

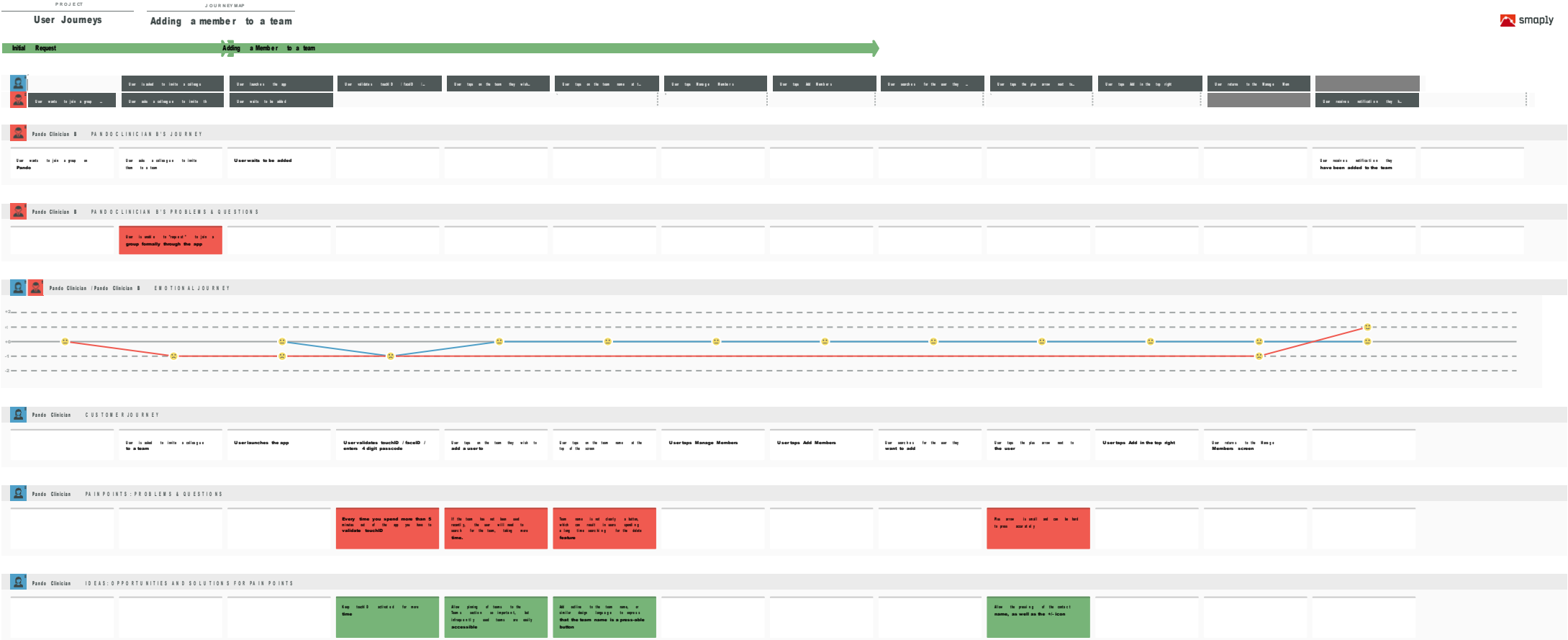


Collated User Journeys

v2.1

Contents

1. Adding a user to a team
2. Creating a team
3. Deleting a team
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5. Sharing a file
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8. Create a Forum
9. Join a forum
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11. Creating a new patient task
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13. Attaching a photo to a patient card
14. Export a patient card to NHS email
15. Set availability
16. Invite colleagues to Pando
17. Onboarding
18. Sharing a photo with another user
19. Taking a photo and saving it
20. Asking Advice – Requestor
21. Asking Advice – Receiving

