Patient Engagement: Patient Journey

Version 1.0 I 12 Feb 2014
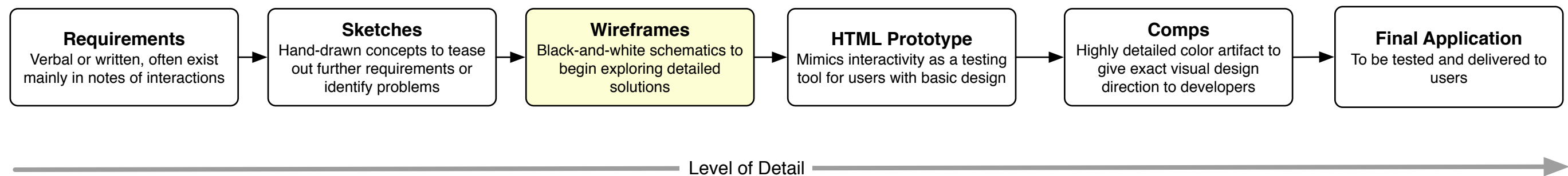
Change Log
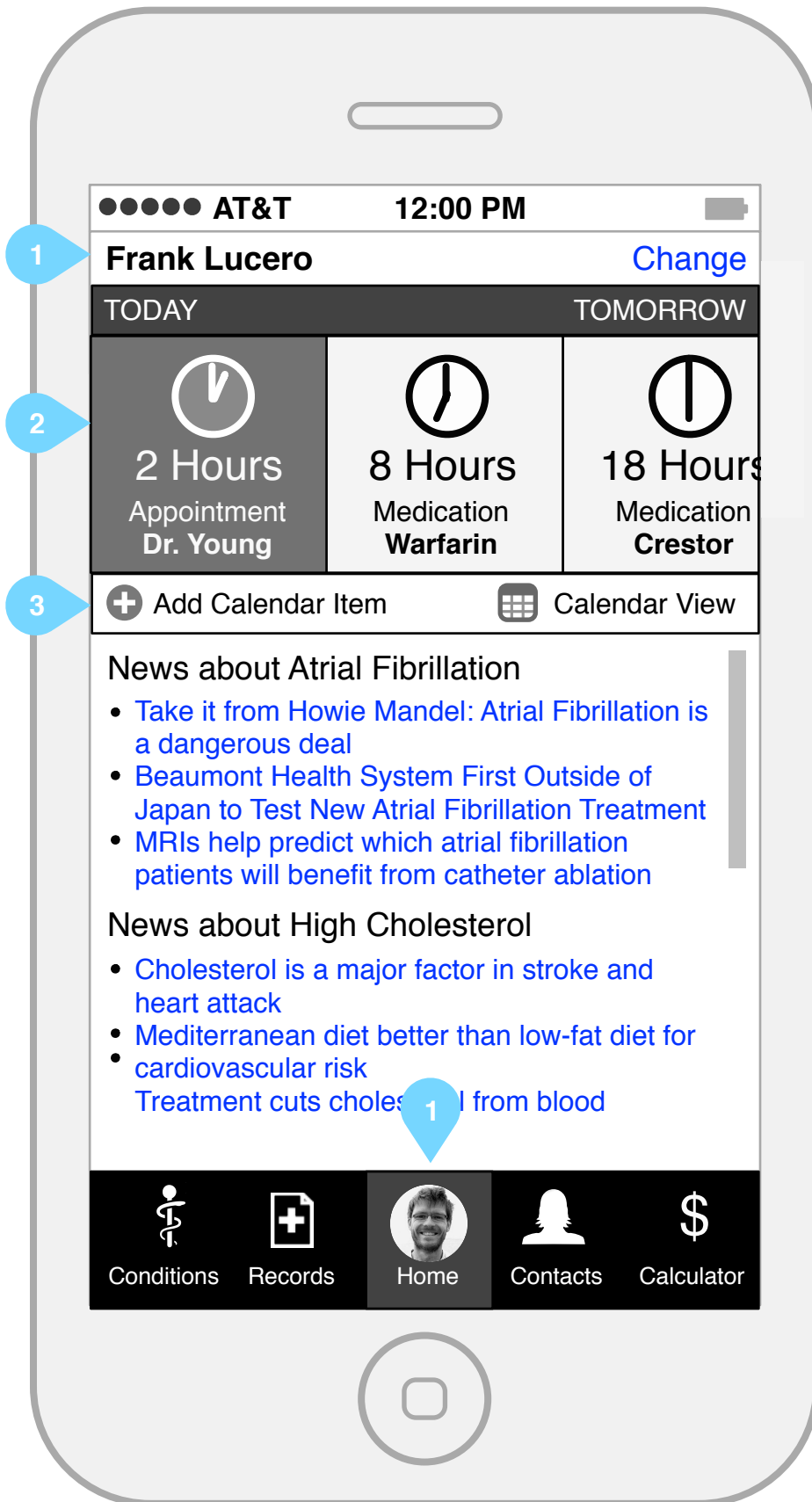
Version	Date	Changes	Author
1.0	12 Feb 2014	Initial organization and concepts	Eric Stoltz

About Wireframes

Wireframes are rough, low-fidelity artifacts. They are not meant to establish a final visual design for an application. Rather, they are meant to illustrate potential directions for a project as far as functionality, relative positioning, flow and how various elements of the application relate to each other, and to facilitate discussion. As such, wireframes are not final products, but indicative of the development process at a given stage.

