**Patient Tracker Mock Fiori App:**

**Story**

Patient Tracker is a very basic level Master Detail Type Fiori application which will be used in Healthcare Institutions like Hospitals, Clinics etc for tracking Registered Patients with their Unique Patient Id. This will help the Hospitals/Clinics to identify the Medical History of Patients which will enable the Doctors to give better medical advice and more suitable medicines.

This application can be run by the Help Desk Clerk or Doctors themselves. As soon as any patient contacts the Hospitals/Clinics help desk via telephone or in person, the clerk can search the details like Personal and Medical History by entering the unique patient ID shared by the registered patient in the Patient Header Section. This ID generally is mentioned on the patient ID Card. The Master section will also mention the Age of the patient. There is a search option on the patient ID as well.

After pressing Enter, the Detail section would show details like Name and Address on “Basic Detail” Section. A Second tab called “Other Detail” will provide details about Contact Number, Last Visited date and Sex of the patient. The third tab called “Medical History” section will give details like Date of Visit, Department and Doctor Consulted in all earlier visits of the Patient.

**Yet to be developed:** A Button will be added to footer to seek Doctor’s Appointment by the patient. It will have future Date, Time, Department and Doctor’s name which the patients wants to book. The footer section will have two buttons- Book Appointment and Cancel.

**NB:** This mock Fiori App runs on Mock data using the Mock Service.

**Persona**

- **Name:** Mr James Bond
  - **Background:** 30 years old, married, 6 years in Healthcare. Work in Hospital Help Desk with 20 Staff members.
  - **Job Title / Role:** Help Desk Clerk
  - **Main Goals:**
    - Reduce Patient waiting time in Help Desk Queue.
    - Reduce Time taken in securing appointment.
    - Enable doctors see Patient Medical History to advise suitable medicines.
  - **Pain Points:**
    - Time wasted in doing manual search of Patient, their personal details and medical history.
    - Time wasted in doing manual booking of appointments.
  - **Job Responsibilities:**
    - Get Details of Patients for Medical Checkup.
    - Inform Doctors on Patients’s Medical History.
    - Book Appointments.
    - Submit Report to Hospital Management on number of Patients visited per Department.
    - Do Appointment booking for Doctors.

- **Needs:**
  - To reduce time to find details of Patient
  - Help find Medical History
  - Book Doctors Appointment

- **Stakeholders:**
  - Doctors
  - Other Helpdesk Clerk
  - Patients

- **Competencies:**
  - Casual User
  - Power User
  - Proactive
  - Reactive
  - Work in team
  - Lone Fighter
  - Global focus
  - Local focus
  - Innovative
  - Conservative
User Experience Journey of Help Desk Clerk

Current User Experience Journey

Duration of Journey: 20 mins

Mindset
- Patients have started coming/calling helpdesk
- I need to manually find patient in excel file for each patient
- Its taking time to find out patient age and Sex
- Where is patient address stored?
- Doctor may ask about some patient past history
- How do I Book appointment

Action
- Find and open Excel Sheet
- Note down Patient Detail Manually
- Find Patient Detail Manually
- Find Patient Medical History Manuualy
- Inform Doctor About patient last Visit by checking Manually
- Inform Doctor About patient medical departments visited

Touch Points
- Desktop
- Mobile Device
- Telephone
- Patients
- Doctors
MOCK UP by using the Prototyping Kit

The Prototype has been made using SAP Fiori UX Prototyping Kit. The Icons has been used from sapui5.netweaver.ondemand.com/sdk/iconExplorer.html. The color pattern has been kept according to FIORI Standards. Buttons has standard Accept or Reject Color Tone.

1. **Patient Header Section: Click on any Patient Id**

2. **Click on the Visit History Button for that Patient Id**
3. Click on the Medical History Button for that Patient Id

FINAL APP PROTOTYPE DEVELOPED INSIDE SAP WEB IDE

The Patient Details Prototype is a working Prototype developed successfully inside SAP Web IDE. It is based on the mock up layout prepared and shown above. It uses an EDMX file which has the new Odata model created based on Patient Header and Detail data structures. It finally runs on the Mock data created manually and runs through the mock service.

Steps to run this app are shown in the below screenshots. It is tested on all type of Screen size in the Mock up window.

Step 1 : Run the App with Mock data

The above shows screen Generated with mock data in Master Detail format. The Detail section gives details about selected patient in the first tab which is selected by Default.
Step 2: Press the tab “Other Details”. It uses the first design component SIMPLEFORM inside the element ID ICONTABFILTER.

Step 3: Press the tab “Medical History”. It uses the second design component TABLE inside the element ID ICONTABFILTER. This shows the one to many relation between Patient ID and their medical history. It has also navigation Property to goto further Details of Prescription by that specific Doctor.
The search option works correctly with chosen Patient ID.

This App also works well in the small Resolution. Steps to be reproduced like above for this screen size. The back button also works correctly. Images below.
So this Fiori APP will be useful to the Helpdesk Clerk or Doctors to effectively track the registered patients and prescribe them the medicine as suitable with patient’s history. This application can be enhanced with Appointment buttons and other user friendly features. But the current design has been kept very simple as a mock app only.

Thank you.