Final Assignment:
Fiori UX Design and Build Challenge

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Story:

Here's a little story of a doctor and a wish.

He works in a hospital where a digital patient data system is used. This means there is no more paper files to the patient. If the doctor comes to the medical visit in your hospital room, he always carries a small sidecar. On this sidecar is a computer with a bigger screen that provides him all the information he needed about you. Such as your age, your medical condition and the medicine you receive. Hereby he goes from room to room and examined all his patients. This works great.

It is evening and the doctor wants to make one last small round to his patients.

Before the digital file the doctor had an overview paper on each bed. He was able to obtain a picture of health status of the patient quickly.

Now, if the doctor require some information, he needs a computer and must open the digital file and then go back to the patient to talk to him.

The doctor put his hands into his coat pocket and thinks. He remembers the old paper file which fit exactly into the pocket.

He wishes the combination of handy, quick overview and the digital advantages.

Home the doctor looks on his 8" tablet and has an idea: **Patient in the pocket**!

He speaks with an IT of the department about the feasibility.

All necessary function modules already exists and are used for the regularly medical visit. This app allows the doctor to be able to obtain a quick overview of health status of the patient outside the medical visits with the small sidecar.

This saves him a lot of time. So the doctor can provide more patients in his shift as before. In contrast, there only is the acquisition of some mobile devices. The app will improve the flow of small rounds and the patients feel better cared for.

So the advantages clearly outweigh.

