RADAR
ux design

Vivek Chawda

PHILIPS

DISCOVER — Understand RADAR, understand pain points, find redesign opportunities.

DEFINE — Form principles on usability and design guidelines.

DESIGN — Wireframing, Visual designing, Specification document.
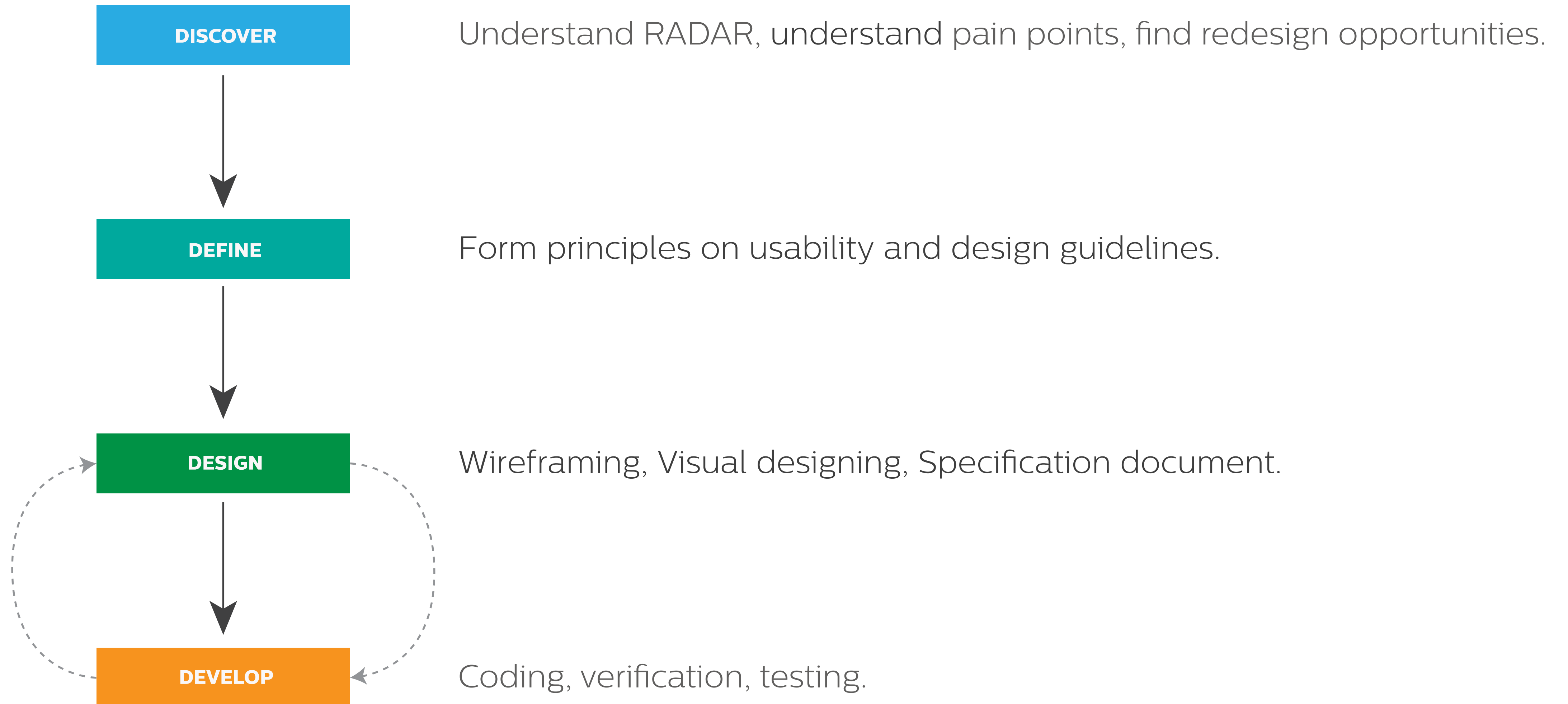
DEVELOP — Coding, verification, testing.

PROCESS

1

User Study Methodology

Interview Tone:

We conducted semi structured interviews i.e. made it exploratory as well as well-defined.
We engaged users in conversation about their work by maintaining an attitude of inquiry and treating users as an expert in their work. We encouraged users to share thoughtful responses and speak about their attitudes, motivations and distress points.

Outcomes:

(a) Well defined user profiles (personas - their backgrounds, expectations from the system, usage patterns etc.)
(b) Experience Flow (details of usage flow including triggers, tasks, motivations, constraints from start to end)
(c) System usage workflow (how users interact with the system)
(d) Detailed actionable, trackable, implementable UI Improvement directions

What we looked out for:

-Workarounds
-Mismatch between what people say / did
-Offhand comments
-Sighs/Rolling of eyes/Confessions

Flow Diagram

LOGIN
Authenticate RADAR using personal credentials

SITE OVERVIEW
Get an overall picture. View on map, or as list.

INTENTION
Browse by predetermined location or by frequency of defects/severity.

SELECT SYSTEM
Select a target system to analyze, by location or defect/severity.

SYSTEM OVERVIEW
View an overview of how the selected system is performing.

SYSTEM REPORT
View comprehensive report on the selected system.

LOGIN — EXISTING FLOW

- **Open RADAR URL:** Open RADAR by entering the URL.
- **Login using AOK:** First login: Enter AOK username and password to authenticate.
- **Login using RADAR:** Second login: Enter RADAR username, password and the necessary modality.

SITE OVERVIEW — EXISTING FLOW

- **View on Map:** View all connected systems on a world map.
- OR
- **View as List:** View all connected systems as a list.

INTENTION — EXISTING FLOW

- **Predetermined Location:** Select predetermined site from location navigation on the left.
- OR
- **By Defect/severity:** Select the most affected system from the list.

SELECT SYSTEM — EXISTING FLOW

- **Navigate:** Navigate and find the desired system using Location or List.
- **Select:** Select the desired system from the node.

SYSTEM OVERVIEW — EXISTING FLOW

- **Check Severity:** Check the severity from the visual indication for that system.
- **Open new tab:** Switch tab to open the selected system.

SYSTEM REPORT — EXISTING FLOW

- **View Log file:** View the log file generated for the previous day.
- **View occurrences:** View the number of occurrences of that error.
- **Create Clarify case:** Create Clarify Case to allocate SE.

Quotes

"There are too many countries shown here. I am only concerned with Spain."

"I cant figure out which all sites I have finished analysing"

"Never used the help. No idea what is in it."

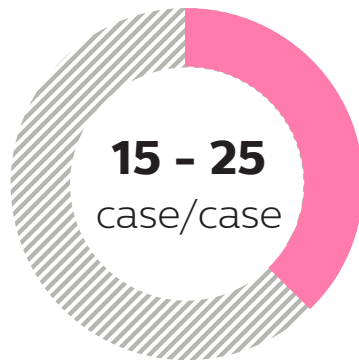"I need to show to my boss the number of systems I handled sucessfully"

"Before going into the details for a system, I need to check for its rechability first"

"Customers need a scientific report on how their systems are performing."

Remote Service Engineer

Martin John is a Senior Specialist for Customer support. He is the primary user of Radar, and the information presented by Radar is consumed for his everyday work of finding issues with connected medical system and providing a suitable resolution for it.

RADAR is the primary tool for Martin's workflow. In addition, he also uses tools to analyse the LOG file (CAT) and case management tool (ClickScheduler).

Product Deposition

"Radar is critical for detection of faults in our machines. We need to understand how to efficiently use RADAR and minimize using parallel products."

