

Scope and goal		Focusing On a Regular Patient To Get a seamless experience when a they go for emergency.							
Phases	Awareness / Precautionary measures	Patients calling before in Emergency to confirm whether the Doctor is available	Booking An appointment With the doctor.	Immediate action for identifying the doctors.	Patients come in to hospital for Emergency	Diagnosing	Availability of correct Medicines in the hospital store.	Finishing Treatment / getting feedback	
<b>User tasks and activities</b> <b>Tasks and Activities that should be perform in the phases.</b>	<p>User Task: Letting the others know about user problem.</p> <p>Actions:</p> <p>Being aware that she / he is experiencing some sort of problem.</p> <p>informing friends or parents.</p> <p>getting attention from family or friends.</p>	<p>User Task: The users task is to call the reception and confirm whether the same doctor they visit is available.</p> <p>Actions:</p> <p>If the doctor is Available then asking the nurse to provide an ambulance immediately for emergency. If doctor is not available then the patient should look for an alternative or get suggestion from nurse through phone call whether there is another doctor available for the same treatment.</p>	<p>User Task: The user books an appointment on the emergency basis.</p> <p>Activity:</p> <p>When the User books an appointment then the patient should be admitted quickly on basis of availability and provided with all the data about expenses and all the previous reports that are needed to undergo the treatment.</p>	<p>User Task: when the patients visit to different hospital for emergency they need to find the way for their doctor faster.</p> <p>Activity:</p> <p>If their own doctor is available then It's easy for the patient to identify and go, in case If there are no doctors available in the hospital they visit then they find alternative hospital in such case they need to spend more time to identify the doctor's cabin.</p>	<p>User Task: Their task is to get their case solved immediately because they are in emergency.</p> <p>Activity:</p> <p>when a regular patient comes for an emergency, The care taker of the patient should inform the doctor regarding the problem and then the patient should be treated with some proper basic treatment before they were getting to know what the exact problem is.</p>	<p>user Task: Patient should gain all the required information about his health situation.</p> <p>Activity:</p> <p>Patient should not hesitate in knowing all the information about their problem. The interaction between the doctor and patient should be in the positive vibes.</p> <p>Depending on the patients severity they undergo through different diagnosis tests.</p>	<p>User Task: When they visit the emergency ward and the doctor recommends some medicines. Then we need to check with the medical store and bring the medicines.</p> <p>Activity:</p> <p>In the hospital medical store sometimes it's difficult to get the same medicines or sometimes stock maybe over. Then we need to find another medical store.</p>	<p>User Task: When patient discharge then he need to consult the doctor for medication of his treatment.</p> <p>Activity.</p> <p>The Patient need to get the pros and cons about his condition and take all the necessary precautions to make himself better from the disease.</p>	
	<b>Painpoints:</b> <b>Difficulty that user is facing</b>	<p>1. When a patient was met with an emergency problem accidentally then we as a care taker or his guardian need to be aware on what kind of precautions should be followed before bringing to hospital.</p> <p>2. Sometimes It's difficult to give priority to the online information rather the hospital have a separate websites to know precautions.</p> <p>3. Panic attack for the caretaker regarding the unexpected disease for the patient.</p>	<p>1. some of the people will not attend the call because due to some reasons or more number of patients.</p> <p>2. Due to single reception usually when we call the hospital the lines will be busy.</p> <p>3. Cannot guarantee regarding the doctor is available or not. If it's a big hospital the receptionist also doesn't know if the doctor is available.</p> <p>4. Difficult to attempt calls during the lunch time.</p> <p>5. Availability of Doctor.</p> <p>6. Power cut in hospitals.</p>	<p>1. some treatments found to be really expensive.</p> <p>2. Non availability of appointments.</p>	<p>1. If the doctor they visit is not available then when they go to new hospital we find difficulty in identifying the doctors room.</p> <p>2. If we visit regular doctor and the Queue is big for consulting other doctors then we find difficult in going to the doctor.</p>	<p>1. In emergency there will be no same doctor available they frequently consult every time.</p> <p>2. Some Nurses don't have a specific knowledge about treatments regarding the case.</p> <p>3. Having No ambulances sometimes.