🧭 Senior Navigator – Comprehensive Application Skeleton (v2025.10.2)

Release Note:
This version introduces the **My Concierge Intelligence Panel (MCIP)**, the **Signature Experience System**, and a unified structure for global → hub → product → module styling.

🌐 GLOBAL SHELL

The universal framework that powers the entire platform.

Core Functions

- Header / Footer / Navigation
- Global Theme (tokens, CSS variables, dark mode)
- Routing + State Engine
- Session / Authentication Context
- Accessibility & Motion Preferences
- Analytics + Logging Layer

New Additions

- **Dual Intelligence Hooks:**
  - *MCIP (contextual cognition)*
  - *Navi (global conversation AI)*
- **My Concierge Intelligence Panel (MCIP):** introduced in all hubs via hub_guide
- **Global CSS Architecture:**
  - global.css (foundation)
  - hubs.css (context + layout)
  - products.css (tools + visuals)
  - modules.css (forms + workflows)

🧩 GLOBAL UTILITIES

Shared systems always available to every user.

Authentication & Identity

- Login / Signup / Reset Password
- Role detection (member / proxy / professional)
- Session token handler

Account & Profile

- My Account (edit name, email, phone)
- Notification & accessibility preferences
- Document Center (uploads, receipts)
- Payment History (paid features)

Legal & Compliance

- Terms of Use, Privacy Policy
- Accessibility Statement
- Data Sharing & Consent Management

Onboarding & Contextual Welcome

- Global Welcome Page
- Contextual Flow:
    - Self Planner
    - Proxy Planner (Family / POA)
    - Professional (Discharge / Advisor)
- Intake: Name, Relationship, Urgency, Veteran, Homeownership, Medicaid
- Routes automatically to the correct Hub

Alerts & Notifications

- Header Bell Icon + Badge
- Slide-in Panel (dismissible)
- Alert Types: Info / Urgent / Action Required / Reminder

- Highlight System (tile pulse)
- Alert Feed (persists per user)

🧠 My Concierge Intelligence Panel (MCIP)

"Your personalized, always-on advisor."

- Context-aware insights, reminders, and adaptive CTAs
- Renders as full hub-guide or compact hub-guide is-compact
- Connects to global alert service + Navi
- Sits between page title and product tiles in each Hub

🤖 AI Advisor — Navi

"Conversational cognition across the entire app."

- Floating chat assistant (FAB trigger)
- Contextual prompts by hub / product
- Can hand off to MCIP or execute commands directly
- Future: voice and proactive "you might need" messages

🏠 HUBS

(Contextual User Environments)

Each hub is a user's personalized home — contextual, intelligent, and visual.

Concierge Care Hub

(Decision Hub – primary home)

- Product Tiles (Decision Tools):
    - Guided Care Plan
    - Cost Planner
    - Plan for My Advisor
    - My Concierge Physician
    - Health Assessments
    - Disease Management *(future)*
    - Planning Support *(future)*
- Progress Snapshot
- Contextual MCIP Guide
- Educational Nudge
- Footer CTA: "Continue Your Plan"

Waiting Room Hub

(Engagement Hub – post-booking)

- Appointment Countdown Card
- Partner Spotlight Carousel
- Educational Feed (videos, guides)
- Entertainment Deck (trivia, mini games)
- Ducks in a Row™ Gamification System
- Post-Consult Cards (Physician Summary)
- MCIP Compact Mode ("Prep for your call")

Learning & Resources Hub

(Knowledge Hub)

- Topic search & filters
- Collections Rail (curated bundles)
- Content Grid (articles, checklists, videos)
- Continue Reading Rail
- Bookmarks / Favorites
- "From Your Journey" contextual picks
- Partnered educational content

Trusted Partners Hub

(Marketplace Hub)

- Partner Directory (sortable cards)
- Featured Partners Carousel
- Category Tabs:
    - Home Health & Safety
    - Technology & Monitoring
    - Financial & Legal
    - Lifestyle & Community
    - Transportation & Daily Living
- Partner Detail Panel (logo, description, Connect CTA)
- Verified Partner Badge
- Reviews / Ratings *(future)*
- Navi Integration ("Compare similar providers")

Professional Hub

(Role-Based / CRM Hybrid)

- Professional Dashboard
- Client Search / Active Cases
- Referrals & Case Management
- Advisor Scheduling + Reports
- Role-Based Analytics + Export
- Access to Health Assessments
- Navi (Advisor Mode – CRM queries)

🧮 PRODUCTS

(Decision Tools & Outcomes)

Each product is a standalone decision tool, connected through a shared data spine.

