

Doctor-Patient

Research Phase

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Important Links

1. Research doc [link to google document](#)
2. Research deliverable [link to google doc](#)
3. Map [link to map](#)
4. UX google docs folder [link to google drive folder](#)

Description

Healthcare's digital revolution is largely designed to help providers and insurers, but may be harming one of the cornerstones of good care: the doctor-patient relationship. How might the new data and technologies of this revolution be used to improve doctor-patient communication?

Long Term Goal

Improve doctor-patient communication by reducing misunderstanding, making it clearer and better organized, all without increasing doctor workload.

Challenges

1. How could our application overcome PHI, which limits communication methods (e.g. email, phone)?
2. How can we improve communication without burdening doctors who have limited time?
3. How can we improve communication when doctor time is so expensive?
4. How can we ensure patient cooperation and patient awareness and make sure that they follow through with instructions?
5. How can we add functionality without making the application too complex?
6. How can we make sure users know of all available functions in the site?
7. How can we overcome doctors' and institutions' unwillingness to change technologies (all about cost!)?

Map

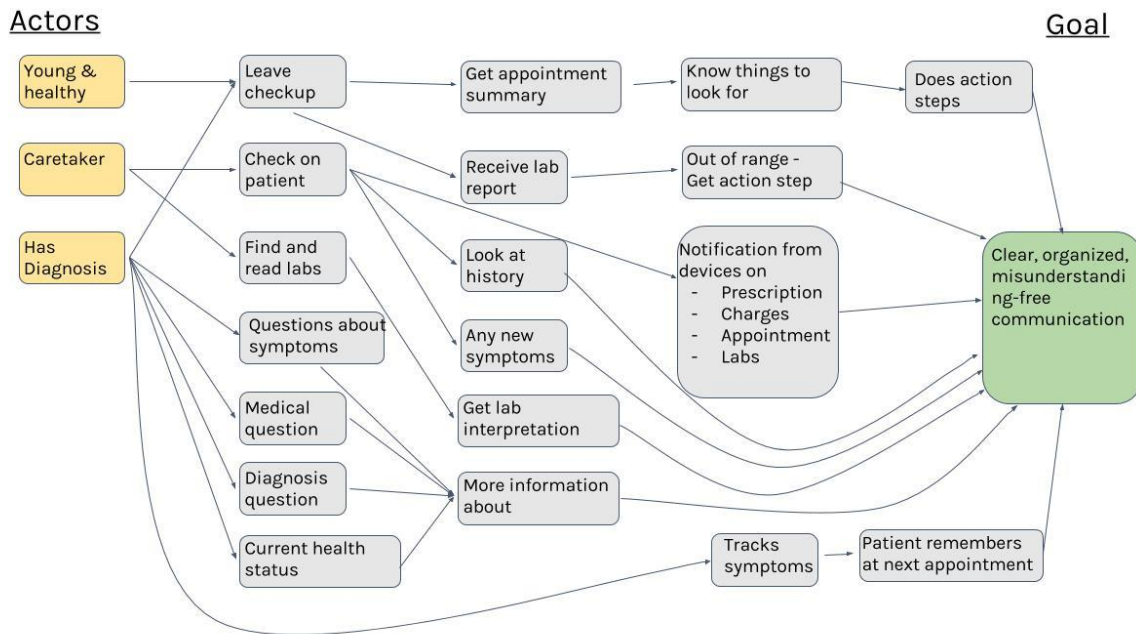
Map here describes the communication scenario between doctor to patient and various aspects involved in it.

It mainly contains components such as

1. Patients: here we have considered categories of patients as Young and healthy (e.g. College students), caretakers (e.g. mother/ father) and patients having special diagnosis going on.

2. Communication activities: These activities include possible scenario when patient might communicate with the doctor. E.g. If she/he observes some symptoms or unusual activities with their body.
3. Goal: goal here is to improve the communication so that it is well structured and classified so that analysis of such communication is easy and communication is faster.

Map:



Expert Notes

- Think about categories of patients like student-patient and chronic disease, etc.
- These different types of patients would have different goals. Think on that.
- Find out the problems that different patients face in day-to-day life.
- Make use of the surveys/ask people we know about the problems they faced in communicating with their doctor.
- Patients should be provided with the information which is easy for them to understand (layman's language)
- Focus more towards patient's perspective.

- Think about different ways of communication between doctor and patient like phone, email, text messages or video call that would enhance patient's experience.
- Think about what information should be provided before patient's visit or after visit to clinic.
- Don't show all the slots to patients for scheduling meeting. Show only available slots.
- What information should be provided to care-giver and how?
- Think of structuring lab results

Problems / Opportunities

Note: **Bold** indicates chosen best in category.

Information Availability

- **How might we make communication history easier to access/view/remember?**
- How might we encourage patients to be proactive about their health and symptoms?
- How might we quickly and clearly answer patient questions about lab results / prescriptions / diagnoses?

Improve Patient Experience

- How might we use technology to make patients more comfortable with communication, since these days people are often more comfortable with online conversations than face-to-face ones?
- **How might we help patients understand their appointment conversations? (e.g. diagnosis, doctor explanations)**
- How might we make communication simpler (like email) while adhering to PHI regulations?
- How might we customize the patient experience so that it is easier to do what you care about?
- How can technology help you carry around drug list, instead of the paper ones provided?
- How can we enable assistants to answer certain questions/requests, in order to provide a faster response time and save doctors time?

Target

To summarize, the task here will be to improve doctor-patient communication based more on the type of patient, type of illness and also reduction in response time. Prime goal is to improvise the user experience of patient as well as doctor in order to have crisp, clear and quick communication having good classifications and analysis for communications.

Goal here can be any of the paths from map as in we can consider target as improving the user experience of the Caretaker category from Patients to effectively check on patients, track their activities and consult with doctor if any unusual records are found for the patient. This way one can improvise the communication.

So here we can have target in exact words as to establish patient-friendly clear, understandable, organized communication with doctors.

References

1. Sprint guidelines from UX class by Dr. Watson
2. Minutes of Meeting from intergroup brainstorming meetings
3. Minutes of Meeting from brainstorming with UX experts from Allscripts