

Patient - Emily Trinidad

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"I want a way to quickly and authentically connect with mental health providers and peers who face the same issues, to reduce my anxiety about the future."

Bio

Emily is the eldest of four children. Emily's parents, immigrants, both work and stress the importance of education. She was an overachiever in high school and the first in her family to attend university. She feels pressure to make her parents proud and to set a good example for her younger siblings. She chose not to stay on campus, living with her family to save money and to help her family. She feels stressed about safety on campus and in the city. She feels a lot of stress about world events but powerless to change things. She worries about money. School, work, and home responsibilities leave little time for fun and Emily often feels lonely or cut off from friends.

Emily works very hard to manage her time so that she can get good grades. She works 20 hours a week and considers this the only time she has to hang out with friends. She does not sleep as much as she needs or would like. Until she sought help for her depression and anxiety, she only saw medical professionals for check-ups or when she was sick. She now makes time to see her therapist on campus every other week.

Education: BSB, Business (pending, sophomore); considering change to art

Years of experience: 1

Work location: Moves between school and work as a barista

Health Conditions

- Generally in good health, and has recently been diagnosed with anxiety and depression
- Covered on mother's health insurance
- Emily finds her own providers, makes her own appointments

Healthcare influences

- Emily had regular childhood medical check-ups. Her mother managed her healthcare and her father approved her mother's decisions
- Initially diminished her depression symptoms because her family does not believe in mental health issues as an illness
- The ease with which Emily's friends share their mental health experiences and struggles have normalized therapy for her

Goals

- Emily wants to manage her stress and anxiety so she can be productive at school, work, and life
- Emily wants to obtain virtual access to healthcare providers
- Emily wants online scheduling and the ability to text questions to her provider



Software attitude & use

- At ease with technology but prefers face-to-face interactions, to make what she considers to be more authentic connections
- Uses a smartphone and laptop to manage her healthcare
- Social media: YouTube, Instagram, Snapchat. Like many in Gen Z, she strongly prefers visual content over written content
- General: MS Office & Google Suites

Opportunities to connect

Apps are important to reaching Emily

Integrate existing tools, like Instagram, into websites for patients like Emily, to share authoritative yet personal and engaging information

Provide easier and more flexible scheduling tools. Emily wants to see last minute cancellations and book 'on the fly'

Wants/Needs

- Health care providers who do not talk down to her due to her age or gender
- Health care providers who listen, care, and are readily available to help
- More help evaluating medical information for authority, accuracy, and bias. She feels she reads enough for school and doesn't have the time to do it for her healthcare, too
- To watch video content about tools to cope with depression and anxiety
- Rapid, personal connections with doctors via social media, FaceTime
- Flexible, night/weekend appointments

Support Network

Emily's mother and friends are her main supporters. She says there were periods her freshman year when 'she could have used more support'

Friends support Emily at her workplace as well as through texts, SnapChat, or Instagram during the day

Would like to use mobile medication or therapy apps, but can't afford the fees

Emily needs additional support. She wants tools to connect her with other college students who deal with anxiety and depression