

Agile Best Practices Course – Task 2

Number of Stories: 6

- Define the List of Stories:
 - As a Doctor, I want to access the website/platform and be able to see all the patients that have been referred to me and their situation/screening/initial report, so that I can prepare for the web consult.
 - As Dona Maria, I want to navigate the website/platform with ease, so that I won't be confused and find it difficult to get consult.
 - As a Young Adult that is always sick and always needs to be at work, I want to have access to a fast and efficient diagnosis, so that I can spend less time waiting for a doctor's appointment that is weeks away.
- Scrum Model: "As a [persona], I [want to], [so that]."
- Type and color of category:
 - TECH (Purple): all those tasks related to the software, and the development of the platform.
 - DESIGN (Pink): tasks related to the design of the interface, and visuals of the platform.
 - CX (Blue): All those tasks related to the customer experience, interviews, relationships.
- KPI used to define Priority: Complexity, Time Spent (Size: S, M, L) e Possibility of being a Bug.
 - RED: Urgent (Highest Priority, stop everything and do this)
 - YELLOW: Prioritize (Not the Highest Priority, but still need to be done quickly)
 - GREEN: Chill (Not a priority)
- Data Analysis First Insights:
 - A lot potential clients say that they only go to the doctor in extreme cases.
 - 35% of potential clients have difficulty finding a doctor in the region where they reside.
 - The main problems that have been identified in the survey are: Time, Financial e Lack of Information of where to find a doctor fast.

- Some of the comments are below:
 - “Demora para marcar a consulta devido a alta demanda”
 - “Alguns convênios demoram muito para conseguir agendamento médico”
 - “Já precisei fazer um exame bem específico e tive dificuldades pois só era realizado 1x por semana na cidade na qual eu me encontrava”
 - “Não tive problemas, mas é fato que é um processo lento”
 - “Às vezes a clínica não atendia ligação ou mensagem via whatsapp”