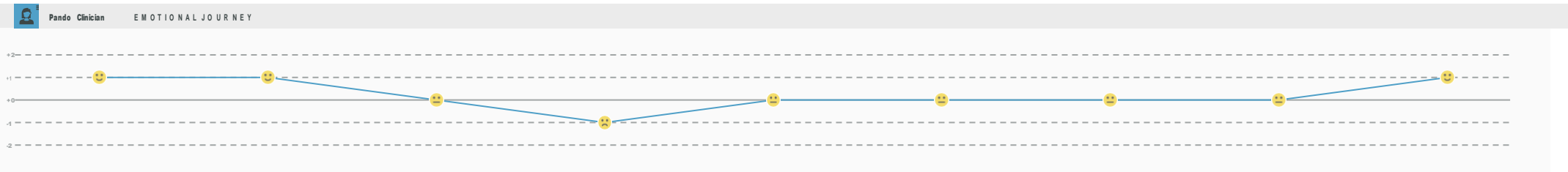
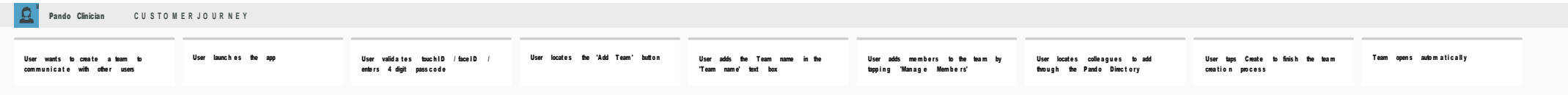
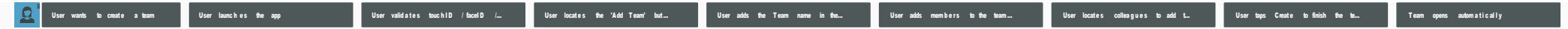


PROJECT

JOURNEYMAP

User Journeys

Create a Team

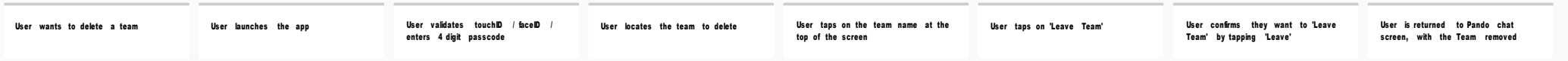


User Journeys

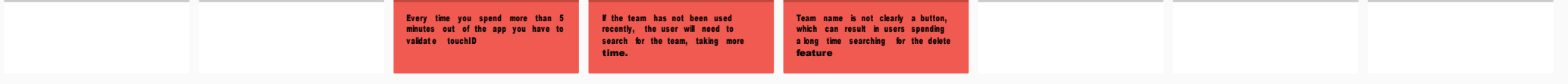
Delete a Team



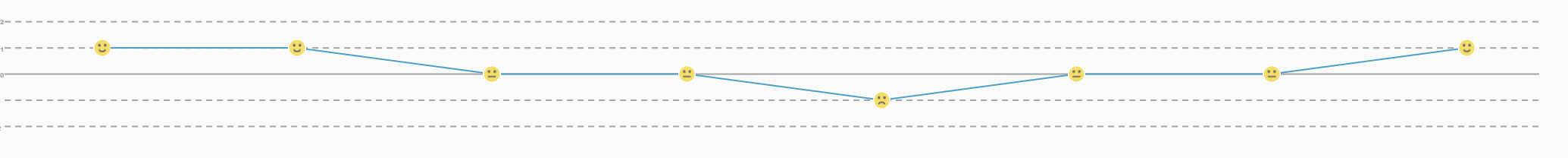
Pando Clinician CUSTOMER JOURNEY



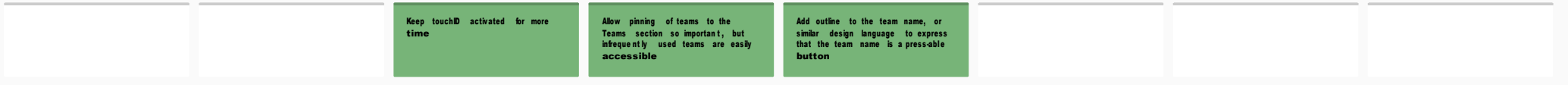
Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS



