Scenario
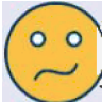
Josh is a 30 year-old, male patient. He is generally active and healthy. However recently feeling unwell for a few days and would like to see a doctor.

Goals and Expectations

- He'd like an easy way to schedule an appointment without spending time figuring out where to go.
- He is a proactive person and would like to know what he should be doing throughout his treatment.
- Would like to make sure he maintains his standard of wellness.

Individual feels unwell	Schedules Appointment	Visit with Clinician	At-Home Care	Follow-Up Appointment
1. Goes to Google to research similar problems 2. Researches doctors who address a multitude of potential issues they found *Conncerned and* scared	3. Looks up doctor office online to find contact. 4. Skims through multitudes of physicians on-line, but unsure who they should be seeing. 5. Contacts generic number and is transferred multiple times before connecting with someone. 6. ContaEts previoU3 physicians offices and tries to collect data Confused *and* /'rustrared	7. Travels to clinic 8. Checks in to clinic 9. Asked to provide medical recordsm proof of insurance, and co-pay 10. Fills out forms with data just provided. II. Meets with physician and receives treatment options. 12. Picks up medications at pharmacy. *Happy to be heard and listened t*	13. Reviews instructions and takes medications 14. Researches what he should be doing and feeling between appointments. 15. Feels overwhelmed with eveything and tries to contact physician's office to ask questions. *Overwhelmed and* c/ncerrain	16. Takes off work and travels to clinic **17.** CheEks in to **clinic** 18. Asked to provide insurance and co-pay 19. Meets with physiEian and receives direction to keep on doing what they are doing. *Happy* on *right path, but frustrated a6out spending time off* work " "
Opportunities	**Opportunities**	**Opportunities**	**Opportunities**	**Opportunities**
• Easy to access care site with defined people to connect with.	• Multiple options to schedule an appointment. • Easy to access medical record request process	• Streamlined check-in and payment process that can be addressed prior to or after visit	•Easy to access resources with what to expect and when to connect with a clinician	• MuJtiple care options available to minimize need to travel and take off work

Owners	Own	s	Owners	Owners	Owners