



Draw a conceptual model for the use-cases. **Consider the following use cases:**

- **Use Case: Make an Appointment.**
- **Actors:** Nurse, Patient (initiator).
- **Purpose:** Reserve appointment on an hospital.
- **Overview:** This use case begins when the customer asks the nurses to reserve appointments with a certain doctor and date. When done, the patient leaves with an appointment slip.
- **Type:** Primary and Essential.

Actor Actions	System Response
1. This use-case begins when the patient come to the nurse or call her to ask for an appointment.	
2. The nurse request the patient id from the patient and enter it	3. System pulls up patient file
4. Nurse ask the patient for doctor name and the department and enter it to the system	5. System returns all possible appointment dates.
6. Nurse tell the patient about all the possibilities and get from him/her the most desired one, and enter it to the system to reserve it.	7. System reserves app
8. The nurse request to print an appointment slip	9. system prints app slip
10. The patient gets the slip and go.	
Alternative:	
Line 1. If patient was a new one , then call open file use-case.	
Line 2. If patient forgot ID, provide name or Phone number	
Line 2. If the ID was wrong, the system should display a message to indicate that.	

- **Use Case: Borrow Resources.**
- **Actor:** Borrower (initiator), library clerk.
- **Purpose:** Capture borrowing information.
- **Overview (Success Scenario):** A Borrower arrives at a checkout with Resources (books and journals) to Borrow. The library clerk records the Borrowed resources and calculate loans. On completion, the Borrower leaves the library with the resources.
- **Type:** Primary, Essential.

Actor Action	System Response
1. This use case begin when Borrower arrives at the checkpoint after browsing a list of resources to borrow.	
2. The Library Clerk records the resources	3. The system will check member ship



for registered borrowers.	and calculate the number of resources, check resources overdue then issues loans card for it.
4. The clerk will give borrower resources with loan card.	5. Logs the completed borrowing.
5. The Borrower will leave with resources and load card.	
<b>Alternatives:</b> <b>Line 2.</b> Borrower is not register cancel borrowing operation. <b>Line 3.</b> Borrower exceed the number of allowed resources choose resources consider allowed number.	