Review

<u>Segmentation</u>:
Every clinic with a SAP powered digital patient data system. Medical visits are part of everyday life here.
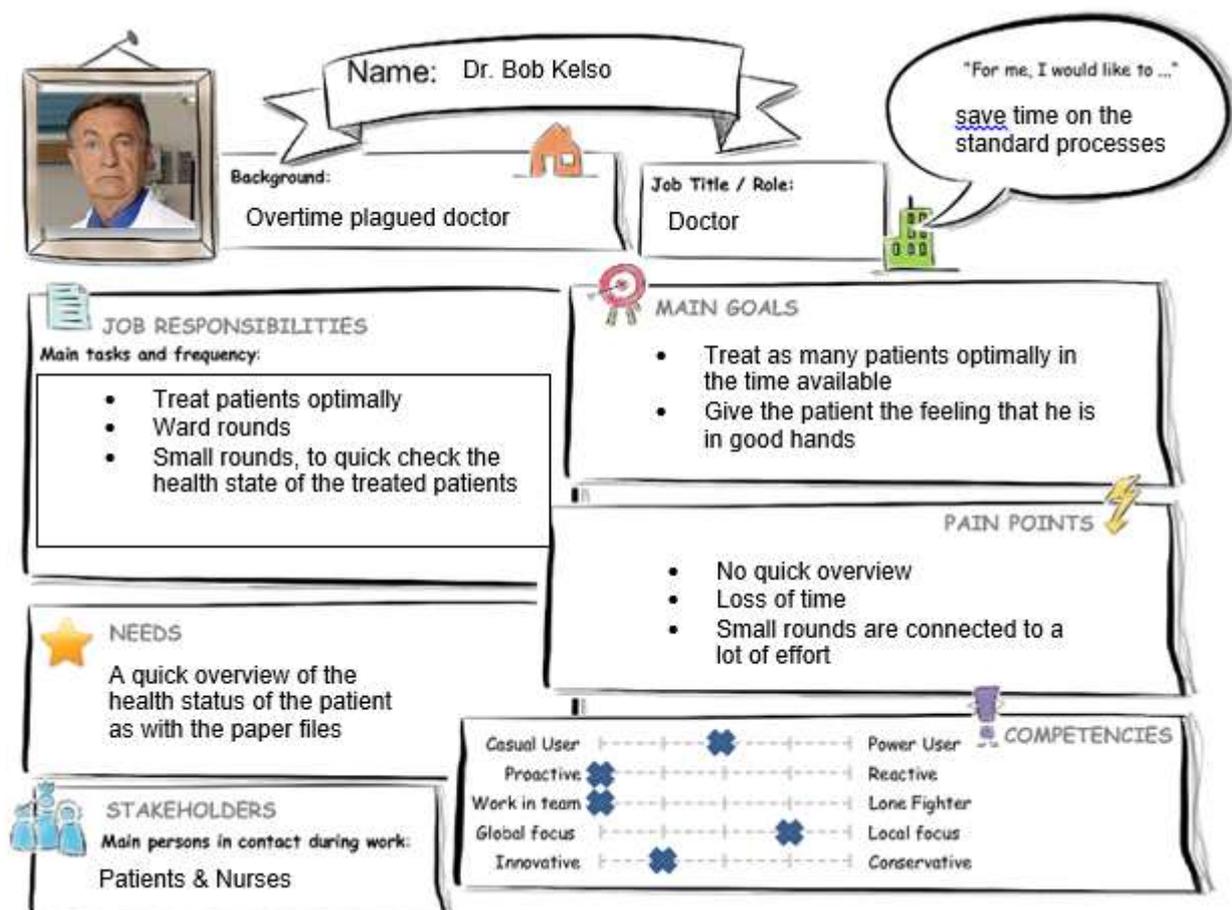
<u>Targeting</u>:
A doctor working in a hospital which used a digital patient data system.
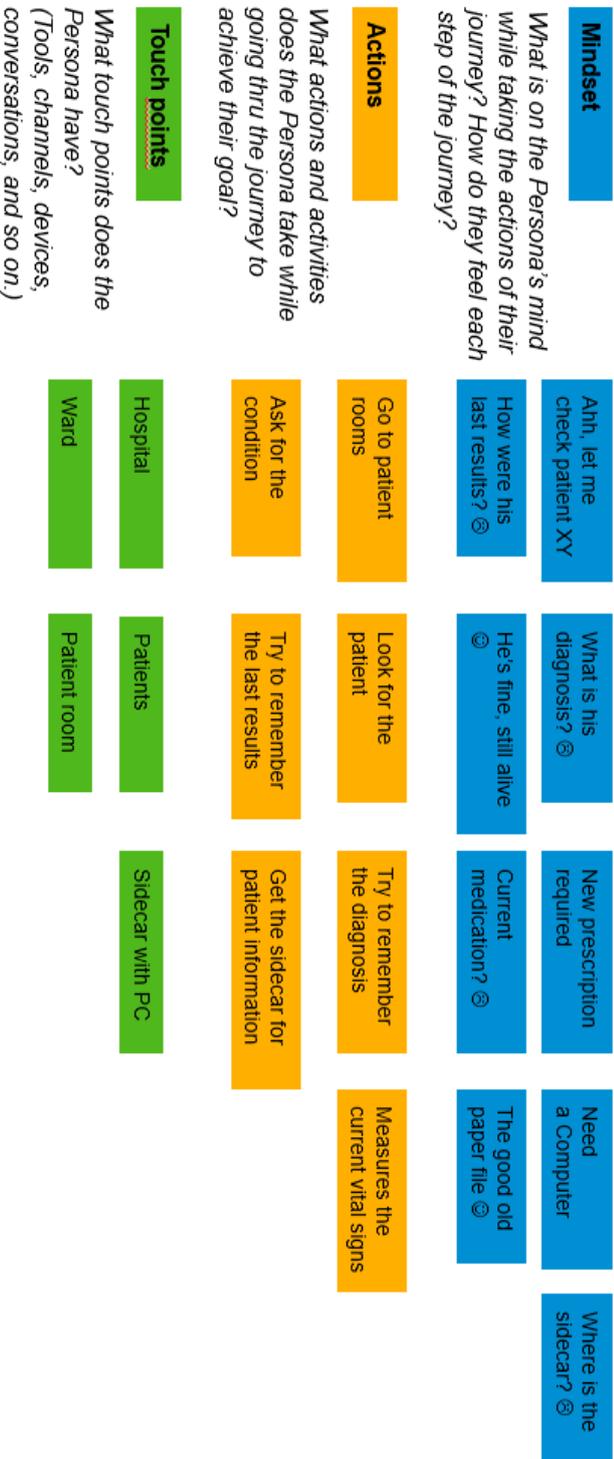
<u>Positioning</u>:
This app allows the doctor to be able to obtain a quick overview of health status of the patient. This saves him a lot of time. So the doctor can provide more patients in his shift as before. The app improves the flow of small rounds and the patients feel better cared for.

Persona:

Current User Experience Journey:

Duration of the Journey: highly dependent on the patient

Mindset

What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?

- Ahn, let me check patient XY
- How were his last results? ☺
- What is his diagnosis? ☹
- He's fine, still alive ☺
- New prescription required
- Current medication? ☹
- Need a Computer
- The good old paper file ☺
- Where is the sidecar? ☹

Actions

What actions and activities does the Persona take while going thru the journey to achieve their goal?