The final look of the product, that is, fonts, colors, sizing, weight, dimensions, positions, and so forth are delineated in a later series of artifacts, commonly called *comps.*

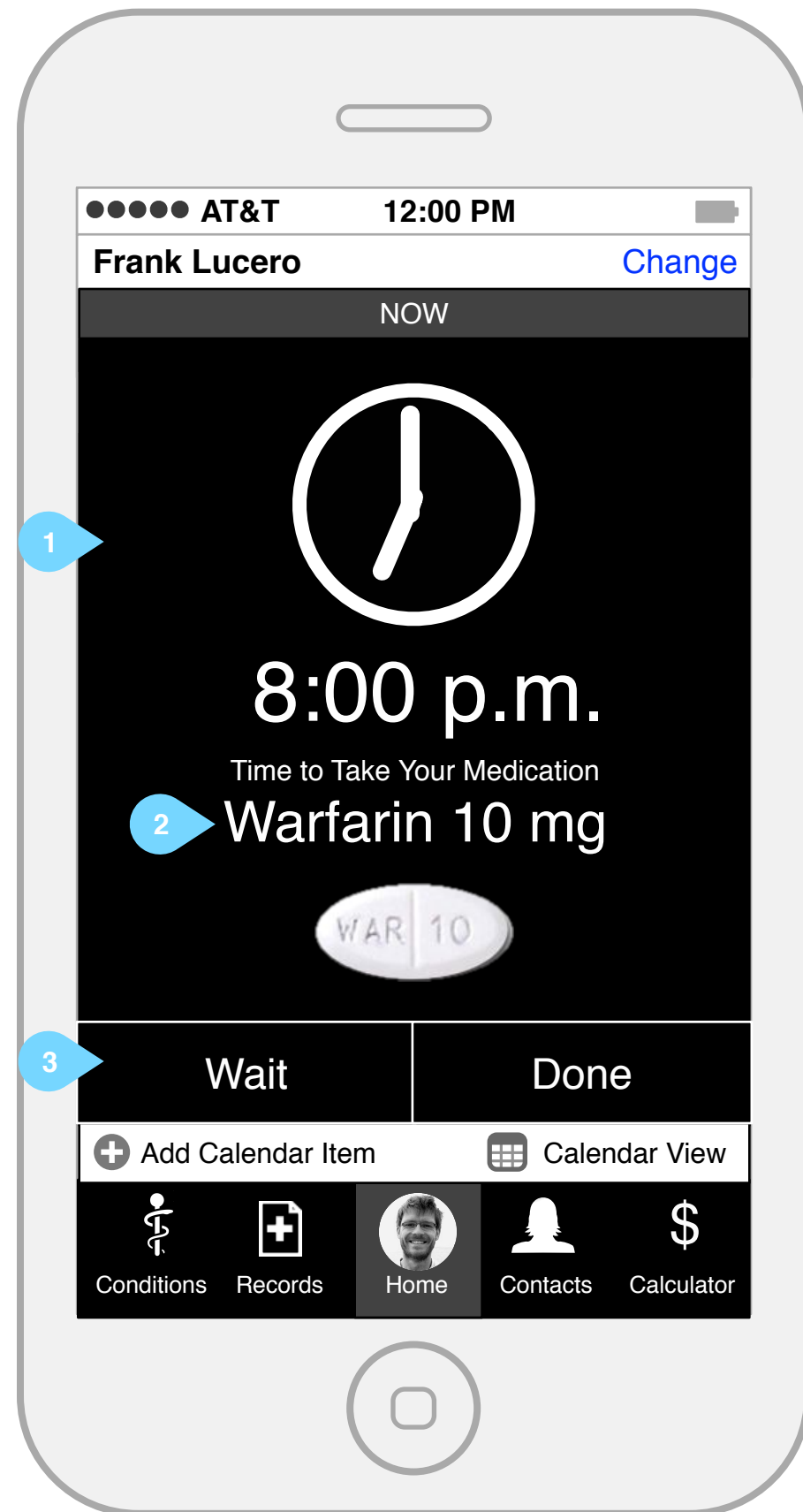| **Requirements** Verbal or written, often exist mainly in notes of interactions | **Sketches** Hand-drawn concepts to tease out further requirements or identify problems | **Wireframes** Black-and-white schematics to begin exploring detailed solutions | **HTML Prototype** Mimics interactivity as a testing tool for users with basic design | **Comps** Highly detailed color artifact to give exact visual design direction to developers | **Final Application** To be tested and delivered to users |

