

Detection of Diabetic Retinopathy

SCENARIO

Appointment,Registration,
Consulting a doctor and
Getting treatment

Entice

How does someone initially become aware of this process?

Enter

What do people experience as they begin the process?

Engage

In the core moments in the process, what happens?

Exit

What do people typically experience as the process finishes?

Extend

What happens after the experience is over?

Steps

What does the person (or group) typically experience?

Diabetic patient experiences the symptoms

Visit website

Choose a city and a Hospital

Get Appointment from the Hospital

Most of the diabetic patients experience eye pain and nausea feeling.

The patient search for the available Hospitals for the treatment in the website

After searching the availability of the Hospital nearby so the patient tries to reach the hospital

By Checking the availability of doctor the appointment is given to the patient

Registration is done by the patient

Complete payment information

Initial payment for Registration

Registration confirmation via Email

Email reminder

After deciding to go to the hospital, they need to register first

The patient will be known about the payment once registration is done

The patient needs pay initial amount for the registration.

An email immediately sends to confirm their registration and provide details

An E-mail is sent to the patient prior one day to attend the hospital for consultation of the doctor

Arrive to Hospital

Consult the doctor

Take Eye checkup test

Patient needs to get the necessary reports or prescribed medical reports to the hospital while consulting the doctor.

Patients consult the doctor for checkup and treatment.

After consulting the doctor, the patient needs to take eye check up if doctor suggests any.

Identify Diabetic Retinopathy

Take proper medicines

Take further treatment or surgery

After the test results has arrived, whether the indication of Diabetes Retinopathy is positive or negative further process can be done

If the Diabetes Retinopathy is positive, Take medicines that are suggested by doctor.

Take medicines daily and take further treatment or surgery until the problem will be cured.

Early detection of diabetic retinopathy prevents eye vision

Patients are relieved from eye pain and nausea

Patients no need to take medicines again and feel more better

Maintain healthy diet

Early detection of Diabetic Retinopathy (that occurring in eyes) that prevents the patient's eyes from the vision loss.

After treatment or surgery patients gets relieve from eye pain and nausea ness.

After surgery or treatment, can feel more better and confident.

Maintain diet will be good for our health.

Interactions

What interactions do they have at each step along the way?

- People:** Who do they see or talk to?
- Places:** Where are they?
- Things:** What digital touchpoints or physical objects would they use?

Patients search the availability of hospitals through websites

Patients interact with Receptionist, nurses, Doctors.

Doctor and Patients are interacting in Hospital

Appointment may be confirmed in the form of mail, letter, or via call

Registration form may in form of paper form or google form

Payment overlay within the website, iOS app, or Android app

Payment can be paid as via either online or offline mode

Patients email (software like Outlook or website like Gmail)

Email is the main medium that is used to share information

Direct interactions between Patient and Doctor

Doctor and Patients are interacting in Hospital

The Things considered here are, Machines (Eye checkup Machine),pen, computer and other Medical things

The thing here is Result document

Medicines are suggested to patient by doctor

People here are, Doctor, Patients, attenders, nurses

Patients interact with Receptionist, nurses, Doctors etc

Recommendations span across website, iOS app, or Android app

Customer's email (software like Outlook Email is the main medium that is used to share information via this or website like Gmail)

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

I want to get normal blood sugar level

I will not have sugar supplements

I wish I will have a good eye- vision

I will maintain a good food diet

Never regret eye problem

Encouragement from loved ones and close friend

Have regular medications as prescribed

Treatment such as laser therapy

Exercise for eyes

Many free camps are available for eye-checkup

Surgery is available at worst case of diabetes retinopathy

Early detection of diabetes retinopathy may reduce the rate of eye-vision loss

Eye drops as per the doctor's prescription

Many free camps are available for eye-checkup

Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Diet can balance the lifestyle

Early treatment can prevent eye-vision loss

Encouragement from loved ones and close friends

Cost efficient treatment is available

Many free camps are available for eye-checkup

Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

I am losing my Eye-vision

Poor bloodglucose control and hypertension

Diabetes damages my eyes

Eye is getting irritated

I am losing my Eye- vision
Diabetes has been caused a way more problem to my eye-vision

Nothing is clear to my eyes

Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

Treatment such as laser therapy

Diabetes controlling is necessary as it can damage my eyes

?

Many free camps are available for eye-checkup

Treatment of eye can be time consuming

Surgery is available at worst case of diabetes retinopathy

Exercise for eyes

Eye drops as per the doctor's prescription