HL 7 - PATIENT CARE

Use Case Model

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This document contains the use case model for the Patient Care Domain.

Preface

Document Overview

This document contains the description of the healthcare domain identified by the HL7 as Patient Care. The domain is described in terms of business functions, assumptions, constraints, and impact on the users. These domain descriptions provide the context for the EDI systems from the user's perspective.

Document Structure

Introduction

The introduction provides background information on how to read and interpret the Use Case Model.

User Categories

This section describes the user hierarchy.

Health Care Enterprise (Context Level)

This chapter describes the top-level functions, which provide the context for the entire Use Case Model.

Fehler! Verweisquelle konnte nicht gefunden werden.

The rest of the document contains the use cases which are relevant to the Patient Care domain. The Use Case Model is a hierarchical model which contains multiple levels. In this document, the use case diagrams are presented in the order of traversal, depth-first.

Glossary

The Glossary contains vocabulary used in the descriptions of the model.

Index

The Index contains the list of high-level use cases for easy reference.

How to Use This Document

This document is the foundation on which all subsequent documents and development efforts for this project are built. It is the vehicle by which the user's point of view is clearly understood and stated. Feedback from a user's perspective is the critical response we are trying to elicit by publishing this User Requirements document. It is a tool to stimulate discussion regarding the feasibility, usability, and validity of the proposed standards.

Associated Documents

This Hl 7 - Patient Care Use Case Model document is the first in a series related to this particular development project. The Domain Object Model document will be published next.

Conventions

The following conventions are used in this document:

Notation	Description

Document History

Version	Date	Author	Description
0.1	2/23/95	J. Golder	Initial draft.

Contents

PREFACE 1
DOCUMENT OVERVIEW 5
DOCUMENT STRUCTURE 5
HOW TO USE THIS DOCUMENT v
ASSOCIATED DOCUMENTS v
CONVENTIONS v
DOCUMENT HISTORY v

INTRODUCTION 9

ACTOR 9
USE CASE 9
UNDERSTANDING THE USE CASE MODEL 9

USER CATEGORIES 11

HEALTH CARE ENTERPRISE (CONTEXT LEVEL) 13

PROVIDE SERVICES 16

ASSESS PATIENT 18
OBTAIN HISTORY 20
EXAMINE PATIENT 21
REVIEW CLINICAL RECORD 22
ESTABLISH DX/PROBLEM 23
CREATE ORDERS 24
MANAGE SERVICE PLAN 25
ESTABLISH GOALS 27
APPROVE SERVICE PLAN 28
COMMUNICATE SERVICE PLAN 29
UPDATE SERVICE PLAN 30
CREATE SERVICE PLAN 31
Maintain Task 33
Schedule Task 34
Maintain Critical Task List 35
DELIVER SERVICES 36
CREATE WORKLIST 38
SCHEDULE RESOURCES 39
RENDER SERVICE 40
REPORT TASK STATUS 41
MANAGE QUALITY 42
MANAGE SUPPORT SERVICES QUALITY 44
MANAGE CASE 45
Select Case to Manage 47

Assign Pathways to Case 48
Monitor Case Against Standards 49
Feedback Variances from Standard 50
MANAGE CARE QUALITY 51
Feedback on Quality 53
Analyze Current Practices 54
Select Case Categories for Analyzis 56
Analyze Variance Aggregates 57
Evaluate Outcomes 58
Severity Adjust Outcomes 60
Analyze Cost Outcomes 61
Analyze Clinical Outcomes 62
Analyze Functional Outcomes 63
Analyze Satisfaction Outcomes 64
Develop Care Standards 65
Examine External Guidelines 67
Develop Internal Guidelines 68

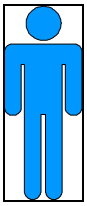
GLOSSARY 69

INDEX 71

Introduction

This section of the document contains the Use Case Model of the ACE system. The requirements are described utilizing the analysis concepts of **users** and **use cases**.

Actor



A user is a role played by an outside entity that interacts directly with a system. Users include both humans and other systems. Each kind of user uses the system in different ways; otherwise the users would not be different. A single person can also use the system in fundamentally different thereby representing several users (e.g. doctors, nurses, order entry clerks, computer system operator, etc.). Each way of using the system is called a use case.

Use Case

A use case is a generic description of system usage. A use case describes the possible sequences of interactions among the system and one or more users in response to some initial stimulus by one of the users. It is not a single scenario (a specific history of specific events exchanged among system and users) but rather a description of a set of potential scenarios, each starting with some initial event from a user to the system and following the ensuing transaction to its logical conclusion.

Understanding the Use Case Model

Normally, each use case focuses on some purpose for the users. It groups together all transactions that are "similar" in nature, which accomplish a specific task. The use case descriptions are written from the user's point of view. They "emphasize "what" the system is to do, and not "how" the system should do it. They treat the system as a "black box" that is described by inputs, processes, and outputs; we are interested only in externally visible behavior. They are used as the basis for the high

level system model, for the implementation design, for developing the test model, and by the documentation writers to create the user documentation.

