Tania Markusson

Age: 33

**Profile**

Tania is a breast cancer survivor. She lives in covid hot-spot area. She uses the provincial website for booking appointment daily for other people.

**Goal**

* Book an appointment for her 48-year-old father and others.
* Wants an improved UI with for booking appointments.

**Frustration**

* Glitch on the website. When registering for covid vaccine, the website redirects the person to places with no vaccine availability and this led to people running around in search of appointment.
* Longer virtual queues for appointment that can last for hours.

**Features to include in the app**

* Better booking feature for appointment with filtering and sorting option for clinic selction.
* Wants information displayed for covid exposure and exposures nearby.