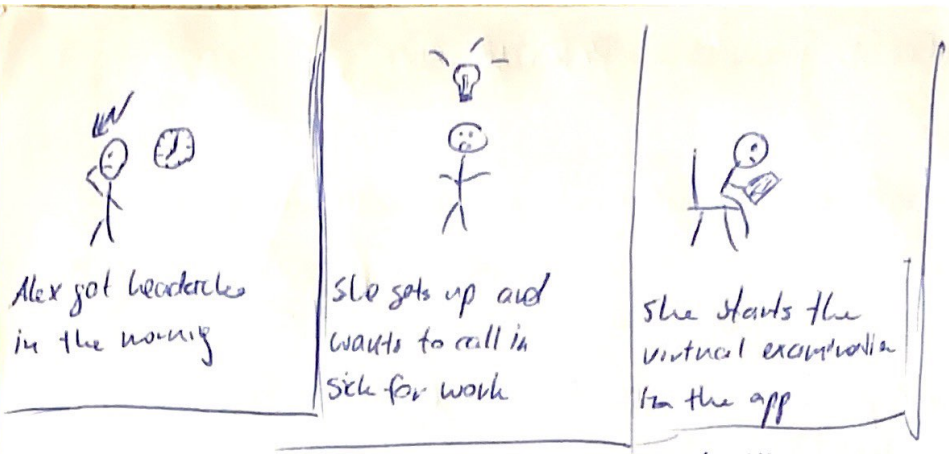
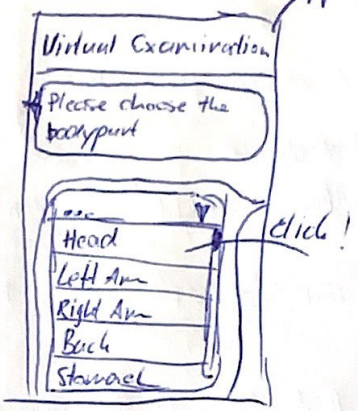
1. START VIRTUAL EXAMINATION PROCESS. PERSONA: Alex

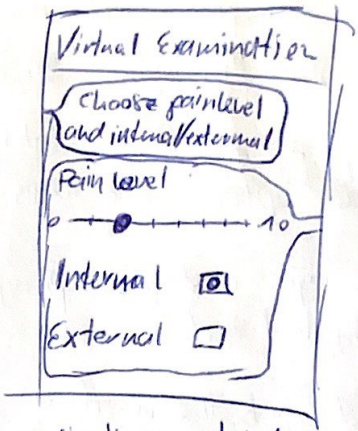
1. Alex does not feel well on a monday morning and wants to call in sick for work.
2. She needs to provide a sick note and wants to use the app to get examinated.
3. She opens the app and clicks on „start virtual examination".
4. The app tells her to choose a body part. She uses her textual categories to choose her head since she's got a headache.
5. She is asked about the pain level and if its internal or external pain. Her head doesn't hurt too bad so she picks „Light" and „Internal" pain levels.
6. In the description prompt, she briefly states that she has a headache and she skips the „provide image/video" option since there's nothing to see (internal pain)
7. She submits her input and gets a prompt that she will get a notification once her request is finished and reviewed.
8. After 1,5 hours she gets the notification that states if she needs to see a real doctor, get a prescription for light painkillers or just a sick note
9. She chooses „Sick note" and receives an email with a signed sick note
10. The note also appears in her app account.

