SECTION A: User Journey Map

Step 1: User Needs & Pain Points

What are your users' needs and pain points that your solution can address? State at least 6 pain points.

A good example of a pain point statement is, *"My user needs a way to stop their knees from bleeding."* A bad example is, *"My user needs a bandaid."*

Step 1: Pain Points

Pain Point 1
My user struggles to access basic healthcare services due to long travel distances and limited availability of doctors in their community.

User Need:
My user needs a way to consult with qualified medical professionals without having to travel far from their rural location.

Pain Point 2:
My user experiences long waiting times at local clinics due to a limited number of available doctors.

User Need:
My user needs a faster way to connect with doctors without spending hours waiting at overcrowded clinics.

Pain Point 3:
My user lacks immediate access to health advice for common illnesses, leading to delays in seeking proper treatment.

User Need:
My user needs quick access to basic health information and virtual consultations for early diagnosis and guidance.

Pain Point 4:
My user cannot easily access or keep track of their medical history and prescriptions, which leads to confusion during treatments.

User Need:
My user needs a secure and organized way to store and view their medical records digitally.

Pain Point 5:
My user feels lost when using health apps because they are not designed with local languages or simple navigation in mind.

User Need:
My user needs a user-friendly health app that supports local languages and is easy to navigate, even for people with limited tech skills.

Pain Point 6:
My user finds it hard to know which medications to take and when, especially after consultations.

User Need:
My user needs a feature that helps them track their prescriptions and reminds them to take medication on time.

Step 2: KPIs

Please list **at least 3 KPIs for your solution** to achieve in the **next 3 months** (if you were to get funding).

Step 2: KPIs
1. Achieve at least 500 registered users from rural communities within the first 3 months of app launch. 2. Facilitate a minimum of 300 successful doctor-patient consultations through the app within 3 months. 3. Maintain an 80% user satisfaction rate (based on feedback surveys) after the first 3 months of operation.

Step 3: Constraints

Consider the following for your solution, and **write 1 - 2 sentences for each question.**

Step 3: Constraints

A. Name at least 1 potential ethical concern for your solution. *(That is, in what way might your solution cause harm?)*

One potential ethical concern for the MedLink GH app is privacy and data security, particularly the sensitive health information of users. If the app's data is not properly secured, there is a risk that users' personal health data could be accessed or misused, leading to harm or a breach of confidentiality.

B. What is 1 strategy you could use to mitigate this ethical concern?

To mitigate this, we could implement robust encryption methods for user data, conduct regular security audits, and ensure compliance with healthcare data privacy regulations (such as HIPAA or local equivalents). Additionally, user consent should be obtained for the collection and use of their data, and clear privacy policies should be provided

C. What is one constraint or dependency *(a condition or situation that your solution will rely on) that your solution has?*

A key dependency for the MedLink GH app is reliable internet access. The app relies on stable internet connections to provide video consultations, upload medical records, and send notifications. In rural areas with limited or unstable internet connectivity, this could significantly impact the app's effectiveness.

D. What is one strategy you could use to make this less of a concern?

One strategy to address this concern is to optimize the app for low-bandwidth use, allowing it to function even with poor internet speeds. Additionally, we can offer offline features such as the ability to access past consultation records and educational content without requiring an active connection, which would be beneficial in rural areas with limited connectivity.

E. What is 1 assumption you've made about your solution or your target users?

One assumption made about the solution is that rural users will have access to smartphones with basic internet capabilities, as the app is designed to be mobile-first. This assumption may not hold in all rural regions, where some users may still rely on feature phones or have limited access to technology.

STOP

SECTION B: Your Pitch

Step 4: Slide Deck
Please share the URL of your team's slide deck here. IMPORTANT: Please make sure the URL works and is visible to anyone with the link.

Make sure your slide deck meets all requirements in the *Team Online Activity: Create Your Pitch Slide Deck* on Savanna.

Step 4: Slide Deck URL
MedLink GH Slides

Step 5: Video
Please upload your video to YouTube *(you can choose to make it unlisted, but make sure it's not private.)* Share the URL of your video here. **Make sure your video meets all requirements in *Team Online Activity: Create Your Video* on**

Canvas.

Step 5: Video URL
https://youtu.be/Z6Yiulz5lvk

Step 6: Reflection
Please share a reflection on your team experience this past month.

Step 6: Reflection on Team Projects

- **What was the best thing about working in a team during Month 2?**

    The communication and the zeal with which everybody is ready to cover for the team if someone is unavailable.

- **What was the worst thing about working in a team during Month 2?**

    I didn't expirience anything like that.

- **Please share 1 thing you learned about yourself or about teamwork as a result of participating in your team project.**

    One thing I learned about teamwork through participating in our team project is the importance of **active listening**. I realized that truly hearing my teammates' ideas—not just waiting for my turn to speak—led to better collaboration, more creative solutions, and a stronger sense of unity within the group. It taught me that effective teamwork isn't just about sharing your own ideas, but also about creating space for others to contribute and feel valued.

- **We know that learning to work as part of a team is a highly valued skill. How could we make Team Projects an even better experience for this course's learners?**

    Allow students to express preferences or prior experiences to avoid mismatch

- **Please rate the following statement on a scale of 1 to 4: I have more confidence in my ability to work as part of a professional team as a result of my experience with this team project.** *(1= Strongly disagree, 4=Strongly Agree)*   *4*

- **Is there anything else you'd like to share about how things went this month with your team?**   **No**

Once you have completed this worksheet:

- Export/convert to .pdf.
- Rename it per the instructions.
- Upload to Savanna as your Milestone 8 Submission.
- **Celebrate a job well done!**