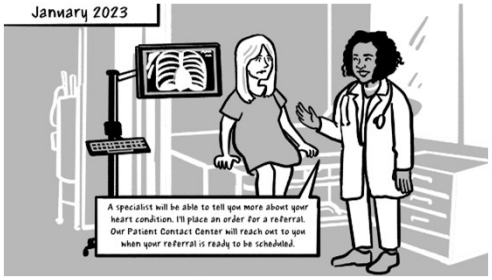
Storyboard Overview

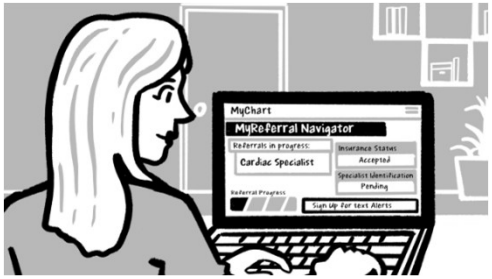


Scene 1

Scene 2

Scene 3

Scene 4



Scene 5

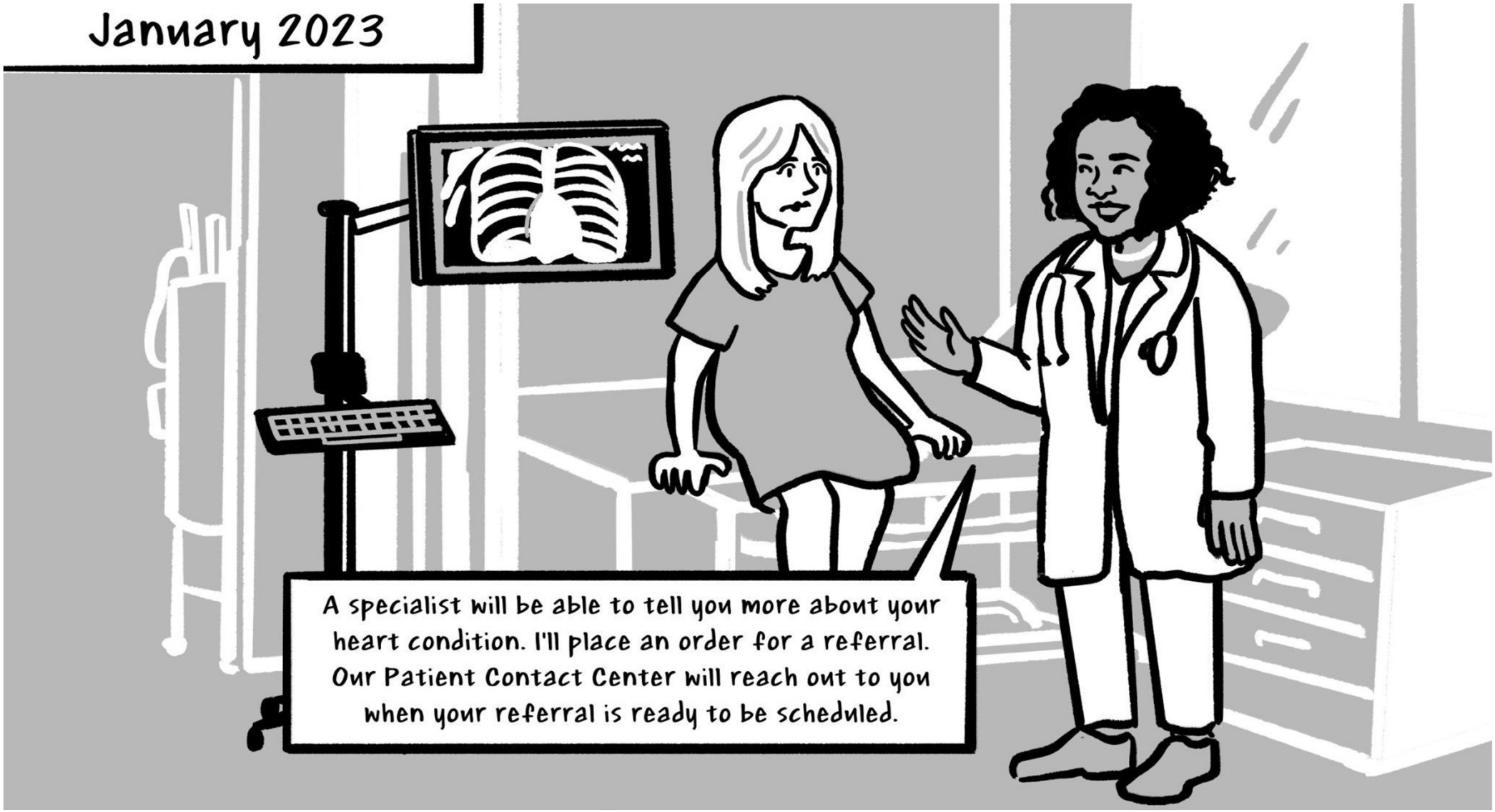
Scene 6

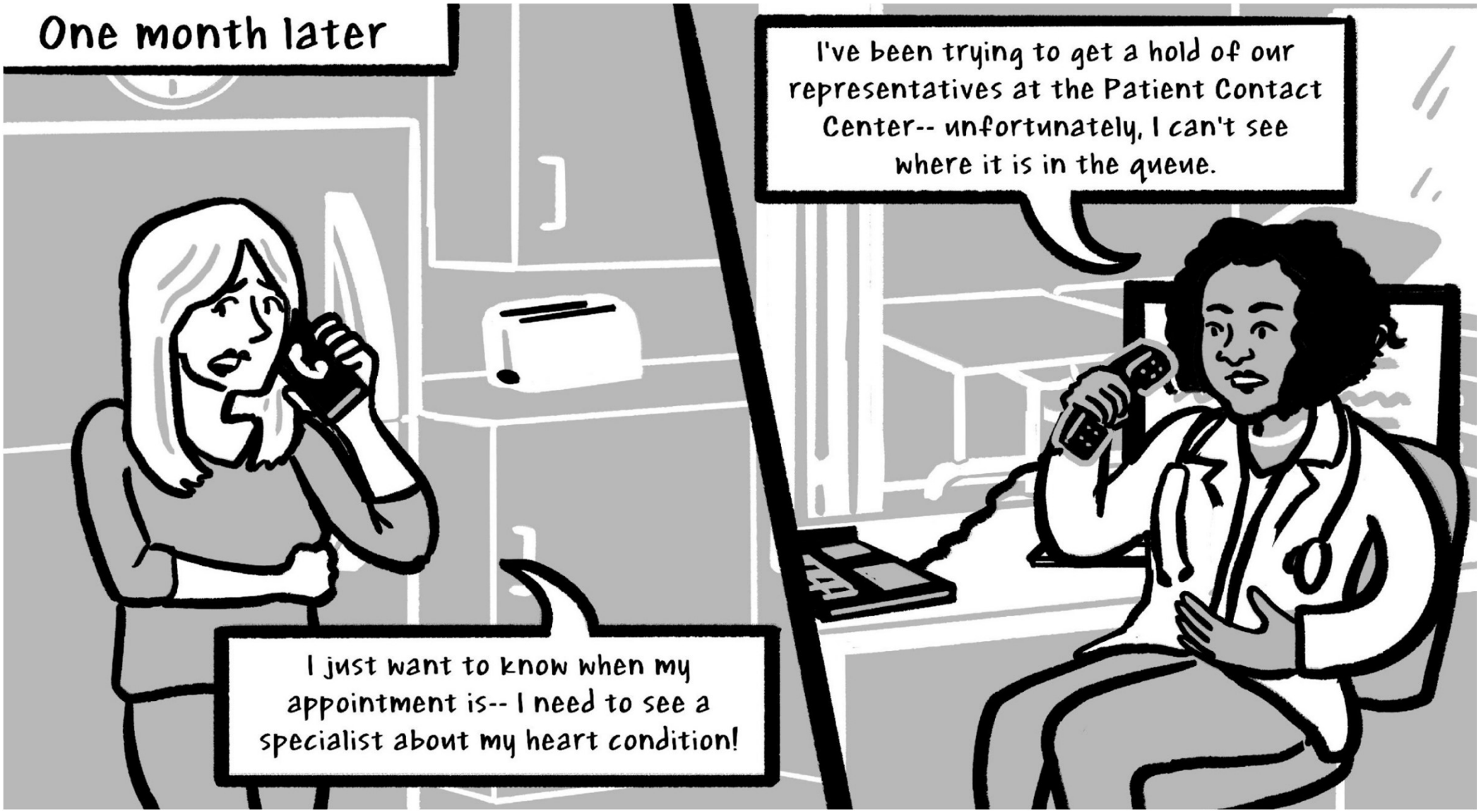
Scene 7

Scene 8

