

## Empathize

Surveys

Health Providers Interviews

Patients Interviews

Aggregated Empathy Maps

## Define

User Personas

Current User Journey

Problem statement

Setting the design goal

## Ideate

Processes card sorting

Potential solutions

Information Architecture

Data Structure

## Prototyping

Sketching

Lofi Wireframes

Hifi WireFrames

Prototype

## Testing

Usability Testing

Reflection sessions

Accessibility testing

Design implementation