Project Design Phase-II
Customer Journey Map

Date	09 October 2022
College Name	SIT
Project Name	Early Detection of Chronic Kidney Disease using Machine Learning

Customer Journey Map:

Sara

Scenario

Sara is a patient who experiences symptoms including peculiar nausea, high blood pressure, and weariness, which may be signs of chronic kidney disease. She is hence using this application to obtain a diagnosis as soon as possible.

Expectations

- Simple inteface for communication
- Cost effective dianosis
- Accurate report generation

Undergo pre-diagnosis tests	Login to the web application	Input necessary details	Get diagnosis report
1. Visit nearest laboratories 2. Take blood test for GFR 3. Take urine test for albumin and creatinine	4. Existing users directly enter their credentials 5. New users must register	6. Fill in the form by providing the test results	7. If the results are negative, change your lifestyle to address any test abnormalities. 8. If the test results are positive, see a doctor to receive the proper therapy (like dialysis).

"Hopefully, all test reports come normal"

"I probably should have taken care of my lifestyle!"

"Oh, this application is so easy to use!"

"I must register to avail the benefits"

"I should fill honestly"

"It is really good that only specific details are being asked. Nothing very personal!"

"Lucky to have found such a quick diagnosis tool"

"My heart beat is raising"

"It is better late than never"