

## Healthcare for Dummies

### Website Proposal

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#### Context

The context of this website is to be able to inform people on how the process of healthcare works. This idea came from the experience I received in working with senior citizens. There are many phone calls where people are lost on the subject, and do not even understand the meaning of the word “Home Health”, or Medicare. The difference in service between those that do understand and those that don’t is the reason why I think it would be beneficial for the community to understand how the healthcare system works. According to a poll from The Associated Press NORC Center, only 12% of Americans say that they are extremely or very well satisfied with the current U.S. health care system. I believe the discontent with healthcare comes from the lack of awareness on how the system works.

Context will be what to expect after leaving the hospital.

#### Purpose

##### Healthcare for Dummies

Plenty of Americans across all age groups, from young adults to senior citizens view the U.S. healthcare system as imposing and intimidating due to the issues with accessibility and understanding of these healthcare systems.

The website “Healthcare for Dummies” seeks to aid those in need of medical attention by providing helpful and relevant information for those in need of the American healthcare system. By letting users know how to proceed and what to expect, confusion and wasting of time could be avoided while also easing the minds of the users and providing them with the information they need.

#### Stakeholders

Direct stakeholders would be patients that currently use healthcare services, which would usually be senior citizens and their junior caregivers. I think the purpose of this site would be better placed for people who are struggling to take care of their elders, and for them to stay informed on how to ensure that they are receiving their care in a timely manner. The care givers would usually be in the range of 30-45, and they would have a standard living of a small home, or apartment. The way I would describe this group is to be able to have the capacity to care for an elder either within their own capabilities or resources. Marital status could be anything, as long as they are in the vicinity of the patients that need them.

Indirect stakeholders would be the people within the healthcare system. The reason I believe they would be indirect stakeholders is because they would benefit from the awareness of their job duties, and they would be able to accept more patients as the process would go smoother. With the lack of awareness, patients ask a million questions and waste time that could go towards other patients. Additionally, patients are afraid of scams in the health care system, and become hesitant to cooperate with a legitimate system that they are unaware of. Many times all the information a patient needs is on a piece of paper, but they do not understand the info they are reading. Thus, they neglect it, and get lost in the process.

### **Benefits for Stakeholders**

There are several reasons for why each of the stakeholders would benefit from the information on this website:

- Direct stakeholders:
  - Caregivers would benefit to know the process so that they can expedite the time it takes to receive care.
  - Caregivers can be more knowledgeable in knowing when a company is not performing adequately, and when the company is trying but lacks the capable resources.
  - Elderly will receive care more properly and efficiently due to the absence of wasting time.
  - are visitors to the website who will benefit from it by fulfilling a general underlying motivation (e.g., looking for entertainment) or specific goals, i.e., triggers that make them come to the site at a particular time (e.g., purchasing a product).]
- Indirect stakeholders:
  - Companies for health care would benefit for better communication
  - Health care as a word would gain more awareness and visibility. This would make the health care community less of a mystery, and allow patients to communicate more openly with them.
  - will benefit to varying degrees; in some websites, it may be possible to claim every human as an indirect stakeholder of some sort. Thus, give

priority to indirect stakeholders who are strongly affected or to large groups that are somewhat affected.

### Corresponding Values

The number one value that will benefit the user's of the website would be **human welfare**. Getting the care you need and expect is not a trivial task for anybody, and the ease of mind through the advisement of the website benefits a person's psychological well-being immensely.

