Front Desk Worker:

(Persona, Scenario, User Story):

Emily, age 26, is a front desk worker for her local Radiology department. She was born in Tampa, Florida, a big city located in the southern part of the state. She accepts daily phone calls from patients, handles paperwork, insurance validation, and management of patient information. Emily is currently a junior in college and is studying to become a physician's assistant for her career. She needs to accept phone calls and hand out patient registration forms to gather the required information from patients who need an examination. Emily is familiar with the workings of the user interface to enter in personal information, insurance, payment methods, and previous medical history. She can for the most part, navigate through the interface and find the locations as to where each part of the patients information needs to be inserted. A young guest has walked up to the front desk and has told Emily that he thinks he has broken his hand and would like an x ray. Emily must proceed to take this young man's information into the system and submit it so that she can schedule him in for a certain time. As a front desk worker, Emily would like to be able to have a nicely organized interface design to be able to efficiently work with her given information, where she can properly put each piece of info in the right place and have a clean look to the user interface, so that she can be able to navigate, find, and relay any information back to the patient or doctor in a timely and consistent manner.