

# **Design Thinking**

## **Lab Experiment - 01**

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### **Problem Statement :**

**Situation - 27 :** Remote healthcare users lack proper guidance

### **Observation :**

Remote healthcare users, especially in rural or underserved areas, often struggle to understand medical advice, use telemedicine platforms, follow prescriptions correctly, or know when to seek professional care. Many depend on incomplete information from non-professional sources.

### **Stakeholders / User Identification**

#### **1. Primary Users**

- Remote healthcare patients (rural residents, elderly, low-income groups)
- Chronic disease patients using telehealth services

#### **2. Secondary Stakeholders**

- Doctors and nurses

- Telemedicine platform providers
- Government health departments
- NGOs and healthcare organizations
- Family caregivers

## Sample Survey Questions

Id	Full Name	Age	Current Status	You live in...	Have u ever used an	In your opinion, do	Which age group do	Do you believe better	Do you think lack of	Should healthcare p
1	Shubhamangala C	18 and above	Student	Urban	Yes	Always	All of the above	Yes	Strongly agree	Yes
2	Cheluviah KN	18 and above	Employee	Urban	No	Sometimes	All of the above	Yes	Strongly agree	Yes
3	Deepa. D	18 and above	Employee	Urban	No	Sometimes	Elderly	Maybe	Neutral	Yes
4	Jeevan Skanda. C	Below 18	Student	Urban	No	Sometimes	Elderly	Yes	Neutral	Yes
5	Meganathan m	18 and above	Student	Urban	Yes	Sometimes	Adults	Yes	Agree	Yes
6	Varun	18 and above	Student	Rural	Yes	Always	Children	Yes	Strongly agree	Yes
7	Harsha N	18 and above	Student	Urban	No	Sometimes	Children	Yes	Agree	Yes
8	neha	18 and above	Student	Rural	Yes	Sometimes	Elderly	Maybe	Neutral	Yes
9	Sonavi K	18 and above	Student	Urban	Yes	Always	Elderly	Yes	Strongly agree	Yes
10	Tejas sharma	18 and above	Student	Urban	Yes	Sometimes	Elderly	Yes	Agree	Yes
11	Nayana Venkatesh Naik	18 and above	Student	Rural	Yes	Sometimes	All of the above	Maybe	Neutral	No
12	Manjunath e	18 and above	Student	Urban	Yes	Never	All of the above	Yes	Disagree	No
13	Pavana G	18 and above	Student	Rural	No	Sometimes	All of the above	Maybe	Neutral	Yes
14	Ramya	18 and above	Student	Urban	No	Sometimes	Elderly	Yes	Neutral	Yes
15	Harshitha R	18 and above	Student	Urban	Yes	Sometimes	Elderly	Yes	Strongly agree	Yes
16	ABHISHEK.K.A	18 and above	Student	Urban	Yes	Sometimes	Elderly	Yes	Strongly agree	Yes
17	Legend	18 and above	Student	Urban	Yes	Sometimes	Elderly	Yes	Agree	Yes
18	Sushaina C	18 and above	Student	Rural	No	Sometimes	Elderly	Maybe	Neutral	No
19	Yashaswini S	18 and above	Student	Urban	Yes	Sometimes	All of the above	Yes	Agree	Yes

Id	Full Name	Age	Current Status	You live in...	Have u ever used an	In your opinion, do	Which age group do	Do you believe better	Do you think lack of	Should healthcare p
20	Vipula	18 and above	Student	Rural	No	Sometimes	Elderly	Yes	Agree	Yes
21	Shreyas	18 and above	Student	Urban	No	Sometimes	Adults	No	Strongly agree	No
22	Sanaaaa	18 and above	Student	Urban	Yes	Always	Children	Yes	Strongly agree	Yes
23	Keerthana	18 and above	Student	Urban	No	Sometimes	All of the above	Yes	Agree	Yes
24	Sinchana.S	18 and above	Student	Urban	No	Sometimes	Elderly	Yes	Agree	Yes
25	Supritha H	18 and above	Student	Urban	Yes	Always	Children	Yes	Strongly agree	Yes
26	Sinchana c	Below 18	Student	Urban	No	Always	Elderly	Maybe	Agree	Yes
27	Bhavana G	18 and above	Student	Urban	Yes	Sometimes	Elderly	Yes	Agree	No
28	Krishnaveni	18 and above	Student	Urban	No	Sometimes	Children	Yes	Neutral	Yes
29	Janavi K	18 and above	Student	Urban	No	Sometimes	All of the above	Maybe	Neutral	Yes
30	Rithika jadhav	18 and above	Student	Rural	Yes	Sometimes	Adults	Maybe	Neutral	Yes
31	Nisha NL	18 and above	Employee	Rural	No	Sometimes	Adults	Yes	Agree	Yes
32	Abhijna A	18 and above	Student	Rural	No	Sometimes	Elderly	Yes	Agree	Yes
33	Rem	18 and above	Student	Urban	Yes	Sometimes	All of the above	Yes	Neutral	Yes

1. Have u ever used an online application for medical guidance ?
2. In your opinion, do people using online healthcare feel confused due to poor instructions ?
3. Which age group do you think struggles the most with remote healthcare guidance?
4. Do you believe better guidance is needed for telemedicine users?

5. Do you think lack of guidance reduces the quality of remote healthcare?
6. Should healthcare platforms provide clearer instructions for remote patients?
7. What do you think remote healthcare users struggle with most?
8. Are remote healthcare services easy to understand for most users?
9. Do remote users need more technical and medical support?
10. What steps must be adapted to decrease the challenges faced by remote healthcare users?
11. What improvements would you suggest to better guide remote healthcare users?

## **Pain Point Analysis**

- Low digital literacy among users
- Language barriers
- Limited internet access or technical support
- Confusion about medication and treatment plans
- Lack of follow-up and support after consultation
- Mistrust in online medical servicesLack of clear communication from doctors

## **Root Cause Identification**

### **Root Causes**

- Poor health literacy among remote users
- Insufficient patient education and awareness
- Limited availability of trained healthcare professionals
- Inadequate digital infrastructure

- Lack of user-friendly healthcare platforms
- Cultural hesitation to trust virtual medical services
- Weak policy implementation in rural healthcare systems

## **Wicked Problem Understanding**

- This is a wicked problem because:
- It has no single clear solution
- It involves multiple interconnected factors (technology, education, healthcare policy)
- Solving one issue may create new challenges
- The problem evolves over time with changing technology and user needs
- Requires collaboration between government, healthcare providers, tech companies, and communities

## **Reflection**

Remote healthcare has the potential to improve medical access, but without proper guidance, users cannot fully benefit. Addressing this problem requires:

- Better patient education
- Simplified digital healthcare tools
- Improved communication between doctors and patients
- Community awareness programs
- Long-term policy and infrastructure support