



## BASIC INFORMATION

Name: Dr.Ahmed Kamel

Age: 45

Gender : Male

Job Title: general practitioner

Department: family medicine

Experience Level: 20+ years

Location : Qasr El Eyni Hospital

# GENERAL PRACTITIONER

## GOALS AND OBJECTIVES

- **Primary Goals:**
  - Provide accurate diagnoses and effective treatment for patients.
  - Ensure quick and seamless access to patient records.
- **Secondary Goals:**
  - Streamline workflows by minimizing paperwork.
  - Collaborate with other departments to ensure comprehensive care.

## PAIN POINTS

- **Challenges Faced:**
  - Difficulty accessing patient data quickly during emergencies.
  - Frustration with fixed templates that don't adapt to specific patient needs.
- **Barriers to Success:**
  - Inefficient systems that require filling in unnecessary fields.
  - Limited training on new EMR systems for older staff.

## MOTIVATION

- **Why They Care About the System:**
  - Accurate documentation ensures better patient outcomes and safety.
- **Personal/Professional Values:**
  - Commitment to patient-centered care, accuracy, and efficiency.

## DAILY ACTIVITIES

- **Key Tasks and Responsibilities:**
  - Search for patient records using their national ID.
  - Update patient information, prescribe medications, and order lab tests.
- **Interaction with the System:**
  - Uses the system to check patient history, upload reports, and communicate with pharmacies and labs.



## BASIC INFORMATION

Name: Mona Mohamed

Age: 32

Gender : Female

Job Title: Registered Nurse

Department: internal medicine

Experience Level: mid level

Location :Qasr El Eyni Hospital

# REGISTERED NURSE

## GOALS AND OBJECTIVES

- **Primary Goals:**
  - Ensure smooth documentation of patient vitals and progress.
  - Support doctors by keeping patient data updated in real time.
- **Secondary Goals:**
  - Enhance coordination between the nursing team and other departments.
  - Provide accurate data to facilitate timely treatment.

## PAIN POINTS

- **Challenges Faced:**
  - Tedious manual processes for data entry during busy shifts.
  - Limited system accessibility in high-stress situations.
- **Barriers to Success:**
  - Complex user interfaces make navigating the system difficult.
  - Occasional delays or downtimes in the system.

## MOTIVATION

- **Why They Care About the System:**
  - Reduces administrative burden and improves focus on patient care.
- **Personal/Professional Values:**
  - Dedication to ensuring patient safety and providing timely updates.

## DAILY ACTIVITIES

- **Key Tasks and Responsibilities:**
  - Record patient vitals (e.g., blood pressure, sugar levels).
  - Update patient charts and assist in medication administration.
- **Interaction with the System:**
  - Inputs patient updates, views doctors' notes, and uploads test results.



## BASIC INFORMATION

Name: Sarah Hassan

Age: 35

Gender : Female

Job Title: Lab Technician

Department: Laboratory Services

Experience Level: 10+ years

Location : Qasr El Eyni Hospital

# LAB TECHNICIAN'S

## GOALS AND OBJECTIVES

- **Primary Goals:**
  - Ensure timely and accurate processing of lab tests.
  - Deliver clear and reliable test results to doctors for effective diagnoses.
- **Secondary Goals:**
  - Minimize delays in reporting test results.
  - Collaborate with doctors and nurses to prioritize urgent tests.

## PAIN POINTS

- **Challenges Faced:**
  - Difficulty managing high volumes of test requests, especially during peak hours.
  - Occasional delays in retrieving patient details from the system due to slow response times.
- **Barriers to Success:**
  - Lack of automation in test result logging, requiring manual input.
  - Inconsistent communication about test result priorities.

## MOTIVATION

- **Why They Care About the System:**
  - Efficient systems reduce turnaround time and improve patient care.
  - Accurate record-keeping ensures proper follow-up testing when needed.
- **Personal/Professional Values:**
  - Commitment to precision, reliability, and timely service.

## DAILY ACTIVITIES

- **Key Tasks and Responsibilities:**
  - Receive test orders and label samples with patient identifiers.
  - Perform routine and specialized tests on collected samples.
  - Enter results into the system and notify doctors for urgent findings.
- **Interaction with the System:**
  - Use the system to track test orders, log results, and access historical data.
  - Communicate with doctors about additional or repeated tests when required.