- Go to patient rooms
- Ask for the condition
- Look for the patient
- Try to remember the last results
- Try to remember the diagnosis
- Get the sidecar for patient information
- Measures the current vital signs

Touch points

What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)

- Ward
- Hospital
- Patients
- Patient room
- Sidecar with PC

Mockup:

On the left side, master, are the available patients for the doctor.
On the detail site are the patient information to the selected patient.

The next tab shows the current medication to the selected patient.

🏠	SAP	Patient in the Pocket	👤 Dr. Bob Kelso∨

← Patients(5)	Patient

Search 🔍 ↻

90035638
Mueller, Edward

Ward: XY
Room: 309
Bed: 2

90035637
Schmidt, Hillary

Ward: XY
Room: 309
Bed: 3

90035633
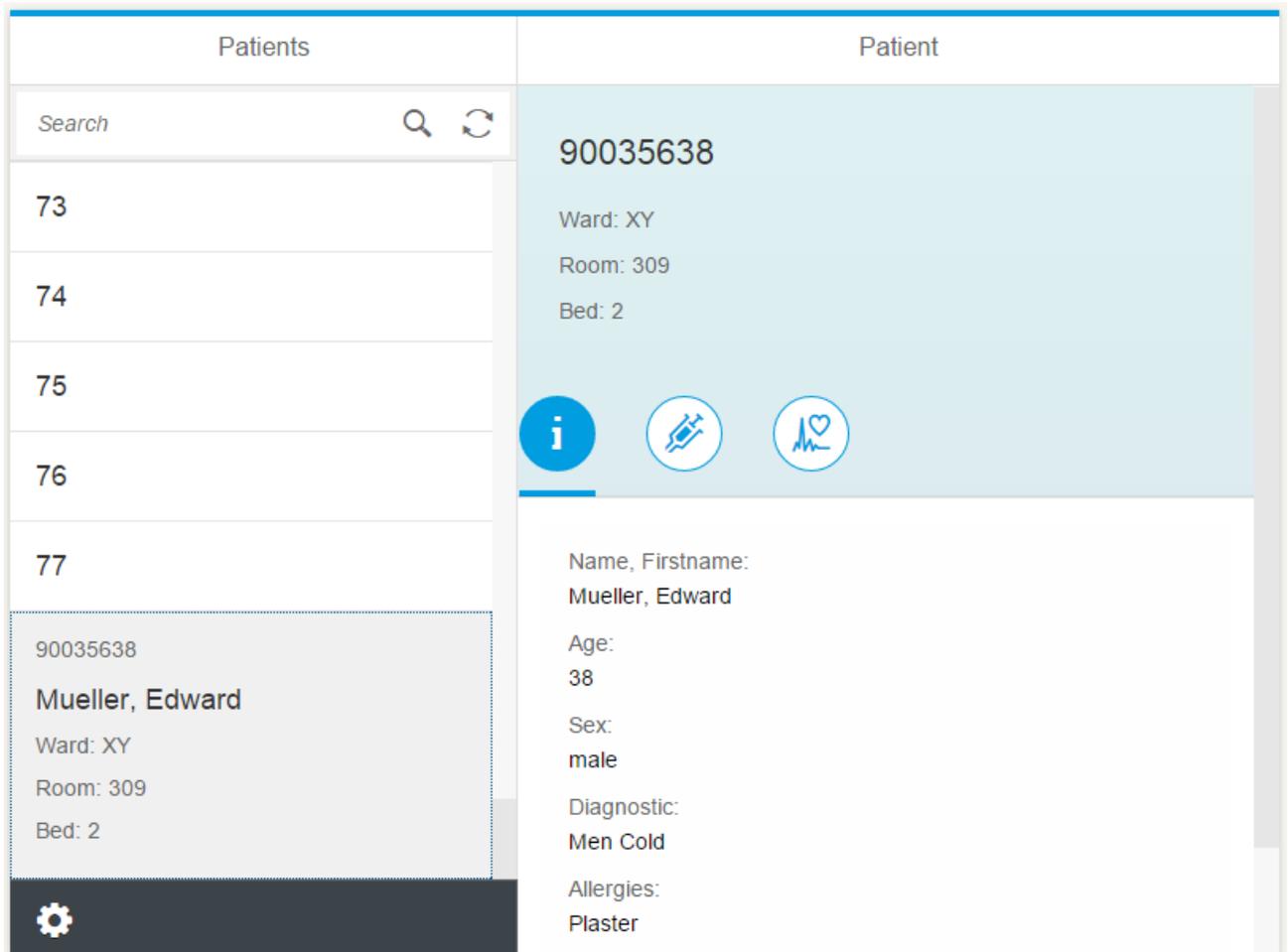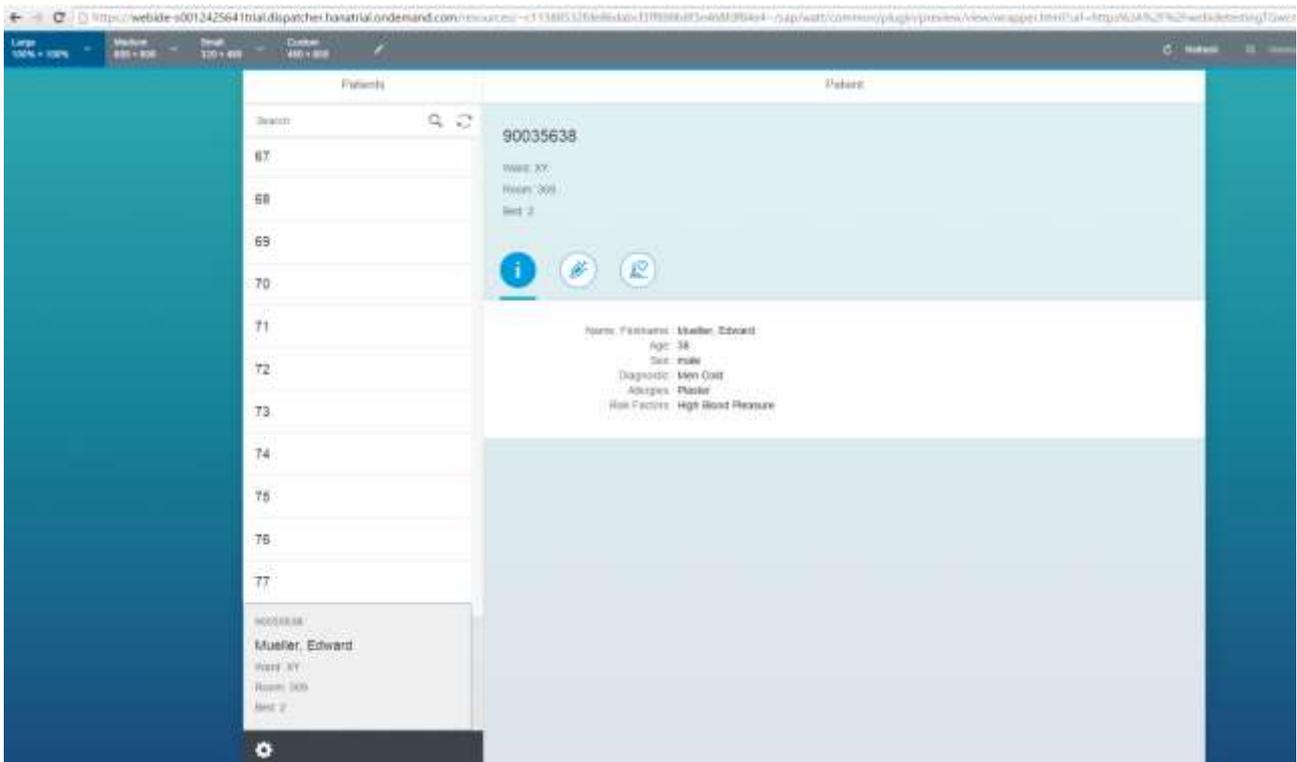Schwarzenegger, Steve

Ward: abc
Room: 503
Bed: 1

90035638
Ward: XY
Room: 309
Bed: 2

ⓘ 💉 💗

Current medication

medicine	serving	Quantity	unit
aspirin	1-0-0	1	Tablet 5mg
90000213	0-0-1	50	ml
90000183	0-0-1	100	ml

App Prototype:

Patients

Search 🔍 🔄

73

74

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90035638
Mueller, Edward
Ward: XY
Room: 309
Bed: 2

⚙

Patient

Ward: XY

Room: 309

Bed: 2

ⓘ 💉 📈

Name, Firstname:

Mueller, Edward

Age:

38

Sex:

male

Diagnostic:

Men Cold

Allergies:

Plaster

Risk Factors:

High Blood Pleasure