Level of Detail →

zynxhealth

ANNOTATIONS

Overview

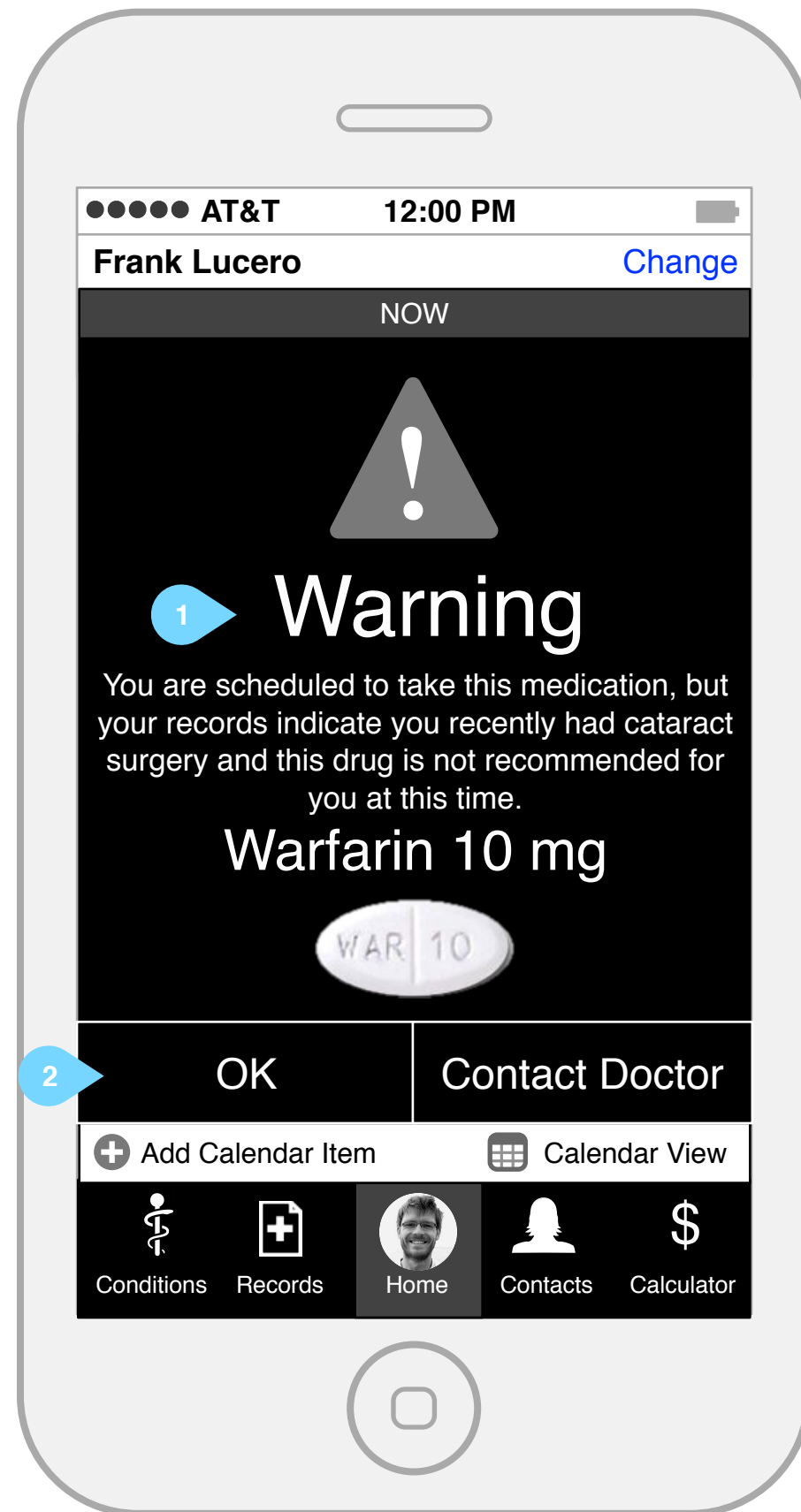Default (home) view is upcoming scheduled items and a news feed for each of the user's conditions.

1 User is highlighted because any user may have access to another user in the same account, e.g. a parent would be able to toggle to view his children's information.

2 Tapping on a schedule item brings up the detail view.

3 User can go to a more detailed calendar view (month or week), not shown here, or add an appointment or reminder.

●●●●● AT&T   12:00 PM

1 **Frank Lucero**   Change

TODAY   TOMORROW

2

2 Hours	8 Hours	18 Hours
Appointment	Medication	Medication
Dr. Young	**Warfarin**	**Crestor**

3 ⊕ Add Calendar Item   ▦ Calendar View

News about Atrial Fibrillation
- Take it from Howie Mandel: Atrial Fibrillation is a dangerous deal
- Beaumont Health System First Outside of Japan to Test New Atrial Fibrillation Treatment
- MRIs help predict which atrial fibrillation patients will benefit from catheter ablation

News about High Cholesterol
- Cholesterol is a major factor in stroke and heart attack
- Mediterranean diet better than low-fat diet for cardiovascular risk
- Treatment cuts cholesterol from blood

Conditions	Records	**1** Home	Contacts	Calculator

●●●●● **AT&T**   **12:00 PM**

Frank Lucero   Change

NOW

8:00 p.m.

Time to Take Your Medication

Warfarin 10 mg

WAR 10

| Wait | Done |

⊕ Add Calendar Item   ⊞ Calendar View

Conditions   Records   Home   Contacts   Calculator

ANNOTATIONS

Reminder

1 When the time comes for a scheduled event, That item takes up the screen. In this case for a medication, the user is shown the time and name and dosage of the medication with an image of the tablet to be taken.

2 Clicking on the name or image would bring up complete drug information.

3 User can indicate the medication was taken or delay the med for a specified time frame, e.g., 10 or 15 minutes, like a snooze button.

●●●●● AT&T   12:00 PM

Frank Lucero   Change

NOW

⚠️

Warning

You are scheduled to take this medication, but your records indicate you recently had cataract surgery and this drug is not recommended for you at this time.

Warfarin 10 mg

WAR 10

OK   Contact Doctor

⊕ Add Calendar Item   ▦ Calendar View

Conditions   Records   Home   Contacts   Calculator

ANNOTATIONS

Drug Interaction

1   Should the system detect that a scheduled med is contraindicated by some other event or med added to the treatment plan, a warning is shown.