Goals

Resolving the issues that prevents normal functioning of the system by:

1. Resolving the *primary* issue.
2. Resolving *related* issues.
3. Resolving *all other* issues.

Influencers

Other tools: CAT, OneEMS, ClickScheduler
RADAR modules from different modalities

Likes

LOG viewer is very helpful.
System overview summarizes the status of a system, helpful information.

Dislikes

No integration with other products like CAT.
Error messages are non-intuitive.
Need to navigate several pages and tabs in order to carry on with the workflow.
Information not relevant to the user is also shown upfront.

© Corbis

Martin John
36 Years
Customer support
(Senior Specialist)

Expertise

RADAR
6/10

Computer
8/10

Gadgets
5/10

10 – 15
min/case

15 – 25
case/case

Modality Owner

Jon Andrews is a Senior Customer Support for iXR BIU. He is responsible for managing his team of support technicians, and to ensure that the region/area allocated to them is taken care of perfectly. Jon uses Radar to check the status of his allocated region, and to understand the overall statistics of how the connected systems are performing. Jon also uses Radar to keep in check the activities of his team, and to advise or suggest solutions if required by his support technicians.

Product Deposition

"Radar is the primary tool for us. The dashboard and the region specific insights help me in preparing reports on my team & region performance."

Goals

1. Resolving the *primary* issue.
2. Finding out the perfect solution for a specific issue
3. Generating periodic performance reports
4. Ensuring that my team resolves all the issues they encounter

Influencers

Other tools: CAT, OneEMS, ClickScheduler
RADAR modules from different modalities

Likes

System overview summarizes the status of a system, helpful information.
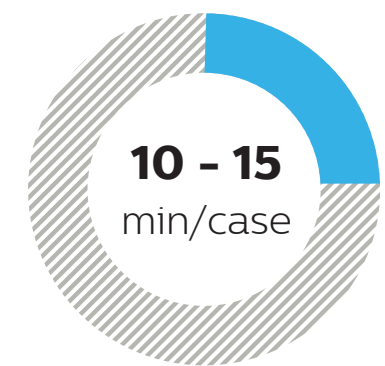Comments help in understanding the status of that issue or case.

Dislikes

Need to navigate several pages and tabs in order to carry on with the workflow.
Information not relevant to the user is also shown upfront.
Need weekly statistics for my area of interest

Jon Andrew
66 Years
Support Specialist
(BIU owner)

Expertise

RADAR
8/10

Computer
8/10

Gadgets
7/10

10 – 15 min/case

15 – 25 case/case

5

Equipment User

David Jones is a MRI Technician at Good Hands Hospitals, Bangalore. His primary duties comprises of cecking the MRI machine for all settings, making sure that the machine is in perfect running condition, preparing for a scan and also the post scanning activities such as logging the details in a journal, managing resources.
In a situation of equipment malfuntion or breakdown, it is the technician who is usually delegated with the task of reporting the issue and/or resolving it.

Product Deposition

"The Philips support should be quick to address my issue and providing a resolution as soon as possible."

Goals

1. Make sure that the equipment is in perfect running order.
2. Make sure that the settings are all correct.
3. Minimize the equipment non-usage time.

Influencers

Automobile maintainence, Mobile phone service, Door-to-door service

Likes

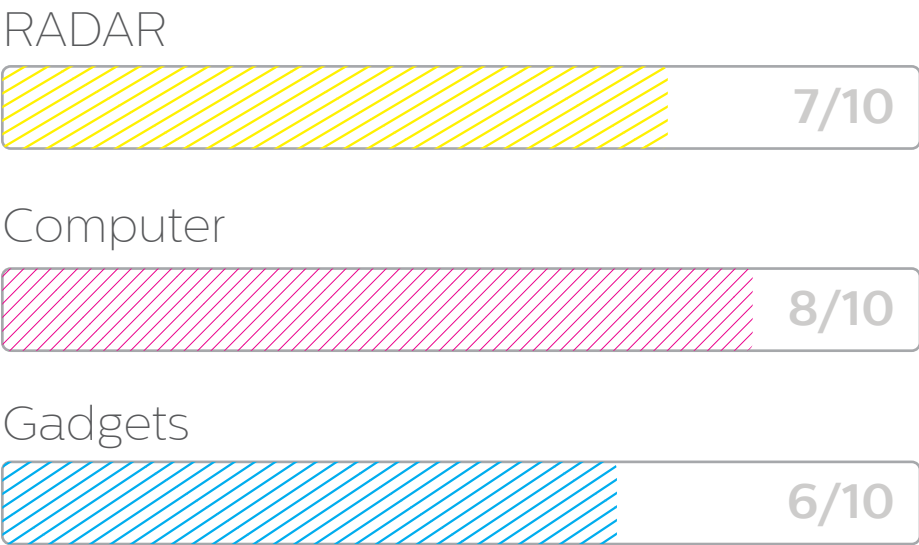Equipment has a remote diagnostic feature.

Dislikes

Many errors goes away unnoticed by us
It takes quite some time if the engineer has to bring parts to fix the broken machine
We have to call the service center and explain the issue in detail if anything happens with the equipment

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David Jones
29 Years
MRI Technician
(BMRT)

Expertise

RADAR
0/10

Computer
8/10

Gadgets
5/10

10 - 15
min/case

1 -5
cases/day

Field Service Engineer

Charles Smith is a Field Service Engineer, responsible for going on-location to fix any issues or interruptions occuring in the Philips medical systems. Charles also makes routine visits for maintainence and periodic service.

He is trained to understand and repair Philips healthcare systems.

Charles is informed on which system has an issue, via his team that continously monitors all connected systems through Radar.

Charles communicates back to his team & region incharge, on the status and progress of a case.

Product Deposition

"Radar is quite useful to understand the nature of the issue. We can get an idea of the events that took place before the issue was encountered. This way we have a starting point for our analysis."

Goals

1. Conduct and complete periodic maintainence and service of Philips medical systems
2. Perform successful repairs and inspections in case of any issues
3. Maintain service logs and audit reports for up to date information on the systems
4. Reduce frequency of breakdowns, thus reducing number of onsite visits

Influencers

Other tools: CAT, OneEMS, ClickScheduler
RADAR modules from different modalities

Likes

LOG viewer is very helpful.
System overview summarizes the status of a system, helpful information.

Dislikes

No integration with other products like CAT.
Error messages are non-intuitive.
Need to navigate several pages and tabs in order to carry on with the workflow.
Information not relevant to the user is also shown upfront.

Charles Smith
34 Years
Field Service Engineer
(Masters in Electronics)

Expertise

RADAR
7/10

Computer
8/10

Gadgets
6/10

60 – 180 min/case

1 – 3 case/day

IxR

"Monitoring overview needs a shortcut in the dashboard"

"Countries should be set in personal preset. So that only my countries of interest are shown."

"I always need to click "More" to access further details"

"Need some type of "Suppress" to hide irrelevant messages"

"There are too many tabs and windows"

"LOG viewer is very useful for quick idea"

"LOG viewer default duration is way to short"

"Errors are unintuitive and non helpful"

"No way to know the scheduled visit date/time"

"Need an overall dashboard to checking the general status of the systems"

"Wrong severity setting can be risky. "System down" has legal implications."

