





ie



Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users.  $\triangleright$ 

Phases gh-level steps your user needs to complish from start to finish	BEFORE RECEIVING CARE	RECIVES CARE	DECISION PHASE	AFTER CARE
Steps  tailed actions your user has to rform	Read news and creates opinion  Need for care arises	Make choice of care provider  Starting up care in the Hospital	Waiting for final decision of care granted  Provides psychological support	Move to an elderly support for care the elderly hospital people
3 Feelings What your user might be thinking and feeling at the moment	How they are solve the problem	Safety and hospital security	How can technology enable for users	Better experience
	Delay of services	More time watching their condition	Decision making is difficult	How can every time monitor