

## Client Insight Lab. Interpreter Workflow & Reporting Project\_2— 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.

### Epic Overview

This project consists of three Epics. Each Epic includes structured documentation, workflow logic, and validation steps.

### 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 and Confluence

#### 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

- 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

- Focuses on validating dashboards, refining KPI logic, and ensuring data integrity across reporting outputs for medical appointments.