




## PROJECT DESIGN PHASE-II

### Customer/Journey Map

Date	14 October 2022
Team Id	PNT2022TMID12449
Project Name	Analytics For Hospitals' Health-Care Data
Maximum Marks	

STEPS	DISCOVERY	REGISTER	FIRST USE
<b>ACTIONS</b> What are the information does the customer look for?	<div>Managing Customers with good facilities</div> <div>Predict the Length of stay</div> <div>Manage Hospital Resources</div>	<div>UserName, Password</div> <div>Patient Id, find severity of disease</div> <div>Type of Treatment</div>	<div>Bed is allocated for patients</div> <div>Optimised Treatment Plan</div> <div>Collect Medical Report</div>
<b>NEEDS</b> What does want to achieve or avoid	<div>Easy Monitoring</div> <div>Allocation of Beds</div> <div>Data Cleaning</div>	<div>Collect patient's data</div> <div>Misleading patient's information</div> <div>Shortage of Resources</div>	<div>Doctor's Availability</div> <div>Side Effects of the Treatment</div> <div>Better Management</div>
<b>TOUCHPOINT</b> way of interacting with customers	<div>Through advertisement</div> <div>people's word of mouth</div>	<div>By accessing hospital's website</div> <div>by calling hospital's receptionist</div> <div>Registering by visiting the hospital</div>	<div>Responding to customer's complaints</div> <div>Request from others</div>
<b>CUSTOMER FEELING</b> What is the customer's feeling?			
<b>OPPURTUNITIES</b> What can improve or introduce?	<div>Managing the functioning of hospitals</div>	<div>Registration without any contact to prevent spreading of diseases</div>	<div>Digital bill Payment</div>