## CHRONIC KIDNEY DISEASE PATIENT

SCENARIO										
Installing,Accessing & Detecting the	Entice		Enter		Engage		Exit		Extend	
CKD using App	How does someone initially become aware of this process?		What do people experience as they begin the process?		In the core moments in the process, what happens?		What do people typically experience as the process finishes?		What happens after the experience is over?	
Steps What does the person (or group) typically experience?	Booking Appointment to Hospital	The customer search for the available doctor and their availability	Confirming the booking for checkup	They will fill out the nessasary infromation for prediction	Meet the guide	Experience the checkup	The guide ended the checkup	promote for the review	User undergone prediction of CKD and inform to meet the doctor for further enquiry	checkup appear in user profile
	choose date and time for appoinment	Visit Website or APP	For prediction they will cilck button start check	Started checking for CKD	By using the own transportation facilities going to the hospital	Reaching hospital at the right time	Leave the guide	Give feedback in app about checkup for predicting CKD	Complete the profile for past checkups result and review	Personalized other CKD related checkup
Interactions What interactions do they have at each step along the way?  People: Who do they see or talk to?	At first Appearance nurse will guide user,they dont need to interact	Whether result will be given in one day?	Knowable About symptoms of the disease	enabling payment over website or web app	Most common things people uses chair ,bed etc we should checkup these thing	Information will be collected from neighbours and doctor during process need to take care	To collect information about CKD Indirect communication with them to guide to get review	To provide awareness about CKD and to share other information to the people for their precaution	Completed Experiences of the profile on the website or android app	Recommendation span across website or android app
<ul> <li>Places: Where are they?</li> <li>Things: What digital touchpoints or physical objects would they use?</li> </ul>	Detection can be done through website or web app	For the predicting CKD what details it will be asked	At the begin of the process they will come to know about CKD affected person	software like outlook or website like gmail for customer email	Direct contact with other persons in restaurant or on food court etc	Direct interactions with the guide and with other members	Leave a review in the website review window or web app	Based on the user and guide the payment of cash may be involved	Until now will be shared to other people interaction will be provided	Email from customer about the experience and review
Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")	To avoid spreading of the disease	To get correct prediction help is needed	Spreading of information from start to end	how to achieve the goal by the process	Make me feel good about my desicion and about my checkup	To make other people aware help me to be confident to guide them	To know about result help me	Help me to leave hospital without any fear and to spread awareness	To change and food habit just guide me	Help me to leave some information about CKD ot other to overcome
( Fielp me of Fielp me avoid)	Instruction given by the doctor is need to be understand by the user help them to get it.	Help me to reach this CKD prediction floor	Helping to understand about the app and its goal	Make me confident that my appointment is finalized and what to do next	The knowable things sholud be shared to other people also	Help me to leave hospital without any fear and feeling	To spread about the prediction app help me	Help me to reduce death rate by saving patients at early stage	help me to save others by spreading awareness	Help me to overcome the situation
Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	people will be happy when thier results are negative	Its reassuring to read reviews given by the old patients	For checkup Excitemented	Payment fee is very low and hassle	Having regular hygienic food	Loving the way of treating the patient, and satisfied by rating	people leave CKD system with satisfaction	will come as Patient and leave as Refreshed and inspired people	the extension of this is they will take Test regularly	By providing the efficient information for patient to get curable.
Negative moments  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	People will become sad if the result is positive	People Express a bit of fear at this testing process	whenever the test result is positive the patients will get anger and fear about thier health	The availability of the CKD system is lower and people will get difficulty	Sometimes people feel that the result should be verified by the doctor	somepeople feel discomfortable with thier guide during process period	Fatigue review given by the users report	The affected people are unclean before and during the process	Review rate is very low in the website or web app	help me to know that exercise is the best remedy
Areas of opportunity  How might we make each step better? What ideas do we have?  What have others suggested?	People can know about the intake of food details	To maintain the healthy and hygienic food camp	Imeplemeting those ideas into the process	To avoid information overload by providing a simple summary	making the payment facility easier and less	Can be used to develop an app for prediction using this model	CKD should be an expert system to assist doctor	Everyone to know about CKD by doing the final touch	The data of the patient should be kept confidential	To keep themselves protected by providing extension to everyone atlast