Analytics for Hospital Health care data

SCENARIO

Browsing, Registering, no tifying

Steps

What does the person (or group) typically experience?

Interactions

What interactions do they have at each step along the way?

People: Who do they see or talk to?

Places: Where are they?

Things: What digital touchpoints or physical objects would they use?

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

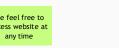
Entice

How does someone initially become aware of this process?

Visit Our Website	Choose the patients details	Get notification when needed
A customer navigates to the patients detail section of our website	The customer selects the blood group and fillthe necessary details like Email id, phone number	Once customer getsnotified,he or she can able to stay thehospital

LOS section of deta	tomer Customer details section section of the website website





Could we able to

view the past history details?



Could we get

notification twice?





Could we get notified by,SMS too

Engage

In the core moments in the process, what happens?

Arrive at the health care location	Necessary tests will be taken	After registered in hospital, Customer will be satisfied
Using their own means of transportation, the customer reaches the hospital location	Before admitting, the customer needs to take the necessary test	After successful registering at the right time, customer wil satisfied

with staffs in the hospital

Exit

What do people

typically experience

as the process finishes?

Help me to leave the website with good feelings and satisaction

eaching the health

Help me to provide agood feedback after using the website to others

Extend

What happens after the experience is over?

span across website, iOS app, or Android

Customer's email (software like Outlook or website like Gmail)

could be doing next

Help me to encourage others to enroll more

Could we get about their details

We get excited for our patients recover

Enter

Start Filling Details

The customer fill the essential details for Length of stay

What do people

experience as they

begin the process?

Help me to get confirmed after

Because of poor network there should not get any notification