**Combined Scenarios**

**1. Solution Ideation – Crazy 8s**

Below are **8 low-fidelity ideas** from a Crazy 8s session for simplifying appointment booking in a hospital app:

1. **Auto-Suggested Time Slots**  
   Shows top 3 available slots based on user's past preferences.
2. **Voice Assistant for Booking**  
   Users can say “Book with Dr. Smith next week” to initiate booking.
3. **Symptom Checker Integration**  
   Users input symptoms, and the app suggests the right department/doctor.
4. **Emergency Button**  
   One-click emergency booking bypasses normal flow.
5. **Family Profiles**  
   Manage multiple profiles (e.g., children, parents) from one account.
6. **Calendar Sync**  
   Sync appointments with Google/Apple calendars.
7. **Smart Reminders**  
   App reminds users with reschedule/cancel options a day before.
8. **Live Availability Indicator**  
   Shows real-time doctor availability and expected wait times.

**2. Creating User Stories**

Let’s define a few personas first:

* **Amira** (38, working mom, tech-savvy, time-constrained)
* **Raj** (65, retired, low digital literacy)
* **Sarah** (28, pregnant, first-time user)
* **Kevin** (45, caretaker for elderly parents)

Now, **5 user stories**:

1. As **Amira**, I want to **book appointments quickly**, so that **I can manage my schedule without stress**.
2. As **Raj**, I want to **easily find the right doctor**, so that **I don't get overwhelmed by choices**.
3. As **Sarah**, I want to **see recommended specialists based on symptoms**, so that **I don’t waste time researching**.
4. As **Kevin**, I want to **manage appointments for my parents**, so that **they don’t miss their checkups**.
5. As **Amira**, I want to **get appointment reminders**, so that **I don't forget to attend or reschedule if needed**.

**3. Creating Scenarios**

Let’s use **Kevin’s user story** for this scenario:

**User Story**: As Kevin, I want to manage appointments for my parents, so that they don’t miss their checkups.

**Scenario**:

Kevin, a 45-year-old IT professional, takes care of his elderly parents who have chronic conditions. It's Monday morning, and while commuting to work, Kevin remembers his mom needs her quarterly heart check-up. He opens the hospital app on his phone while on the train. He's tired and a bit anxious since he forgot last time. He navigates to his mother's profile, checks her previous appointment history, and uses the app's “Repeat Last Appointment” feature. It shows Dr. Rao is available Thursday at 3 PM – perfect. He books it and shares the appointment with his dad's phone via WhatsApp. Kevin feels relieved and in control.

**4. Flow Diagrams / Flow Mapping**

Task: **Booking an appointment in the hospital app**

**User Flow Diagram**

[Start]

↓

[Login/Register]

↓

[Select Patient Profile]

↓

[Choose Specialty / Use Symptom Checker]

↓

[List of Doctors]

↓

[View Doctor Profile]

↓

[Select Date & Time]

↓

[Confirm Appointment]

↓

[Receive Confirmation & Add Reminder]

↓

[End]

**5. Information Architecture (IA)**

**Example App**: Hospital App

**Card Sorting** – *Open sort with 10 users yielded these categories:*

* Appointments
* Profiles (Self, Family)
* Health Records
* Payments
* Support/Chat
* Settings

Site Map:

Home

│

├── Appointments

│ ├── Book Appointment

│ ├── Upcoming

│ └── Past

│

├── Profiles

│ ├── My Profile

│ └── Family Members

│

├── Health Records

│ ├── Lab Results

│ ├── Prescriptions

│ └── Visit History

│

├── Payments

│ ├── Pay Bills

│ └── Insurance Info

│

├── Support

│ ├── Chat with Support

│ └── FAQs

│

└── Settings

├── Notifications

├── Calendar Sync

└── Language Preferences