Guided Care Plan (GCP)

- Purpose: Recommend care level
- Steps: Intro → Eligibility → Daily Life → Health & Safety → Results
- Output: Care Tier + Flags
- Handoff → Cost Planner
- Integrations: Navi, Alerts, Cost Planner

Cost Planner (CP)

- Purpose: Estimate affordability / funding duration
- Modes:
  - Quick Estimate (unauthenticated)
  - Full Planner (authenticated)
- Submodules:
  - Income / Assets / Housing
  - VA Benefits
  - Home Modifications
  - Timeline Projection
- Output: Monthly Cost + Runway
- Handoff → PFMA
- Integrations: Export, Advisor Summary

Plan for My Advisor (PFMA)

- Purpose: Book advisor consult + finalize data
- Steps:
  - Appointment Booking
  - Data Verification
  - Preference Capture
  - Confirmation & Next Steps
- Output: Advisor Prep Report
- Integrations: Advisor CRM, Calendar API
- Handoff → Waiting Room

My Concierge Physician

- Purpose: Paid gerontology consult
- Steps: Consent → Schedule → Pre-Visit → Consult → Summary → Follow-Up
- Integrations: Stripe, Zoom/Twilio, Alerts, PFMA, Trusted Partners
- Output: Physician Report (PDF)
- Visibility: Concierge, Waiting Room, Professional

Health Assessments

- Purpose: Predict readmission risk
- Steps: Intake → Stability → Risks → Compliance → Scoring → Recommendations
- Output: Risk Score + Intervention Plan
- Integrations: Disease Management, Trusted Partners, Alerts
- Visibility: Concierge + Professional Hubs

Disease Management

(Future)

- Purpose: Track chronic conditions
- Tools: Medication adherence, specialist finder, progress graphs
- Integrations: Health Assessments + Learning Hub

Planning Support

(Future)

- Purpose: Legal, estate, and financial readiness
- Tools: Document builder + readiness scoring
- Integrations: Professional + Learning Hubs

⬚ VISUAL ENTRY POINTS

(Tiles & Cards)

Visual components that connect users to products and services.

- **Product Tiles** (.ptile)
  - Show status (new / in progress / done / locked)
  - Progress bar + meta info
  - "Start" or "Continue" CTA
- **Hub Cards**

- o Summaries, reminders, or partner highlights
- **Partner Cards**
  - o Verified badge, category chip, Connect CTA

🧭 WORKFLOWS

(Inside Products)

Reusable workflow engine across all decision tools.

- QuestionStep / FormStep components
- ProgressSteps bar
- SummaryCard / ResultCard patterns
- Navigation (Next / Back / Save / Skip)
- Validation engine
- Local auto-save + resume logic

⚙️ CROSS-CUTTING SERVICES

Under-the-hood architecture supporting every layer.

- Data Persistence (Session + DB)
- Analytics (funnel tracking + heatmaps)
- Accessibility / Localization
- Export Engine (PDF, CSV)
- Alerts Handler (notification queue)
- Navi Handler (AI orchestration)
- Payment Gateway (Stripe)
- Telehealth Integration (Zoom/Twilio/Healthie)
- Partner CMS API (Trusted Partners)
- Learning Content API (Learning Hub)
- Security / Compliance Middleware (HIPAA, SOC2)

🧱 FUTURE SYSTEMS

(For Admin & Ops)

- **Admin Console**
  - Partner management, product configuration
  - Internal notifications + content updates
- **Professional CRM**
  - Role-based analytics and lead tracking
  - Hub engagement metrics
- **Internal Analytics Suite**
  - Funnel conversion dashboards
  - Alert performance and MCIP engagement tracking
- **Partner API Gateway**
  - Enables white-label and B2B distribution

🌟 SIGNATURE EXPERIENCE FEATURES

Where empathy, intelligence, and design converge.

