

**USER JOURNEY OBSERVATION**

		BEFOREHAND <i>Notice, understand, be triggered</i>	USING THE SERVICE <i>Decide to use, first use, further use, help with problems.</i>			AFTER USE <i>Building relationships, stimulating re-use, end of use.</i>
<b>USERS</b>	<b>NEED</b> What does the user want?	Quick examination and doctor's appointment	Get hospitalized faster and start the treatment	Polite attitude from the medical staff, quick examination	Enough portion of tasty and various food, time for meeting with visitors and smoking	Further recommendations for treatment or rehabilitation
	<b>ACTIVITIES</b> What does the user do?	The patient makes an appointment with a doctor.	Arrival at the admission department of the clinic, checking the package of documents for hospitalization	Fulfills all recommendations of the medical staff	Spends his free time from procedures and treatment without violating the rules of the department	Goes to the local doctor
	<b>TOUCH POINT</b> How does the user come in contact with the service?	Receives a referral from a doctor for examination,	A nurse accepts documents, acquaints them with the rules of the clinic and send them to the department in some cases there may not be a complete package	Directly receives treatment and care	Interaction with employees from the canteen, security other patients and visitors	Answer the patient's questions train the patient if necessary
	<b>ANSWERS</b> How are the demands of the user answers? (What does the employee do? etc.)	The nurse explains the route of the examination to the patient	If the package of documents is not complete, patients cannot be hospitalized, but it is rare situation	There are long queues before consultations of specialists. But procedures are on time and without queues	Dissatisfaction with the regime and feeding	The nurse explains to the patient the decision of the commission and what the patient needs to do next
		The nurse performs her functional duties professionally and on time				

○ Describe the needs and actions of users and service providers and their points of contact before, during and after receiving services ○

Consultation with a local doctor and testing for hospitalization	Acceptance of documents for hospitalization by clinic specialists	Consultation of specialists and receiving treatment and care	Spending free time according to the regime to avoid conflicts with staff	Meetings with the local doctor after discharge for further planning of the course of treatment
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