## BASIC INFORMATION

Name: Ahmed Ali

Age: 40

Gender : male

Job Title: Radiology Technician

Department: Radiology Services

Experience Level: 15+ years

Location : Qasr El Eyni Hospital

# RADIOLOGY TECHNICIAN'S

## GOALS AND OBJECTIVES

- **Primary Goals:**
  - Capture high-quality images for accurate diagnoses.
  - Ensure patient safety during radiology procedures.
- **Secondary Goals:**
  - Reduce patient waiting times for imaging.
  - Ensure seamless sharing of images with other departments.

## PAIN POINTS

- **Challenges Faced:**
  - Delays caused by scheduling conflicts or equipment downtime.
  - Lack of integration between imaging software and the EMR system.
- **Barriers to Success:**
  - Inadequate training on advanced imaging systems.
  - Limited ability to annotate or comment on images within the EMR.

## MOTIVATION

- **Why They Care About the System:**
  - Streamlined workflows allow more time for patient care.
  - Integration reduces errors in transferring imaging data to doctors.
- **Personal/Professional Values:**
  - Dedication to patient safety and delivering precise diagnostic information.

## DAILY ACTIVITIES

- **Key Tasks and Responsibilities:**
  - Schedule and perform X-rays, MRIs, and CT scans.
  - Maintain imaging equipment and troubleshoot technical issues.
  - Review and upload images to the system, ensuring clarity and accuracy.
- **Interaction with the System:**
  - Use the system to manage imaging requests and patient records.
  - Collaborate with doctors by sharing and discussing imaging results.



## BASIC INFORMATION

Name: Hoda

Age: 28

Gender : female

Job Title: receptionist

Department: front desk operation

Experience Level: mid level

Location : Qasr El Eyni Hospital

# RECEPTIONIST

## GOALS AND OBJECTIVES

- **Primary Goals:**
  - Use the EMR system to efficiently register new patients with minimal errors.
  - Serve as the first point of contact, ensuring a welcoming and smooth patient experience.
- **Secondary Goals:**
  - Minimize patient waiting times by leveraging the EMR's streamlined workflows.
  - Maintain accurate and comprehensive patient records to support clinical outcomes.

## PAIN POINTS

- **Challenges Faced:**
  - Managing heavy foot traffic at the clinic while maintaining a high level of accuracy during registration.
  - Addressing patient frustrations when delays occur in the registration process.
- **Barriers to Success:**
  - Technical issues such as system slowness or downtime during busy hours.
  - Limited familiarity with advanced features of the EMR system due to insufficient training.

## MOTIVATION

- **Why They Care About the System:**
  - A robust EMR system allows for quick and error-free patient registration, enhancing efficiency and patient satisfaction.
- **Personal/Professional Values:**
  - Commitment to patient care, efficiency, and attention to detail in all interactions.

## DAILY ACTIVITIES

- **Key Tasks and Responsibilities:**
  - Greeting patients and answering inquiries at the front desk.
  - Collecting patient identification, contact details, and medical history.
  - Entering patient information into the EMR system accurately and issuing patient IDs.
- **Interaction with the System:**
  - Using the "Register New Patients" feature to log patient details and verify their accuracy.
  - Generating and sharing patient records with the system to ensure seamless integration with other departments.



## BASIC INFORMATION

Name: Abdelbaset

Age:31

Gender : male

Job Title: pharmacy technician

Department:pharmacy operations

Experience Level:mid level

Location : Qasr El Eyni Hospital

# PHARMACY TECHNICIAN

## GOALS AND OBJECTIVES

- **Primary Goals:**
  - Utilize the Electronic Medical Records (EMR) system to process medication refill requests efficiently.
  - Ensure accurate medication dispensing through seamless integration of patient data and prescriptions.
  - Ensure the accuracy of pharmacy charges and inventory costs in the financial system.
- **Secondary Goals:**
  - Minimize administrative workload and errors using EMR automation.
  - Maintain secure and compliant transaction records for patient safety and auditing purposes.
  - Access and review financial reports related to inventory costs and pharmacy charges, ensuring transparency and accuracy.

## PAIN POINTS

- **Challenges Faced:**
  - Managing high volumes of refill requests under time pressure.
  - Ensuring medication accuracy with limited time for manual verifications.
  - Addressing unexpected system downtimes or crashes during critical tasks.
  - Lack of visibility into real-time updates of pharmacy charges, payments, or insurance reimbursements that may affect dispensing operations.
- **Barriers to Success:**
  - Insufficient training on advanced EMR features that could streamline workflow, particularly regarding financial integration.
  - Downtime or system crashes disrupting medication processing, dispensing, or financial transactions.