"AOK login is unnecessary"

"Radar users are usually allocated with a pre-defined region"

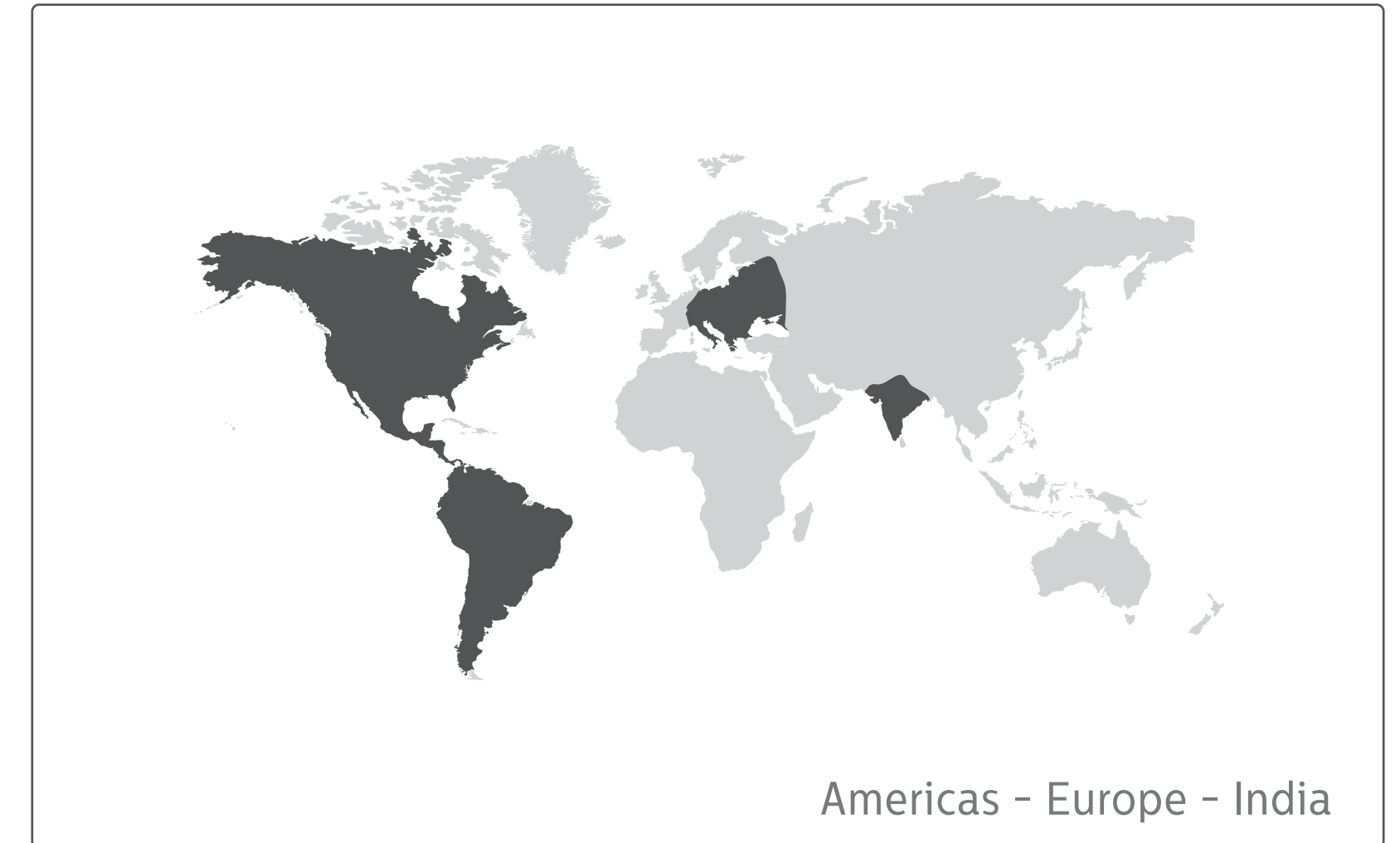"Need to know if the system restarted between occurances. Compare times between system usage & Failures"

"Sites that have been checked should be sectioned away"

"Hardly used the navigation tree for regions"

"No idea of which system was being handled, if the tab is closed"

"Need status display for cases"

"Never used Radar help"

Americas – Europe – India

MR

"Usually it is a direct search for the system from Radar"

"We use magnet monitoring a lot for MR"

"Co-relating graphs like Boil-off & Helium level is very insightful"

"Groups & Sites is not clear. Error messages are not really helpful"

"Copy error messages, potential solution & details and mail to ML (Modality Leader)"

"Customers are hesitant for proactive repairs, as it distrupts their workflow"

"No overview of pending systems for a region"

"The first thing to check, is the rechability of the system"

"List of systems should be ordered as per its recability status"

"Multiple/repititive alerts should be suppressed"

"Rarely used the navigation tree for selecting regions"

"AOK login is unnecessary"

"There should be more personalization options"

"Did not know Help existed"

"Marketing folks find System Utilization report really helpful"

"Number of acquisitions, protocols, helium info, temperature, room temperature, humidity are quite important parameters to note

"No idea of which system was being handled, if the tab is closed"

"First page should just display warning and fault."

"Some way to see number of cases handled, and sucess percentage. I need to show it to my boss"

