

User: Admin



About

Age: 38

Gender: Female

Occupation: Lab Technician

Hospital: NYC Health + Hospital

Location: New York

EMILY CARTER

DESCRIPTION

A diligent coordinator responsible for keeping healthcare operations smooth, looking for an efficient way to manage appointments and patient records seamlessly.

CHALLENGES

- Managing a large volume of patient appointments manually.
- Ensuring that doctors' schedules are not overbooked.
- Keeping track of patient medical records efficiently.

GOALS & NEEDS

- Wants a streamlined system to handle patient bookings and cancellations.
- Needs an easy way to access inbound and outbound patient records.
- Requires integration with hospital management systems (HMS).