Pando Clinician EMOTIONAL JOURNEY



Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS



User Journeys

Send a message to a user



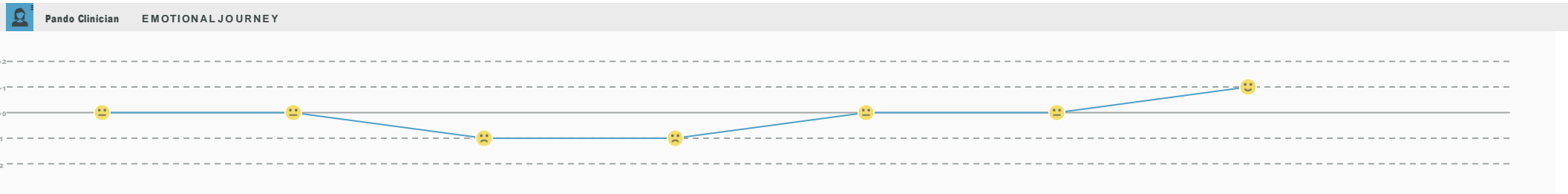
- User wants to send a mess...
- User launches the app
- User validates touchID / faceID / ...
- User locates the user or team th...
- User enters the text they'd like t...
- User taps the send button to the...
- Message is sent, user is able to ...

Pando Clinician CUSTOMER JOURNEY

User wants to send a message to another user	User launches the app	User validates touchID / faceID / enters 4 digit passcode	User locates the user or team they want to send a message to	User enters the text they'd like to send into the text field	User taps the send button to the right of the text field	Message is sent, user is able to see whether the message has been delivered from the double tick system
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Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

		Every time you spend more than 5 minutes out of the app you have to validate touchID	If the recipient team or recipient individual has not been contacted recently, the user will need to search for the team, taking more time.			
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Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

		Keep touchID activated for more time	Allow pinning of teams to the Teams section so important, but infrequently used teams are easily accessible			
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User Journeys

Share a file



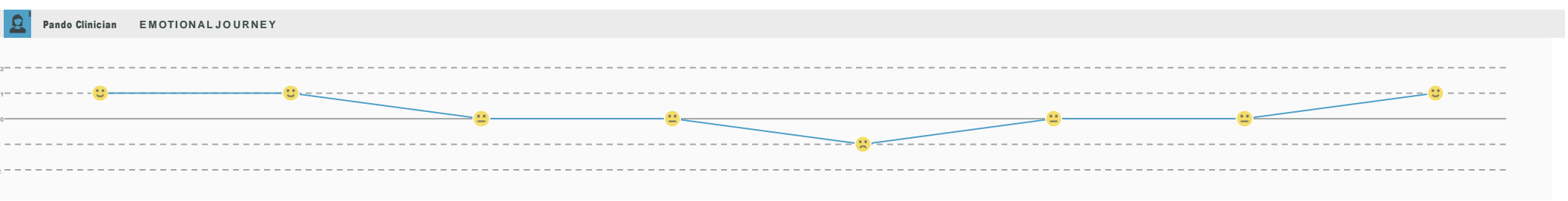
- User wants to share a non-photo file with another user
- User launches the app
- User validates touchID / faceID / ...
- User locates the user they wish to share the file with
- User taps on the 'Files' button underneath the text field on the message screen
- Native phone file explorer opens
- User taps on the file to share
- File is sent automatically to the recipient

Pando Clinician CUSTOMER JOURNEY

User wants to share a non-photo file with another user	User launches the app	User validates touchID / faceID / enters 4 digit passcode	User locates the user they wish to share the file with	User taps on the 'Files' button underneath the text field on the message screen	Native phone file explorer opens	User taps on the file to share	File is sent automatically to the recipient
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Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

		Every time you spend more than 5 minutes out of the app you have to validate touchID	If the recipient team or recipient individual has not been contacted recently, the user will need to search for the team, taking more time.	Files button is unlabelled			File is sent automatically, which could result in some files being sent in error after being selected erroneously
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Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

		Keep touchID activated for more time		Add outline to the team name, or similar design language to express that the team name is a pressable button			Add 2 step confirmation window? Are you sure? y/n
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User Journeys

Turn off notifications for specific chat



- User wants to mute conver...
- User launches the app
- User validates touchID / faceID / ...
- User locates the chat they wish ...
- User taps the chat name at the t...
- User taps on the toggle labelled ...
- User taps "Save" in the top right...

