

Service vision

The MCCD product will support health care professionals in England and Wales - involved in Death Certification - to securely, quickly and accurately record the correct cause of death anytime or anywhere. **Allowing more time to be spent on patient care.**

End of Alpha
High-level service blueprint

Primary user needs

- Accuracy**: As a practitioner, I want to make sure the proposed cause of death is accurate, so that the deceased can receive the correct treatment and care.
- Speed**: As someone with a role in死因认证, I want to be able to complete the process quickly and efficiently.
- Flexibility**: As someone with a role in死因认证, I want to be able to access the system from anywhere at any time.
- Support**: As someone with a role in死因认证, I want to be able to get help and support if I need it.
- Representation**: As someone with a role in死因认证, I want to be able to represent my organization's interests.
- Staff journey**: As a practitioner or死因认证 officer, I want to be able to follow a clear and simple journey to complete the死因认证 process.
- "Unhappy" public**: As a member of the public, I want to be able to identify and report any issues with the死因认证 process.

Outcomes

- Policy and user outcomes that align to more detailed user needs
- Existing services

Main flow

Sequence of main touch points and channels available

Supporting tech & systems

- Mobile devices
- Web applications
- Cloud services

Features

Main service and product features used in creating this flow