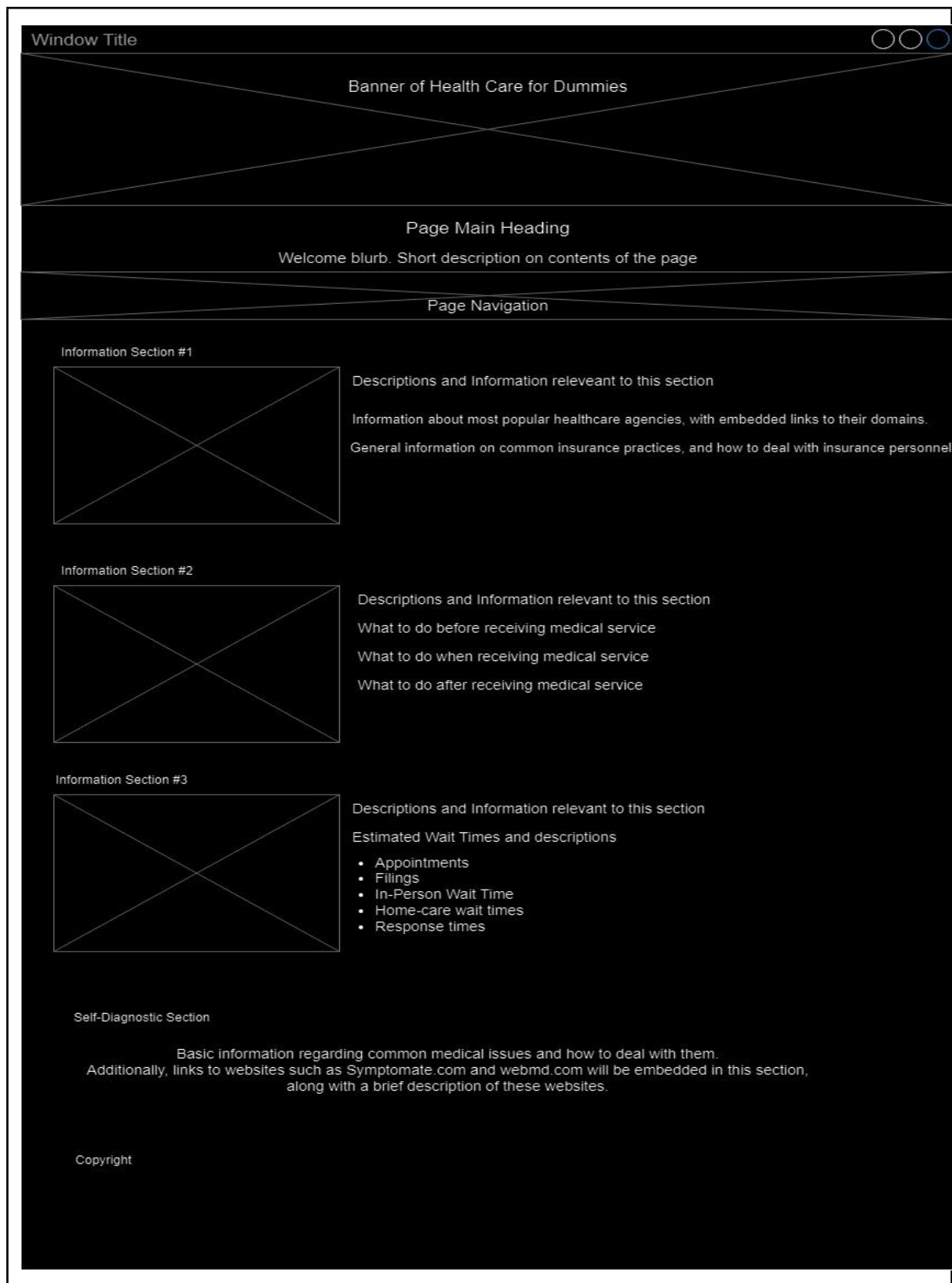
Another great benefit of the website would be the **autonomy** it provides to person's in need of care inside and outside of a medical facility. The website will help the users understand what to expect, how long it may take them to receive a response or appointment, and what to do once they get there. This will help people plan out their days and appointments better as to not disrupt their normal schedules or have to cancel an urgent appointment.

### Information Requirements

1. The website should include basic information about the most popular healthcare services such as insurance agencies, along with supportive links to their domains, and general information on how to deal with insurance agencies.
2. The website should also include helpful information on what to do before, during, and after receiving medical services. This information will be what to expect, and how to deal with many scenarios.
3. The website should additionally provide basic information on many types of common medical issues, as a means for the user to quickly troubleshoot any problems they feel. Complimentary links to Symptomate.com and webmd.com should be provided as support.
4. The website should additionally provide estimated times for many healthcare services, in order to help users of the system and caregivers alike. This factors into one of the corresponding values, human welfare, as the users and caregivers will know what to expect when it comes to response times.



## Wireframes



## References

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