Pando Clinician CUSTOMER JOURNEY

- User wants to mute conversations for a specific chat
- User launches the app
- User validates touchID / faceID / enters 4 digit passcode
- User locates the chat they wish to turn off notifications for
- User taps the chat name at the top of the screen
- User taps on the toggle labelled "Mute Conversation"
- User taps "Save" in the top right of the app

Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

- Every time you spend more than 5 minutes out of the app you have to validate touchID
- If the recipient team or recipient individual has not been contacted recently, the user will need to search for the team, taking more time.
- Team name is not clearly a button, which can result in users spending a long time searching for the delete feature

Pando Clinician EMOTIONAL JOURNEY



Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

- Keep touchID activated for more time
- Allow pinning of teams to the Teams section so important, but infrequently used teams are easily accessible
- Add outline to the team name, or similar design language to express that the team name is a pressable button

User Journeys

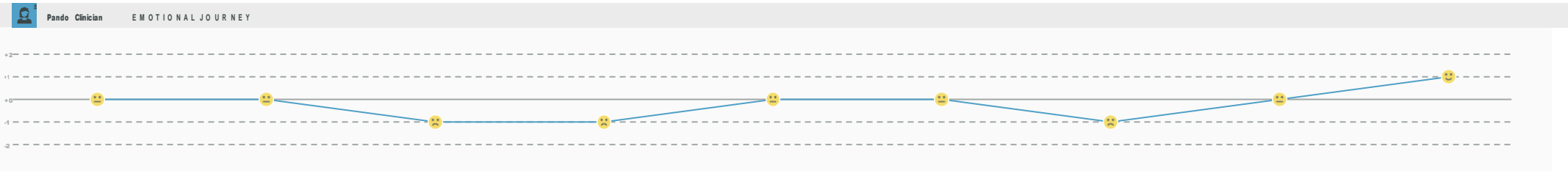
Export Image to NHS Mail



- User wants to export an im...
- User launches the app
- User validates touchID / faceID / ...
- User opens the Gallery on their P
- User selects the photo(s) they'd...
- User taps the Export to Email bu...
- Patient Consent pop up appears...
- Confirmation notification appear...
- User receives image in their NHS

Pando Clinician CUSTOMER JOURNEY								
User wants to export an image from their Gallery into their NHS email	User launches the app	User validates touchID / faceID / enters 4 digit pass code	User opens the Gallery on their Pando app	User selects the photo(s) they'd like to export. Multiple photos can be selected by tapping "Select" in the top right	User taps the Export to Email button in the bottom right of the screen	Patient Consent pop up appears, user selects appropriate option (Yes/No/NA)	Confirmation notification appears "Image sent to your email address"	User receives image in their NHS email inbox

Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS								
		Every time you spend more than 5 minutes out of the app you have to validate touchID		"Select" wording ambiguous, doesn't make clear the button allows the ability to export/delete multiple images				



Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS								
		Keep touchID activated for more time		Add tap and hold functionality to select multiple photos in the Gallery.		Opportunity to educate about patient consent, add link to consent information?		