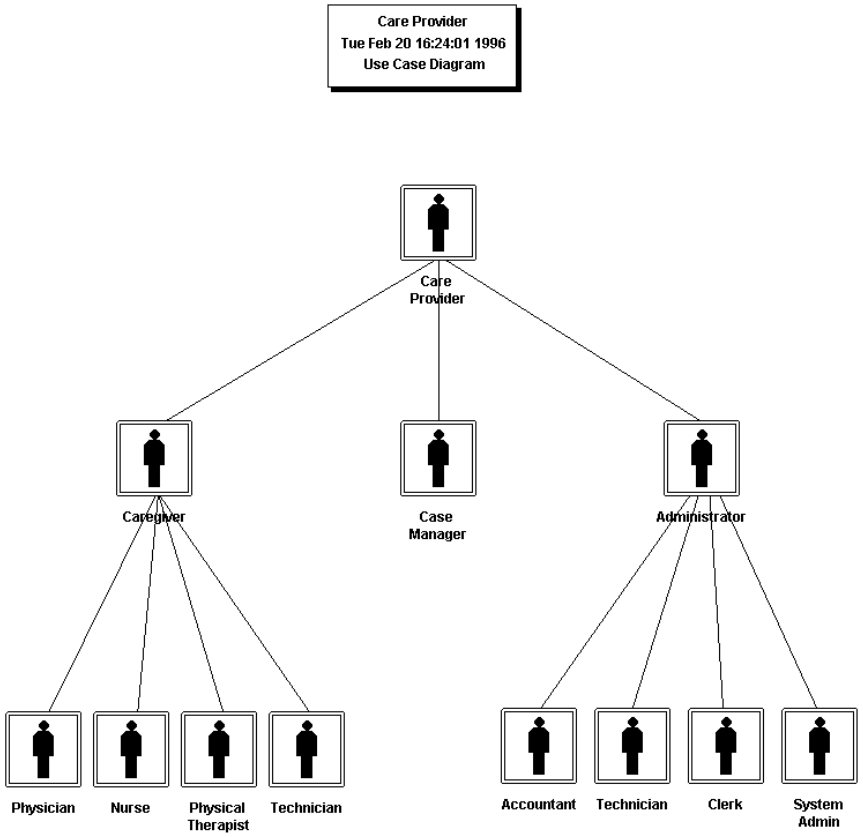
A typical use case includes a main case, with alternatives taken in various combinations and including all possible exceptions that can arise in handling them. It may include choices, iterations, and parameters. Use cases can include other use cases as part of their behavior. A dashed arrow from one use case to another indicates that the first use case includes the behavior of the second use case as part of its behavior. The arrow can be labeled if more detail is provided.

A grayed box surrounding a diagram object indicates that that object is a “parent” which has a child diagram that contains the object’s details.

A use case diagram shows the set of external actors and the system use cases that the actors participate in. Each use case is connected to the external actors that use it. The use cases are drawn as ellipses. Solid lines connect the actors to the use cases that they participate in. Each participation relationship can be labeled with message flows (messages attached to lines) showing the messages or events exchanged between each actor and each use case.

