

# Mapping user experience journey with HealthNow's goals

## Business goals

- Access and interact with health care services and information
- Managing Appointments
- Ordering scripts
- Access information via Health Records
- Business engagement (help sell the services)

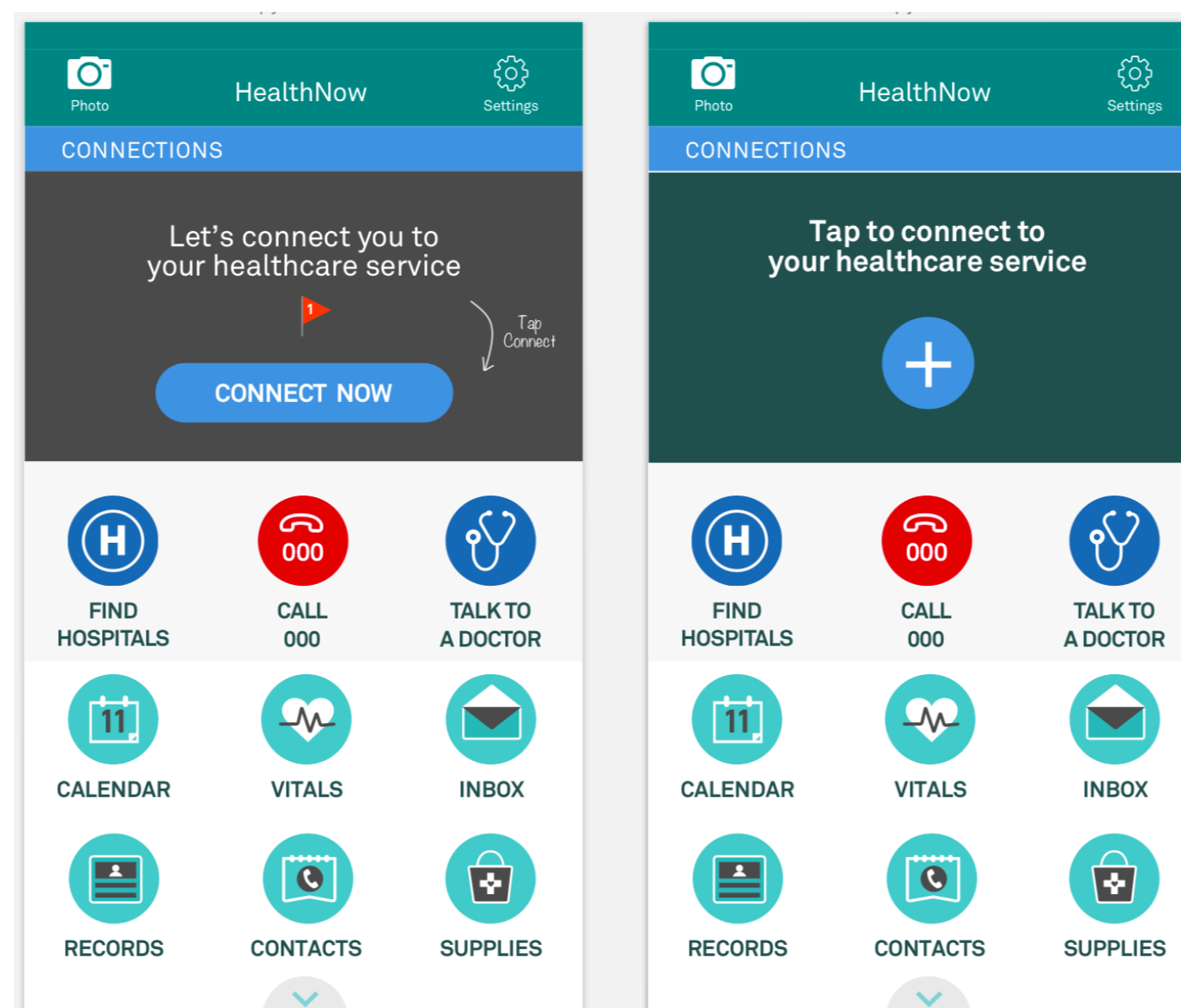
## Project goals

- Replace Aust Post
- Decrease DNA (did not attend)
- Improve patient engagement and optimise experience (satisfaction?)