User Journeys

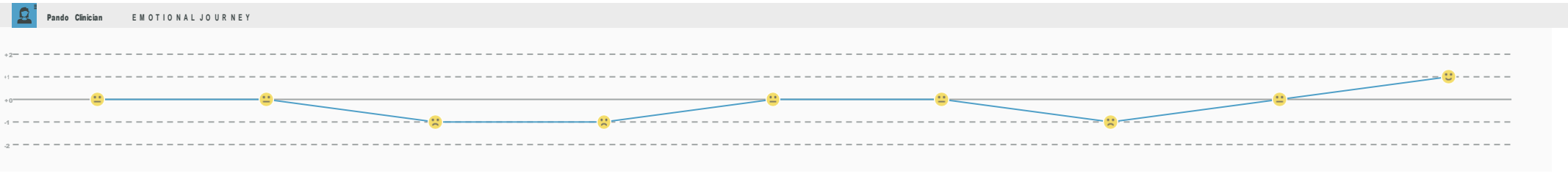
Create a Forum



- User wants to create a Forum
- User launches the app
- User validates touchID / faceID / ...
- User opens the Gallery on their P
- User selects the photo(s) they'd...
- User taps the Export to Email bu...
- Patient Consent pop up appears...
- Confirmation notification appear...
- User receives image in their NHS

Pando Clinician CUSTOMER JOURNEY								
User wants to create a Forum on the Pando app	User launches the app	User validates touchID / faceID / enters 4 digit pass code	User opens the Gallery on their Pando app	User selects the photo(s) they'd like to export. Multiple photos can be selected by tapping "Select" in the top right	User taps the Export to Email button in the bottom right of the screen	Patient Consent pop up appears, user selects appropriate option (Yes/No/NA)	Confirmation notification appears "Image sent to your email address"	User receives image in their NHS email inbox

Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS								
		Every time you spend more than 5 minutes out of the app you have to validate touchID		"Select" wording ambiguous, doesn't make clear the button allows the ability to export/delete multiple images				



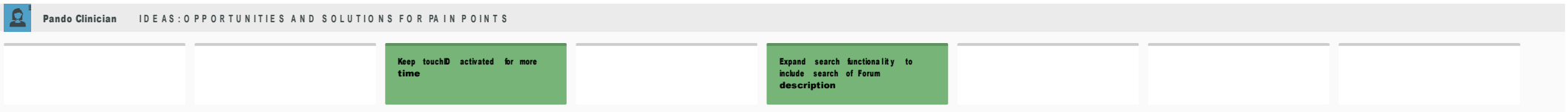
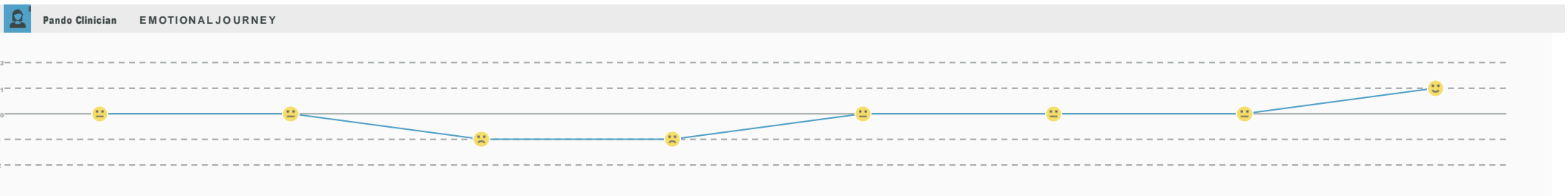
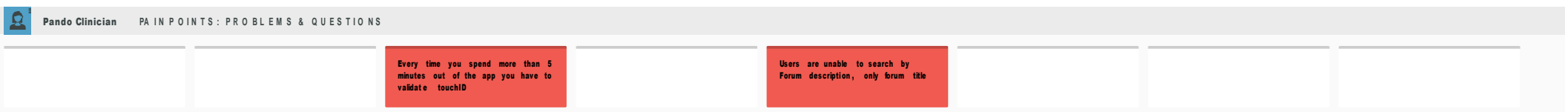
Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PA IN POINTS								
		Keep touchID activated for more time		Add tap and hold functionality to select multiple photos in the Gallery.		Opportunity to educate about patient consent, add link to consent information?		

