

Use Case: Schedule Videoconference

Actors: Health Care Professional and Patient

Goal: Contact with the Patient

Overview:

Whenever the physician considers necessary a videoconference with the patient may be scheduled. A videoconference may be used to give feedback or information to the patient, that could not be given via text. Since it allows a more dynamic interaction with the patient. health care providers can obtain a better perspective/visibility of the diabetic foot ulcer, when the photos were not clear enough, and can also ask the patients questions, they may think relevant.

Cross-reference:

R2, R3, R4, R10, R12, R15

Basic course of events:

1. Sign in
This use case starts when a health care provider accesses the Tele-Scar platform. *The system asks for identification information.* The physician enters his/her ID and password. *The system validates the ID and password.*
2. Select "Patients"
The system displays the functions available to the health care professional. The health care professional selects "Patients".
3. Obtain Patients list
The system retrieves the list of patients the physician is responsible for and displays it to the health care professional. The physician can search the list by name.
4. Select patient
The physician selects a patient from the list of patients. *The system acknowledges the selection.*
5. Select "Videoconference"
The health care professional chooses to contact with the patient through videoconference. *The system acknowledges the health care professional's choice.*
6. Select "Schedule Videoconference"
The system retrieves a list of possible schedules (days and hours). The health care professional selects a day and hour to contact with the patient.
7. Submit the chosen schedule
The health care professional 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 patient of the chosen videoconference schedule.* The use case ends.

Alternative courses:

Step 1 If the system determines that the health care professional ID and/or password are not valid, an error message is displayed. The use case ends.

Step 3 If the system is unable to get a list of patients an error message is displayed. The physician acknowledges the error message. The use case ends.

Step 7 If the system is unable to send the message informing the patient, an error message is displayed. The use case ends.

Step 7 If the patient is not available at the scheduled day and hour the system displays a message indicating that the physician must choose another schedule. The use case continues at "Select Schedule Videoconference" (*step 6*).

Quit The system allows the health care professional to quit at any time during the use case. The health care professional may choose to save the chosen schedule. Schedules that are not saved will appear as available. The use case ends.

Preconditions: Health care professional has an internet connection.
The health care professional is registered and has access to the Tele-Scar platform.

Postconditions: At the end of the use case either the health care provider was able to schedule an appointment with the patient, or the scheduling was unsuccessful, and no appointment took place.