China - Europe - India
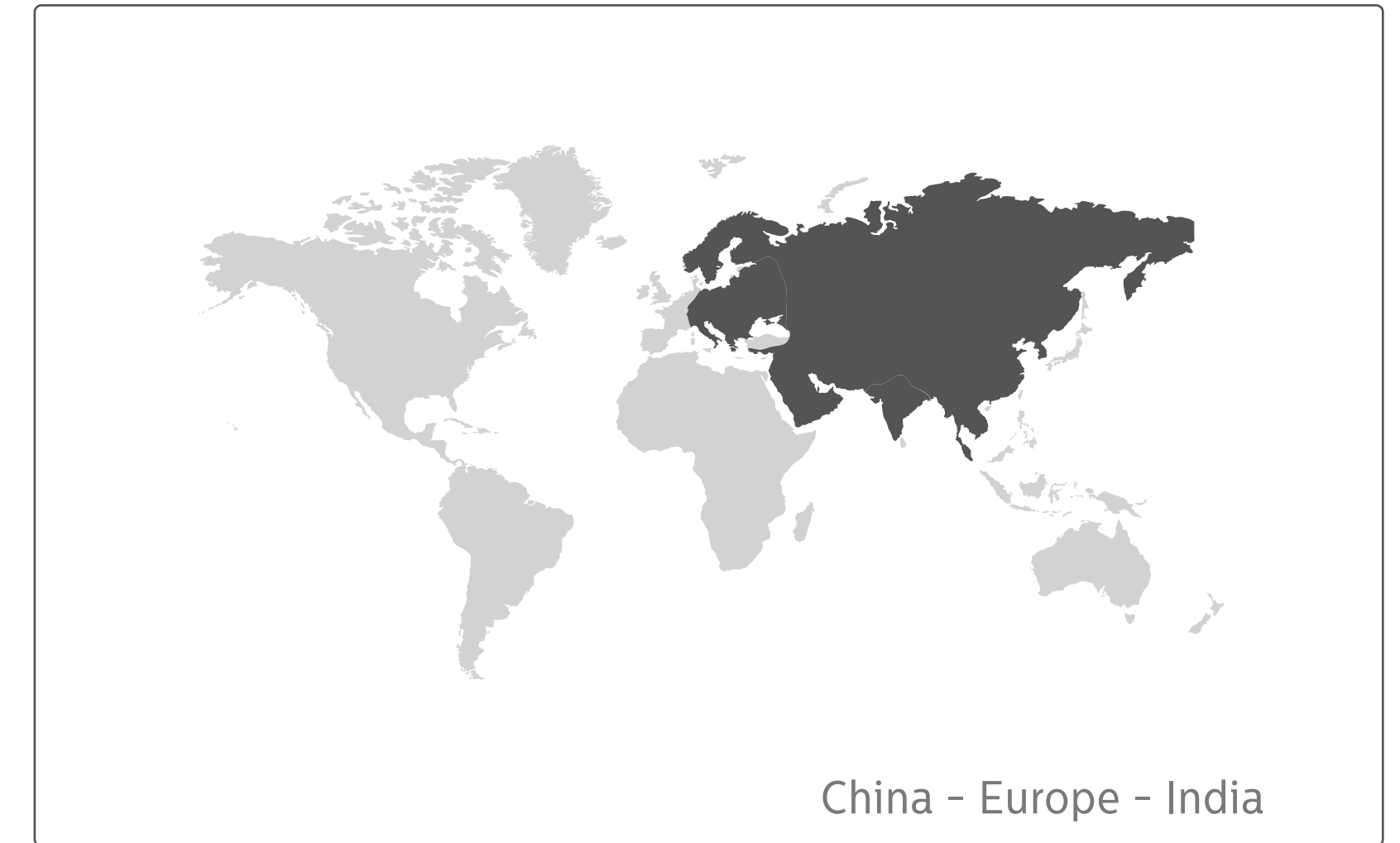
CT

"We have to keep referring to OneEMS to see oncoming call"

"LOG viewer is very frequently used, to check for the exact cause"

"FSE are informed of the issue by Phone, mail or OneEMS"

"Nice traffic light type status display for severity"

"Actionable Tool Panel is used to analyse errors"

"Customer has generally reported the error, before I get to know about it"

"Philips is time based recording. Siemens was event based. Event based recorning is better"

"90% of the cases need a FSE to go onsite"

"Need reports. Overall status, system health, errors encountered"

China – Europe – India

"System Performance is frequently referred to understand how is the system being used, to suggest part replacements"

"Never used help. It is easier & quicker to ask someone who knows Radar"

"Rechability of the system is needed as the primary information"

"We do not check systems if no case is raised. BU does the monitoring and doing again will unnecessary increase the call volume"

"First step is to check in PRS if the system is reachable and online"

"If the system is online, Telnet is used to download fresh LOG. LOG file from Radar is old & not of much use"

"We mail the FSE with the error details, possible causes & solutions"

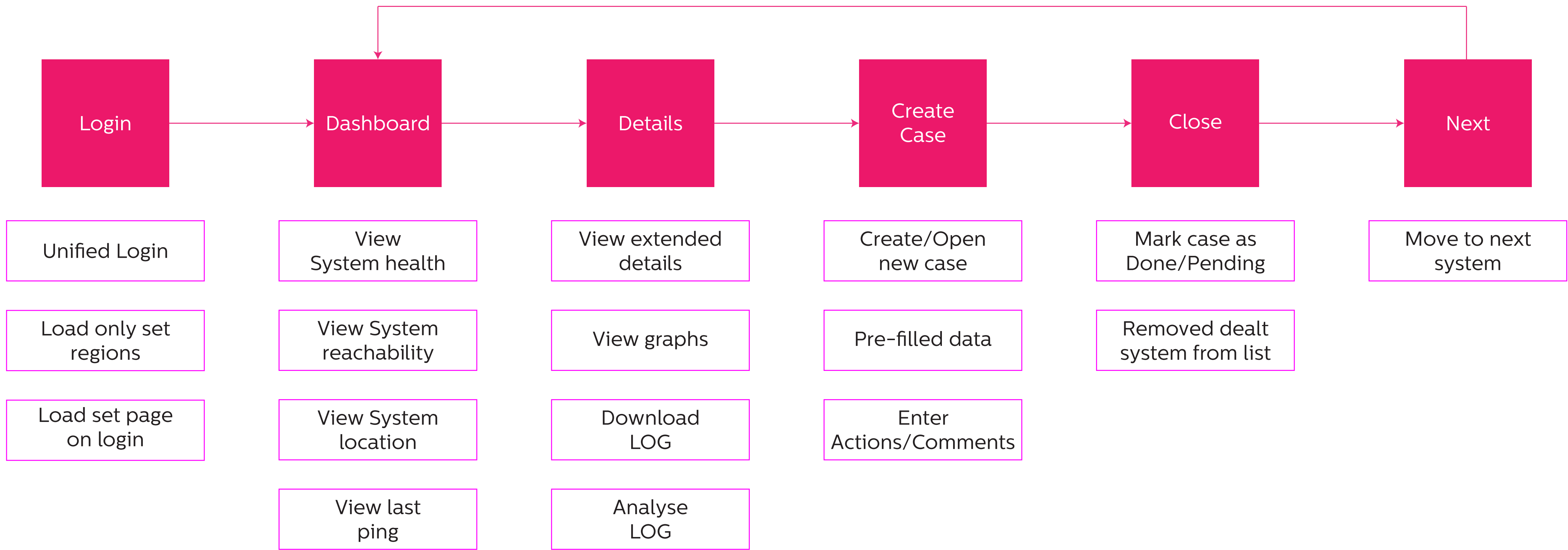"The concerned FSE is found out from a Excel file. We remember common ones"

"Only check the RED's. YELLOW's are usually false, severity not as much"

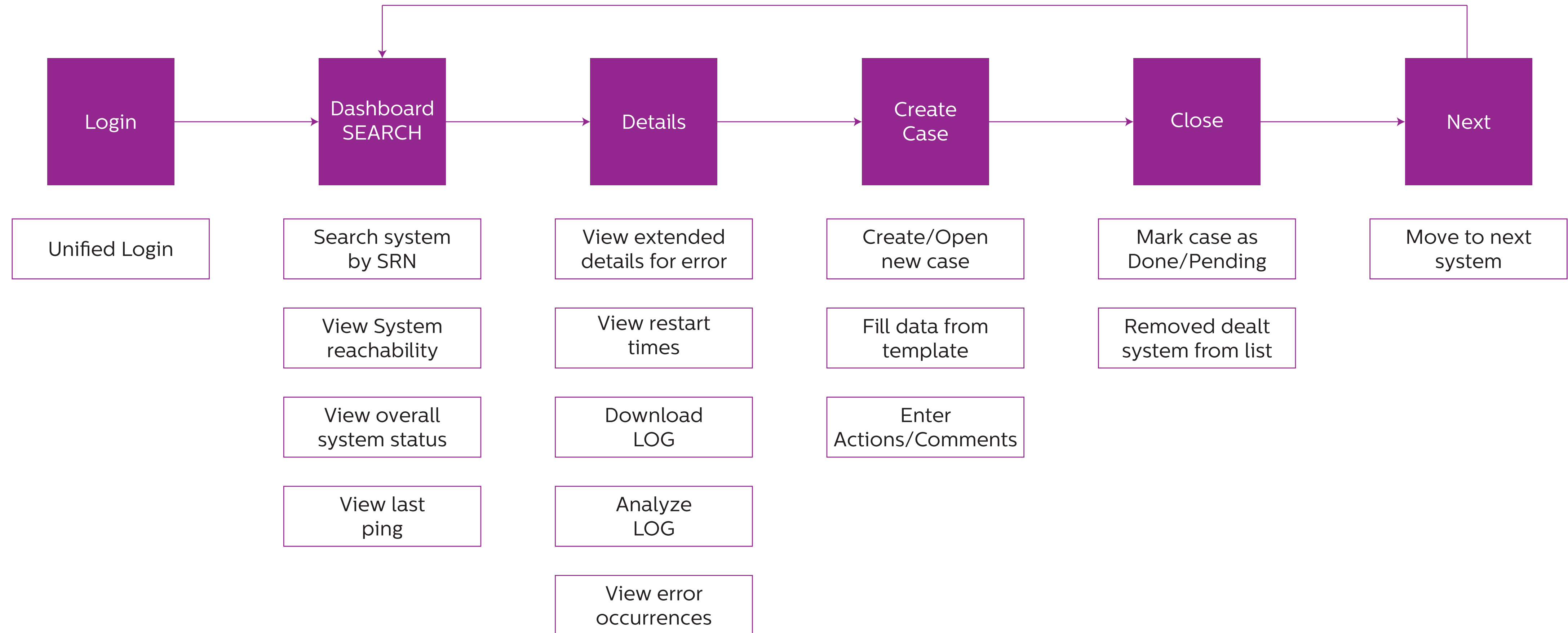"Follow-up is by direct mail to FSE, or call to confirm if the issue has be taken care of"

