

Analytics for Hospital Health care data

SCENARIO

Browsing,Registering,notifying

Entice

How does someone initially become aware of this process?

Enter

What do people experience as they begin the process?

Engage

In the core moments in the process, what happens?

Exit

What do people typically experience as the process finishes?

Extend

What happens after the experience is over?

Steps

What does the person (or group) typically experience?

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

Start Filling Details

Email Verification

Email Confirmation

The customer fill the essential details for Length of stay

Our system validate whether the customer email id is correct or not

Once the email is validated,confirmation and registration will be successfull

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 will satisfied

Leave the website

Writing & submittin review

After successfull registration the customer leaves

Customers can submit their opinions about our website in the reviewsection

Personalized recommendations

After experiencing our userfriendly website,the customer can share information with their friends and neighbours

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?

LOS section of the website

Customer detailssection of the website

Customer details section of the website

Patients details section of website/ application

customer's email(Software like outlook or website like gmail)

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Health care locationtend to start in a specific public places

Direct interaction with staffs in the hospital(doctors,nurse)

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"Leave a review"modal window on the websire profile

Sometimes,it indirectly interacts with the hospitals who often see people review

Recommendations span across website, iOS app, or Android app

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

Goals & motivations

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

Help me to findright application

Help me to correct the mistakes while filline the details

Help me to get notified at the right time

Help me to commit the right details of patients at the right time

Help me to validate whether the email id,Ihave entered is correct or not

Help me to get confirmed after entering email id

Help me feel confident about reaching the health care

Help me to get the courage for taking the decisions

Help me feel proud

Help me to leave the website with good feelings and satisfaction

Help me to provide a good feedback after using the website to others

Help me see what I could be doing next

Help me to encourage others to enroll more

Positive moments

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

We feel free to access website at any time

We get notified at the right time makes them feel more attractive towards our application

We get excited for our patients recover

It is very essential to get notified to patients,when they are in need

This application tends to be so good,Since theinformation provided were true

We get optimistic preview from the patients

We get a satisfaction feeling

People while leaving the application feels motivated and inspired

We feel pleased

We think people like these recommendations because they have an safe place to stay

Negative moments

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

People sometimes enter the wrong details without checking

Several people can ignore or reject thenotification

The people might feel difficulty while filling the details

Because of poor network there should not get any notification

Some people may felt fear while filling the details

Some people are unclear about their los

People describe leaving a review as aarduous process

Customers report feeling review fatigue

Some people may feel awkward to give recommendation to others

Areas of opportunity

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

Could we able to view the past history details?

Could we get notification twice?

Could we get notified by,SMS too?

Could we get post,when the patients not connect to network

Could we get gps location tracker and to check trueness of the location

Could we get acknowledgements about their details

How might we progressively disclose the full review so that each step feels more simple

How might we totallyeliminate this awkward moment?

How might we knowthe recipients feelsgood and healthy?