## MOTIVATION

- **Why They Care About the System:**
  - EMR integration saves time, reduces errors, and enhances their ability to deliver safe and effective patient care.
  - Access to accurate, real-time financial data supports their role in ensuring transparency and compliance with billing and inventory management.
- **Personal/Professional Values:**
  - Dedication to patient safety, accuracy, and the efficiency of healthcare delivery.
  - Commitment to maintaining confidentiality and professionalism in pharmacy operations.
  - Values the integration of financial and inventory systems to maintain a smooth workflow and accurate records.

## DAILY ACTIVITIES

- **Key tasks and responsibilities:**
  - Reviewing refill requests and prescriptions via the EMR system.
  - Cross-referencing medication data with patient history stored in the EMR.
  - Dispensing accurate medications and providing instructions to patients.
  - Reviewing and verifying pharmacy charges and related financial data.
  - Updating inventory and financial records to ensure accuracy across systems.
- **Interaction with the System:**
  - Accessing patient records, prescription details, and inventory through the EMR.
  - Using EMR analytics to track trends, manage stock levels, and ensure prescription compliance.
  - Monitoring real-time updates on payments and outstanding bills, especially in relation to pharmacy charges and insurance reimbursements.
  - Utilizing the system to review and confirm inventory costs and financial data for auditing and reporting purposes.

# HOSPITAL ADMINISTRATOR



## BASIC INFORMATION

Name: Mohsen

Age: 52

Gender : Male

Job Title: Hospital Director (EMR System)

Department: Hospital Administration

Experience Level: High level

Location : Qasr El Eyni Hospital

## GOALS AND OBJECTIVES

- **Primary Goals:**
  - Ensure secure and efficient management of electronic medical records
  - Optimize hospital operational efficiency
  - Ensure compliance with healthcare regulations
  - Reduce paper-based record dependency by 95%
- **Secondary Goals:**
  - Foster innovation in healthcare delivery
  - Integrate EMR with other hospital systems
  - Expand hospital services

## PAIN POINTS

- **Challenges Faced:**
  - Complex EMR system integration issues
  - Ensuring data accuracy across departments
  - Handling legacy record migration
- **Barriers to Success:**
  - Staff adaptation to new technologies
  - System downtime impact on record access
  - Training requirements for new EMR features

## MOTIVATION

- **Why They Care About the System:**
  - Committed to modernizing medical record management
  - Focused on improving patient data accuracy
  - Dedicated to reducing medical errors
- **Personal/Professional Values:**
  - Efficient record management
  - Clinical documentation excellence
  - Efficient record management

## DAILY ACTIVITIES

- **Key tasks and responsibilities:**
  - Overview EMR system performance
  - Review audit logs and compliance reports
  - Manage record access permissions
- **Interaction with the System:**
  - Review system analytics
  - Access administrative dashboard
  - Oversee record management policies





## BASIC INFORMATION

Name: Saad

Age: 40

Gender : Male

Job Title: Marketing Manager

Department: Digital Marketing

Experience Level: High level

Location : Nasr City

# PATIENT

## GOALS AND OBJECTIVES

- **Primary Goals:**
  - Access personal medical records securely
  - View test results and medical history
  - Download medical records for specialists
  - Access discharge summaries and instructions
- **Secondary Goals:**
  - Download medical documentation
  - Review billing information
  - Share records with other providers

## PAIN POINTS

- **Challenges Faced:**
  - Problems accessing historical records
  - Trouble downloading medical documents
  - Issues with portal login
- **Barriers to Success:**
  - Limited understanding of medical records
  - Complex record organization
  - Multiple login credentials

## MOTIVATION

- **Why They Care About the System:**
  - Needs easy access to medical history
  - Monitors chronic condition progress
  - Maintains family health records
- **Personal/Professional Values:**
  - Health information ownership
  - Medical record accuracy
  - Personal health management
  - Healthcare coordination

## DAILY ACTIVITIES

- **Key tasks and responsibilities:**
  - Access medical test results
  - Download medical records
  - Review medication lists
- **Interaction with the System:**
  - Accesses medical documents
  - Reviews lab results
  - Downloads health records





## BASIC INFORMATION

Name: Sarah

Age: 35

Gender :Female

Job Title: Finance Manager

Department: Finance and Accounts

Experience Level: High level

Location : Nasr City

# FINANCE MANAGER

## GOALS AND OBJECTIVES

### • Primary Goals:

- Generate comprehensive financial reports.
- Monitor hospital revenue and expenses.
- Ensure financial transparency across departments.

