# USER PROFILES

## RANUL

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| Outpatient | |
| Profession | Public and private workers, foreigners |
| Age | 35 – 80 years (Average: 57 years) |
| Gender | Male and Female |
| Education | Average visitors have General Education completed, some with bachelors and doctorate level. |
| Location | Anywhere from country, high number of outpatients go for Colombo for high quality treatment. |
| Status (Family) | Mostly adults Married with (1 or more Children) |
| Experience | 5 or more years of work experience |
| Disabilities | Below average visitors with disabilities |
| Summary | Usually comes to hospital for treatment of long-term diseases such as diabetes, high blood pressure, cancer, high cholesterol patients and people with Kidney transplants. |

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| Parents/Children | |
| Profession | Nursery Child or Working Parent |
| Age | 0-15 years (Children) and 20-35 Years (Parents) |
| Gender | 48% Male and 52% Female |
| Education | Little or no education to Bachelor |
| Location | Anywhere from the country |
| Status (Family) | Single (Children) and Married (Parents) |
| Experience | No work experience |
| Disabilities | *No known research locally.* |
| Summary | Usually comes to hospital for treatment of mandatory vaccines for newborn children and for recommended vaccines for cuts and other diseases such as DTaP vaccine and MMR vaccine. |

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| Emergency | |
| Profession | People of profession |
| Age | 0-80 years (Average: 40 years) |
| Gender | 84% Male |
| Education | Average Education |
| Location | Western Province above average incidents |
| Status (Family) | Married and Single |
| Experience | People with and without work experience |
| Disabilities | Recently disabled, long term diseases, physical and mental limitations |
| Summary | Usually comes to hospital for treatment of fatal accidents and elderly diseases such as chronic obstructive pulmonary disease. |

## LAHIRU

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| Nurses | |
| Profession | Assistant Health Professionals |
| Age | 18 to 65 (Average: 30 to 35) |
| Gender | 91% Female / 9% Male |
| Education | Minimum requirement of higher education in medicine school |
| Location | Anywhere from the country |
| Status (Family) | Single or Married |
| Experience | Minimum 3 years in the medical sector |
| Disabilities | High amounts of stress in work environments. |
| Summary | Nurses helps the doctors with the basic tasks a patient would require. These tasks can be easy, but the demand of tasks may rise. So, they should have background knowledge on this sector. |

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| Support Staff | |
| Profession | Hospital Workers, Ward Clerks |
| Age | 18 to 65 |
| Gender | Male and female |
| Education | Average knowledge in the medical sector. Minimum high-school diploma and a training. |
| Location | Anywhere from the country |
| Status (Family) | Single or Married |
| Experience | Medical training. |
| Disabilities | Not Available |
| Summary | Support staff does the daily management operations in the hospital environments like in patient wards. They should have minor medical training as their main priority is management. |

## NIDULA

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| Elders | |
| Profession | Retired |
| Age | 65 or older |
| Gender | Male and female |
| Education | Average or very little education |
| Location | Anywhere from the country |
| Status (Family) | Married and most of them have children |
| Experience | Had worked in the past but now retired |
| Disabilities | Contain at least on disability due to age (Some of common disabilities are Hearing impairment, chronic heart failure, hip fractures etc.) |
| Summary | Elderly comes to the hospitals to do routine checkups on their health or it may because of a more serious issue such as heart attacks and stroke. |

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| Inpatients | |
| Profession | Public and private workers or foreigners |
| Age | 15 years and older |
| Gender | Male and female |
| Education | Most probably must have done higher education and has good knowledge or at least must have completed the basic level education. |
| Location | They may be from all over the country |
| Status (Family) | Married and single |
| Experience | People with and without work experience |
| Disabilities | People who are not disabled to people who got recently disabled. |
| Summary | Usually it’s because they have done a surgery and the patient’s health is still been monitored or it may be because the patient is not recovering with the current medication. |

## RYAN

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| Doctors | |
| Profession |  |
| Age |  |
| Gender |  |
| Education |  |
| Location |  |
| Status (Family) |  |
| Experience |  |
| Disabilities |  |

## ISHAN

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| **Foreigners** | |
| **Profession** | Varies |
| **Age** | Mostly are 20 and higher |
| **Gender** | Male and female |
| **Education** | Varies |
| **Location** | Different Countries. Mostly European . |
| **Status (Family)** | Married and single |
| **Experience** | People with and without work experience. |
| **Disabilities** | Varies |
| **Summary** | Mostly it's because they want to check the facilities SriLankan government provides. And some are Foreigners who are residents of SriLankan |