WORKFLOW

Login	Dashboard	Details	Create Case	Close	Next

| Unified Login | View System health | View extended details | Create/Open new case | Mark case as Done/Pending | Move to next system |

| Load only set regions | View System reachability | View graphs | Pre-filled data | Removed dealt system from list | |

| Load set page on login | View System location | Download LOG | Enter Actions/Comments | | |

| | View last ping | Analyse LOG | | | |

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WORKFLOW

Login	Dashboard SEARCH	Details	Create Case	Close	Next

Unified Login	Search system by SRN	View extended details for error	Create/Open new case	Mark case as Done/Pending	Move to next system
	View System reachability	View restart times	Fill data from template	Removed dealt system from list	
	View overall system status	Download LOG	Enter Actions/Comments		
	View last ping	Analyze LOG			
		View error occurrences			

12t

Pre-Analysis

Identify system & issue

Fetch LOG file

Check system reachability

Login is too complex.

I don't need to see all the countries/regions.

I cannot customize the columns in the table.

I directly search for the system using the SRN Number.

Test for reachability of the system

Analysis

Go through LOG details

Correlate LOG messages with other parameters

Check comments

View LOG file to understand the issue

Too many irrelevant error messages in LOG file.

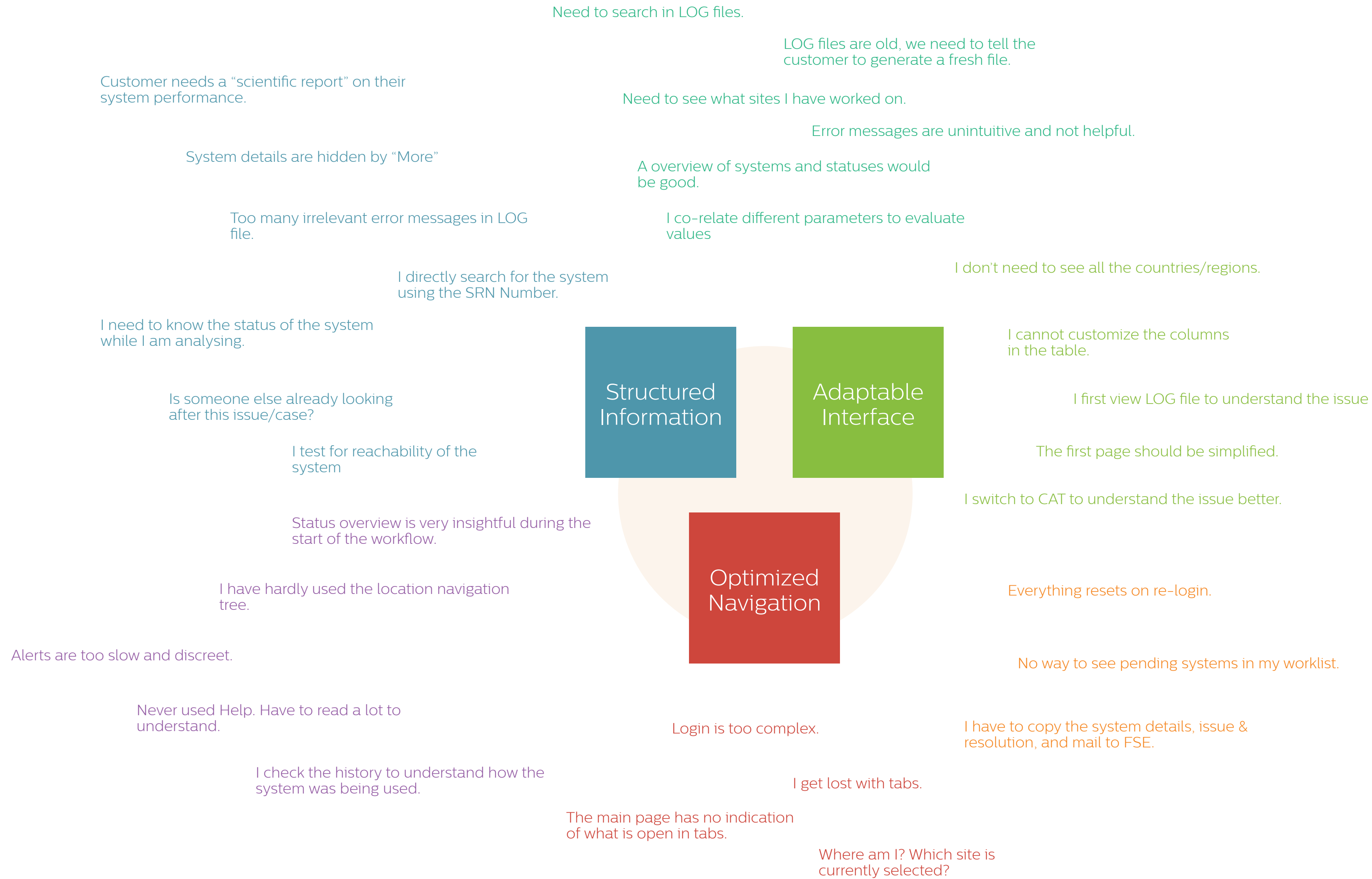*I co-relate different parameters to evaluate values*

