

Chantal Uwimana



AGE

34

USER TYPE

Therapist (Service Provider)

PRIMARY DEVICE

Android smartphone (occasionally Laptop)

PROFESSION

Physiotherapist

TECH LITERATE

Medium to High

“ I need one place to manage my appointments, quickly review patient history, document sessions efficiently, and clearly see what I'm earning.

Behaviors & Habits

- Checks schedule multiple times per day
- Uses mobile apps for work coordination
- Prefers efficient, task-focused interfaces

Bio

Chantal is a licensed physiotherapist providing both clinic-based and home-care services. She manages multiple patients daily and needs a reliable system to organize his schedule and treatment records.

Goals

- Manage appointments efficiently
- Access patient information before visits
- Document therapy sessions quickly
- Maintain a stable and predictable income

Frustrations

- Disorganized scheduling and last-minute changes
- Incomplete patient information
- Time-consuming paper-based documentation
- Limited visibility into earnings

Key Scenarios / User Flows

- Review and accept bookings
- View patient details before sessions
- Record session notes and mark visits complete

Success Criteria

- No missed or overlapping appointments
- Session notes completed immediately after visits
- Clear understanding of daily and monthly earnings

Amina N.



AGE

56

USER TYPE

Patient

PRIMARY DEVICE

Android smartphone

LOCATION

Rwanda (Urban Area)

TECH LITERATE

Low to Medium

“I want booking to be simple and guided, with clear explanations at each step, so I know what service I'm getting and what to do next—and I can trust the therapist who comes to my home.

Behaviors & Habits

- Uses smartphone daily for calls and messaging apps
- Relies on family members for complex decisions
- Prefers clear instructions and minimal text

Bio

Amina is recovering from a stroke and experiences limited mobility and chronic pain. Traveling to hospitals is physically demanding and expensive for her. She lives with her family, who occasionally help her manage appointments and care decisions.

Goals

- Access rehabilitation services from home
- Book trusted therapists easily
- Obtain assistive devices when required
- Learn simple rehabilitation exercises to practice at home

Frustrations

- Hospital visits are difficult and exhausting
- Medical information is often hard to understand
- Uncertainty about which service or therapist to choose
- Lack of follow-up after therapy sessions

Key Scenarios / User Flows

- Book a home rehabilitation appointment
- Request or purchase an assistive device
- Access educational content for exercises

Success Criteria

- Completes a booking without external help
- Receives therapy at home on time
- Feels confident about what to do next in her recovery

Emmanuel K.



AGE

42

USER TYPE

Admin / Care Coordinator

PRIMARY DEVICE

Laptop

LOCATION

Kigali, Rwanda

TECH LITERATE

High

“I need a single dashboard that gives me real-time visibility into bookings, users, and service quality, so I can keep operations running smoothly.

Behaviors & Habits

- Works primarily on desktop systems
- Reviews dashboards and reports daily
- Makes decisions based on data rather than intuition

Bio

Emmanuel oversees the day-to-day operations of the MOBIREHAB platform. He coordinates between patients, therapists, and service providers to ensure care delivery is timely, consistent, and meets quality standards. He often works with multiple cases at once and relies on system-level visibility to make decisions.

Goals

- Ensure smooth daily platform operations
- Assign the right therapists to the right patients
- Monitor service quality and performance
- Maintain accurate and up-to-date system data

Frustrations

- Manual coordination across multiple tools
- Limited real-time visibility into bookings and issues
- Difficulty tracking therapist performance and service quality
- Time lost resolving avoidable operational problems

Key Scenarios / User Flows

- Monitor bookings and service status
- Assign or reassigned therapists
- Review system performance and reports

Success Criteria

- No unassigned or delayed bookings
- Consistent service quality across providers
- Clear visibility into platform performance