2   User may acknowledge and proceed or send an automatic message to the doctor who prescribed the medication.
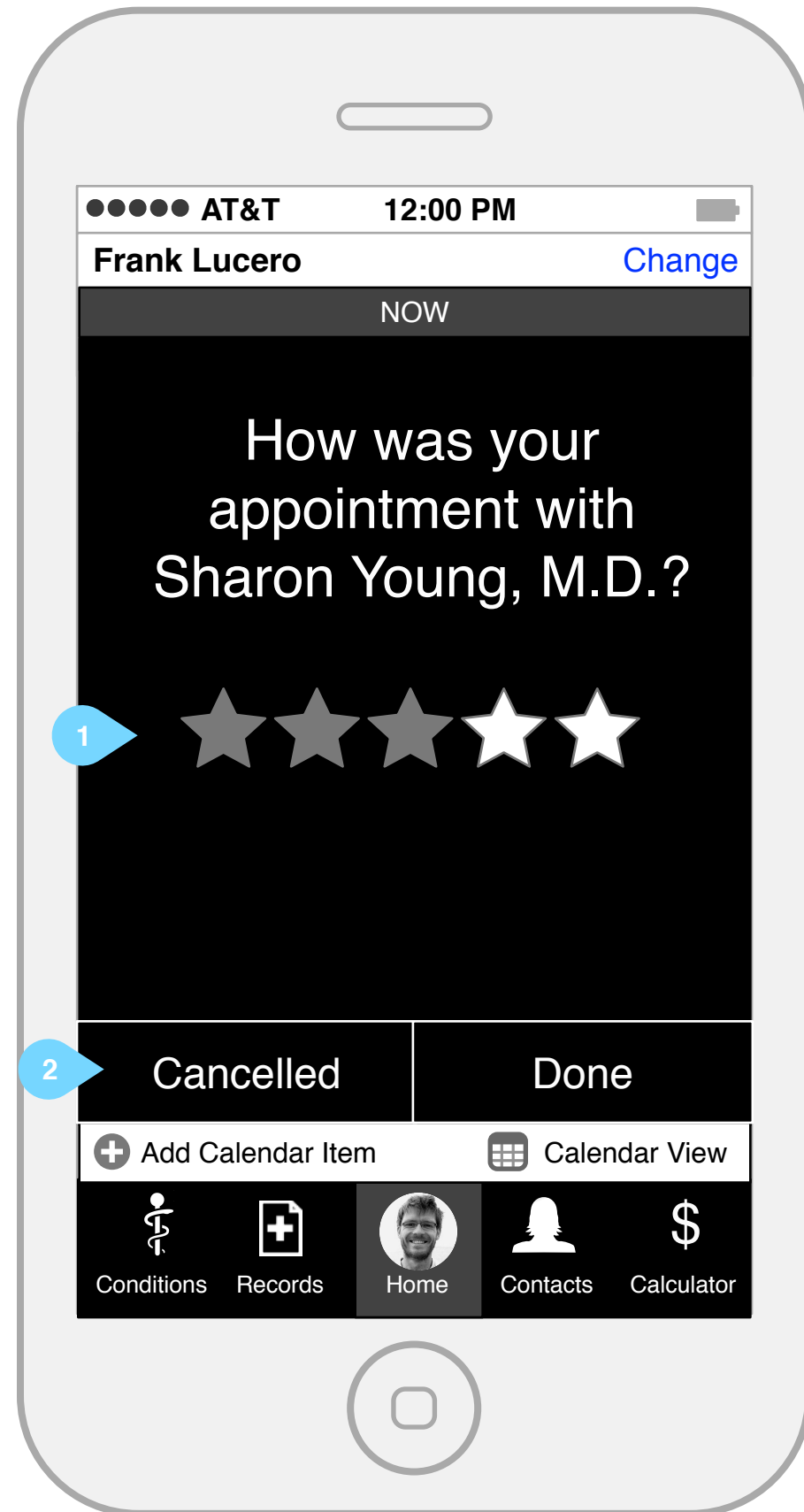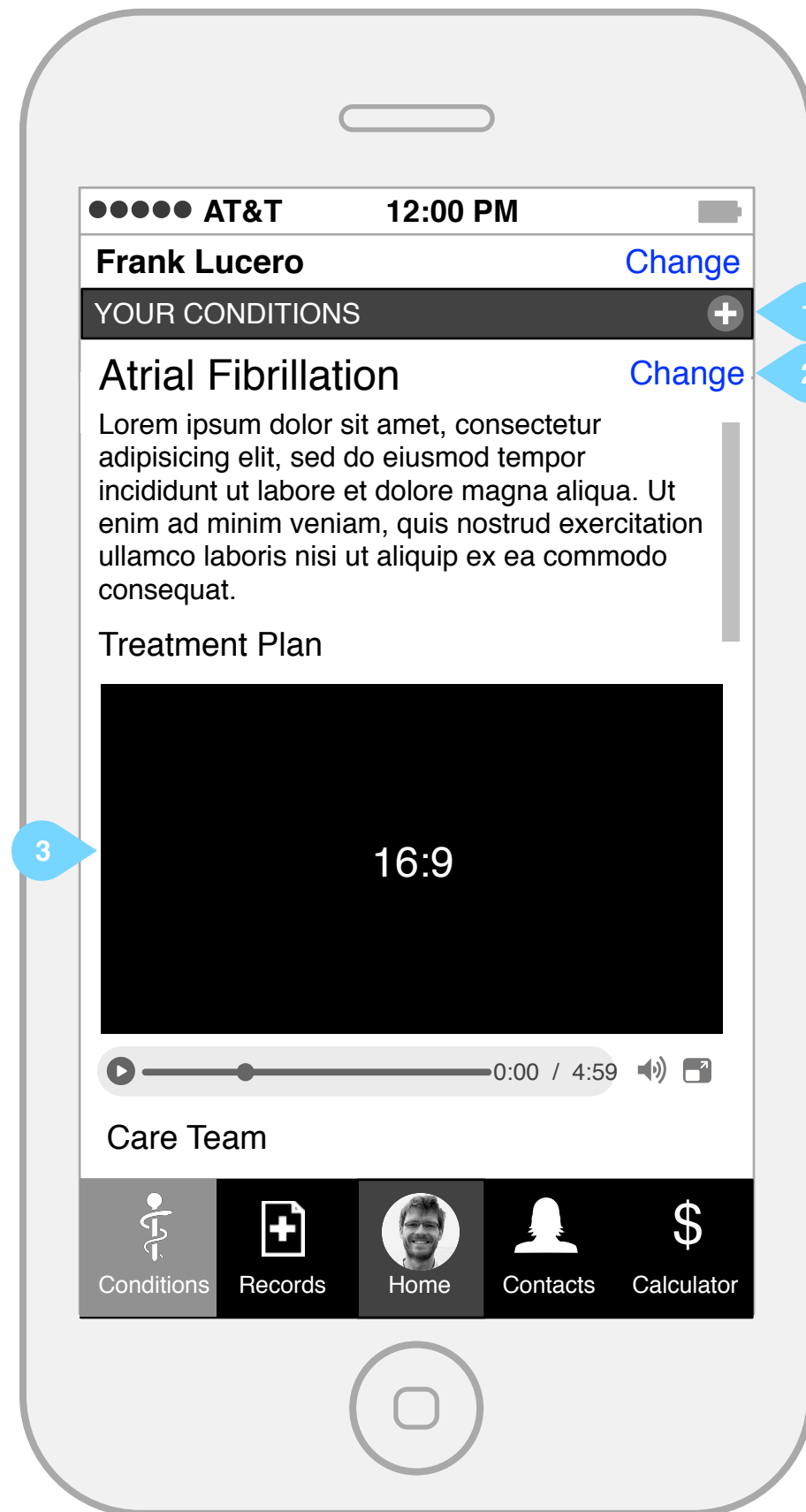
ANNOTATIONS

