case starts when a patient accesses the Tele-Scar platform. *The system asks for identification information.* The patient enters the email account and password. *The system validates the email and password.*
2. Select "Health Care Professional"  
*The system displays the functions available to the patient.* The patient selects "Health Care Professional".
3. Select "Consult Health Care Professional"  
The patient selects "Consult Health Care Professional". *The system retrieves the patient's physician's personal information and schedule. The system displays the available means of consultation to the patient.*
4. Select "Chat Messages"  
The patient chooses to contact the health care professional through chat messages. *The system acknowledges the patient's choice.*
5. Write message  
The patient writes the message he/she wants to send to the health care provider.
6. Submit and send message  
The patient indicates that the message is complete. *The system verifies the message content and that there are no spelling errors. The message is sent to the physician.*  
The use case ends.

**Alternative courses:**

*Step 1* If the system determines that the patient's email account and/or password are not valid, an error message is displayed. The use case ends.

*Step 4.a.*

1. Select "Videoconference"  
The patient chooses to contact the health care professional through videoconference. *The system acknowledges the patient's choice.*
2. Select "Schedule Videoconference"  
*The system retrieves a list of possible schedules (days and hours).* The patient selects a schedule.

3. Submit the chosen schedule

The patient saves the chosen schedule. *The system verifies that there are no schedule conflicts, saves the chosen date and hour, and sends a message to inform the physician of the chosen videoconference schedule.* The use case ends.

*Step 4.a.3* If the health care professional is not available at the scheduled day and hour the system displays a message indicating that the patient must choose another schedule. The use case continues at "Select Schedule Videoconference" (*step 4.a.2*)

*Step 4.a.3* If the system is unable to send the message informing the health care professional, an error message is displayed. The use case ends.

*Step 6* If the system is unable to send the message to the health care professional, an error message is displayed. The use case ends.

*Quit* The system allows the patient to quit at any time during the use case. The patient may choose to save the chosen schedule or message. The messages that are not saved are not recorded in the system. Schedules that are not saved will appear as available to the other patients. The use case ends.

**Preconditions:** Patient has an internet connection.

The patient is registered and has access to the Tele-Scar platform. The patient is assigned to one health care professional.

**Postconditions:** At the end of the use case either the patient has consulted the physician either through messages or in real-time (videoconference), or the scheduling was unsuccessful, and no contact was established.