

Scheduling an appointment.

As the elderly patient might not be able to book an appointment on their own, they will need help.

They check the availability of the doctor and try to book an appointment at the earliest.

With the help of their family members the patient can book an appointment online or can seek the help of receptionist at the hospital.

They think about the fastest method available to book the appointment i.e. they compare between online appointments and calling the hospital directly.

They try to get an appointment with the best doctor in the hospital.

They also think about rescheduling their appointment incase they missed their appointment with the doctor.

The patient feels quite worried, because there is a possibility of getting an appointment with an inexperienced doctor.

The patient may worry about if he/she can get the appointment quickly.

Patient might feel uncomfortable if he/she should wait in a queue for hours to get an appointment.

some patients will worry thinking about things like what if the doctor got to attend some urgent meeting out of station on the day of appointment etc.

The user can find out about the best possible hospital that specialises in treating his problem

The appointment can be done comfortably at their home via another possibility is getting the number of the respective hospital and book an appointment.

If there is any app that is maintained by that particular hospital for booking appointments, patient can directly use it.

Patient or their caretakers can make a call to that hospital and ask for an appointment.

caretaker of the patient can directly visit the hospital and ask for an appointment at the reception.

Technology aside, opting to use traditional call centers for scheduling appointments.

Automatic patient appointment scheduling incase of elderly patients who need regular checkups.

transportation.

The patient finds the most comfortable and safest transport that is available to the hospital.

if the patient is traveling with private transport he tries to get to the hospital before the fixed appointment to not miss their appointment.

if the condition is critical the patient is taken in the hospital provided transport so that he can be given proper first aid before he reaches the hospital.

The patient thinks about all the modes of transport available to him which includes public and private and compare them both on the basis of comfort and safety.

He thinks about alternative mode of transport in case of any inconvenience caused in the last minute.

if the hospital is far away, the patient might think that he/she is really getting tired while travelling as they should go for regular checkups, so they think of choosing a hospital nearby their place.

the customer will be in a dilemma at this stage, that whether he can reach the hospital in time with the mode of transport they have chosen.

The patient feels better if the ambulance contains all the facilities like oxygen supply, saline etc incase of emergency.

if it's an emergency, they feel tensed if they get stuck in traffic while travelling or if the vehicle gives trouble.

different methods of patient transport in ambulance
Lignocaine,
Zinc sulphate,
Sodium bicarbonate,
Sodium chloride,
Glucose,
Zinc sulphate,
Sodium bicarbonate,
Sodium chloride,
Glucose

Elders in this case get community care as well as hospital care.

hospital- provided patient transport. (in case of an emergency/ special cases)

The user can request their neighbours to drop them at the hospital in case of an emergency.

Responding to calls immediately and bringing the patient safely and quickly to the hospital in case of emergency creates a positive impact to patient on hospital.

The transport that is being provided by the hospital should reach the destination in time as it is requested only at critical situations.

Alerting nursing staff immediately to any sign of patient distress or equipment malfunction while transporting patient in ambulance.