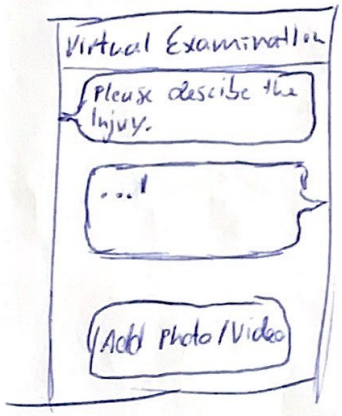


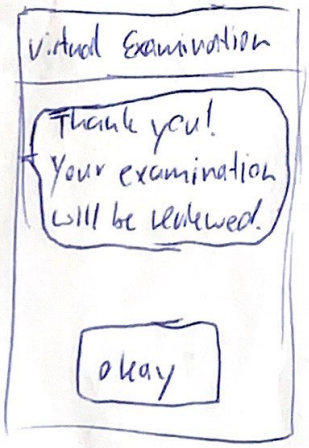
Phone UI

App UI

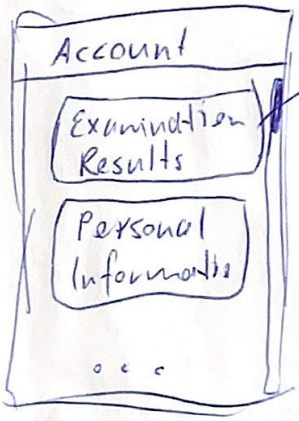


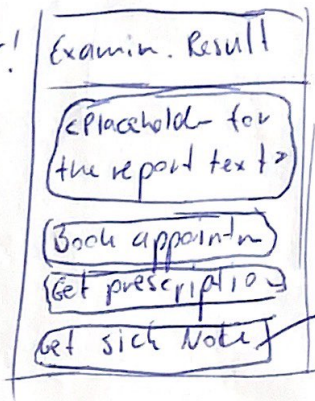






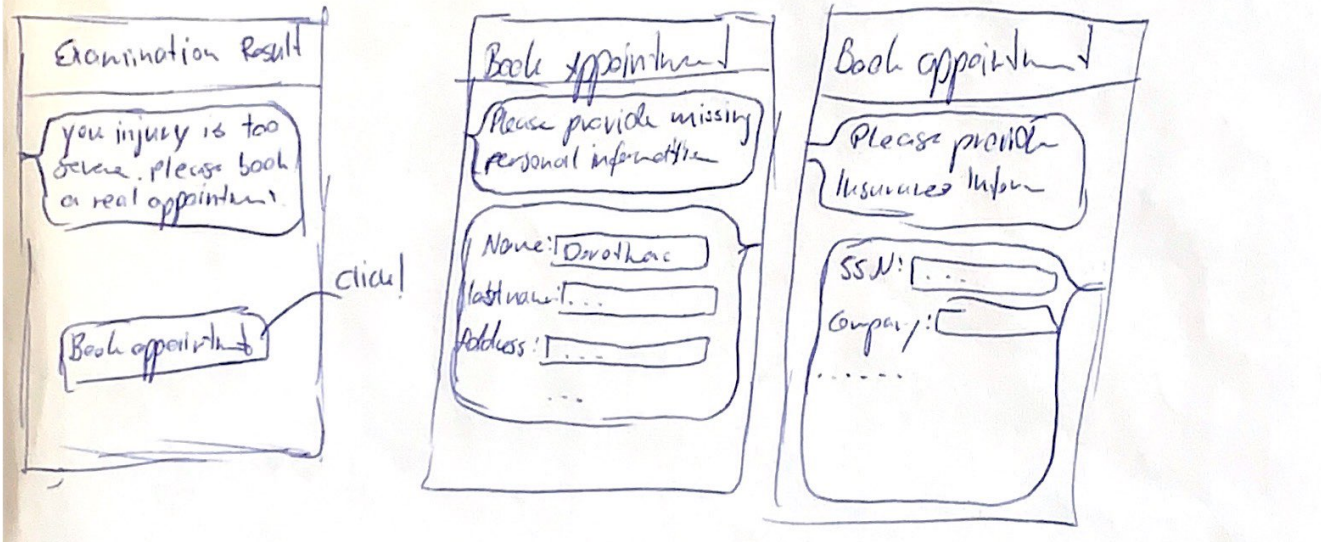
Notification outside the app

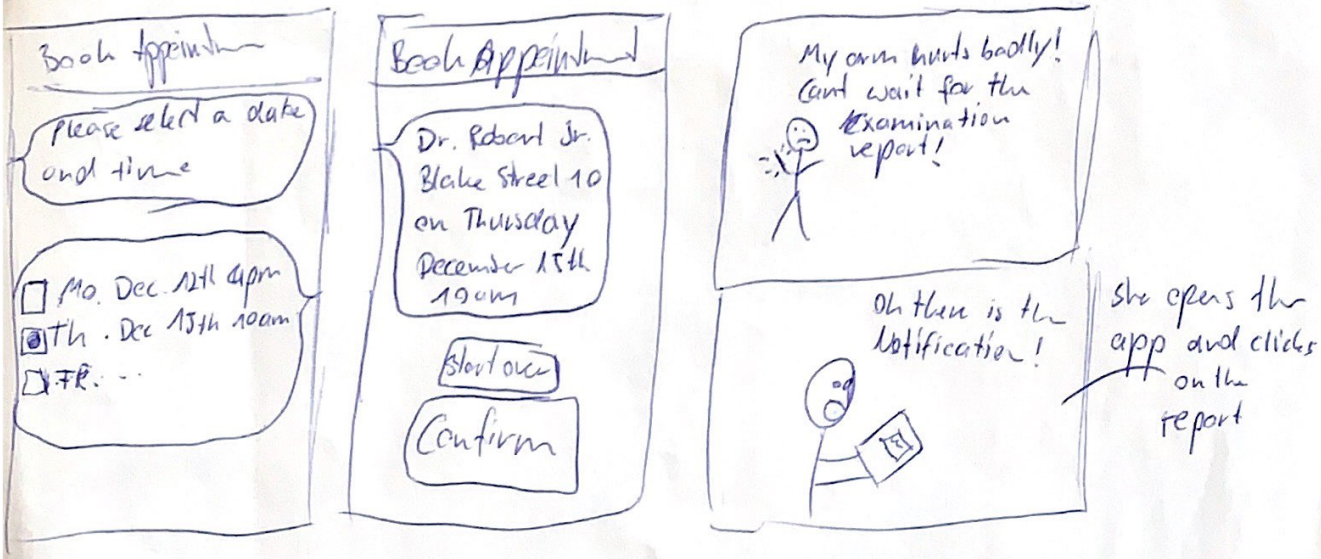




2. Book a real appointment Persona: Dorothea

