

Use Case 1: End to End Patient Platform

Greta (Community-Engaged Researcher)



Eli (Developer)



Community-Engaged Researcher Greta has received a grant to create the platform. She is gathering requirements and thinking about design aspects to share with Developer Eli, who will create the portal.

End to End Patient Platform

Platform functions:

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

Allows patients and 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 (Researcher)



Melody (Researcher)



Greta and Eli found the Personas invaluable for building their user/stakeholder information, as outlined below:

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.