This document serves as a summary of your meeting(s) with potential users of this app that captures your understanding of their needs and goals with regards to the problem your app is trying to solve.

In [**your project repository's Wiki**](https://docs.gitlab.com/ce/user/project/wiki/index.html) using [**Markdown format**](https://docs.gitlab.com/ee/user/markdown.html), describe what you learned from talking to potential users, as well as the impact of the project:

* **Summary**. Summarize your interaction with your potential users, including anything relevant about the setting or existing help for them beside the app you are creating. Note something unique about each user you talked to as well as any common things that were noted by all or most users.

All three potential users expressed feeling overwhelmed by the amount of information their physician provided them. Furthermore, they wanted to have a clearer outline of what to expect during their treatment process (side effects, drug information) and have a collective platform where they could access accurate answers to their medical questions. Lastly, all of the potential users wanted to have more detailed information about their past and future physicians to get a better experience with their clinical visits.

* + Our first interview was with a mother recovering from cancer about her experience with chemotherapy and radiation. Her outlook on the application was that a person’s attitude contributes to outcomes, and recommended that our app have bright colors and a lighthearted tone. On a more feature-specific note, she also wanted to be able to remember the vast amount of information she received about her diagnosis and treatment. Especially early on in the process, she was flooded with doctors and pamphlets to help her keep up with her condition. Although she felt informed throughout the process, she felt she could never fully grasp what was happening. She also relied on second opinions to help make decisions. She noted that her memory was not very strong, which posed a problem to staying informed and up-to-date. She would like a feature that could help remind her of her medications, chemotherapy, and radiation treatment plans and why they are important.
  + Our second interviewee’s best friend had cancer and so she has been her primary source of support during her Doctor’s Appointments.. Additionally, our interviewee has been suffering from a herniated disk and so she has been going to appointments with a Neurosurgeon as well. She was able to give us perspectives into what she would like to see as a patient herself and the things she noticed her friend really needed. For example, one of her main pain points was that she wished her Doctor’s gave her a list of expected symptoms or “what is to come”. She also mentioned that it would be good to have a way to see your next steps and who to contact because her best friend would always get rerouted to different Doctors and lost track of who she had to contact after so many.
* Our third interviewee was our client’s wife. She is 34 and has a son Charlie. During the interview, she talked about her experience with clinical visits when she was pregnant. She described the appointment as “overwhelming” as there is a lot of new information and medical languages that she cannot remember or understand. She suggested having a medical language explained function so that she can learn those languages conveniently as when she searched for the word, she is not sure which explanation is correct. She also talked about her son Charlie’ clinical visits, especially related to vaccination. She thought it is a good idea to have a timeline to summarize the vaccine her son received and have an appointment reminder so that she can keep track of everything. One important thing she mentioned is that she would like to have a family account so that she can access her son and her husband’s appointment records.
* **Process**. Describe the process(es) users currently have for solving this problem.

Users currently rely on their memory or if they have a caregiver/friend and the notes they took during the doctor’s appointment. Another source of information for our users are pamphlets or brochures given by their doctors or support groups. Another source of information would be Facebook groups/videos/pages or any online forums which can be very large sources of misinformation. They could also contact their doctor for a reminder or assurance about their condition and/or treatment plan.

* **Assumptions**: What assumptions did you have before talking to the users and how did talking to the users help to inform your app design?

We assumed that this app would be used on a short-term, individual appointment basis. However, we realized that it would be quite valuable for users if they could store overarching, unchanging information on their profiles and have a more holistic approach to the app. Before talking to potential users we thought that it would be most important to catch every detail about each clinical visit. However, after talking to our client’s mother, it became apparent that a lot of her oncologist visits were more like check-ups and didn’t provide her much valuable information that she needed to remember. Thus, we concluded that it would be helpful to have collective information about a patient’s prescription and treatment plan (side effects, duration, pharmaceutical information) that a user can access easily through their profile.

We also assumed that patients would understand medical jargon. However, after talking to users, we realized that it would be helpful if we could define certain vocabulary in the transcriptions or patient report cards, in order to improve patient’s comprehension of their visit.

Another assumption we made is that the patient would be only working with one physician. However, it became clear to us that oncology patients have to interact with many different external networks in order to get treatments and medical opinions. We are discussing if it would be within the scope of the project to help aid patients in keeping track of all this information by storing these contacts on their profile or feed.

* **Personas**. Develop at least *three* [**personas**](https://www.interaction-design.org/literature/topics/personas) to represent potential users of this app and justify how your personas inclusively capture the wide variety of potential user traits.
  + The busy mother who has to keep track of her own appointments, her children’s appointments, her partners appointments and her immediate families appointments.
  + The older cancer patient needs to keep up with everything the doctor says, remember the information given to them, and be able to share it with their family.
  + The non-native speaker who might get easily lost during the appointment especially if the doctor speaks really fast and needs a summary of what their physician said.

These three personas capture very different life experiences who all could benefit from a product like Cornelius. The first patient has multiple people relying on her with medical needs of their own, so it could help her to track all of the information recorded in these visits. The second patient does not have anyone else relying on them, but their health and age poses an additional difficulty in being able to remember and apply new information quickly. The third patient has an additional barrier in that they are not being treated in their native language. This can mean that certain words, especially more medical terms, can get lost in translation. By having a written account, they can go back and read over the information or use a third-party translation service to better understand their visit. Thus, while these users are very different and have trouble processing information for different reasons, they could all benefit from the app.

* **Impacts**. Describe the contrast between users of this app's current experience with what you expect it to be after this app exists. Refer to your personas and include justifications and comments from your user interviews where possible. Note, impacts can be both positive *and* negative, inclusive *and* exclusionary, so make sure to consider many possibilities beyond the goal values the client wants to encourage with this app.

The busy mother currently might have to spend a lot of time searching for medical jargon and understand her appointment and her son’s vaccination. She might also feel overwhelmed to manage family’s clinical visits. If they were able to use our application, she can learn the medical jargon inside the app, which saves her a lot of time on researching. With the family account, she can access her son, her husband, and her immediate families appointments’ information and manage them at ease.

The older cancer patient currently might have to ask a family member or friend to accompany them to their appointment so that they can ask questions, take notes and remember everything the physician says. If they were able to use our application they could just hit record and be able to get a clear summary of their visit and any relevant information.

The non-native speaker currently might have to ask for a translator, get a family member or friend to go with them to their appointment or even just lose a lot of the content of what the physician says. They would then have to try to piece everything together by asking people in their network, using google and sometimes even facebook groups, which can be a big source of misinformation. If they were able to use our application, they would simply record and get access to a written version of what the doctor said, which they could easily put in Google translate, send to friends or family and make sure they do not miss a thing. In the future our application would hopefully support different languages but currently, that is not part of our MVP.