

Client Insight Lab. Interpreter Workflow & Reporting Project — Overview

Project Description

This project simulates a complete medical appointment intake and interpreter workflow system. It covers the lifecycle from patient intake validation, through workflow enhancements, to dashboard reporting optimization. Each Epic demonstrates traceability, QA discipline, and portfolio-ready documentation in a healthcare context.

This project consists of three Epics. Click below to explore each in detail.

[Epic 1 — Intake Workflow Validation \(Overview\)](#)

- Epic 1 — Intake Workflow Validation
 - Validates the medical appointment intake workflow by documenting appointment disruptions, building intake forms, and designing interpreter utilization dashboards

[Epic 2 — Intake Workflow Enhancements & Validation](#)

Epic 2 — Intake Workflow Enhancements & Validation Expands the intake workflow with modality and language capture, and validates the full pipeline from patient intake to reporting.

[Epic 3 — Dashboard Validation & Reporting Optimization](#)

Epic 3 — Dashboard Validation & Reporting Optimization Focuses on validating dashboards, refining KPI logic, and ensuring data integrity across reporting outputs for medical appointments.

Project Objectives

- Ensure **traceability** across all tasks and artifacts.
- Demonstrate **QA and validation discipline** at every stage of the medical appointment workflow.
- Showcase **portfolio-ready documentation** in multiple formats (numbered vs lettered stories).
- Provide a **realistic simulation** of healthcare workflows in Jira + Confluence.