Affinity Map Group #6

Survey

- Most people have health insurance. — Chex
- 90% of the survey takers go to annual checkups 1-5 times — Thomas Dang
- 70% of the people have no issue of finding a doctor when they need one — Thomas Dang
- From the data, we can see that 88%(n3) of the people agree that the doctors are easily accessible in communication — Saevin Private Ryan
- Most people have positive experiences and comments about their doctor. — kyle
- Most people do not or know others who experience difficulties scheduling appointments with doctors. — kyle
- Most people are satisfied with finding doctors other than wait times. — Chex
- 42% of the people have little to no known issues whenever they see a doctor — Thomas Dang

Observations

- Most people usually bare through sickness that are mild. But, if it is severe, they would contact a local doctor — Saevin Private Ryan
- Primarily, people go to their nurses(in school) — Saevin Private Ryan
- Few people went into detail about what they would explain during the phone calls — kyle

Interviews

- Some interviewees believe that AI is not a good way to gather information from. — kyle
- Most interviewees did not have any delayed or denied services. — kyle
- Those who had delayed or denied services was due to miscommunication and fault errors on the pharmacy side. (denied medication) — kyle
- Majority of the interviewees only go to the doctors 1 time for their annual checkup, and the ones that do go more are going on a reoccurring basis. — kyle
- Some interviewees had to go to the doctor due to a major injury (knee injury, broken leg, etc.) if they are involved in a sport — Thomas Dang
- A few people believe that when having an emergency, it is not worth going to the doctors — kyle
- Most people only go to the doctors for annual checkups — kyle
- Some people believe that using AI to gather information of illnesses and diagnoses is not a good way. — kyle
- Some people feel slight discomfort or have experienced discomfort when going to the doctor — kyle
- ER waits are mostly fine, it largely varies for the severity of the disease and the wait time — Saevin Private Ryan

Diary Studies

- Most of the people stated that they have not been taking medicine in the past 3 days — kyle
- Around 1/4 of the respondants believe that they are sick in the past 3 days — kyle
- Most respondants stated that they do not need to see or contact their doctor. — kyle
- Around 3/4 of the people have stated that they hae no symptoms or believe that they are not sick in the past 3 days — kyle

Survey =

Observations =

Interviews =

Diary Study =

Common Pain Points

Long wait times/ low avaliability

- Difficult finding appointments and available doctors when scheduling. — kyle
- A common trend with doctors is that they have the tendency to have all appointments booked — Thomas Dang
- The data tells that most people schedule their checkups 0 to 3 months ahead of the appointment. — Chex
- A lot of waiting time discourages people to visiting doctors. — Chex
- A variety of people experience long wait times that can range up to several months. — kyle
- One respondent stated they had to wait a very long time to receive the care they need — kyle

Relying on others

- Many people seem uneducated about how booking a doctors appointment works — kyle
- Most students and children rely on their parents or other relatives to schedule and handle communication and situations. — kyle
- Most people seek advice from sources other than medical professionals like internet or peers when they get minor health conditions. Some seek out advice from those sources depending on the health condition. — Chex
- Some interviewees ask other sources besides a doctor when they have a minor health condition — Thomas Dang
- More than half of the participants(62%) use online resources to seek out medical advice for minor sources — Saevin Private Ryan
- Rarely, people (students of our age) rarely go and contact a doctor themselves. — Saevin Private Ryan
- A few people would just go to their parents for them to book their appointment — kyle

More Efficient with Online Communication

- Most agree that using online chat with their doctor would be easier with a view exceptions — Saevin Private Ryan
- Few people used other ways to communicate to their doctors like through emails or insurance provided communication apps — kyle
- Communication with doctors are viewed as easy to get on hold of. — kyle
- People check with the internet first before going to a doctor to know the name and severity of the sickness and know if they really need to go to a doctor. It also saves a lot of their time. — Chex
- Some people have used the internet to help and "diagnose" others of a potential health condition. — kyle
- Some people have used online chats with doctors or an AI assistant before going to a doctor to get a grasp on the severity of their symptoms. — Chex
- Most people used their phone calls to communicate to their docors — kyle