Senior Navigator isn't just another healthcare platform — it's a guided experience engineered to think, feel, and respond like a real concierge.

🧠 My Concierge Intelligence Panel (MCIP)

"The brain of the app."

- Context-aware intelligence layer
- Full + compact mode
- Adaptive guidance for every hub

🤖 Navi — The AI Concierge

"Global cognition meets human tone."

- Floating conversational assistant
- Contextual queries + handoffs to MCIP
- Future: Voice and proactive prompts

⬚ Ducks in a Row™ Gamification

"Progress you can feel."

- Reinforces momentum through visual micro-interactions
- Symbolizes readiness and completion

🔔 Contextual Alerts & Ambient Guidance

"Always aware, never intrusive."

- Unified calm alert system through MCIP + Global Utilities

💬 Human-in-the-Loop Design

"Technology should feel like care, not code."

- Everything — from animation to tone — expresses empathy through design.
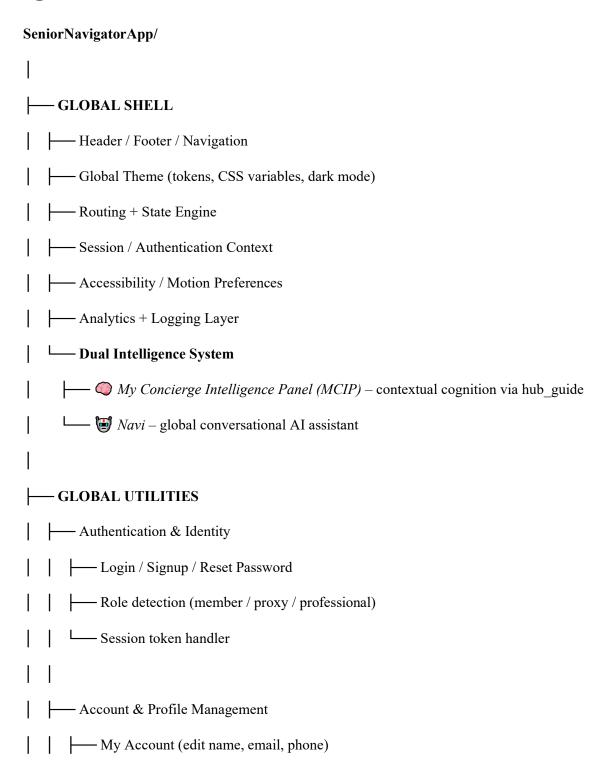
✅ **Version Tag:**

v2025.10.2 — "My Concierge Intelligence Build"

📁 **Docs Structure:**

/docs/
  architecture_v2025.10.2.md
  signature_experiences.md
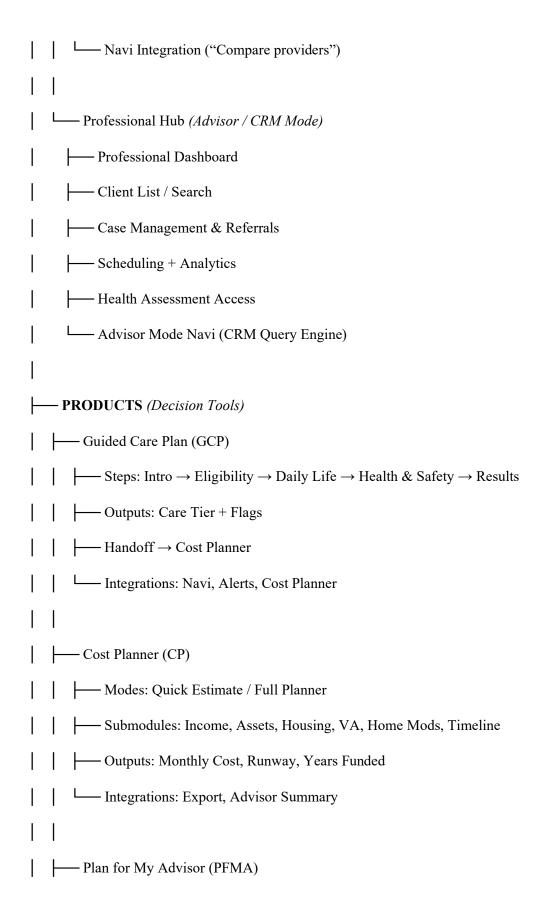
🧭 SENIOR NAVIGATOR – APPLICATION SKELETON (V2025.10.2)