Status overview is very insightful during the start of the workflow.
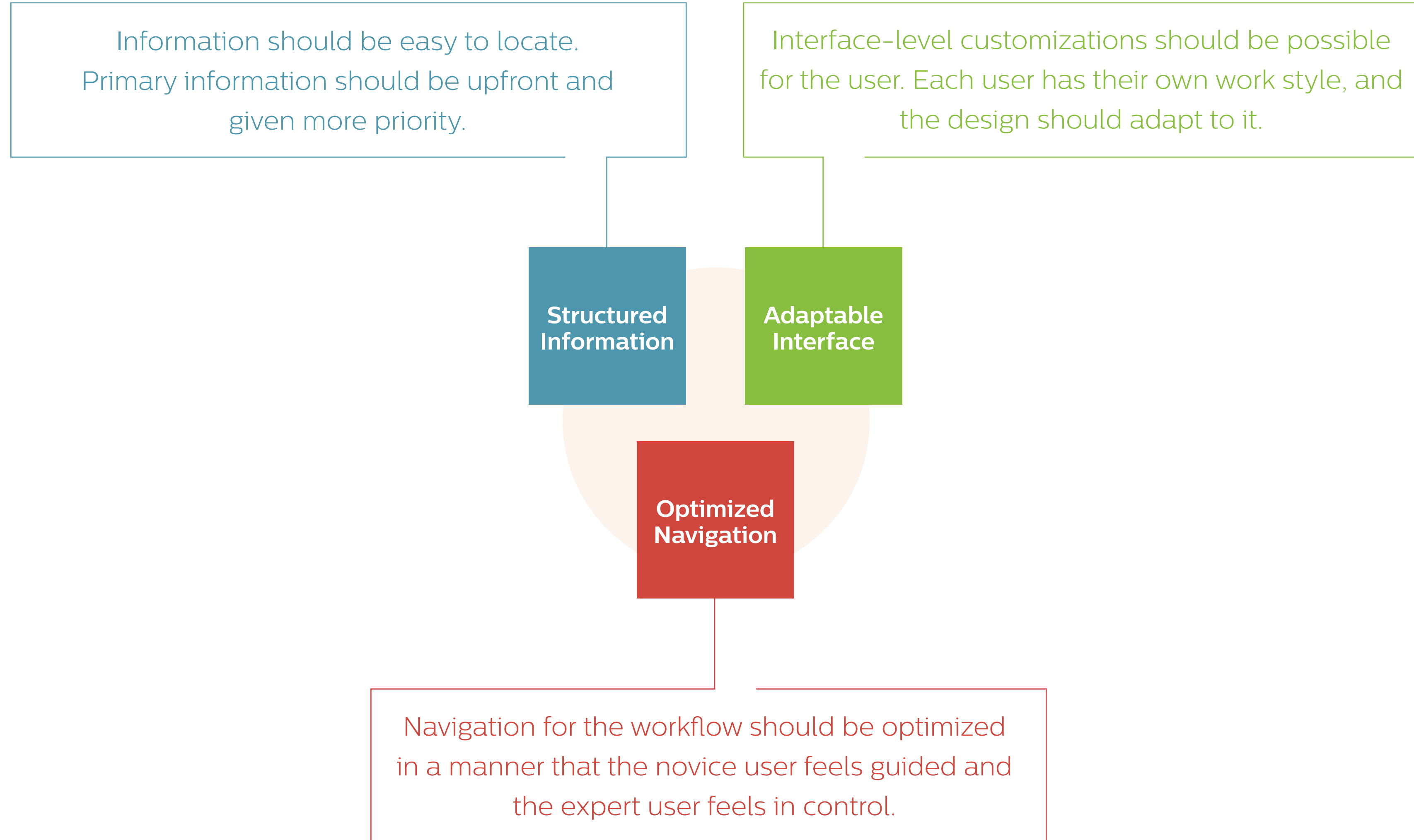
Post-Analysis

Open clarify case

Mention issue details

Mark case as closed

FEEDBACKS

Need to search in LOG files.

LOG files are old, we need to tell the customer to generate a fresh file.

Customer needs a "scientific report" on their system performance.

Need to see what sites I have worked on.

Error messages are unintuitive and not helpful.

System details are hidden by "More"

A overview of systems and statuses would be good.

Too many irrelevant error messages in LOG file.

I co-relate different parameters to evaluate values

I don't need to see all the countries/regions.

I directly search for the system using the SRN Number.

I need to know the status of the system while I am analysing.

Structured Information

Adaptable Interface

I cannot customize the columns in the table.

I first view LOG file to understand the issue

Is someone else already looking after this issue/case?

The first page should be simplified.

I test for reachability of the system

I switch to CAT to understand the issue better.

Status overview is very insightful during the start of the workflow.

Optimized Navigation

I have hardly used the location navigation tree.

Everything resets on re-login.

Alerts are too slow and discreet.

No way to see pending systems in my worklist.

Never used Help. Have to read a lot to understand.

Login is too complex.

I have to copy the system details, issue & resolution, and mail to FSE.

I check the history to understand how the system was being used.

I get lost with tabs.

The main page has no indication of what is open in tabs.

Where am I? Which site is currently selected?

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Information should be easy to locate. Primary information should be upfront and given more priority.

Interface-level customizations should be possible for the user. Each user has their own work style, and the design should adapt to it.

Structured Information

Adaptable Interface

Optimized Navigation

Navigation for the workflow should be optimized in a manner that the novice user feels guided and the expert user feels in control.

Structured Information

Modules and tools should be easily locatable

User should be aware of where they are in the workflow

Critical information upfront, secondary information can be discreet

Information layout should augment users mental model

Adaptable Interface

Interface should be designed around the typical workflow of an user

Highlight key activities in workflow to assist user in completeing the task

Interface should allow customizations, so that the user can tailor according to their style

Abstract information based on logged in user

Optimized Navigation

Navigation structure should be intuitive and clear

Use visual aids to assist user in efficient navigation

Navigation model should corelate with typical user workflow

Keyboard and interaction shortcuts to help the user with quicker task completion.

Modules and tools should be easily locatable

1.1 User should be able to find and launch a derired tool/module with ease

User should be aware of where they are in the workflow

1.2 Interface should convey the progress of the users workflow activity

Critical information upfront, secondary information can be discreet

1.3 Information should be prioritised, information nor relevant to the user should be on a second level

Information layout should augment users mental model

1.4 User should not feel lost within the interface. Users mental model of thw workflow should be in parallel with the information layout.

Adaptable Interface

Interface should be designed around the typical workflow of an user

2.1 Progression in the interaction and the interface should be designed to match users workflow.

Highlight key activities in workflow to assist user in completeing the task

2.2 Key activities should be treated as milestones, and as an aid to help user locate themselves in the workflow

Interface should allow customizations, so that the user can tailor according to their style

2.3 Interface should allow some level of customization, so that every user feels comfortable using RADAR

Abstract information based on logged in user

2.4 Data presented to the user can be filtered/catered on basis on the login credentials

Optimized Navigation

Navigation structure should be intuitive and clear

3.1 User should be able to clearly understand on where to proceed next

Use visual aids to assist user in efficient navigation

3.2 Visual cues should be present in the interface for quick identification of actions and information

Navigation model should corelate with typical user workflow

3.3 It should be natural for the user to progress in the interaction, and it should match their workflow

Keyboard and interaction shortcuts to help the user with quicker task completion.

3.4 Interface should be designed for novice as well as expert users. Shortcuts will accelerate task completion for proficient & expert users

Navigation tree for selecting region can be made simpler.

Visual world map is introduced, clicking on a region zooms in and narrows the selection.

Structured
Information

Narrowing down to a specific site can be made simpler & quicker.

Various filters are introduced, which the user can use to refine the site list and find the site of interest directly.

Structured
Information

Optimized
Navigation
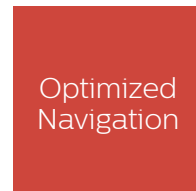
Every user would have a different region of interest, finding that should be equally easy for all.

The filter set applied, can be saved by the user. User does not always have to fill in the filters.
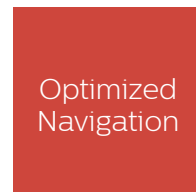
Adaptable
Interface

Optimized
Navigation

Searching for a location should be possible directly.

Search in the world map can be used to directly enter a region and zoom into it.

