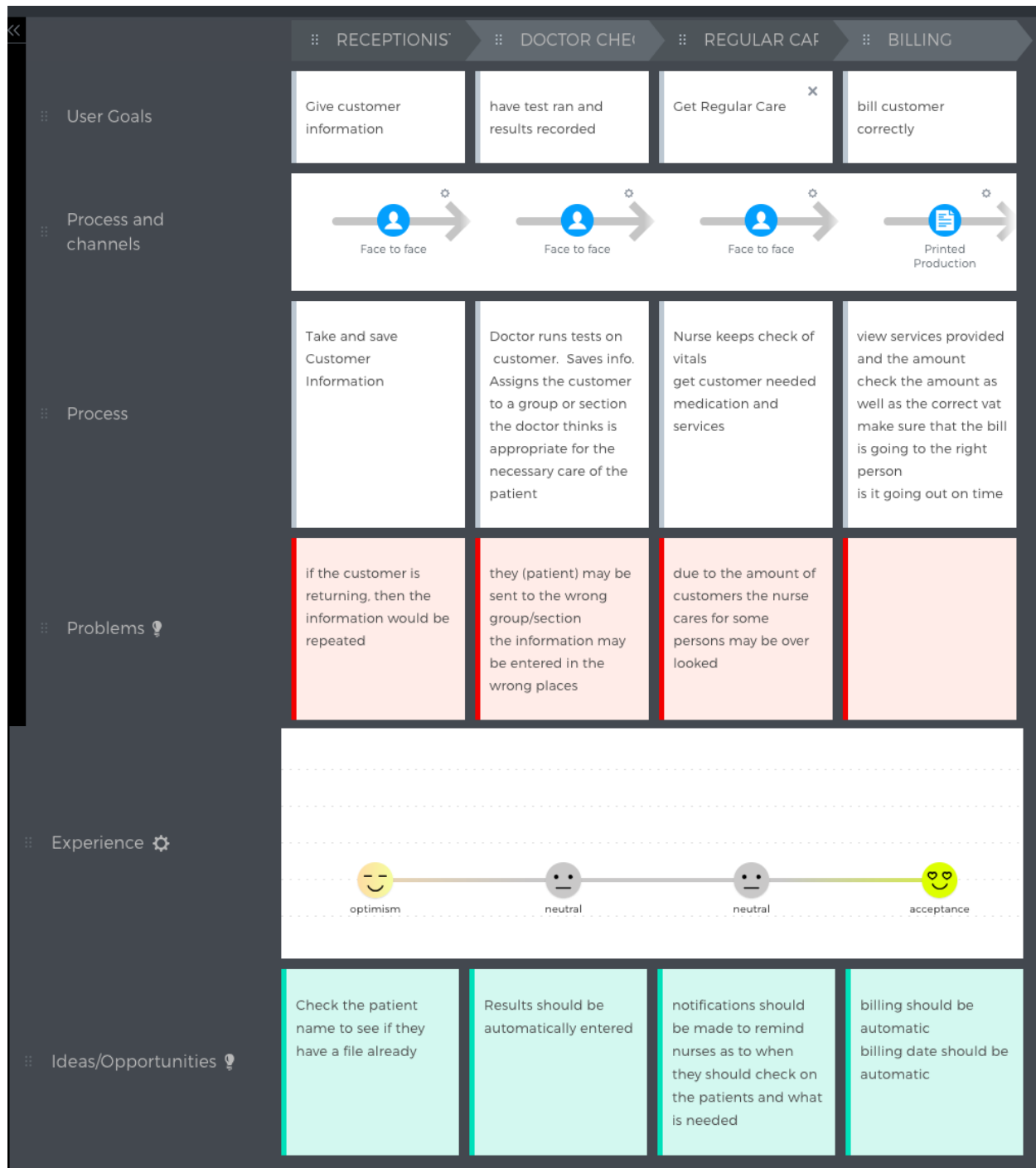


Janice is a reoccurring patient at the center. She loves having her independence, and believes that she should only be a patient. She is very fussy. She believes that she should not have to wait on service and should not have to tell the nurses that she is in need of assistance.



⌵ Experience ⚙

⌵ Ideas/Opportunities 💡



optimism



neutral



neutral



acceptance

Check the patient
name to see if they
have a file already

Results should be
automatically entered

notifications should
be made to remind
nurses as to when
they should check on
the patients and what
is needed

billing should be
automatic
billing date should be
automatic