Scene 9

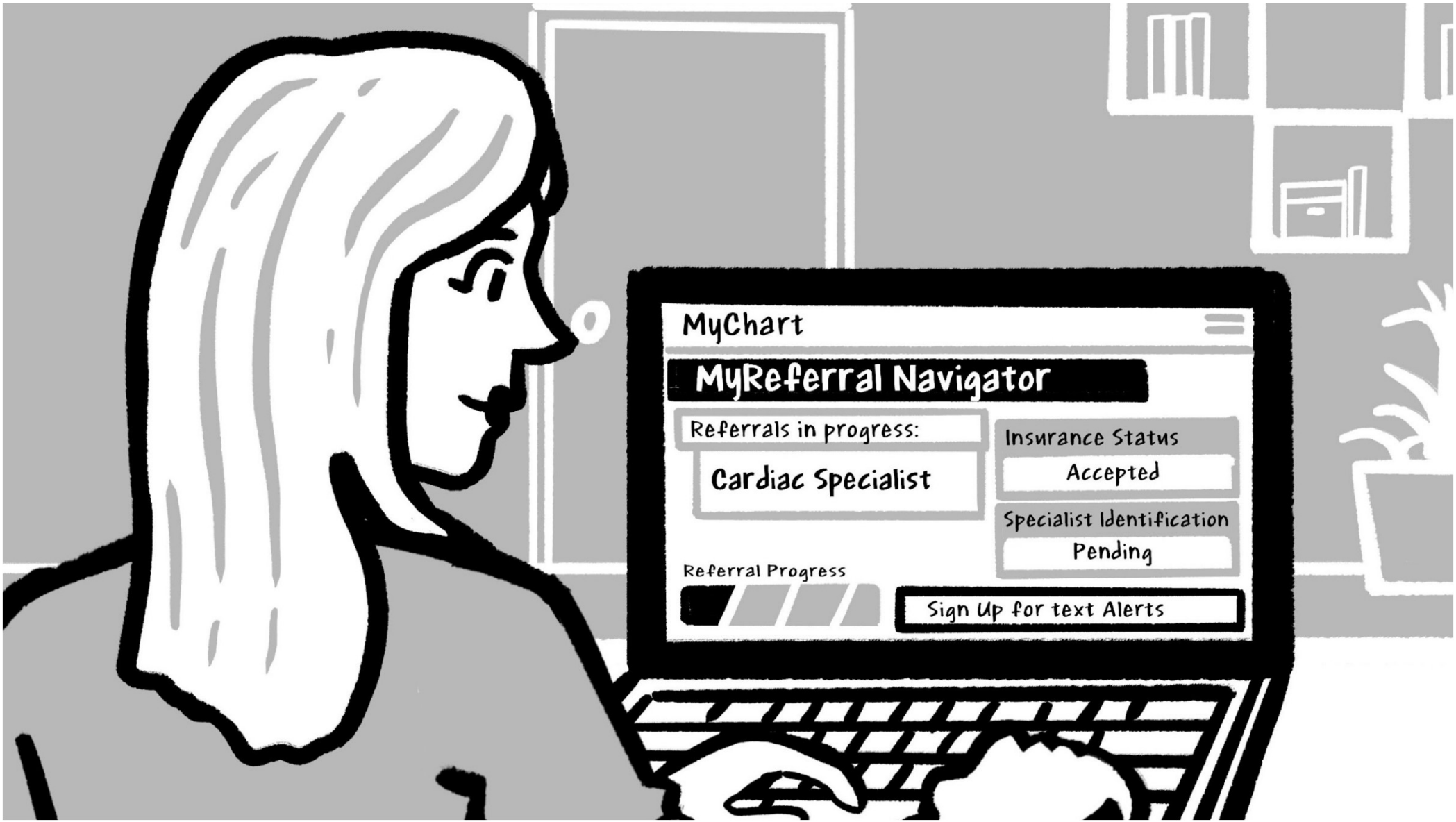
Scene 10


January 2023
A specialist will be able to tell you more about your heart condition. I'll place an order for a referral. Our Patient Contact Center will reach out to you when your referral is ready to be scheduled.


One month later
I just want to know when my appointment is-- I need to see a specialist about my heart condition!
I've been trying to get a hold of our representatives at the Patient Contact Center-- unfortunately, I can't see where it is in the queue.

