## Olivia

### Profile



Persona name	Olivia
Persona role	New patient, recently diagnosed with cancer
Job description	Student / Part-time retail worker

### ■ Demographic information

Age	23
Gender	Female
Income	\$10,000
Education level	Currently Studying a Masters Degree (Business)
Residential environment	Lives in the city

# **Biography**

Olivia is a busy student who works part time in retail; she is very ambitious and hopes to develop a successful career in business one day. She was recently diagnosed with cancer after visiting her GP for some minor pains, where she was referred to a specialist. Given that she is young and has always been healthy and active, this came as a huge shock to Olivia, so she is distressed and confused by the unexpected diagnosis.

#### **Goals**

Using My Medical Secretary, Olivia wants to be able to focus on what is most important to her - spending time with her family and friends in this difficult time for her. During her first few consultations with specialist doctors, she wants to be able to simply go home after each appointment, without receiving an overwhelming amount of paperwork she needs to deal with. When she feels comfortable, she also wants to be able to learn more about her diagnosis, treatment, and appointment schedule, as well as how cancer will impact the rest of her life.

#### Personal quote

"This is all so overwhelming, I just want to take some time with my loved ones to understand everything happening to me at the moment"