




## Project Design Phase-II

### Customer/ User Journey map

Date	12 October 2022
Team ID	PNT2022TMID51053
Project Name	Analytics For Hospitals' Health-Care Data
Maximum Marks	

Journey Steps Which step of the experience are you describing?	Discovery	Registration	Onboarding and First Use
<b>Actions</b> What does the customer do? What information do they look for? What is their context?	<div>Providing good medical Facilities to the patients</div> <div>Managing hospital resources</div> <div>Determine Length of Stay</div>	<div>Patient ID</div> <div>Treatment Plan</div> <div>Checking severity of disease</div>	<div>Allocating of bed</div> <div>Optimized treatment plan</div> <div>Lower the chance of staff/visitor infection</div> <div>Collecting the medical report</div>
<b>Needs and Pains</b> What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	<div>Easy Monitoring</div> <div>Bed Allocations</div> <div>Data Cleaning</div>	<div>Collect data from patients</div> <div>Misleading information</div> <div>Shortage of Resources</div>	<div>Availability of doctors and nurses</div> <div>Pain or side effects in treatment</div> <div>Satisfying room allocation</div> <div>Better management</div>
<b>Touchpoint</b> What part of the service do they interact with?	<div>Advertisement</div> <div>Educational blog</div>	<div>Through Phone call</div> <div>Appointment scheduling</div> <div>Hospital's webpage</div>	<div>Personal interactions</div> <div>Suggestion from others</div> <div>Discuss and rectify the complaints</div> <div>24/7 online support</div>
<b>Customer Feeling</b> What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>			
<b>Opportunities</b> What could we improve or introduce?	<div>Managing the functioning of hospitals</div>	<div>Contactless registration to prevent spreading of diseases</div>	<div>Can introduce convenient digital bill payment</div>