</p>	<p>1. After knowing the patients diagnosis reports(if the patients health condition is serious then) they feel very frightened and depressed by assuming their situation again and again.</p> <p>2. some Patients emotions are uncontrollable.</p>	<p>1. All the medicines recommended by the doctor are not available in the hospital medical store.</p> <p>2. Medicines are sometimes overpriced for middle class families because the doctor they visit give a medicines of his wish but when patient visit other hospital then they find medicines overpriced and sometimes difficult to find.</p> <p>3. Difficult to get the medicines from over queued medical store.</p> <p>4. Some medicines are particularly found at specific medical stores.</p>	<p>1. If the patient is suffering from normal disease it's easy to use medication but if he have any chronic disease then he might have chances of having misunderstanding of medicines usage and forgetfulness which cause the patient to get failed outcomes.</p>
	<b>Opportunities</b> <b>Proposed solution by the user from the painpoints.</b>	<p>1. As a guardian or caretaker it's important that doctor should give a paper based manual about the precautions and complete information about the disease.</p> <p>2. The hospital should maintain a compulsory website for the precautions to be taken before visiting the hospital.</p> <p>3. Caretaker or guardian should have complete info regarding the patient disease so that caretaker doesn't suffer panic attack.</p>	<p>1. If the hospital recognise about the patient count is growing day by day then the management should recruit more staff.</p> <p>2. Single receptionist finds difficult in attending all the calls. But connecting directly to the doctor is preferred or sometime arranging more lines.</p> <p>3. Substitute basis is most preferred in lunch time.</p> <p>4. 24 hrs doctors availability.</p> <p>5. Generator is mandatory.</p>	<p>1. The expenses should be in minimal for the patient to undergo the treatment.</p> <p>2. All the hospitals should have same possible expenses regarding the same disease.</p> <p>3. Discounts can help patient afford their treatment.</p> <p>4. 24 hrs hospital services must be available.</p>	<p>1. There should be separate tags with directions to the doctors emergency ward, or else there should be one person to take care of all the emergency patients.</p> <p>2. For every hospital there should be more than one entry door for each specialised department so that patients cannot wait for the Queue to be moved or freed.</p> <p>3. Different Departments should have different blocks.</p>	<p>1. Hospitals can have a data about the patients condition so that if another doctor gives treatment he can have an idea about the patients condition.</p> <p>2. Having some of the posters on the wall regarding the first aid things to be done for the particular disease is most preferred.</p> <p>3. Using of government vehicles for emergency should be granted or arranging a phone call with the local police to help the emergency patient.</p>	<p>1. The information should be given in a digestive way to the patient in the correct time.</p> <p>2. Elaborating more negative problems regarding the disease should be minimal.</p> <p>3. Making the patient to talk with the other patients about the experiences and treatment they undergone.</p>	<p>1. Doctors having ideas of same medicine's used is mostly preferred. hospitals should have backup of all the medicines brands and types.</p> <p>2. All the medicines prices should be under government control so that overpricing is reduced on medicines.</p> <p>3. Having backup of medicines in medical store should be made mandatory.</p>	<p>1. Giving patients information on how to remain healthy and proper usage of medicines in the flyer ways or online way.</p> <p>2. The patients should be encouraged in getting the medications from home support through frequent visit of nurses to the patients house.</p> <p>3. Medicine sheets should be tagged with the timings to be followed.</p>
<b>Toucheptoint</b> <b>It shares the relation or some connecting points between user and hospital</b>  <b>(The way in which user interacts with hospital)</b>	<p>1.suggestions</p> <p>2. support</p> <p>3. Hospitals.</p> <p>4. Relation with the patient.</p>	<p>1. Contact number.</p> <p>2. Specialised Doctor Room no.</p> <p>3. Hospitals name.</p> <p>4. Doctors Name.</p> <p>5.Departments availability.</p>	<p>1.reports.</p> <p>2.Appointment system.</p> <p>3.Time conformation</p> <p>5.phone call.</p> <p>6.Walk-In.</p> <p>7.Patients Name or Appointment number.</p>	<p>1.directions</p> <p>2.Doctor name.</p> <p>3.Cabin no.</p> <p>4.Emergency corner.</p>	<p>1.Transport</p> <p>2.Location of the patient.</p> <p>3.Room no in which treatment should be done.</p> <p>4.Emergency corner.</p>	<p>1.patients test reports.</p> <p>2. Doctors feedback.</p>	<p>1.prescription</p> <p>2.bill</p>	<p>1. Medication Receipt.</p> <p>2. Email.</p> <p>3. Phone call.</p>	