### • Secondary Goals:

- Track outstanding payments and insurance reimbursements.
- Manage cost allocation for inventory and staff fees.
- Oversee financial compliance and reporting accuracy.

## PAIN POINTS

### • Challenges Faced:

- Reconciliations between MIS and financial systems.
- Difficulties in report customization and sharing.
- Lack of real-time updates for financial metrics.

### • Barriers to Success:

- Inefficient manual processes.
- Insufficient integration between systems.
- Data synchronization issues.

## MOTIVATION

### • Why They Care About the System:

- Needs an integrated platform for consolidated financial reporting.
- Ensures better decision-making through accurate data analysis.
- Reduces manual effort and enhances operational efficiency.

### • Personal/Professional Values:

- Data accuracy and reliability.
- Financial transparency and accountability.
- Efficient use of hospital resources.

## DAILY ACTIVITIES

### • Key tasks and responsibilities:

- Generate financial reports and share them with management.
- Review revenue breakdowns and cost analyses.
- Monitor outstanding payments and follow-ups.

### • Interaction with the System:

- Navigates the reporting dashboard for data analysis.
- Downloads and shares financial reports.
- Tracks payment status and reviews notifications.



# INSURANCE ADMINISTRATOR

## GOALS AND OBJECTIVES

- **Primary Goals:**

- Automate medical insurance claim submissions.
- Track and validate insurance payouts.
- Reduce delays in claim processing.

- **Secondary Goals:**

- Resolve discrepancies in claim records.
- Ensure accurate claim submissions.
- Monitor claim status in real-time.

## BASIC INFORMATION

Name: Aser

Age: 37

Gender :male

Job Title: Insurance Administrator

Department: Claims Processing

Experience Level: Moderate

Location : Nasr City

## PAIN POINTS

- **Challenges Faced:**

- Lack of integration between MIS and financial systems.
- Limited automation for repetitive tasks.
- Complex claim verification processes.

- **Barriers to Success:**

- Inconsistent claim data.
- Limited visibility into pending claims.
- Time-consuming manual interventions.

## MOTIVATION

- **Why They Care About the System:**

- Needs a streamlined process for insurance claims.
- Aims to reduce manual errors and processing times.
- Ensures timely claim payouts for patient care.

- **Personal/Professional Values:**

- Efficiency in handling claims.
- Accuracy in financial documentation.
- Transparency in insurance operations.

## DAILY ACTIVITIES

- **Key tasks and responsibilities:**

- Process insurance claims submitted by patients.
- Validate claim details against financial records.
- Monitor claim status and resolve flagged issues.

- **Interaction with the System:**

- Accesses the claims automation module.
- Submits claims to insurance companies.
- Reviews and updates claim statuses as needed.



# INVENTORY MANAGER

## BASIC INFORMATION

Name: Wileam

Age: 47

Gender :male

Job Title: Inventory Manager

Department: Supply Chain Management

Experience Level: High

Location : Nasr City

## GOALS AND OBJECTIVES

### • Primary Goals:

- Review and confirm inventory costs.
- Ensure alignment of inventory records between systems.
- Maintain cost efficiency in procurement.

### • Secondary Goals:

- Resolve discrepancies in cost records.
- Update inventory costs in real-time.
- Monitor inventory performance metrics.

## PAIN POINTS

### • Challenges Faced:

- Ensuring accurate cost allocation for inventory.
- Addressing mismatches in procurement data.
- Tracking inventory performance across departments.

### • Barriers to Success:

- Inefficient reconciliation processes.
- Limited tools for cost analysis and tracking.
- Dependence on manual data correction.

## MOTIVATION

### • Why They Care About the System:

- Needs accurate and updated inventory cost data.
- Aims to minimize procurement costs and avoid wastage.
- Ensures streamlined inventory management operations.

### • Personal/Professional Values:

- Transparency in cost reporting.
- Efficiency in inventory processes.
- Reliability in financial documentation.

## DAILY ACTIVITIES

### • Key tasks and responsibilities:

- Review inventory records and cost data.
- Confirm and update inventory costs.
- Address discrepancies in procurement records.

### • Interaction with the System:

- Accesses inventory cost sections for reviews.
- Resolves flagged discrepancies in cost data.
- Saves and updates verified inventory cost records.