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 I day before I day of)
- · Ability to immediately access / view documents digitally

Barwon's book an appointment user experience journey (3rd design iterations)

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

2	Patient downloads HealthNow app	Patient registers to HealthNow	Patient connects to Barwon Health ir HealthNow app	1	Patient to confirm who the patient is/ are	Notifications / Primary contact method explained	Success	Dashboard	
СТА		Tap "Sign up " (at HealthNow Login page)	 2 steps onboa experience we presented User to tap or 'Connect now 	ere	 Editable details Select/add patient(s) Medicare# 	Allow user to change notifications methods in settings	Tap "Done"	dashbo connect • User to and call • User ca	explore alert on Inbox lendar icons. an continue to connect to roviders via dashboard
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GAINS Improved user flows		••		C NyConnections	HealthNow wants to com to Barwon Health	Next How we contact you	Success	🛄 Healthow 🧕	HealthNew 💭
after onboarding		Connect to My Health Record to access your digital health record.	You can also connect to other health services	Bernen Health	· 🗠 🗄 📩	<u>♦</u> = 📩	💁 = 📩	YOUR CONNECTIONS Connect to health service	YOUR CONNECTIONS Connect to health service
experience screens were implimented along with an inviting dashboard			Managa appointments and reminders Barwon Health Convect How	Connect to Burven Health for appointments and reminders CONNECT	Plaase enter your details beiner Plaase enter your details beiner Plaase Danielle	We'll send appointments and semindents sport primary certaint working (email threading). To change, gr to: X Deableard I-Settings I-Settings I-Settings		Barwon + C	Barwon C +
(Tested on day 5 with 4 participants)		CONNECTION	C Vew radiology records	My Health Record	U Last Name	_x	You have connected HealthNow to your Barroot Health.		💿 📀 😪
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To book an appointment experience

(in)	Patient/GP sends a referral manually to Barwon	Patient receives a "waitlist" notification	Patient receives a "call to book" notification	Patient receives a "confirmed appointment" notification	Patient receives a "confirmed appointment" notification	Patient receives notification for satisfactory feedback
СТА			"call to book appointment"	 "Call to reschedule / cancel" "Add date / time to calendar" View map Alert "what to bring" Alert on not calling in concequences. 	 "Call to reschedule / cancel" "Add date / time to calendar" View map Alert 'what to bring" Alert on not calling in concequences. 	Tap on emoticon Write feedback in details
imeline					Week 1 + week2	
H 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	
AINS					A	A
making the collapsed. User efforle time and 'ac with promine Map and other the second	for list very by weak noticed the date / date of protect calendar of gray badground. In supporting the supporting were helpful for user.			t Constraint Constraint Territoria and r Constraint Constraint r Con	<complex-block></complex-block>	