Care Episode Rating

1 When an appointment with a care provider is completed, the system automatically sends a request for the user to rate the encounter. Screen will not go away until user has completed rating.

1 User can indicate the scheduled appointment was cancelled.

More detailed questions can be served randomly to collect data required by CMS for patient experience ratings for reimbursement.

●●●●● AT&T   12:00 PM

Frank Lucero   Change

NOW

How was your appointment with Sharon Young, M.D.?

1 ★ ★ ★ ☆ ☆

2 Cancelled | Done

⊕ Add Calendar Item   ▦ Calendar View

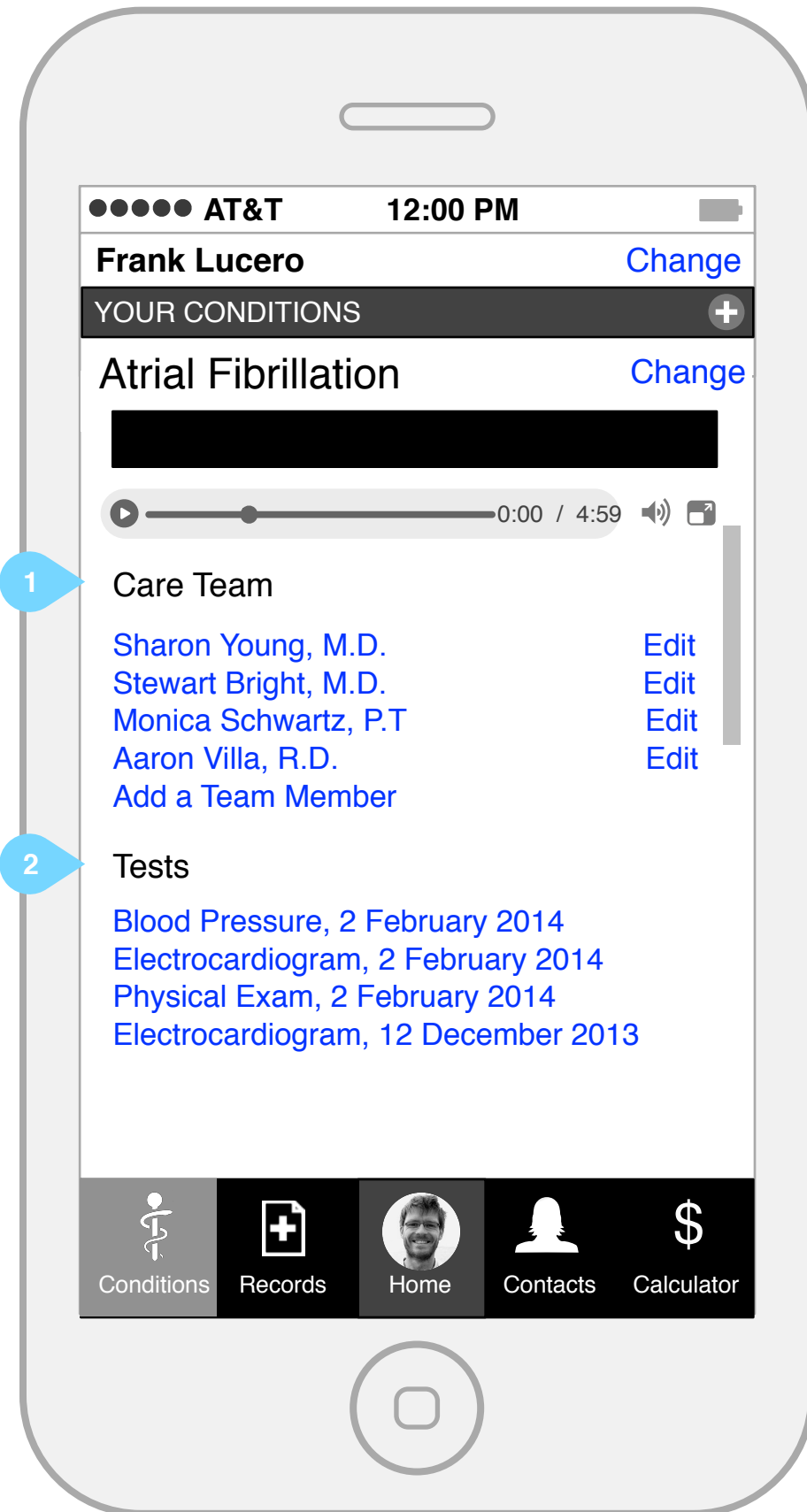Conditions | Records | Home | Contacts | Calculator

