**🧭 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**
  + Summaries, reminders, or partner highlights
* **Partner Cards**
  + 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/**

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├── **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

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├── **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

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│   ├── 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

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├── **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”)

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│   ├── 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

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│   ├── 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”)

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│   └── Professional Hub *(Advisor / CRM Mode)*

│       ├── Professional Dashboard

│       ├── Client List / Search

│       ├── Case Management & Referrals

│       ├── Scheduling + Analytics

│       ├── Health Assessment Access

│       └── Advisor Mode Navi (CRM Query Engine)

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├── **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

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│   ├── 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

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│   ├── 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

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├── **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

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├── **WORKFLOWS** *(Inside Products)*

│   ├── QuestionStep / FormStep

│   ├── ProgressSteps bar

│   ├── SummaryCard / ResultCard

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

│   ├── Validation Engine

│   └── Local State + Auto-Save

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├── **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)

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└── **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)