

CUSTOMER JOURNEY MAP



Mr. X Feels ill



He Books an appointment with his doctor

His Physician prescribes medical tests for him at the hospital



On the appointed day , he checks himself at the hospital before meeting the doctor



He does the requested health tests. The information is recorded in the hospital electronic record and sent to National Database.



The Patient has access to his medical records, Tests reports etc. in his mobile application, which he can share electronically



The doctors have diagnosed him with Chronic heart disease and he consults for alternative treatment.



As he is a busy working professional, he cannot meet his doctor every month. So he is wearing a smart watch that constantly measures specific parameters and sends it to the physician in realtime for monitoring.



The data from the patients are collected, the pattern of heart diseases are analyzed and the prediction system's accuracy is enhanced through various research



He connects with other patients suffering from heart failure on a patient network, sharing data on their health conditions , treatments etc.