

**PROJECT DESIGN PHASE – II**

**CUSTOMER JOURNEY MAP**

<b>Date</b>	3.10.2022
<b>Team ID</b>	PNT2022TMID21554
<b>Project Name</b>	Analytics for Hospital's Health-care Data

PHASES	PHASE – I Emergency Case	PHASE – II Hospitalization	PHASE – III Length of Stay of Patients	PHASE – IV Resource Allocation	PHASE – V Periodical Reports	PHASE – VI Follow-up Consultation
User Action	High Severity patients will have the necessity of to be admitted in hospital first	Hospital Management and Staffs are responsible to hospitalize the patients	The Doctors and Nursing staff should take the account of LOS of Patients	The essential resources for treatments allocated	The Data on each patients are explored and reports are created	Further Doctor consultation is important for being aware of the prevailing situation.
Touch Point	Test and Results for each patients should be recorded	Physical mode of Admission	Analysing the severity of virus affected	Analysing the patient's condition	Reports on Pharma portal	Phone Call or Video Conference
Overall Experience	Difficulties in reaching the hospitals	Admission process may be long	The extreme LOS may affect the hospital Staffs	Difficulties may rise in timely allocation of resources	Positive Reports on patients are expected	A good Consultancy
Emotions	Tensed	Tensed	Tensed	Tensed	Positivity	Relief from disease
Expectations	Facility to reach near by Hospital	Immediate Treatment	LoS will be determined based on severity	Timely resource allocation	Expected Reports	A Good Doctor to Consult

## Customer Journey (Entry to Exit)