Diagram

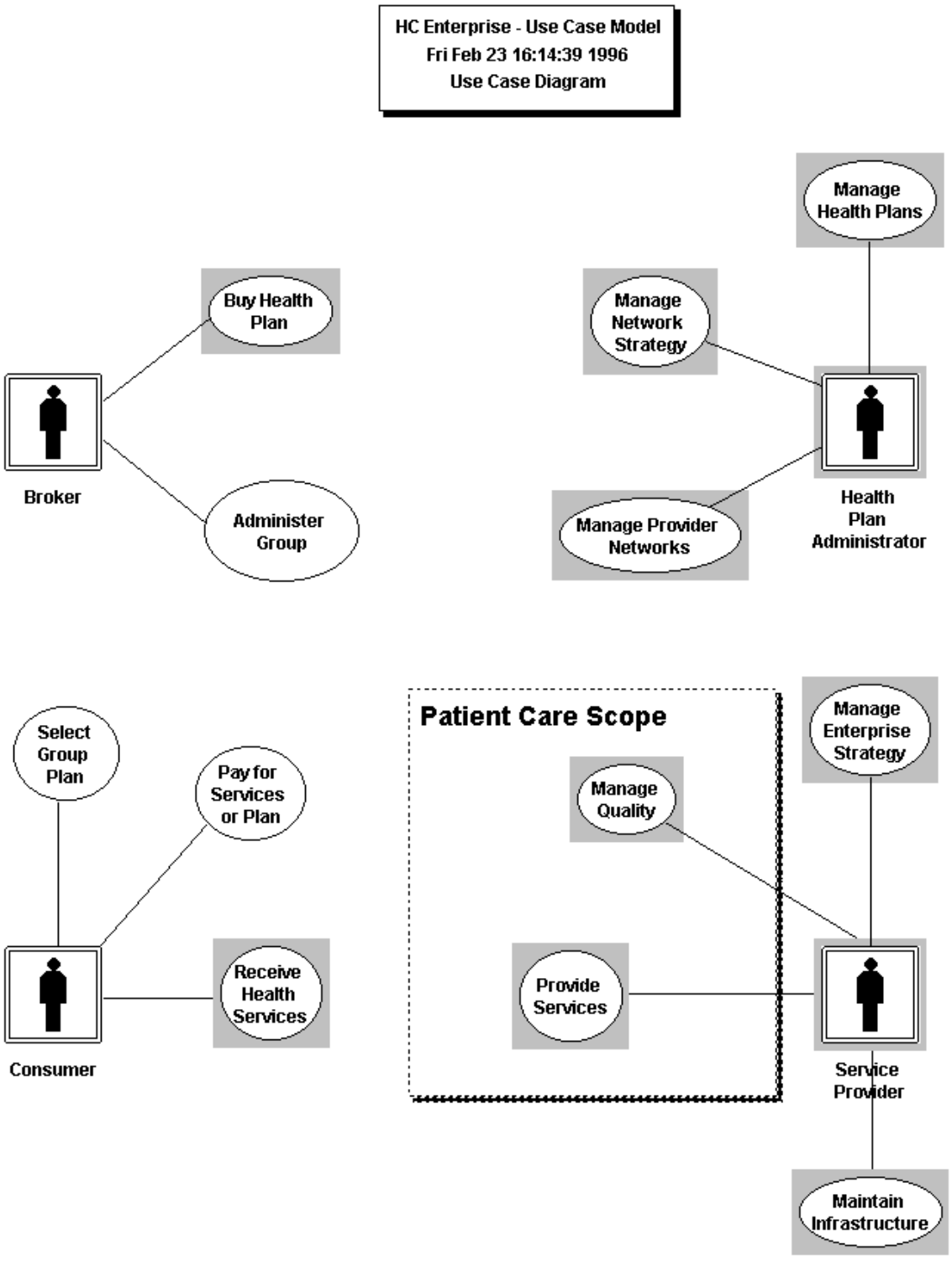
User Categories



This diagram illustrates typical system users. It provides a preliminary hierarchy of users for the purpose of the use case modeling. A more precise hierarchy of the system users will be provided in the domain object model, where they will be represented by objects.

Diagram

Health Care Enterprise (Context Level)


HC Enterprise - Use Case Model
Fri Feb 23 16:14:39 1996
Use Case Diagram
Buy Health Plan
Broker
Administer Group
Manage Health Plans
Manage Network Strategy
Manage Provider Networks
Health Plan Administrator
Select Group Plan
Pay for Services or Plan
Receive Health Services
Consumer
Patient Care Scope
Manage Quality
Provide Services
Manage Enterprise Strategy
Service Provider
Maintain Infrastructure

Use Case

HC Enterprise - Use Case Model

Use case synopsis...

User	Description
Service Provider	Offeror of services.
Consumer	Recipient of care services maintains wellness, and provides feedback on perceived service quality.
Broker	Buyer of health plans that uses the purchase power of a group to select and negotiate discounts for plans offered to its members.
Health Plan Administrator	Creator and manager of coverage for services according to the plan's provisions.

Triggering Event	Description
None	User action initiates the data retrieval.

Description:

None.

Assumptions and Dependencies:

None.

Exceptions:

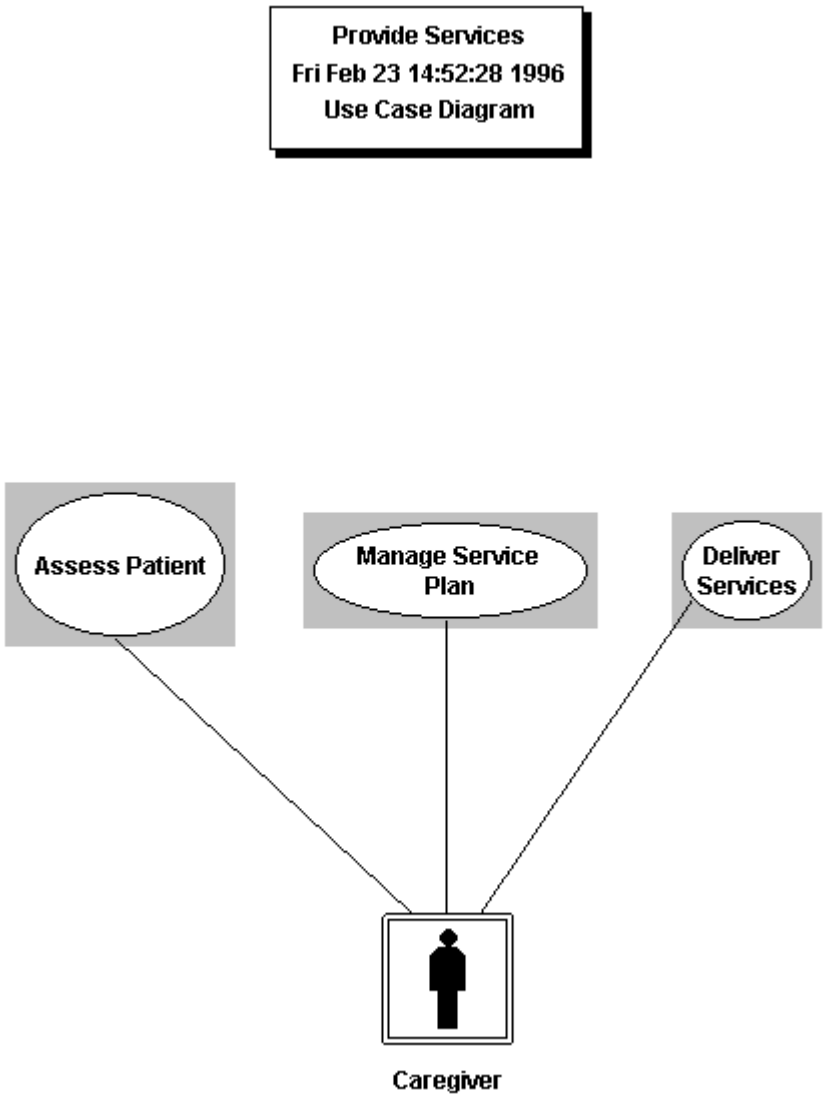
None.

