A Gesture-Based Tool For Sterile Browsing Of Radiology Images
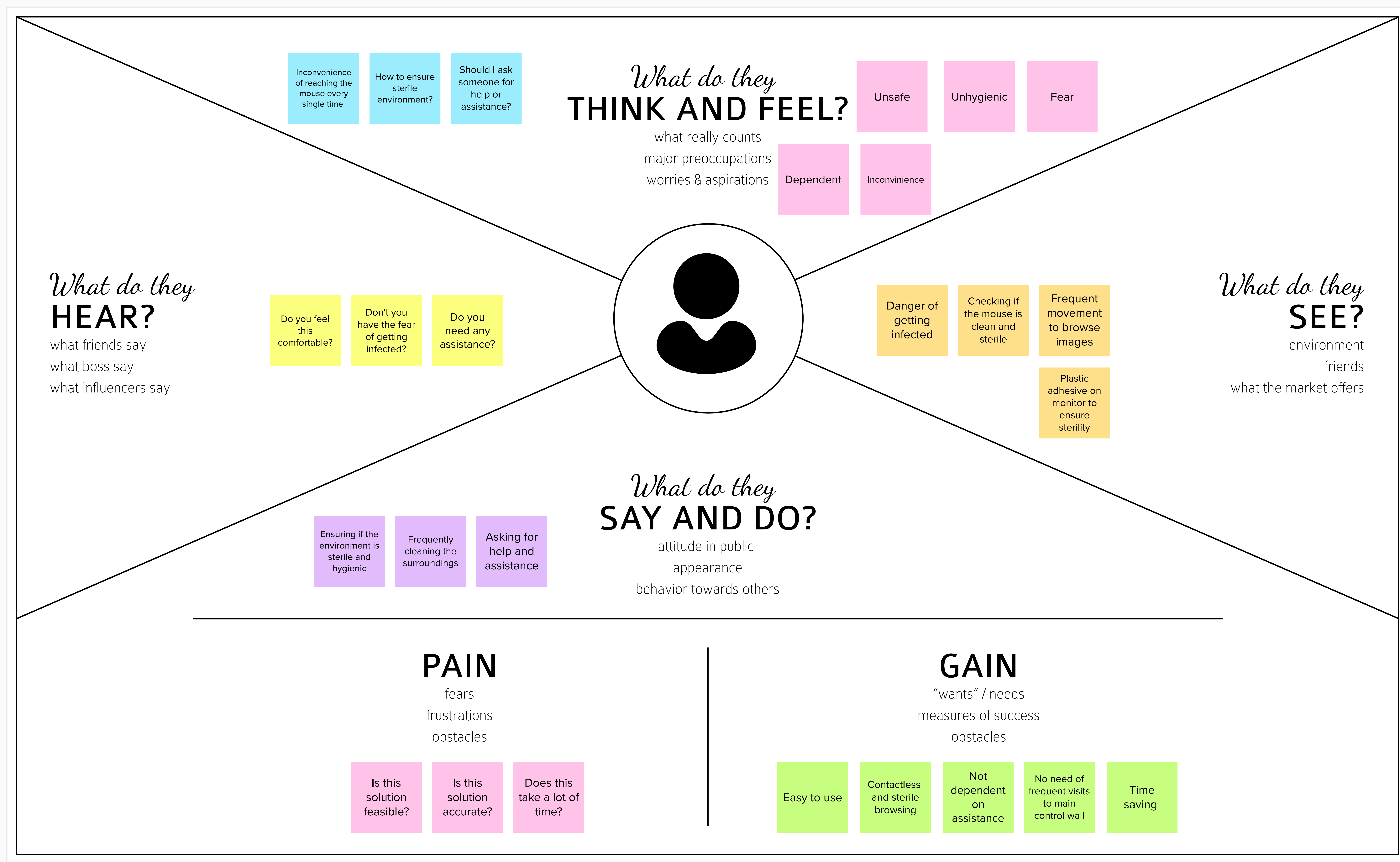
Empathy Map Canvas

Gain insight and understanding on solving customer problems.

1

Build empathy and keep your focus on the user by putting yourself in their shoes.

What do they THINK AND FEEL?
what really counts
major preoccupations
worries & aspirations

- Inconvenience of reaching the mouse every single time
- How to ensure sterile environment?
- Should I ask someone for help or assistance?
- Unsafe
- Unhygienic
- Fear
- Dependent
- Inconvinience

What do they HEAR?
what friends say
what boss say
what influencers say

- Do you feel this comfortable?
- Don't you have the fear of getting infected?
- Do you need any assistance?

What do they SEE?
environment
friends
what the market offers

- Danger of getting infected
- Checking if the mouse is clean and sterile
- Frequent movement to browse images
- Plastic adhesive on monitor to ensure sterility

What do they SAY AND DO?
attitude in public
appearance
behavior towards others

- Ensuring if the environment is sterile and hygienic
- Frequently cleaning the surroundings
- Asking for help and assistance

PAIN
fears
frustrations
obstacles

- Is this solution feasible?
- Is this solution accurate?
- Does this take a lot of time?

GAIN
"wants" / needs
measures of success
obstacles

- Easy to use
- Contactless and sterile browsing
- Not dependent on assistance
- No need of frequent visits to main control wall
- Time saving