

PATIENT

PHYSICIAN

TYPE	GOAL	NEED	ENABLING CRITERIA	SOFTWARE FEATURES	*OTHER DEVICES
CONSULTATION	Prevent small health issues from becoming big ones	A quick solution for a common problem (ex: poison ivy, strep throat, etc.)	Send complaint with supporting material, receive treatment or instructive materials, and receive follow up from physician	Phone, video chat, messaging, file sharing, prescription storage	
		A way to be notified and respond to patients' minor issues as immediately as possible.	Be notified of issues, virtually assess condition and provide diagnosis, deliver educational material/prescription, set reminder to follow-up with patient	Phone, video chat, messaging, file sharing, prescription delivery, scheduling	
	Diagnose and treat major issues as quickly, efficiently, and conveniently as possible	A diagnosis and treatment of a more urgent or severe problem (ex: chest pain, chronic migraine, broken bone)	Send complaint with supporting material, be virtually assessed, schedule necessary tests/appointments with physician or other caretaker, receive timely diagnosis and treatment plan	Phone, video chat, messaging, scheduling, file sharing, prescription storage	Data collection/sharing of necessary metrics using prescribed devices (BP, HR, etc.)
		To know immediately when patients have a major issue and effectively treat them	Be notified of patients' issues and urgency, virtually assess, refer to necessary tests/evaluate remotely collected metrics, give diagnosis and treatment plan (schedule apt. if needed), set follow-up reminder	Phone, video chat, messaging, scheduling, prescription delivery, careplan update	Data sharing from prescribed devices
	Increase patient knowledge and improve health behaviors	To request information about a medical issue	Receive annotated, individualized educational material, be able to store/print	Messaging, file sharing, file storage	
		To answer patient medical questions and keep them educated about their health	Search from library of educational material, add notes, and send to patients; Review sent items and save templates of batched items	Messaging, database search, file sharing, file storage	
	Keep life events that could affect patient health up to date	To keep physician informed of relevant changes in lifestyle	Schedule face-to-face appointments to discuss changes	Messaging, scheduling	
		To encourage patients to keep them informed about relevant changes in lifestyle	Edit careplan with patient, set regular reminders for each patient when careplan review is due	Messaging, scheduling, content editing	
	Keep patients and the physician aware of patients' general health	Constant access to a holistic view of their general health	Review health summary and general health score, send any questions to the physician, review the components of their score	Algorithm for data processing and health score calculation, data visualization	Data collection/sharing from all connected devices
		To make patients aware of general health status and hold them accountable for improving it	Review patients' general health scores and edit health summaries, send alerts or messages regarding health score, be alerted if any patients' score is troublesome	Algorithm for data processing, content editing, data visualization, messaging	Data sharing from all connected devices
STATUS CHECK	Get patients to play a more active, educated role in managing their health	To learn how the components of their lifestyle affect their general health	Review data collected from devices in context of their current general health and careplan, be alerted when a something is troublesome	Data processing, data visualization	Data collection/sharing from all connected devices
		Incorporate data on patient behaviors that play a significant role in health into patients' care plans	Set individualized target values for various data metrics, review patient status through available metrics, be alerted if something is troublesome, send messages regarding certain metrics	Data processing, data visualization, messaging	Data sharing from all connected devices
	Make patients aware of how their current behaviors and genetic risk factors will impact their future health	To know if their current behaviors are aligned with their expectations of future health	Review genetic risk factors, medical history, and careplan, explore projections of future health	Algorithm for projections, data visualization, file storage	
		To provide an incentive to patients to make necessary lifestyle changes	Review and edit patient's risk factors, medical history, and careplan; review health projections, be notified if any are troublesome, and alert patients	Algorithm for projections, data visualization, file storage, content editing	
	Make the payment process transparent	To completely understand all fees associated with services, where they go, and how much they will be	See all services offered and their costs, review balance, set-up payment, and review past bills	Payment processing/tracking	
		To establish trust with their patients and manage payments	Refer patients to service costs, manage billing across all patients and send invoices	Payment processing/tracking, file sharing	
ADMINISTRATIVE TASKS	Give patients easier access to prescribed medication	To get prescriptions quickly and remotely	Be notified when a prescription is received, access and store or print prescription, review history of past prescriptions	Prescription delivery and storage	
		To send prescriptions to patients quickly, and manage what prescriptions are sent to patients	Send virtual prescriptions to patients or pharmacies, manage history of sent prescriptions to all patients	Prescription delivery, prescription storage/management	
	Save patients money	To review insurance coverage and know when a better plan is available	Review current policy coverage, view insurance information pulled from external sites, be notified of a cheaper policy approved by physician	Data pull from insurance sites or links to them	
	Improve health care practices	To easily access and store population-health/clinical data	Search credible sources for particular topics, save/share sources with patients or colleagues	Database access and search or feed of reliable current articles, file storage and sharing	

*Examples of other possible devices include:

blood pressure monitor
heart rate sensor
smart scale
spectrometer
food log applications
activity monitor
sleep tracker
perspiration monitor
body fat calculator