User Journeys

Join a Forum



- User wants to join a Forum...
- User launches the app
- User validates touchID / faceID / ...
- User taps on the 'Add Forum' bu...
- User searches for the forum the...
- Forum info appears for the user ...
- User taps on 'JOIN FORUM'
- Forum opens automatically



User Journeys

Leave a Forum



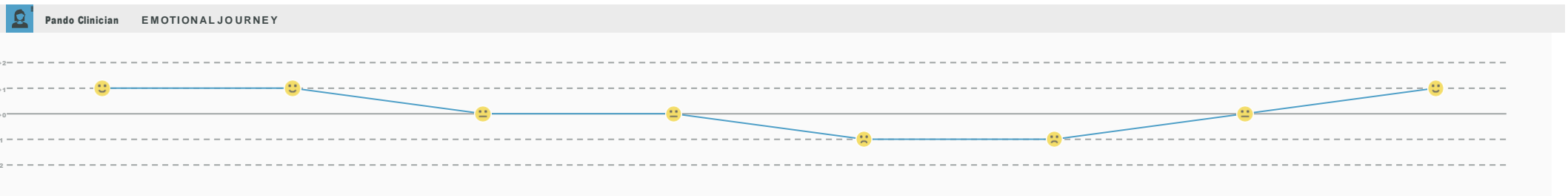
- User wants to leave a forum
- User launches the app
- User validates touchID / faceID / ...
- User locates the forum they wish
- User taps on the forum name at ...
- User taps on 'Leave Team'
- User confirms they want to Leav...
- User is returned to Pando chat s...

Pando Clinician CUSTOMER JOURNEY

User wants to leave a forum	User launches the app	User validates touchID / faceID / enters 4 digit passcode	User locates the forum they wish to leave	User taps on the forum name at the top of the screen	User taps on 'Leave Team'	User confirms they want to Leave Forum by tapping 'Leave'	User is returned to Pando chat screen, with the Forum removed
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Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

		Every time you spend more than 5 minutes out of the app you have to validate touchID	If the forum has not been used recently, the user will need to search for the team, taking more time.	Team name is not clearly a button, which can result in users spending a long time searching for the delete feature	Wording implies the user is leaving a team rather than a forum		
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Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

		Keep touchID activated for more time	Allow pinning of forums to the Forums section so important, but infrequently used teams are easily accessible	Add outline to the forum name, or similar design language to express that the forum name is a pressable button	Change wording on the Forum information page to 'Leave Forum'		
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User Journeys

Creating a new forum Task



Opening Pando Creating a new Patient Task

- User wants to create a new...
- User launches the app
- User validates touchID / faceID / ...
- User taps List at the bottom of th
- User taps on the plus button in t...
- User adds Patient information in...
- User taps New Task
- User enters task details into the...
- User taps return on their keyboa...

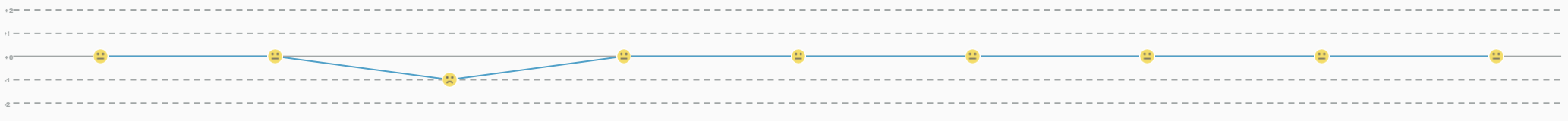
Pando Clinician CUSTOMER JOURNEY

User wants to create a new patient task	User launches the app	User validates touchID / faceID / enters 4 digit pass code	User taps List at the bottom of the page	User taps on the plus button in the top right	User adds Patient information in the text boxes (Patient name & Location)	User taps New Task	User enters task details into the text box	User taps return on their keyboard
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Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

		Every time you spend more than 5 minutes out of the app you have to validate touchID			Wording implies the name will need to be entered only once, while the name on the task is separate to the patient name			Hitting return is not intuitive, and could lead to confusion on when a task has been successfully added
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Pando Clinician EMOTIONAL JOURNEY



Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

		Keep touchID activated for more time			Change 'More Info' label in top right to 'Patient Card'			Add "Done" button, or change colour of return button for clarity
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PROJECT

JOURNEY MAP

User Journeys

Creating a new Patient Card

Opening Pando

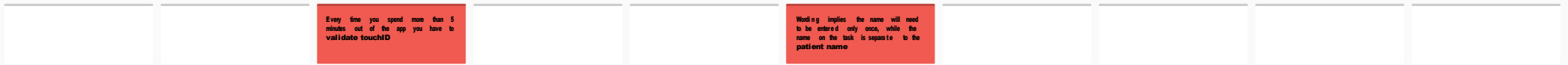
Creating a new Patient Card



Pando Clinician CUSTOMER JOURNEY



Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS



Pando Clinician EMOTIONAL JOURNEY



Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS



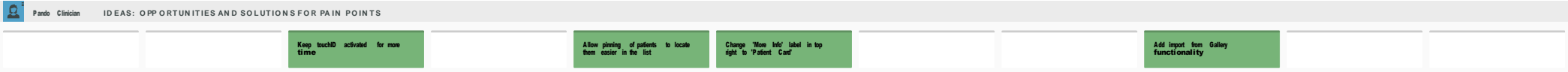
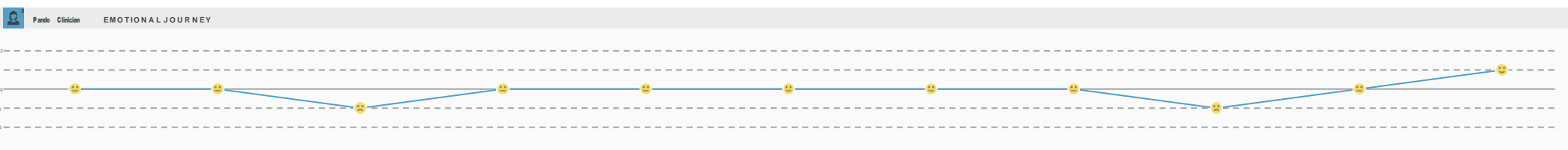
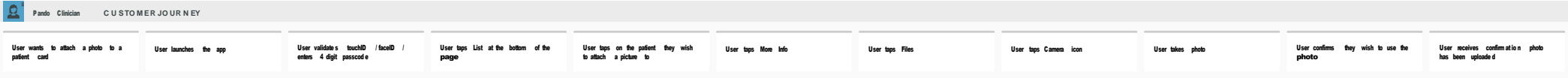
User Journeys

Attaching a photo to a patient card



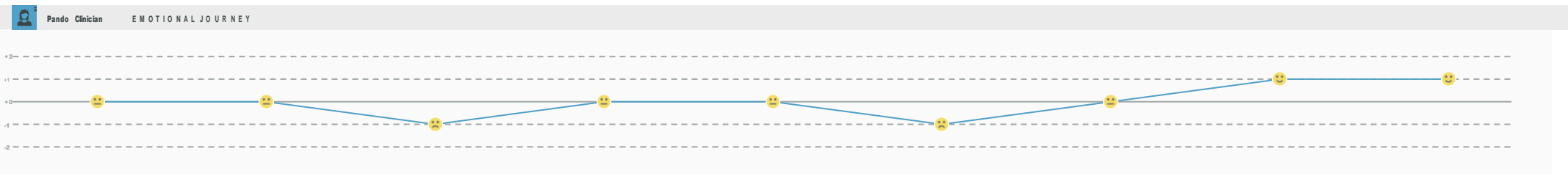
Opening Pando

Attaching a photo to a patient card



User Journeys

Export a Patient Card to NHS Mail



User Journeys

Set availability



- User wants to change their...
- User launches the app
- User validates touchID / faceID / ...
- User locates the availability togg...
- User taps the toggle next to ava...
- User selects how long they woul...

