SCENARIO

Browsing, booking, attending, and rating a local city tour

What does the person (or group) typically experience?



Entice

How does someone initially become aware of this process?



Enter

What do people experience as they begin the process?

Due to the presence of automatic alarm system

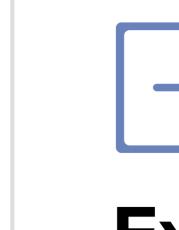
it is easy to intimate the

prescribed medicine to

patients



In the core moments in the process, what happens?



Exit

What do people typically experience as the process finishes?

> Patients come to know about their correcct prescribed medicine at correct time

What happens after the experience is over?

Extend

Patient feels confidend of their health condition



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?

Patient can monitor through mobile application

Help me to avoid

missing medicine

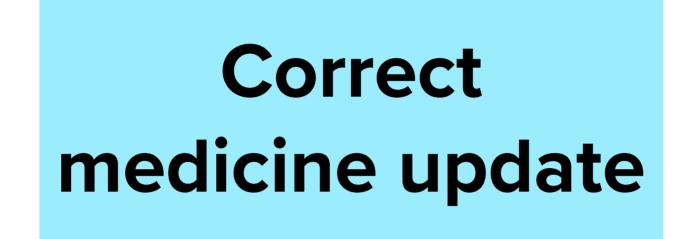
Patient feels

protective and

confident of self

health

Advertisement



Patients detail will get updated to database

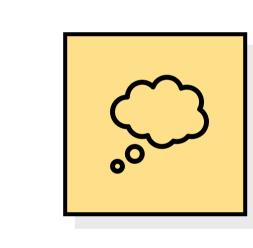
Patients will be

acknowledged by

buzzer

Patients will get notification through text

Medicines are properly taken by the patients



Goals & motivations

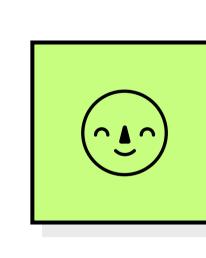
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Help me to take correct medicine in correct time

Data set of patient will be stored in particular server

Patients will follow instruction or message from physical device, would improve their health condition

Helps me to improve my health



Positive moments

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

No need of dependency

Health monitoring increases care towards health

Patient

wants to get

off from the

monitoring

Easy to access

Comfortable to transfer message between caretaker and patient

If physical

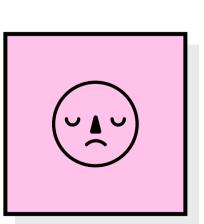
device

perform

malfunction

patient would

suffer a lot



Negative moments

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

Patients would feel insecure about themselves

Patient would feel their life depends on an electronic device

The device patient must have a should make clear idea about the the patient application comfortable

If caretaker did not notice message from physical device about patient health condition

> **Device must** Patient must be improved be active according to and alert patient needs

Areas of opportunity

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

Idea must be generated to facilitate deaf and dumb person