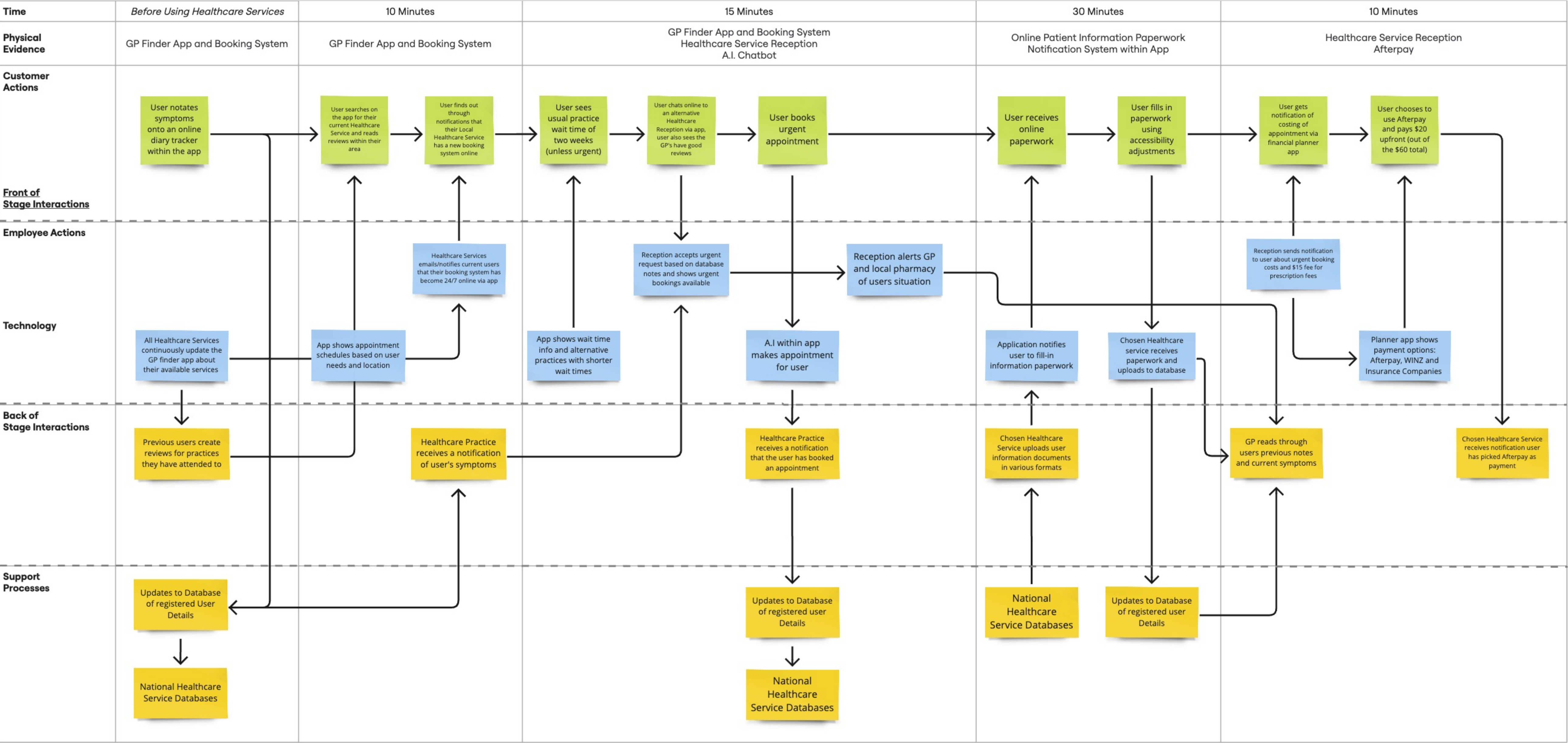