SeniorNavigatorApp/

```
|
├── GLOBAL SHELL
|   ├── Header / Footer / Navigation
|   ├── Global Theme (tokens, CSS variables, dark mode)
|   ├── Routing + State Engine
|   ├── Session / Authentication Context
|   ├── Accessibility / Motion Preferences
|   ├── Analytics + Logging Layer
|   └── Dual Intelligence System
|       ├── 🧠 My Concierge Intelligence Panel (MCIP) – contextual cognition via hub_guide
|       └── 🤖 Navi – global conversational AI assistant
|
├── GLOBAL UTILITIES
|   ├── Authentication & Identity
|   |   ├── Login / Signup / Reset Password
|   |   ├── Role detection (member / proxy / professional)
|   |   └── Session token handler
|   |
|   ├── Account & Profile Management
|   |   ├── My Account (edit name, email, phone)
```

```
|   |   ├── Profile Settings (notifications, accessibility)

|   |   ├── Document Center (uploads, receipts, summaries)

|   |   └── Payment History (paid consults + services)

|   |

|   ├── Legal & Compliance

|   |   ├── Terms of Use / Privacy Policy / Accessibility Statement

|   |   └── Data Sharing & Consent Management

|   |

|   ├── Onboarding & Contextual Welcome

|   |   ├── Global Welcome Page (hero + entry cards)

|   |   ├── Contextual Flows

|   |   |   ├── Self Planner

|   |   |   ├── Proxy Planner (Family / POA)

|   |   |   └── Professional (Discharge / Advisor)

|   |   ├── Intake: Name, Relationship, Urgency, Veteran, Homeownership, Medicaid

|   |   └── Route → Correct Hub

|   |

|   ├── Alerts & Notifications

|   |   ├── Header Bell Icon + Badge

|   |   ├── Slide-in Panel (dismissible)

|   |   ├── Alert Types (Info / Urgent / Action / Reminder)

|   |   ├── Highlight System (tile pulse)

|   |   └── Alert Feed (per user, persistent)

|   |
```

```
│   └── **My Concierge Intelligence Panel (MCIP)**

│       ├── Context-aware insights + adaptive CTAs

│       ├── Full and compact modes

│       ├── Bridges Alerts, Navi, and session analytics

│       └── Lives below hub title, above product tiles

│

├── **HUBS** *(Contextual Homes)*

│   ├── Concierge Care Hub *(Decision Hub)*

│   │   ├── Product Tiles (Decision Tools)

│   │   │   ├── Guided Care Plan (GCP)

│   │   │   ├── Cost Planner (CP)

│   │   │   ├── Plan for My Advisor (PFMA)

│   │   │   ├── My Concierge Physician

│   │   │   ├── Health Assessments

│   │   │   ├── Disease Management *(future)*

│   │   │   └── Planning Support *(future)*

│   │   ├── Progress Snapshot (completion tracker)

│   │   ├── MCIP Contextual Guide

│   │   └── Footer CTA ("Continue Your Plan")

│   │

│   ├── Waiting Room Hub *(Engagement Hub)*

│   │   ├── Appointment Countdown + Summary

│   │   ├── Partner Spotlight Carousel

│   │   ├── Educational Feed (videos, guides)
```

```
│  │  ├── Entertainment Deck (trivia, short games)

│  │  ├── ⬚ Ducks in a Row™ Gamification

│  │  ├── MCIP Compact Mode ("Prep for your call")

│  │  └── Post-Consult Physician Summary

│  │

│  ├── Learning & Resources Hub *(Knowledge Hub)*

│  │  ├── Search + Filter by Topic / Care Type / Format

│  │  ├── Collections Rail (curated bundles)

│  │  ├── Content Grid (articles, videos, guides)

│  │  ├── Continue Reading Rail (recently viewed)

│  │  ├── Bookmarks / Favorites

│  │  └── Contextual "From Your Journey" Section

│  │

│  ├── Trusted Partners Hub *(Marketplace Hub)*

│  │  ├── Partner Directory (sortable cards)

│  │  ├── Featured Partners Carousel

│  │  ├── Category Tabs

│  │  │  ├── Home Health & Safety

│  │  │  ├── Technology & Monitoring

│  │  │  ├── Financial & Legal

│  │  │  ├── Lifestyle & Community

│  │  │  └── Transportation & Daily Living

│  │  ├── Partner Detail Panel (logo, Connect CTA)

│  │  ├── Verified Partner Badge
```

```
|   |     └── Navi Integration ("Compare providers")
|   |
|   └── Professional Hub (Advisor / CRM Mode)
|       ├── Professional Dashboard
|       ├── Client List / Search
|       ├── Case Management & Referrals
|       ├── Scheduling + Analytics
|       ├── Health Assessment Access
|       └── Advisor Mode Navi (CRM Query Engine)
|
├── PRODUCTS (Decision Tools)
|   ├── Guided Care Plan (GCP)
|   |   ├── Steps: Intro → Eligibility → Daily Life → Health & Safety → Results
|   |   ├── Outputs: Care Tier + Flags
|   |   ├── Handoff → Cost Planner
|   |   └── Integrations: Navi, Alerts, Cost Planner
|   |
|   ├── Cost Planner (CP)
|   |   ├── Modes: Quick Estimate / Full Planner
|   |   ├── Submodules: Income, Assets, Housing, VA, Home Mods, Timeline
|   |   ├── Outputs: Monthly Cost, Runway, Years Funded
|   |   └── Integrations: Export, Advisor Summary
|   |
|   ├── Plan for My Advisor (PFMA)
```

```
|   |       ├── Steps: Booking → Verification → Preferences → Confirmation

|   |       ├── Outputs: Advisor Prep Report

|   |       ├── Gamification: Ducks in a Row™

|   |       ├── Handoff → Waiting Room

|   |       └── Integrations: CRM, Calendar API

|   |

|   ├── My Concierge Physician

|   |       ├── Paid Consult: Consent → Schedule → Visit → Summary

|   |       ├── Integrations: Stripe, Telehealth, Alerts, PFMA, Partners

|   |       └── Outputs: Physician Report (PDF)

|   |

|   ├── Health Assessments

|   |       ├── Steps: Intake → Stability → Risks → Scoring → Recommendations

|   |       ├── Outputs: Readmission Risk + Intervention Plan

|   |       └── Visibility: Concierge + Professional Hubs

|   |

|   ├── Disease Management (future)

|   |       ├── Chronic Condition Tracking + Progress Graphs

|   |       └── Integrations: Health Assessments, Learning Hub

|   |

|   └── Planning Support (future)

|        ├── Legal / Estate / Financial Readiness Tools

|        └── Integrations: Professional + Learning Hubs

|
```

