

Journey Steps	Emergency case	Hospitalization	Length of stay	Resource Allocation	Periodical reports	Follow up consultation
Actions	Patients affected with dangerous disease will have the neccesity to be admitted in hospital	Patients should be hospitalized after the result being positive by respective team or management & staff.	The length of stay of patients should be decided by medical specalist based on the severity.	The resource necessary for the treatment should be provided by the hospital management.	After complete analyze of patients condition, periodical reports are created with particular time interval.	Once recovered follow up consultation is necessary for being aware of the prevailing situation.
Needs and pains	People wants to test and get the results about their physical condition.	The health environment for patients and proper caring & maintenance the respective doctors & staffs.	Patient wanted to be monitored properly by the corresponding staffs and doctor.	Proper resource allocation for the ongoing treatment.	Patient need the report to be in positive way``	Patient need to remain healthy.
Touchpoint	Test & Reseults	Physical mode of Admisiion	Analysing the severity of the disease	Analysing the condition of the patient	Reports on pharma portal	chat or video conference
customer feeling	Nervous and tested	Tensed & worried about health & recovery	Depression & anxiety	Tensed	Positivity	Happy and Relieved
Difficulties	Difficulties in reaching the hospitals with better environment and hospitals with vacant beds	Admission process and hospitalization may take longer than expected	Depends on the case .The extreme LoS may affect the patients confidence and increased depression and anxiety	In some case, Difficulties may rise in timely allocation of resources	In some case , Report will not favor the patient and need to stay hospitalized longer	In some case, The is a chance of affecting by the same disease again
Expectations	People wanted everything to be smooth & they expect the test result should be negative	Patients want to get recover or cure as soon as possible with instant treatment	Patients want to return home within less period of time	Patient expects to be treated properly with the required resource	Patient expects the report to be positive	Patient expect to remain healthy with doctor's consultation