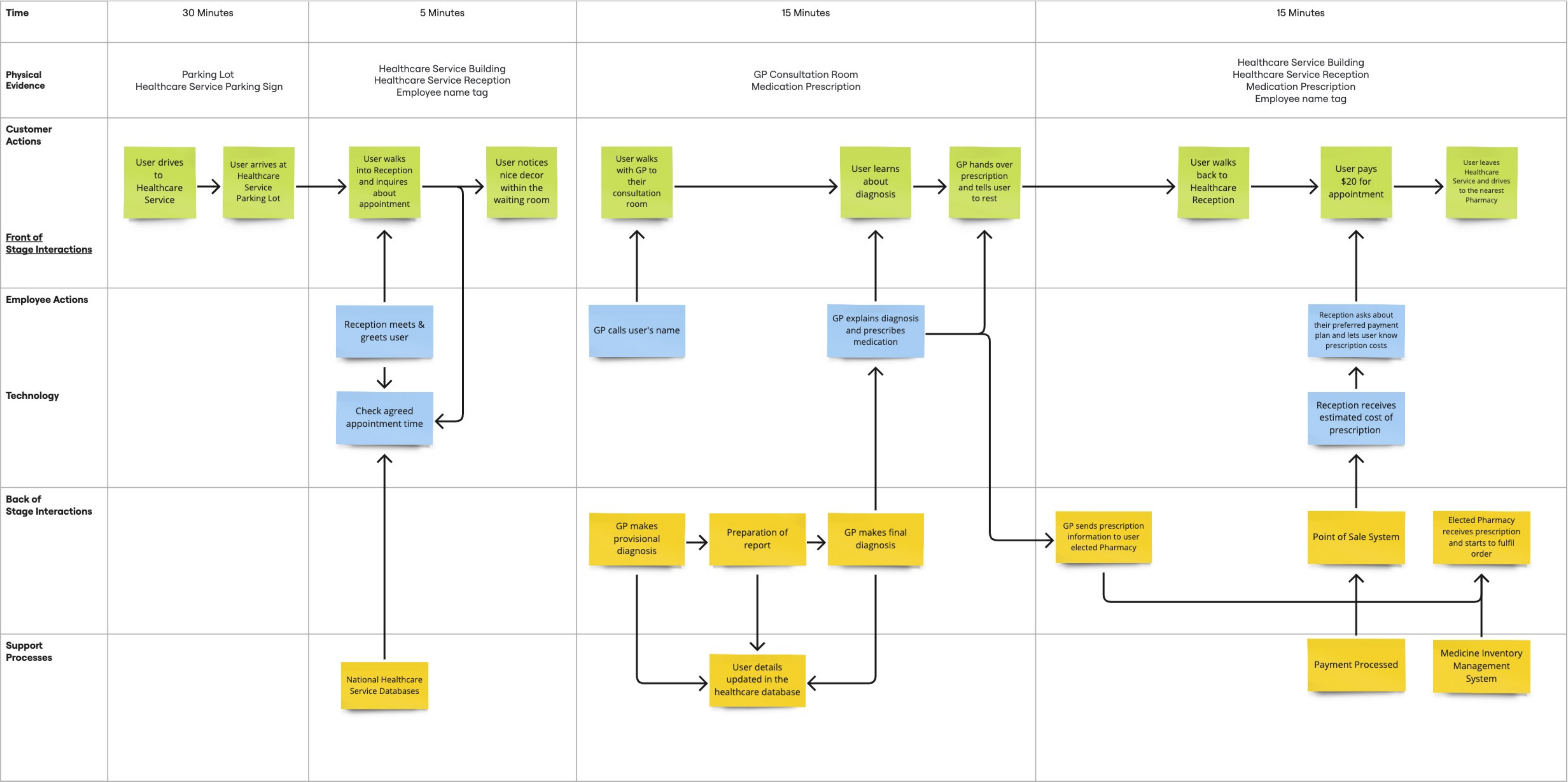


