1. Propose experiences/ the project brief.
> A problem that many clinics are facing worldwide is the fact that patients are manually recording vitals from several devices and are responsible for properly documenting those records and bringing them in for clinic visits. I propose SmartView MD as a solution to the problem. SmartView MD is a consolidated web based portal for medical providers to review (monitor and receive automated alerts of) patient vitals shared (via patient smartphones) from disparate selected 3rd party medical devices (e.g. blood pressure monitor, glucose monitoring, fingertip pulse oximeter, self monitoring blood glucose meter, and peak flow meter to monitor respiratory conditions such as asthma.)

2. Identify your driving question.
Determine your goal for redesigning this particular experience. This is the type of objective a client might bring to a design strategy firm. Try one of the following, or craft your own:

- to create a more concise experience
- to create a faster, more efficient experience
- to create a sustainable solution

By the end of this exercise,
> "I intend to redesign this particular experience to reduce the amount of steps required for a patient to document their daily vitals, from their medical devices, and provide a sustainable solution."

3. Identify what you do (and don't) know about the user(your relative).
Gather everything you understand about the wants, needs, and objectives of the user. This will give you a starting place of knowledge and questions for when you begin your research. Consider:

● **What does the user want?**
> The user wants an easy and quick way to record vitals and the possibility for their respective physicians to receive those vitals in real time.

● **What challenges does the user face?**
> One of the challenges that the user faces is inconvenience of having to write down vitals daily, the possibility of error with manual entry, and the inconvenience of having to bring records for each physician visit.

● **What does success look like for the user?**
> Success for the user is a process that is straightforward, concise, requires no manual entry, and provides vitals directly to their respective positions.