Structured
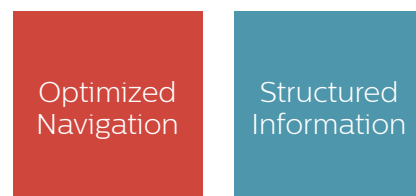Information

The list of systems should be filterable by date.

Duration –From & To– can be selected to narrow down the system list by time.

Adaptable Interface	Optimized Navigation
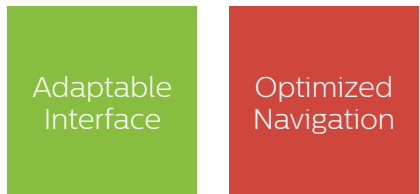
Workflow should not be complex with multiple open tabs.

The information architecture has been simplified, **Overview** – **System Info** – **Downloads** – **Admin** as the root level sections.

Optimized Navigation
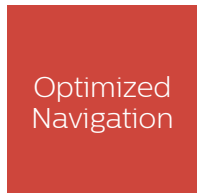
Expert users might need detailed information while abridged information for new users would be enough.

Radar would have three modes. **Manual**, **Automated** and **Predictive**.
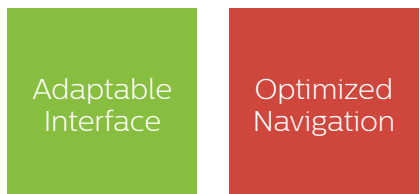
Adaptable Interface	Optimized Navigation

Searching for a location should be possible directly.

Search in the world map can be used to directly enter a region and zoom into it.

Structured Information

Everything upfront in the interface makes the UI cluttered and complex to navigate.

Options that are not frequently used can be hidden or at a secondary level.

| Adaptable Interface | Structured Information |

User should have access to assistance / Help at any point while using Radar.

Trigger for Help is in a conventional place and prominent, where the user can access it at any point.

| Optimized Navigation | Structured Information |

Site that needs attention on priority, should be shown clearly.

A seperate table with sites that are critical and on priority is shown in the first page view to the user.

| Optimized Navigation |
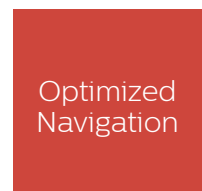
The table should contain information that is relevant to a particular user.

Tables can have selectable columns, and the individual columns can be resized/rearranged.

| Adaptable Interface |

TRANSLATION

Auto Mode
Guided workflow with a wizard–like interaction.
Makes routine tasks easier.

Dashboard → System & Issue Details → Resolve

Manual Mode
User selectable modules and workflow. System and performance graphs.
Enables specialized workflows.

Dashboard	Extended System Details
LOG Viewer	Create Case

RADAR

AUTO
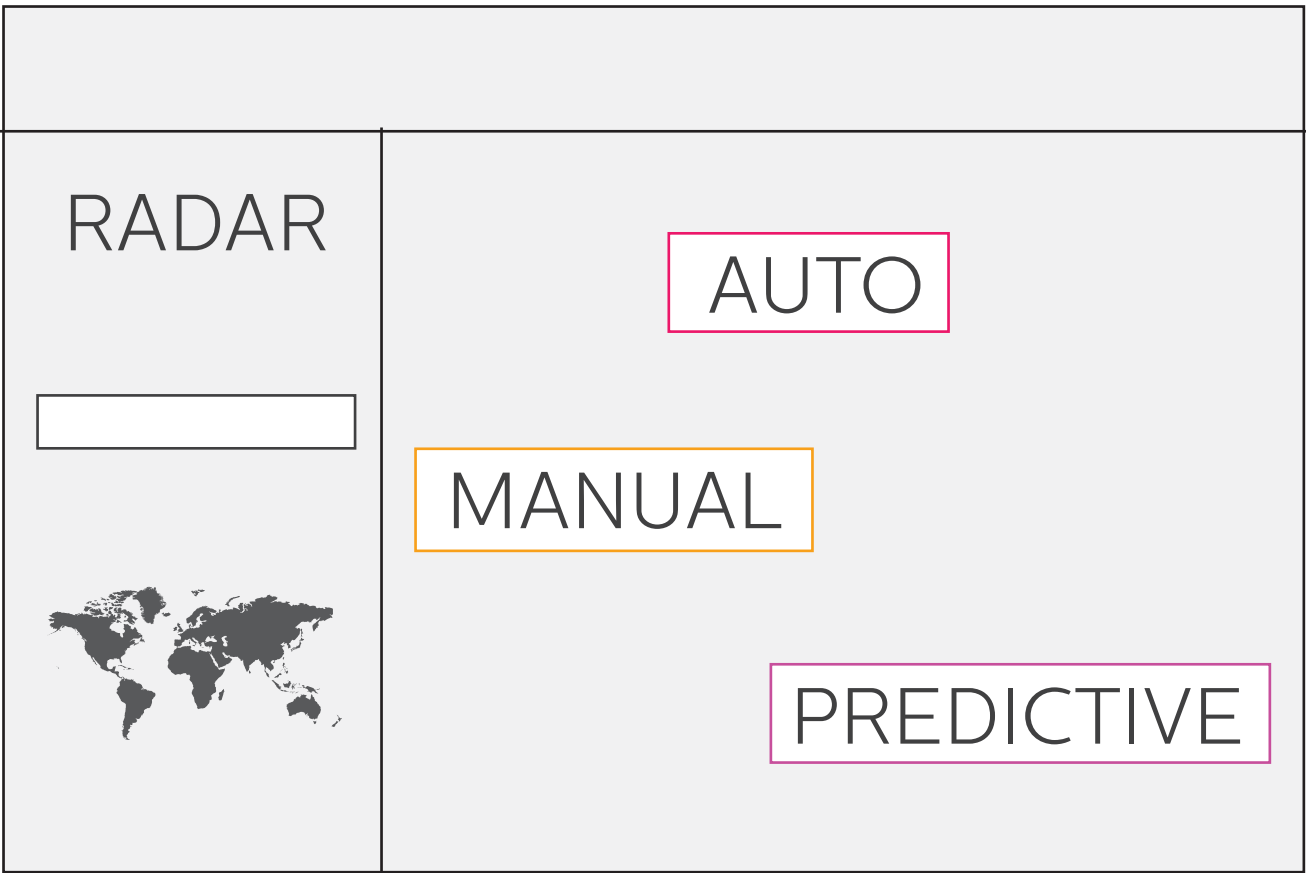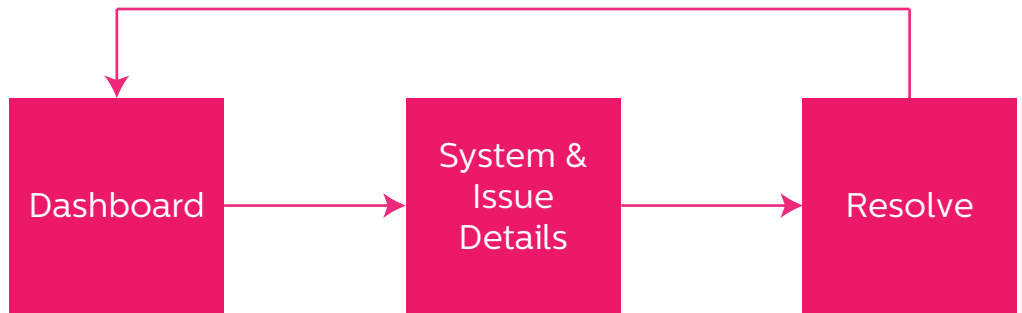
MANUAL

PREDICTIVE

Predictive Mode
Intelligent dashboard with proactive and advance alerting.
Minimizes system downtime & increases service efficiency.

