

Persona: Sara

Goal: Provide an easy and quick way to filter and find doctor appointments.

	Find an healthcare app	Get the app and sign in	Add caregiver	Get appointment	Book after confirmation
TASK LIST	<ol style="list-style-type: none">1. Search for the healthcare app that provides local appointments2. Read and Understand list of app info	<ol style="list-style-type: none">1. Install the Asclepius Healthcare App2. Sign in / register to app	<ol style="list-style-type: none">1. Read about what caregiver is2. Click on manage members3. Add a caregiver	<ol style="list-style-type: none">1. Select on appointments from home screen2. Click on add button3. Enter time slots and hospital.	<ol style="list-style-type: none">1. Get confirmation notification.2. Receive a call and remainders on upcoming schedule.
FEELING ADJECTIVE	<ul style="list-style-type: none">+ Stressed to go through search+ Confused with reviews and user feedbacks	<ul style="list-style-type: none">+ Got excited that she found the app+ Curious on how the App will provide her needs	<ul style="list-style-type: none">+ Annoyed with popups showing adds on membership.+ Happy to find the caregiver was successfully added with verification.	<ul style="list-style-type: none">+ Annoyed when most of appointment timings were not available.+ Excited after confirming an appointment.	<ul style="list-style-type: none">+ Eager to receive the call for hospital.+ Anxious if the doctor would.
IMPROVEMENT OPPORTUNITIES	<ul style="list-style-type: none">- Create a brand for the App to identify- provide users a benefits on member community registration.	<ul style="list-style-type: none">- Make sign in process easy and seamless with other healthcare pass	<ul style="list-style-type: none">- Show the popup only once during login of app.	<ul style="list-style-type: none">- Provide only the appointment slots that are available.- Greyout other appointments but make it visible.	<ul style="list-style-type: none">- provide e-booklet and free body checkup on visit.- User feedback after call.- Remind users for membership and loyalty benefits.