Limitations:

None.

Diagram

Provide Services



Use Case

Provide Services

Use case synopsis...

Users:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:

User action initiates the data retrieval.

EXCEPTIONS:

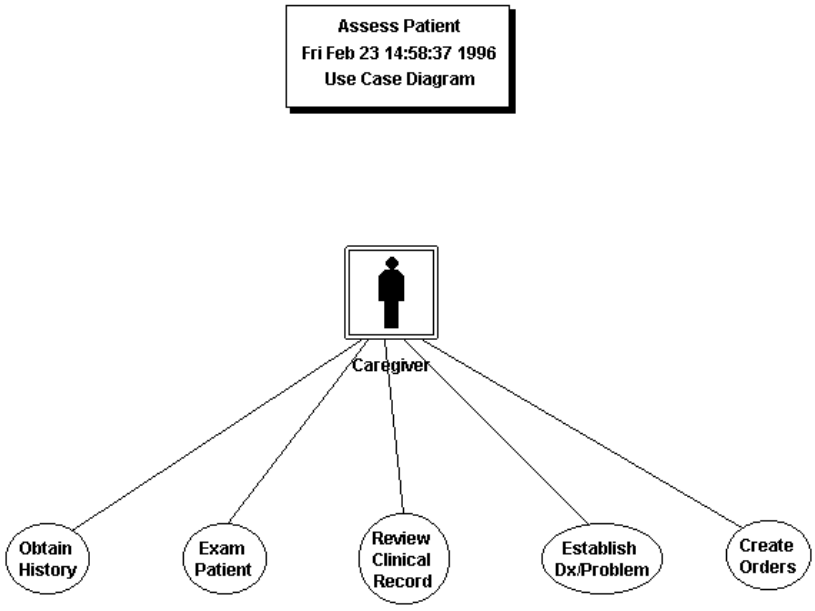
None.

LIMITATIONS:

None identified at present.

Diagram

Assess Patient



Use Case

Assess Patient

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Obtain History

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Examine Patient

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Review Clinical Record

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Establish Dx/Problem

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Create Orders

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

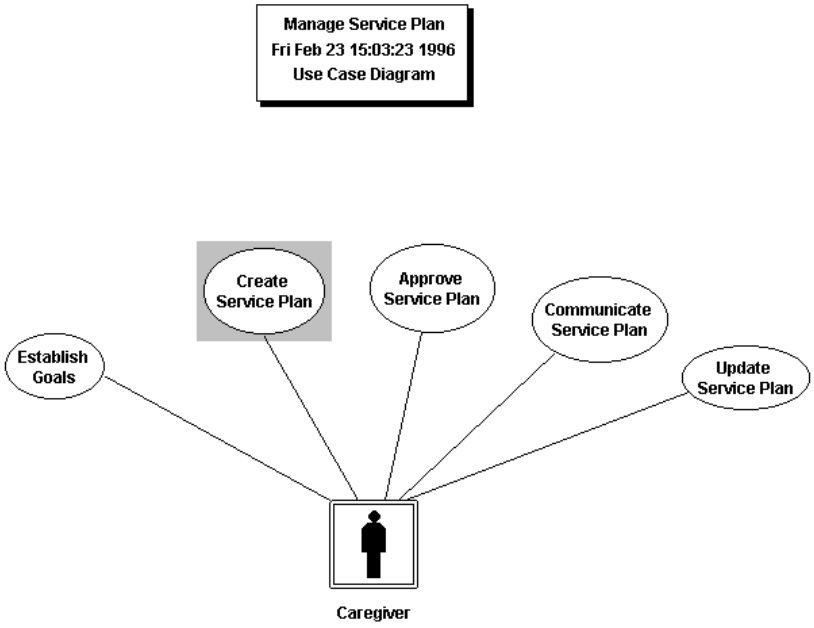
TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Diagram