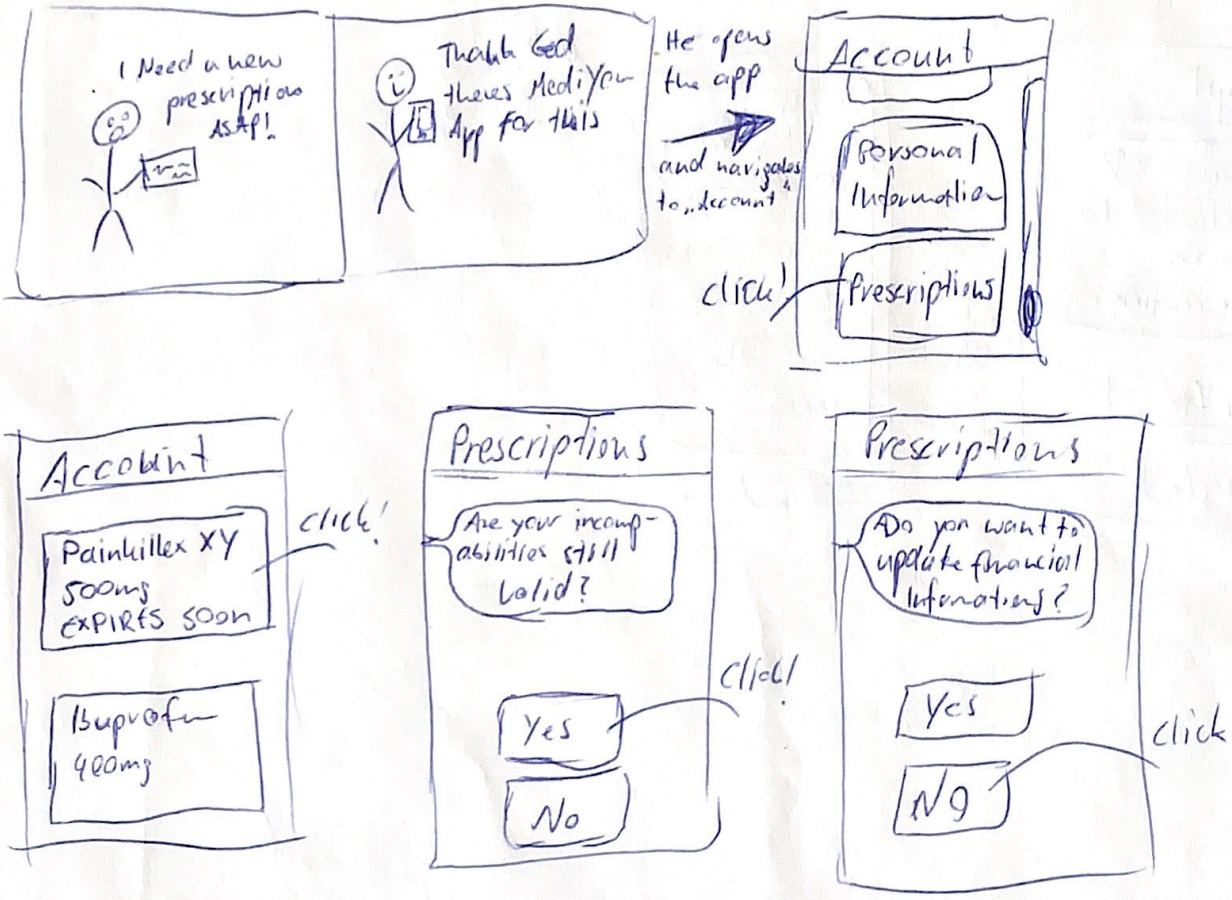
1. After a virtual examination, she needs to book a real appointment because her injury is too severe.
2. She opens her examination in the app and chooses „book appointment"
3. After providing missing personal information and insurance information, she chooses a date and time
4. She receives the appointment and confirms it.