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Administration

Logout

Manual   Automatic   Predictive

Select period

17-Feb-2015   to   20-Feb-2015   Search

4 days

DRAFT

Most Critical Sites – APAC

#	RADAR Severity	CAT Severity	Location	System ID	Last edited
☐	HIGH	MEDIUM	APAC – Japan – JAPAN – Chiba – Seikei-kai Chiba Medical Center	CV_58462267_429_ALLURA_FD20/20	20 Feb 2015
☐	HIGH	MEDIUM	APAC – Japan – JAPAN – Chiba – Tokyo Women Yachiyo Medical Center	CV_35151970_441_FD20/ROOM8	19 Feb 2015
☐	HIGH	MEDIUM	APAC – Japan – JAPAN – Hiroshima – Chugoku Rosai Hospital	CV_63898183_198_ALLURA_FD10	19 Feb 2015
☐	HIGH	MEDIUM	APAC – Korea – KOREA, REPUBLIC OF – Bucheon-si – Bucheon Holy Family Hospital	CV_62950449_355266_XTRAVISION	18 Feb 2015
☐	HIGH	MEDIUM	APAC – Korea – KOREA, REPUBLIC OF – Wonju-si – Wonju Christian Hospital	CV_49033396_1642_FD10	17 Feb 2015

All Sites – APAC

Showing 842 sites   ‹   1 - 20 of 842 ▼   ›

#	RADAR Severity	CAT Severity	Location	System ID	Last edited
☐	MEDIUM	LOW	APAC – Japan – JAPAN – Hiroshima – Chugoku Rosai Hospital	CV_58462267_429_ALLURA_FD20/20	17 Feb 2015
☐	HIGH	HIGH	APAC – Japan – JAPAN – Chiba – Tokyo Women Yachiyo Medical Center	CV_35151970_441_FD20/ROOM8	17 Feb 2015
☐	MEDIUM	LOW	APAC – Japan – JAPAN – Hyogo – Japanese Red Cross Kobe Hospital	CV_63898183_198_ALLURA_FD10	17 Feb 2015
☐	MEDIUM	MEDIUM	APAC – Japan – JAPAN – Ishikawa – Kanazawa University Hospital	CV_62950449_355266_XTRAVISION	17 Feb 2015
☐	MEDIUM	MEDIUM	APAC – Japan – JAPAN – Kyoto – Fukuchiyama Citizun Hospital	CV_49033396_1642_FD10	17 Feb 2015
☐	LOW	LOW	APAC – Greater China – CHINA – Dalian – LN Dalian M.U.A. No.1 Hosp.	CV_58462267_429_ALLURA_FD20/20	17 Feb 2015
☐	LOW	MEDIUM	APAC – India – INDIA – BELGAUM – KLES HOSPITAL	CV_35151970_441_FD20/ROOM8	17 Feb 2015
☐	LOW	LOW	APAC – India – INDIA – Jaipur – Jaipur Heart Institute	CV_63898183_198_ALLURA_FD10	17 Feb 2015
☐	MEDIUM	LOW	APAC – India – INDIA – Guwahati – HAYAT HOSPITAL	CV_62950449_355266_XTRAVISION	17 Feb 2015
☐	LOW	LOW	APAC – ASEAN – THAILAND – PrachuapKhirikhan – Huahin Hospital	CV_49033396_1642_FD10	17 Feb 2015
☐	MEDIUM	LOW	APAC – ASEAN – THAILAND – NakornRatchasima – ST. MARY HOSPITAL	CV_62950449_355266_XTRAVISION	17 Feb 2015

▼ Filter List by

☑ System name

☐ Model

☐ SW Release

☐ SAP ID

☐ Site type

Locations

🔍 Search

APAC

Administration

Logout

Manual | Automatic | Predictive

Select period

17-Feb-2015 [calendar] to 20-Feb-2015 [calendar] [Search]

4 days

DRAFT

Most Critical Sites – APAC

#	System status	RADAR Severity	Location	System ID	Last edited
☐	● 12 min ago	HIGH	APAC – Japan – JAPAN – Chiba – Seikei-kai Chiba Medical Center	CV_58462267_429_ALLURA_FD20/20	20 Feb 2015
☐	● 4 min ago	HIGH	APAC – Japan – JAPAN – Chiba – Tokyo Women Yachiyo Medical Center	CV_35151970_441_FD20/ROOM8	19 Feb 2015
☐	● 21 min ago	HIGH	APAC – Japan – JAPAN – Hiroshima – Chugoku Rosai Hospital	CV_63898183_198_ALLURA_FD10	19 Feb 2015
☐	● 5 min ago	HIGH	APAC – Korea – KOREA, REPUBLIC OF – Bucheon-si – Bucheon Holy Family Hospital	CV_62950449_355266_XTRAVISION	18 Feb 2015
☐	● 15 min ago	HIGH	APAC – Korea – KOREA, REPUBLIC OF – Wonju-si – Wonju Christian Hospital	CV_49033396_1642_FD10	17 Feb 2015

All Sites – APAC

Showing 842 sites   [<] 1 - 20 of 842 ▼ [>]

#	System status	RADAR Severity	Location	System ID	Last edited
☐	● 12 min ago	MEDIUM	APAC – ASEAN – THAILAND – PrachuapKhirikhan – Huahin Hospital	CV_58462267_429_ALLURA_FD20/20	17 Feb 2015
☐	● 4 min ago	HIGH	APAC – ASEAN – THAILAND – NakornRatchasima – ST. MARY HOSPITAL	CV_35151970_441_FD20/ROOM8	17 Feb 2015
☐	● 21 min ago	MEDIUM	APAC – Greater China – CHINA – Dalian – LN Dalian M.U.A. No.1 Hosp.	CV_63898183_198_ALLURA_FD10	17 Feb 2015
☐	● 5 min ago	MEDIUM	APAC – India – INDIA – BELGAUM – KLES HOSPITAL	CV_62950449_355266_XTRAVISION	17 Feb 2015
☐	● 15 min ago	MEDIUM	APAC – India – INDIA – Jaipur – Jaipur Heart Institute	CV_49033396_1642_FD10	17 Feb 2015
☐	● 12 min ago	LOW	APAC – India – INDIA – Guwahati – HAYAT HOSPITAL	CV_58462267_429_ALLURA_FD20/20	17 Feb 2015
☐	● 4 min ago	LOW	APAC – Japan – JAPAN – Hiroshima – Chugoku Rosai Hospital	CV_35151970_441_FD20/ROOM8	17 Feb 2015
☐	● 21 min ago	LOW	APAC – Japan – JAPAN – Chiba – Tokyo Women Yachiyo Medical Center	CV_63898183_198_ALLURA_FD10	17 Feb 2015
☐	● 5 min ago	MEDIUM	APAC – Japan – JAPAN – Hyogo – Japanese Red Cross Kobe Hospital	CV_62950449_355266_XTRAVISION	17 Feb 2015
☐	● 15 min ago	LOW	APAC – Japan – JAPAN – Ishikawa – Kanazawa University Hospital	CV_49033396_1642_FD10	17 Feb 2015
☐	● 4 min ago	MEDIUM	APAC – Japan – JAPAN – Kyoto – Fukuchiyama Citizun Hospital	CV_62950449_355266_XTRAVISION	17 Feb 2015

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