Manage Service Plan



Use Case

Manage Service Plan

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Establish Goals

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Approve Service Plan

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Communicate Service Plan

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Update Service Plan

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

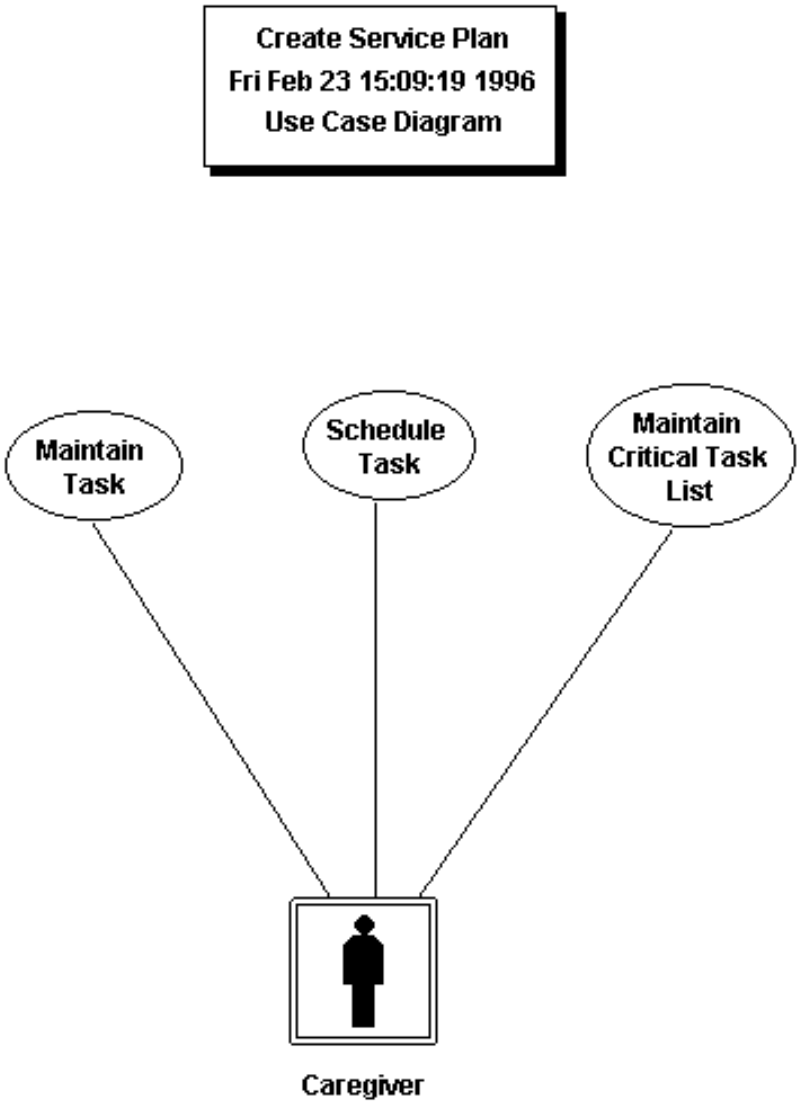
TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Diagram

Create Service Plan



Use Case

Create Service Plan

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Maintain Task

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Schedule Task

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Maintain Critical Task List

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

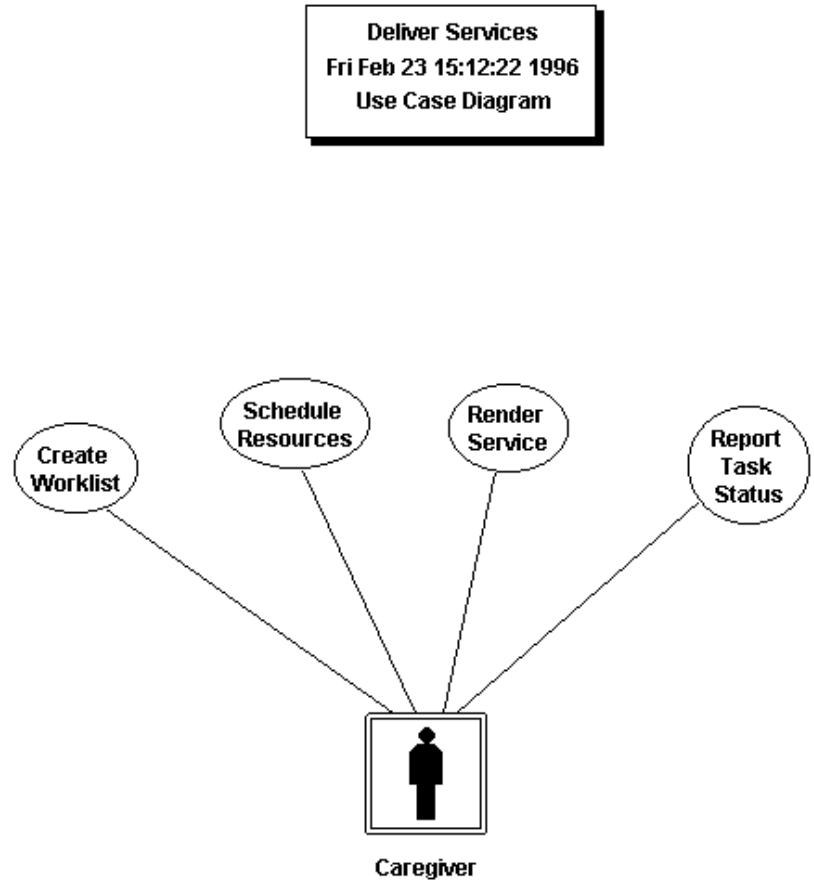
TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Diagram

Deliver Services



Use Case

Deliver Services

Assess, improve, monitor and maintain the health of the patients/members, whether or not these activities were ordered and scheduled.

USERS:

Caregiver

Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:

User action initiates the data retrieval.

EXCEPTIONS:

None.

LIMITATIONS:

None identified at present.