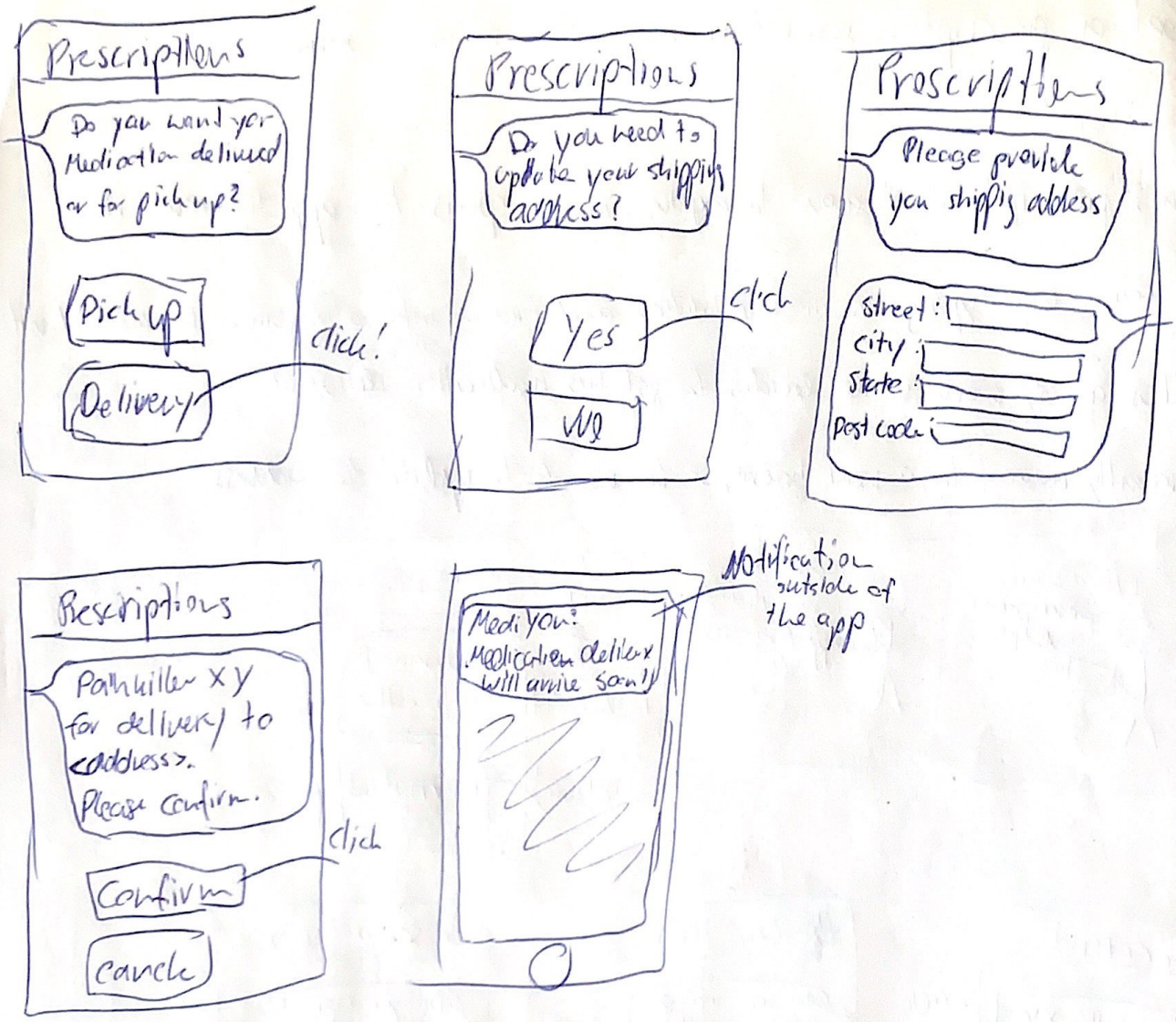




3. Get a prescription issued or renewed. Persona: Sam

1. Sams prescription is about to expire, So he opens the app the renew it.
2. He can skip typing his incompabilities and finacial information since they are still valid.
3. He has a busy week so he decides to get his medication delivered.
4. He recently moved to a new house, so he needs to update the address.




Prescriptions
Do you want your Medication delivered or for pick up?
Pick up
Delivery
click!
Prescriptions
Do you need to update your shipping address?
Yes
No
click
Prescriptions
Please provide you shipping address
Street:
city:
State:
Post code:
Prescriptions
Painkiller XY for delivery to <address>. Please confirm.
Confirm
cancle
click
Medi you:
Medication deliver will arrive soon!
Notification outside of the app