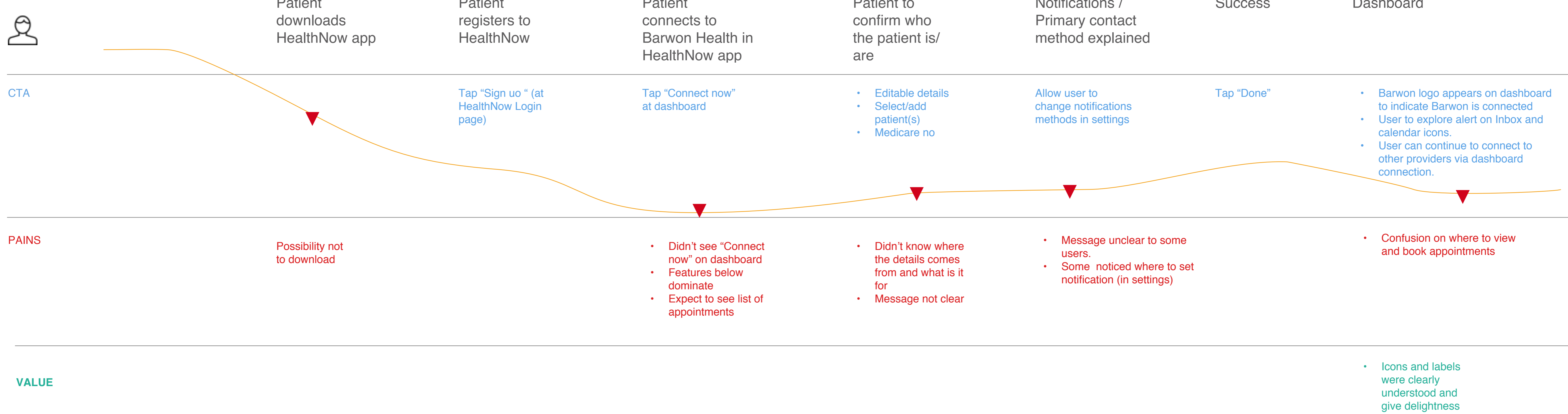
## User goals

- Ability to easily to schedule appointments
- To receive appropriate reminders (week out 1 day before 1 day of)
- Ability to immediately access / view documents digitally

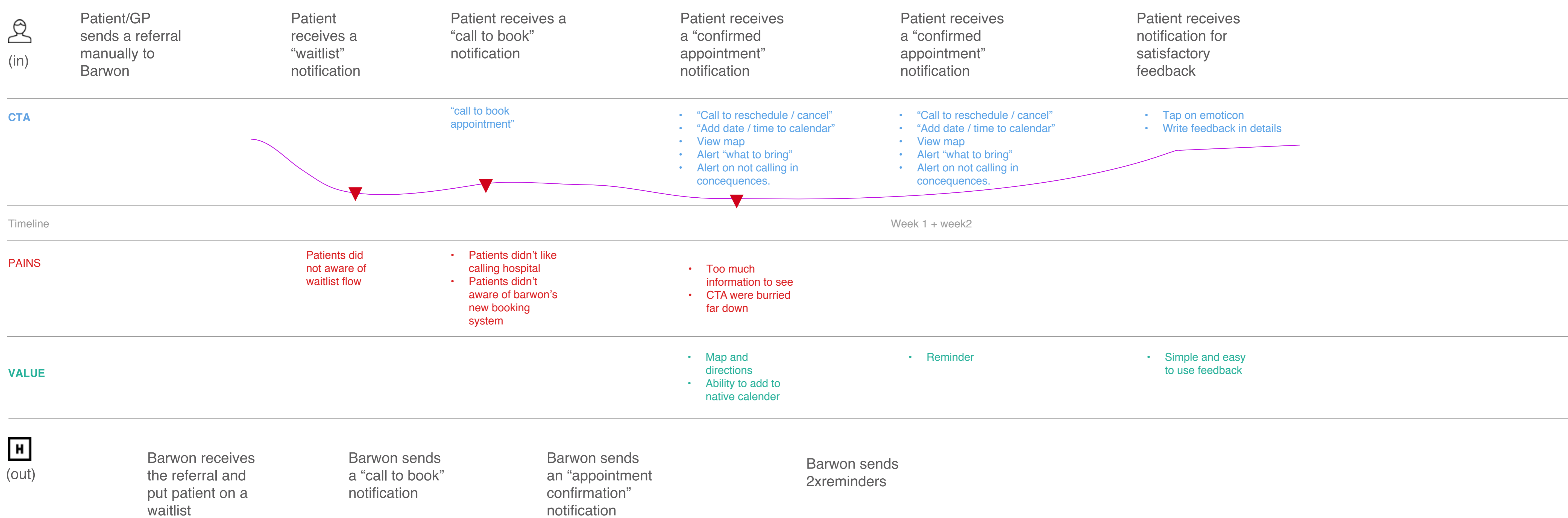
## Barwon's book an appointment user experience journey (as per 1st and 2nd prototype iterations)



### Onboarding experience (from downloading the app to connect to Barwon)



### To book an appointment experience



(out)

Barwon receives the referral and put patient on a waitlist

Barwon sends a "call to book" notification

Barwon sends an "appointment confirmation" notification

Barwon sends 2xreminders