├── **VISUAL ENTRY POINTS** *(Tiles & Cards)*

│   ├── Product Tiles (.ptile) – stateful decision tools

│   ├── Hub Cards (.hub-card) – highlights, summaries, alerts

│   └── Partner Cards (.partner-card) – verified partner listings

│

├── **WORKFLOWS** *(Inside Products)*

│   ├── QuestionStep / FormStep

│   ├── ProgressSteps bar

│   ├── SummaryCard / ResultCard

│   ├── Navigation Controls (Next / Back / Save)

│   ├── Validation Engine

│   └── Local State + Auto-Save

│

├── **CROSS-CUTTING SERVICES**

│   ├── Data Persistence (Session + DB)

│   ├── Analytics (Funnel tracking, heatmaps)

│   ├── Localization / Accessibility

│   ├── Export Engine (PDF, CSV)

│   ├── Alerts Handler (notification queue)

│   ├── Navi Handler (AI orchestration + context)

│   ├── Payment Gateway (Stripe)

│   ├── Telehealth Integration (Zoom/Twilio/Healthie)

│   ├── Partner CMS API (Trusted Partners)

│   ├── Learning Content API (Learning Hub)

```
|     └── Security / Compliance Middleware (HIPAA, SOC2)
|
└── ADMIN & PROFESSIONAL OPS (Future)
├── Admin Console (partner management + CMS)
├── Professional CRM (advisor tools + lead tracking)
├── Internal Analytics Suite (hub/product metrics)
└── Partner API Gateway (white-label & B2B integrations)
```