ANNOTATIONS

Conditions

1 User may add conditions. This setting will affect other parts of the application as well, such as news feeds on home screen.

2 A variety of information is provided for each condition. User may switch between them.

3 Information may include e a variety of media, including video.

●●●●● AT&T   12:00 PM

Frank Lucero   Change

YOUR CONDITIONS   +   **1**

Atrial Fibrillation   Change   **2**

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Treatment Plan

3

16:9

▶ ━━━━━━━━━━━ 0:00 / 4:59 🔊 ⬚

Care Team
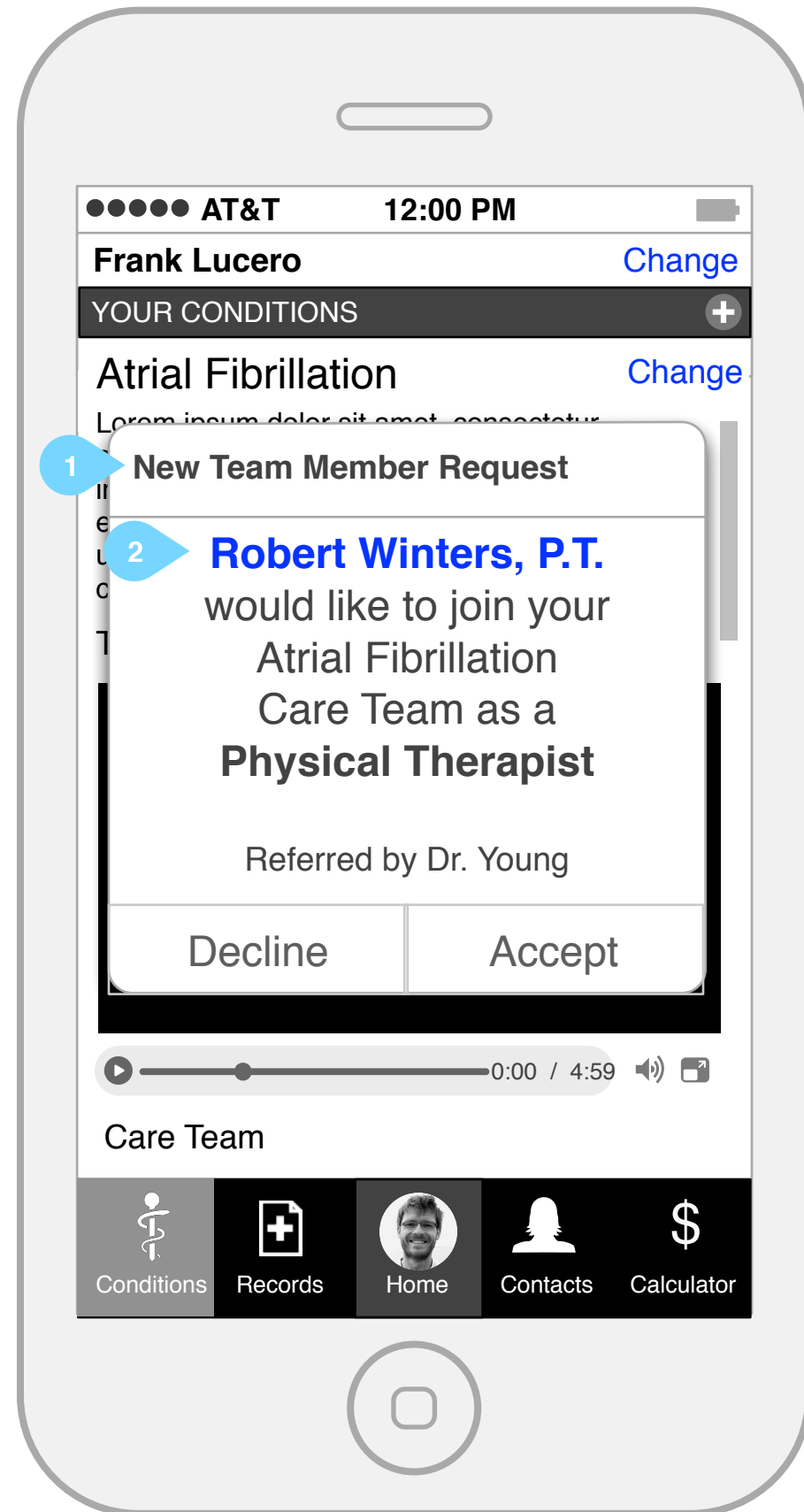
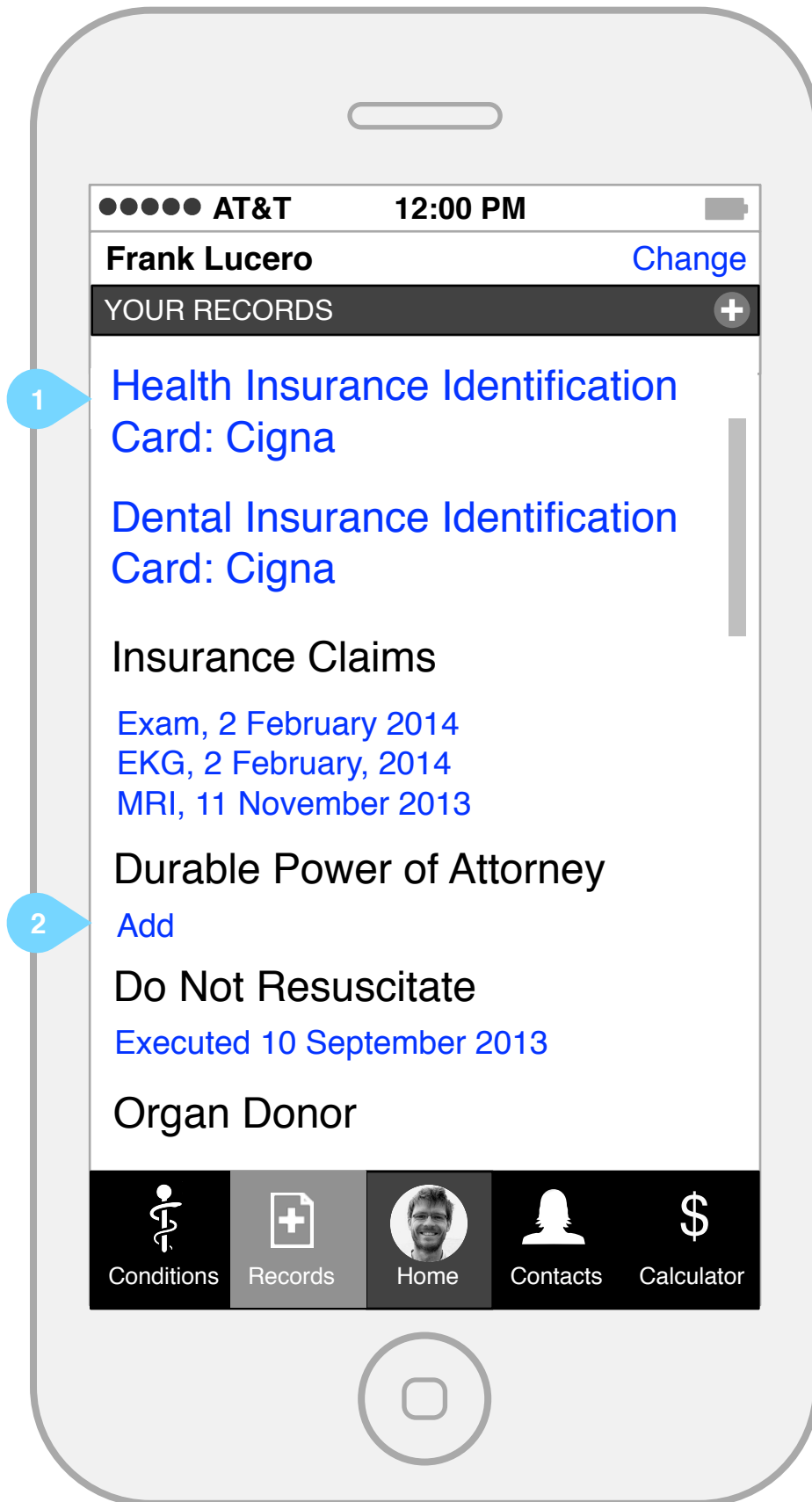| Conditions | Records | Home | Contacts | Calculator |

ANNOTATIONS

Conditions (continued)

1 Patient can initiate contact via preferred means by taping team member name.

2 Tests and other information specific to this condition are listed and can be accessed by taping.

●●●●● **AT&T**   **12:00 PM**

Frank Lucero   Change

YOUR CONDITIONS   +

Atrial Fibrillation   Change

▶ ────●────────── 0:00 / 4:59 🔊 ⧉

Care Team

Sharon Young, M.D.   Edit
Stewart Bright, M.D.   Edit
Monica Schwartz, P.T   Edit
Aaron Villa, R.D.   Edit
Add a Team Member

Tests

Blood Pressure, 2 February 2014
Electrocardiogram, 2 February 2014
Physical Exam, 2 February 2014
Electrocardiogram, 12 December 2013