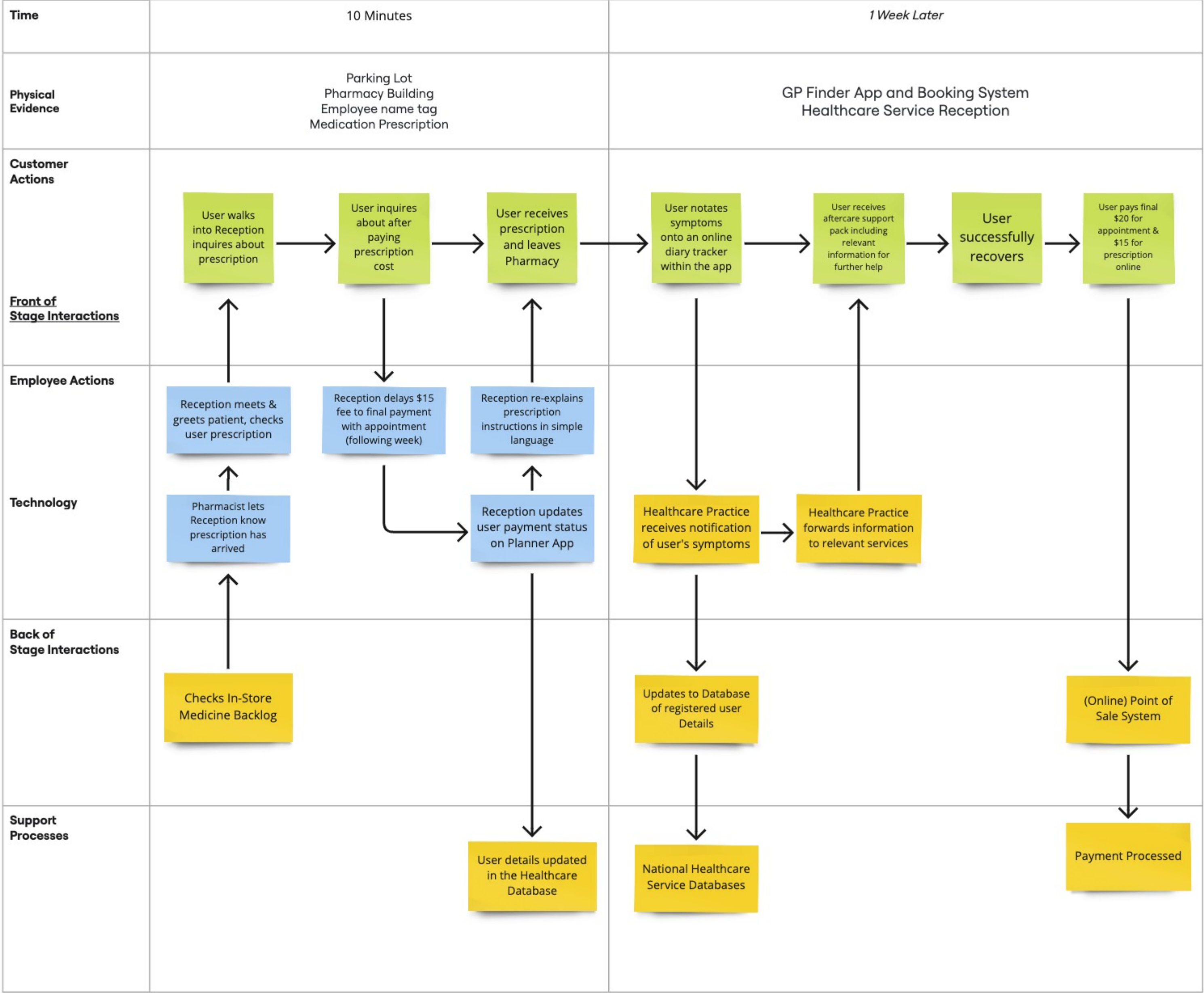
Before Appointment:



During Appointment:



After Appointment:



In comparison to Assignment 2, I argue that I have improved the overall service by:

- Removing barriers to accessibility to healthcare by creating a streamlined app that all Primary Healthcare Services would adapt and use.
- Creating a review system for Primary Healthcare Services to remove psychological costs to the user by reassuring them through peer reviews.
- Consistent updating of information about all services to remove learning costs onto the user.
- Letting users have autonomy over when and how they want to fill out healthcare paperwork, lowering compliance cost. This also applies to prescriptions as well.
- Having multiple avenues of payment methods to give users more options and less stress, also removes cost barriers.
- Physical Healthcare Service waiting rooms are more welcoming for those who are anxious (through visual stimuli and relaxing music) due to previous bad experiences. Creating better experiences and interactions within the Healthcare Service.
- A National Patient Database System means users do not have to repeat and explain their symptoms to unknown establishments and this allows easier communication with all staff members within the Healthcare Service.
- Stress levels are lessened for Healthcare Services as the online booking system (working with A.I) helps to decrease the administrative load of bookings for staff who can then concentrate on caring for their patients and users.