Use Case 1: End to End Patient Platform

Greta
Community-Engaged Researcher

Eli
Developer

Greta received a grant to create an end-to-end patient portal. She is gathering requirements and thinking about design aspects to share with Eli, who will create the portal.

End-to-End Patient Portal

Platform functions:

- Schedule appointments
- Securely manage patient data
- Interact with providers

Allows patients & caregivers to:

- Access cancer (or other serious health issue) information
- Communicate more easily with physicians
- Participate in clinical trial matching programs
- Find social support
- Find resources more easily with the help of their lay patient navigators, and vice versa

Who uses the portal? Who benefits?

Tom
Patient

Alice
Patient Navigator

Carmen
Center Administrator

Lindsay
Biostatistician

Simran
Physician Scientist

Melody
K Scholar

Greta and Eli found the Personas invaluable for building their user/stakeholder information:
Tom, a patient in his eighties, and **Alice**, a busy Patient Navigator, are considered primary users. Portal interface design is influenced by their needs, including Tom's need for larger print, and Alice's need for fast access to resources given her busy caseload. In addition **Alice**, Center Administrator **Carmen**, and Biostatistician **Lindsay** want to gather de-identified data from the tool to better understand the patient journey through statistical analysis. Eli builds out a data exporter function to serve their needs. Researchers **Simran** and **Melody** are able to benefit from both the raw data and others' analyses by using them as foundational research for their projects, and this evidence-based research will help their work to have a direct impact on patient outcomes.