

# Patient Story: Mrs. Shalini's Journey with Heart Care Connect

## INTRODUCTION:

Mrs. Shalini, a 52-year-old schoolteacher, had been experiencing mild chest discomfort and fatigue over the past few months. After consulting her doctor, she was diagnosed with hypertension and early signs of coronary artery disease. Concerned about her health, she decided to join the **Heart Care Connect** platform for guidance and support.

## REGISTRATION:

Mrs. Shalini logged into the **Heart Care Connect** platform via the social media. She filled out her registration form, entering her personal details:

- She confirmed her heart condition diagnosis.
- She indicated that she had undergone a medical procedure in the past.
- She mistakenly selected "Yes" for symptoms requiring immediate medical attention (like chest pain and shortness of breath), though her symptoms were not urgent.
- She also checked "Yes" for general heart health awareness and preventive tips.

Based on her responses, the system initially categorized her under the **Emergency** group.

## Algorithm Output and Verification

Once her registration was complete, her profile appeared in **Emergency** group. The system flagged her case for further verification by the support team.

A staff member accessed the **Verification** section, reviewed Mrs. Shalini's submitted details, and noted that her condition didn't qualify as an emergency. Instead, her case was more aligned with the **Coaching** group, where she could benefit from personalized lifestyle guidance and health coaching.

To ensure accuracy, the team called Mrs. Shalini for verification. They confirmed her medical history and explained why the **Coaching** group would be the best fit for her. After the conversation, her profile was updated, and her status was approved for the **Coaching** group.

## **Allocation**

Mrs. Shalini was allocated to the Coaching program. She received a link to the WhatsApp community for peer support and access to coaching materials.

## **Her Journey in the Coaching Group**

Mrs. Shalini shared her story after joining the Coaching program:

"When I first registered for Heart Care Connect, I mistakenly categorized myself under Emergency because I was worried about my symptoms. But the supportive staff helped me understand my condition better and placed me in the Coaching group.

Through this program, I've learned about maintaining a healthy lifestyle, managing stress, and making better dietary choices. The WhatsApp group has connected me with others on a similar journey, and I feel empowered to take charge of my health."\*

Through the **Heart Care Connect** Coaching program, Mrs. Shalini regained her confidence and saw significant improvements in her overall well-being.