Use Case

Create Worklist

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Schedule Resources

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Render Service

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Report Task Status

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

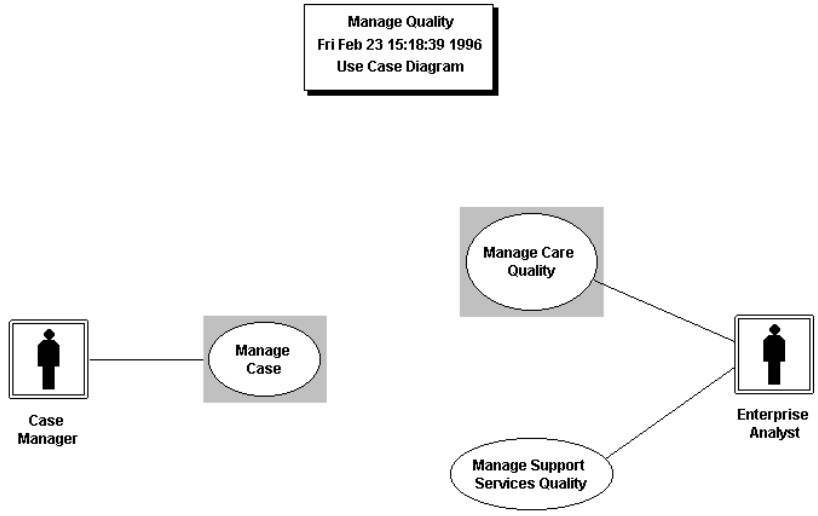
TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Diagram

Manage Quality



Use Case

Manage Quality

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Manage Support Services Quality

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

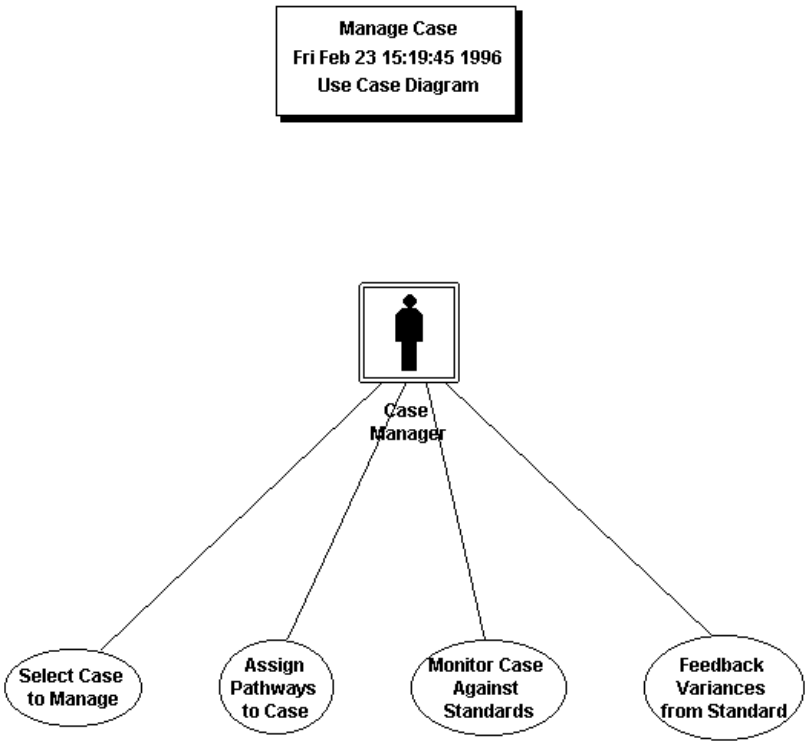
TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Diagram

Manage Case



Use Case

Manage Case

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Select Case to Manage

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Assign Pathways to Case

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Monitor Case Against Standards

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Feedback Variances from Standard

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

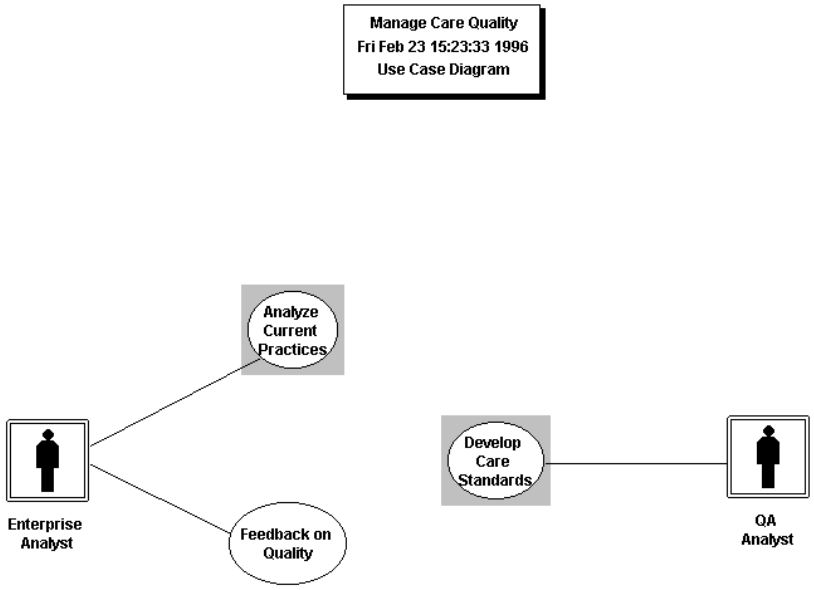
TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Diagram