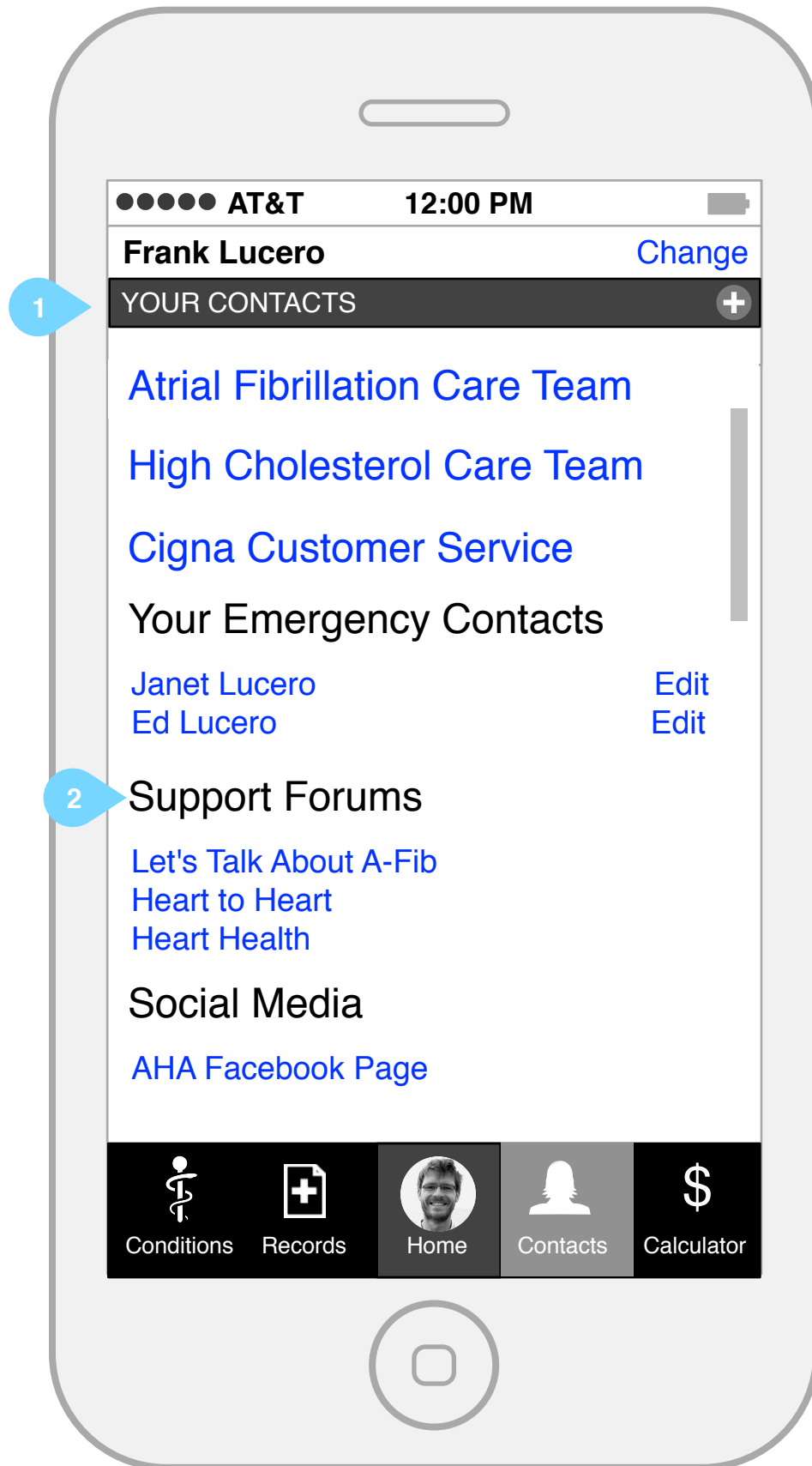Conditions | Records | Home | Contacts | Calculator

Conditions (continued)

1 The patient can add a care team member or, after being referred, the clinician can initiate a request to be added to the team, which the user responds to.

2 Tapping on the requester's name will display information about the provider.

●●●●● AT&T   12:00 PM

Frank Lucero   Change

YOUR CONDITIONS   +

Atrial Fibrillation   Change

1 **New Team Member Request**

2 **Robert Winters, P.T.**
would like to join your
Atrial Fibrillation
Care Team as a
Physical Therapist

Referred by Dr. Young

| Decline | Accept |

▶ ────────── 0:00 / 4:59 🔊 ⬚

Care Team

Conditions | Records | Home | Contacts | Calculator

●●●●● AT&T   12:00 PM

Frank Lucero   Change

YOUR RECORDS   +

Health Insurance Identification
Card: Cigna

Dental Insurance Identification
Card: Cigna

Insurance Claims

Exam, 2 February 2014
EKG, 2 February, 2014
MRI, 11 November 2013

Durable Power of Attorney

Add

Do Not Resuscitate

Executed 10 September 2013

Organ Donor

Conditions | Records | Home | Contacts | Calculator

Records

1   General health records are available in digital
    format, such as insurance cards and other
    documents.

2   For those documents not yet completed but
    highly recommended, the user can choose to
    create a digital version that will be accessible to
    the appropriate team members.

●●●●● AT&T   12:00 PM

Frank Lucero   Change

YOUR CONTACTS   +

1

Atrial Fibrillation Care Team

High Cholesterol Care Team

Cigna Customer Service

Your Emergency Contacts

Janet Lucero   Edit
Ed Lucero   Edit

2 Support Forums

Let's Talk About A-Fib
Heart to Heart
Heart Health

Social Media

AHA Facebook Page

Conditions   Records   Home   Contacts   Calculator

ANNOTATIONS

Contacts

1 Contacts work two ways. There is contact info for payers and care team members and the user can push contact information to other team members, e.g. emergency contact information.

2 Other contacts are links to interactive support forums, social media centered around the user's conditions and other such information.