

# Mark

## Profile



Persona name	Mark
Persona role	Secretary
Job description	Medical Secretary at an oncology clinic

## Demographic information

Age	30
Gender	Male
Income	\$ 65,000
Education level	Bachelors Degree
Residential environment	Lives in the city

## Biography

Mark is a secretary at a specialist cancer clinic in the city, working full time. Each day, many patients visit the clinic and he directs them to required specialists based on their referral papers. The system Mark uses is fairly complex and specific to the clinic he works at, but he is very knowledgeable and good at using both the paper and online systems. Mark is also responsible for giving patients paperwork on their treatment plans and appointment schedules, passing on information given by the doctors for each patient. He also manages appointment changes and cancellations via the clinic phone line and email.

## Goals

Mark wants to simplify his job and minimise the amount of paperwork both he and his patients are doing. He finds that the patients arriving at the clinic have often lost some of the paperwork, and he is regularly printing new paperwork to replace missing documents. It is also tedious for him to be filling out certain paperwork by hand for patients, as a lot of the papers refer to overlapping details.

## Personal quote

"Its not a great system at the moment, we work with huge stacks of paperwork that patients are always losing. I'd love an easier way."