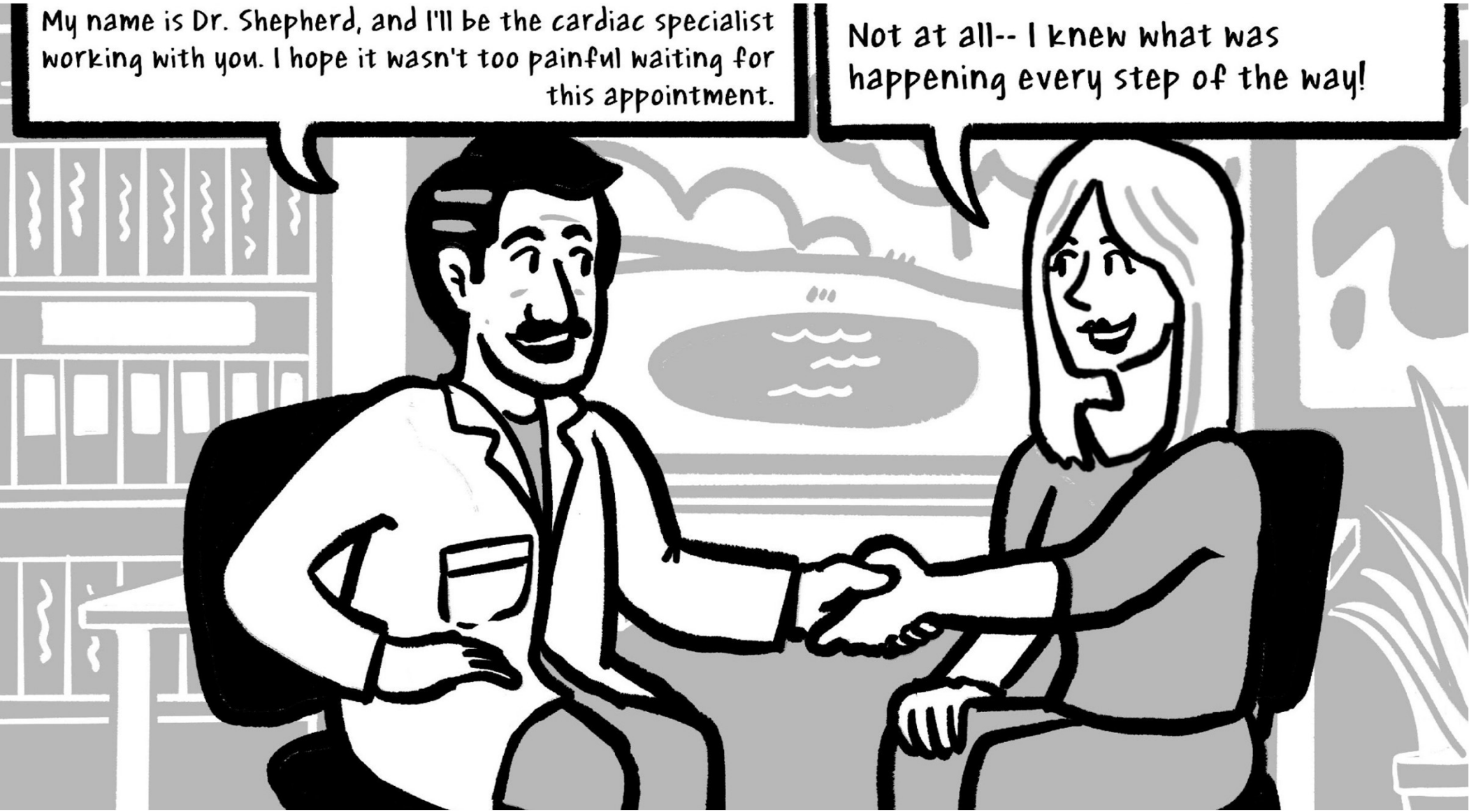
The next day..
From: UCDH Patient Contact Center
Subject: NEW: Know more about your referral!
Introducing
MyReferral Navigator!
Simply sign into your MyChart account and click on your MyReferral Navigator page to learn about your referral status!

Jennifer Smith's
MyChart Account
Welcome Jennifer!
Make an Appointment
Schedule Flu Shot
Refill Medication
View Health Stats
New! View your MyReferral Navigator account


MyChart
MyReferral Navigator
Referrals in progress:
Cardiac Specialist
Insurance Status
Accepted
Specialist Identification
Pending
Referral Progress
Sign Up for text Alerts

Notification
from MyReferral
Navigator

MyReferral Navigator
Referral Progress
Update:
Referral Complete!
New Appointment made for Jennifer Smith


My name is Dr. Shepherd, and I'll be the cardiac specialist working with you. I hope it wasn't too painful waiting for this appointment.
Not at all-- I knew what was happening every step of the way!