Customer Journey Map

Stages of Journey	Motivation	Enroll Clinical Trial			Login + Onboarding	Configure profile and log medications		View status
Activities	Reminds to take medicine on prescribed Time.		Get prescription details from doctor	Purchase /refill medication	Download and login to the app, view onboarding steps	Configure patient profile, add medical record details, health care details,doctor details,pharmacy details,medical insurance information	Based on prescription,take medicines and log intakes times in the app or website	View my prescription schedule, and log times to see my adherence score
Feelings Very Happy	© <u> </u>	· · · · · · · · · · · · · · · · · · ·		<u></u>	É			
Overall Satisfied			<u></u>			(3)		
Unhappy								
Opportunities	Notifications for	platform for the doctors and patients		Seamless purchase of medicines.	Easy sign up and onboarding for patients.	Health tracking devices can be easily connected to the platform and can be monitored by doctor	Options for patients to contact their doctor or the trial team in case any symptoms or change in health monitoring	Create an integrated platform for patients, doctors and clinical trial teams to monitor adherence and variation in health stats. This will provide useful data for a better understanding of the clinical trial

Project Name: Personal Assistance for Senior citizens who are self-Reliant