Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	To get their Discharge Information	Better experience / Good care	Collect the Reports / Checking the Severity of disease / Allocating the bed	Skilled Doctors / Good room facileities / Affordable Service
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	Frequent Updation / Regular visit to Hospitals	Confidential Details / Previous Health Reports / DAta breach	Availablity of Doctors and Nurses / Costly Services / Regular maintenance / Get stessed easily	Alternate hospital / Treatment satisfaction / Mindset of Patients
Touchpoint What part of the service do they interact with?	Hospital with better care	Better Anslysis	Proper bed facilities / Availablity of resources at the correct time / Active cooperation of patients / Predicting length of stay	Opinion of the treatment / Discharge of Patients
Customer Feeling What is the customer feeling? *Tip: Use the **emoji app** to express more emotions*	🤯	🤔	🙄	🥳
Backstage				
Opportunities What could we improve or introduce?	Using Previous records	Dialysis is based on	Bed Allocation is based on	Doctor -Patient Interaction
Process ownership Who is in the lead on this?	Patient	Patient	Patient	Hospital and Patient

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