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| Name of User & Position | Stories |
| Employee and Medical Records – Joanne Sanchez | Having a website to store both employee and resident records would significantly reduce costs by consolidating systems, especially if it’s open source or low cost. It’s important that the database is secure while remaining user-friendly. When I’m on vacation, I want the person covering for me to easily access reports and records without disrupting my previous work. Clear organization is essential. |
| Personal Care Health Administrator – Karrie Guiles | As an administrator, it is important that medical records are securely stored and well-organized. I need an online platform that ensures records are easy to access, with audit tracing capabilities and full HIPAA compliance. The platform should allow quick retrieval of specific records by resident, topic, and date—especially useful during state inspections. It would be ideal if I could generate reports, such as lists of immunized residents, fall incidents, medication summaries, those needing physician visits, and other data for our quarterly reporting. Additionally, the platform must provide essential resident information, like eMAR, face sheets, and insurance details, for residents admitted unexpectedly. This should be able to store medical records that were previously on paper. I need to access the info in a clean way, but also I need to be able to see the original document to pull in case the state asks for it. |
| Mediation Technician/Resident Living Assistant – Leonely Delgado | Having a centralized website for accessing all facility resources would be extremely helpful, eliminating the need for multiple apps. This platform would allow agency staff or trainees to easily access resident records and care plans without needing assistance from admin personnel or long-term staff. Additionally, integrating a chatbot that provides guidance would benefit both short-term agency workers and those in training. It would empower them to work independently, ensuring they feel confident even when working alone or for only a few nights. |