**Health Visitors: Personae**

Persona 1: Spitex employee

Bob is 51 years old and lives in Hinterkappelen. He has been a Spitex employee for 16 years and loves his job. His main task is to deliver food and medication to patients’ homes and support them in all kinds of daily challenges. He usually has a tight schedule and struggles to complete his daily workload. When everything works as planned, he manages to finish his tasks barely within his 8 hour working day. When unexpected problems occur, such as traffic jams or health emergencies, his shifts may be up to 3 hours longer. As a consequence, he has to reschedule several appointments. As he is stressed, he sometimes confuses patients.

Bob is struggling with technology, does not own a computer and only recently bought a smartphone – which he hates and only uses it to make phone calls. He is very skeptical towards “new technologies”.

Persona 2: Midwife

Alice is 24 years old and lives in Wabern. She did an apprenticeship as a nurse and has just finished her formation as a midwife. Usually she works at the Inselspital, but occasionally she pays house visits for women who want to give birth at home. She loves visiting clients in their homes, but struggles with the paperwork associated with those visits. Several of those clients have immigrant background and Alice only speaks German and a little French thus she sometimes doesn’t know how to communicate crucial information to her clients.

Alice is a digital native and is very apt at using contemporary technology. She is a proud owner of the latest iPhone and uses it for a variety of tasks during her daily life. As she is using the device all the time, she sometimes has low or no battery during the afternoon.