

Project Design Phase-II
Customer Journey

Date	03 October 2022
Team ID	PNT2022TMID45493
Project Name	Project - Analytics for Hospitals Health-Care Data
Maximum Marks	4 Marks

Phases of Journey	Pre-Visit	Visit	Post-Visit
Action	<div>experience symptoms and try to research</div> <div>contact a facility via phone call, text, email, or an in-person visit</div>	<div>Checking in at the front desk</div> <div>Waiting in the lobby to be called</div> <div>Discussion with staff before speaking to a professional</div> <div>Care from healthcare professionals and staff</div>	<div>Post-surgery calls from the nurse or doctor</div> <div>Post-care instructions</div> <div>Hospital discharge process</div>
Touchpoint	<div>Searching nearby hospitals</div> <div>Booking online appointment</div>	<div>Bedside Manner</div> <div>Checking for room availability</div> <div>Curing the patient disease</div>	<div>Paying for the treatment</div> <div>Receiving homecare if required</div> <div>Completing a Feedback</div>
Customer Thought	<div>I can easily get an appointment by a call</div> <div>I easily find out nearby hospital by the city code</div> <div>I can navigate hospitals through hospital code</div>	<div>Why is the waiting time so long?</div> <div>Staffs communication friendly</div> <div>Ambience of the hospital could be better.</div> <div>I struggle to find my room</div>	<div>Treatment is done with punctuality</div> <div>Costly rooms</div>
Customer Feeling	<div>😊</div> <div>Satisfied</div>	<div>😬😬</div> <div>Tensed</div>	<div>😊😊</div> <div>Happy</div>
Opportunities	<div>Booking doctor appointment without visiting hospital</div>	<div>Timely doctor consultancy</div> <div>Make the treatment immediately</div>	<div>Review the hospital</div>