COMSATS

University Abbottabad campus

Assignment NO: 1

Submitted by:

Umar Nawaz: FA20-BCS-080

Muhammad Shahbaz Nawaz: FA20-BCS-094

Submitted to: **Ma'am Neeli khan.**

Human Computer Interaction

Personas for project 'Hospital Pulse'

Submission date: 11Oct2023

Persona 1: Doctor

Name: Dr. Guftiar Ahmed
Role: Homoeopathic Physician
Degrees: MSc, BHMS, DHMS and UTC (Ultrasound)
Age: 35
Experience: 20+ years

Goals: To provide the best possible care for his patients, to be efficient and organized in his work, and to stay up to date on the latest medical advances.

Challenges: He often has a heavy workload and can feel overwhelmed, especially during busy seasons. He also finds it difficult to keep track of all his patients' records and medications.

Needs: Dr. Guftiar Ahmad needs a hospital management system that is easy to use and helps him to be more efficient in his work. Features of system include:

- **Efficient Patient Management:** Dr. Guftiar Ahmad needs a system that enables him to quickly retrieve patient records, update medical histories, and view past diagnoses and treatments.
- **Prescription Management:** He requires a feature to prescribe medications, including dosage and instructions.
- **Appointment Scheduling:** Dr. Guftiar Ahmad wants a seamless way to schedule patient appointments and keep track of upcoming visits.
- **Access to Medical Database:** He needs access to an extensive database of diseases, their symptoms, and recommended medications to aid in diagnosis and treatment planning.

Persona 2: Administrator

Name: Farooq Khan
Role: Hospital administrator

Degree: MT
Age: 45
Experience: 10 years

Goals: To ensure the smooth and efficient operation of the hospital, to provide excellent customer service to patients and their families, and to manage the hospital's finances responsibly.

Challenges: Farooq Khan is responsible for overseeing the record of large number of patients, and he often must deal with multiple competing priorities. He also finds it difficult to keep track of all the hospital's data and reports.

Needs: Farooq Khan needs a management system that can help him to manage all aspects of the patient's record. He needs to be able to track patient visits, staff schedules, inventory levels, and financial performance. He also needs a system that can generate reports that can help him to identify areas for improvement.

Persona 3: Patient

Name: Ali
Role: Patient
Age: 35
Health concerns: Diabetes, arthritis, and high blood pressure

Goals: To manage his health effectively, to stay informed about his medications and treatments, and to have easy access to medicines prescribed.

Challenges: Ali has multiple health conditions and takes several different medications. He can sometimes have difficulty remembering his visits schedule, medial reports and difficult for him to carry heavy paper reports at each appointment.

Needs: Ali needs a hospital management system that can help him to manage his health care. He needs to be able to view his medical records, appointments details, and track his

medications without carrying bundles of reports certificates. He also needs a system that can provide him with educational resources and support so he can cross check medicines.