Manage Care Quality



Use Case

Manage Care Quality

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Feedback on Quality

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

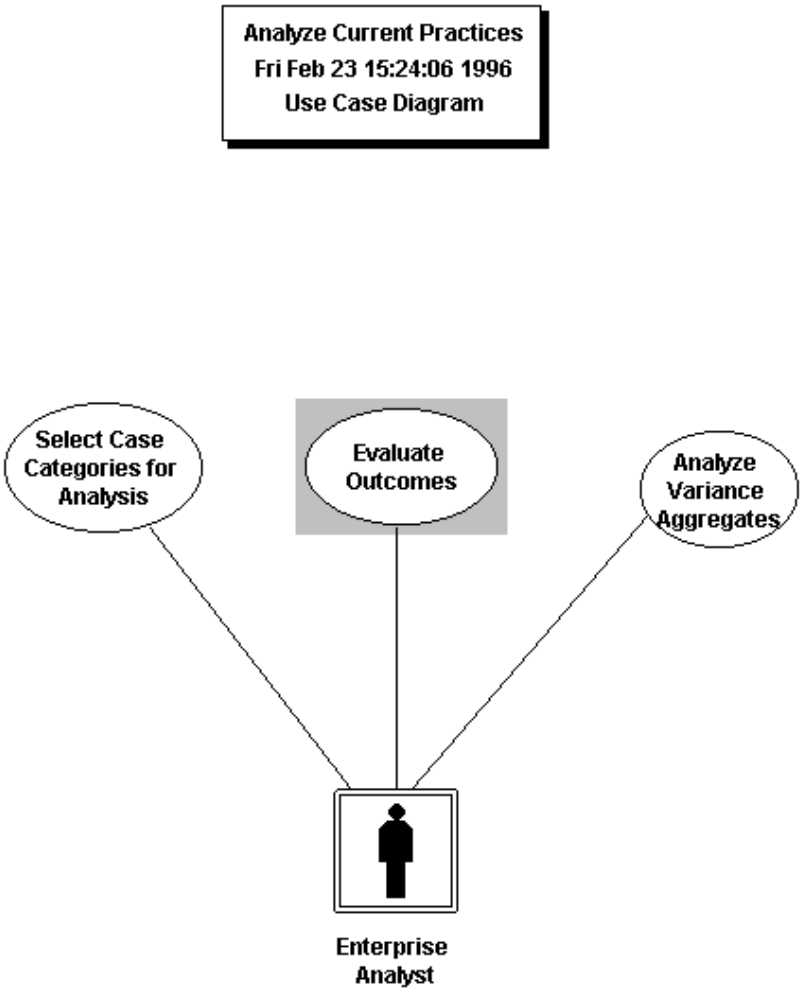
TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Diagram

Analyze Current Practices



Use Case

Analyze Current Practices

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Select Case Categories for Analyzis

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Analyze Variance Aggregates

Use case synopsis...

USERS:

Caregiver

Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

The system alerts the clinician that a variance has occured between what was expected to occur for the patient, in the form of actions or results, and what actually has occured. When, the clinician so chooses, they review the data presented by the system about the variance(s); classify the variance, and record their response to the variance.

TRIGGERING EVENTS:

User action initiates the data retrieval.

EXCEPTIONS:

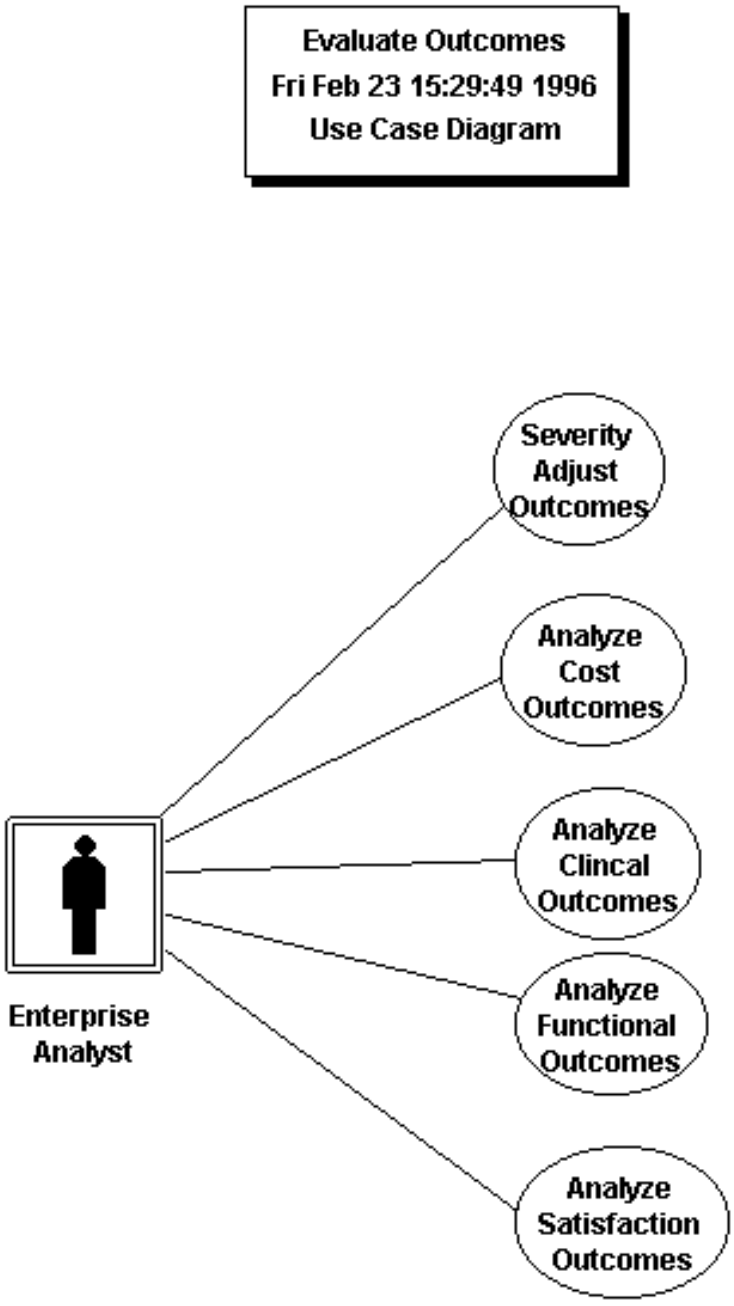
None.

