**Providers:**

**Problems**

1. Need for increased Provider-Provider communication
2. (Why) Patients not taking active roles
   1. Feel intimidated
   2. Lack of communication
   3. Lack of knowledge
   4. Lack of resources
   5. Too sick
3. Patients willingness to accept changes to lifestyle
   1. Setting goals
   2. Motivations
   3. What else is going on in patient's life

**Solutions**

1. Synced medical records
   1. ER communication
   2. Software to allow providers to share notes (patient has a saying on what gets put in).
   3. Software to help patients convey information between providers
   4. Standard process of giving patients information to share with other providers
   5. Can’t do recording as unrealistic for proper translation (plus more likely to misinterpret something)
   6. Having ability to have follow up calls
      1. Set things to trigger follow up calls in software
2. Patient empowerment and education
   1. Self management
   2. Information access
3. Communicating with patients to develop personal treatment plans
   1. Setting goals
   2. Motivations
   3. Balancing other aspects (diet, exercise, etc)

**Patients:**

**Problems**

1. Communicating between multiple providers
2. Polypharmacy / drugs impacting other diseases
3. Prioritizing illness / treatments
   1. Diet
   2. Exercise
   3. Medication
   4. Treatment protocols
4. Coping with vulnerabilities and altered life view
5. Financial concerns
   1. Finding generic medications, cheaper solutions, etc.
6. Compounding effect of multiple diseases
   1. Disease-disease interactions
   2. Connects all of the other problems
   3. Potentially reserve as conclusion to the problems
      1. Potentially tie into future work and design directions

**Solutions**

1. Central contact and synced records
2. Medication management / med reviews
3. Access to reliable information
   1. Information
   2. Medical support
4. Establishing / maintaining support networks
5. Ability to easily incorporate medical routine into daily life
   1. Nutrition
   2. Exercise
   3. Monitroing
   4. Meds
   5. Being able to still live daily life
6. Focusing on holistic care