LIMITATIONS:

None identified at present.

Diagram

Evaluate Outcomes



Use Case

Evaluate Outcomes

Use case synopsis...

USERS:

Caregiver

Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

The clinician uses the system to recall the expected results and outcomes for the patient, at a given point in time. The clinician then uses the system to compare the actual results and outcomes acheived by the patient to the expected results and outcomes. At the during and at the end of this review the clinician records their conclusions about the achievement of expected results and progress against the plan; and the changes they have made or will make to the plan.

TRIGGERING EVENTS:

User action initiates the data retrieval.

EXCEPTIONS:

None.

LIMITATIONS:

None identified at present.

Use Case

Severity Adjust Outcomes

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Analyze Cost Outcomes

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Analyze Clinical Outcomes

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Analyze Functional Outcomes

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Analyze Satisfaction Outcomes

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Diagram

Develop Care Standards

Use Case

Develop Care Standards

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Examine External Guidelines

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Use Case

Develop Internal Guidelines

Use case synopsis...

USERS:

Caregiver
Deliverer of services to a patient.

ASSUMPTIONS AND DEPENDENCIES:

FUNCTIONALITY:

TRIGGERING EVENTS:
User action initiates the data retrieval.

EXCEPTIONS:
None.

LIMITATIONS:
None identified at present.

Glossary

User	Roles
Accountant	
Broker	Buyer of health plans that uses the purchase power of a group to select and negotiate discounts for plans offered to its members.
Caregiver	Deliverer of services.
Clerk	
Consumer	Recipient of care services maintains wellness, and provides feedback on perceived service quality.
Case Administrator	Monitor of Case Manager's performance based on internal case standards.
Case Manager	Monitor and coordinator of the provisions of health services.
Clinician	Determines accurate diagnosis and reason for service.
Enterprise Analyst	Analyzer of current business and product line performance to identify opportunities for improvement.
Health Plan Administrator	Creator and manager of coverage for services according to the plan's provisions.
Nurse	
Physical Therapist	
Physician	
Privileged Provider	
QA Analyst	Manager of quality assurance functions of an organization by monitoring appropriate indicators and developing standards.
Service Provider	Offeror of services.
System Admin	
Technician	

Use Case	Description
Allergy	
Ancillary Service	
Annual Checkup	
Appointment	
Backup	
Billing	
Demographics	
Exercise Program	

Health Contract

Health Maintenance

Immunization

Lab

Maternity

Medication

Network

Notes

Nucleo Medicine

Nursing Services

Patient Medical Info

Patient Personal Info

Problem List

Radiology

Rehabilitation

Scheduled Visit

Services

Surgical Services

System Administration

User Account

Visit History

Vital Signs

Wellbaby

Index

A

Administer Group
use case, 21
Analyze Clinical Outcomes
use case, 68
Analyze Cost Outcomes
use case, 67
Analyze Current Practices
use case, 58
Analyze Functional Outcomes
use case, 69
Analyze Satisfaction Outcomes
use case, 70
Analyze Variance Aggregates
use case, 64
Approve Service Plan
use case, 40
Assess Patient
use case, 27

B

Buy Health Plan
use case, 20

C

Communicate Service Plan
use case, 41
Context Level, iii, 11
Create Service Plan
use case, 39
Create Worklist
use case, 44, 45, 46, 48

D

Deliver Services
use case, 29
Develop Care Standards
use case, 59

E

Establish Dx/Problem
use case, 34, 35
Establish Goals
use case, 38
Evaluate Outcomes
use case, 63
Exam Patient
use case, 32

H

Health Care Enterprise, iii, 11

M

Maintain Infrastructure
use case, 16
Manage Care Quality
use case, 55
Manage Case
use case, 54
Manage Enterprise Strategy
use case, 13
Manage Health Plans
use case, 17
Manage Network Strategy
use case, 18
Manage Provider Networks
use case, 19
Manage Quality
use case, 14
Manage Service Plan
use case, 28
Manage Support Services Quality
use case, 56

O

Obtain History
use case, 31

P

Pay for Services or Plan
use case, 23
Provide Feedback
use case, 60
Provide Services
use case, 15

R

Receive Health Services
use case, 24
Render Service
use case, 50
Report Task Status
use case, 51
Review Clinical Record
use case, 33
role, 7

S

Schedule Resources
use case, 49
Select Case Categories for Analysis
use case, 62
Select Group Plan
use case, 22
Severity Adjust Outcomes
use case, 66

U

Update Service Plan
use case, 42
use case
definition, 7
user
definition, 7