Pando Clinician CUSTOMER JOURNEY

- User wants to change their availability on the Pando app
- User launches the app
- User validates touchID / faceID / enters 4 digit passcode
- User locates the availability toggle at the top of the chat page
- User taps the toggle next to availability
- User selects how long they would like to be unavailable for

Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

Every time you spend more than 5 minutes out of the app you have to validate touchID

Pando Clinician EMOTIONAL JOURNEY



Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

Keep touchID activated for more time

Options for advance unavailability e.g. for booked holiday

User Journeys

Invite Colleagues to Pando



Opening Pando

Invite Colleagues to Pando

- User wants to invite anothe...
- User launches the app
- User validates touchID / faceID / ...
- User taps on Settings
- User taps on Invite Colleagues
- OS sharing window will pop up w
- User returns to Settings screen

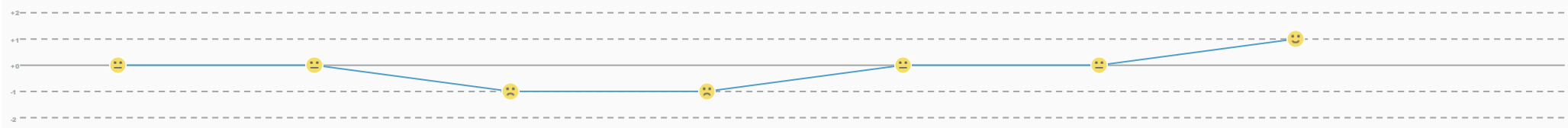
Pando Clinician CUSTOMER JOURNEY

- User wants to invite another user to Pando
- User launches the app
- User validates touchID / faceID / enters 4 digit passcode
- User taps on Settings
- User taps on Invite Colleagues
- OS sharing window will pop up with pre-filled message with link attached
- User returns to Settings screen

Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

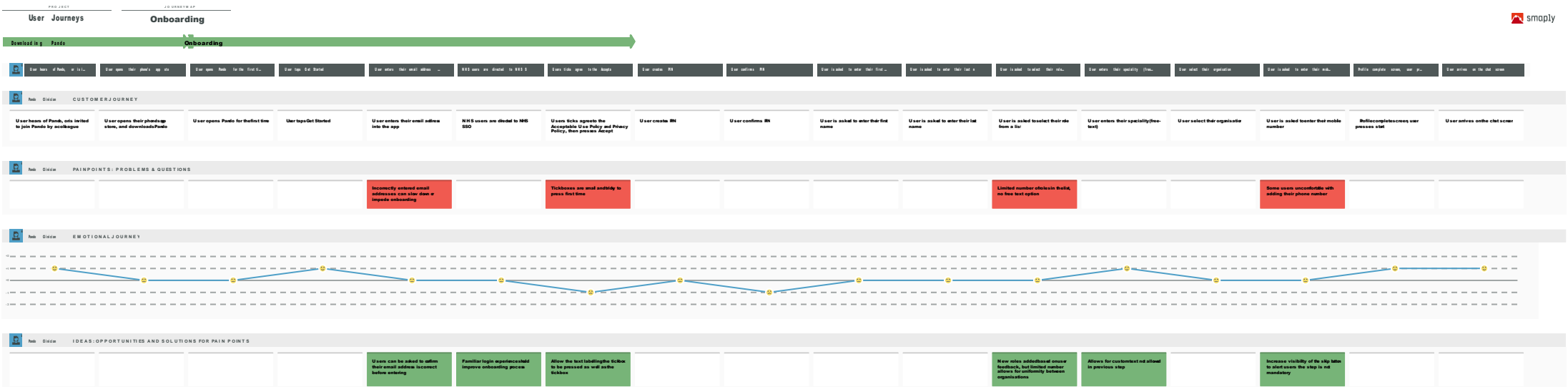
- Every time you spend more than 5 minutes out of the app you have to validate touchID
- Invite colleagues button is not intuitive to find
- The pre-filled text is not editable

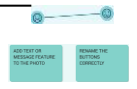
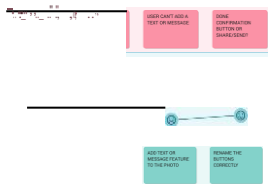
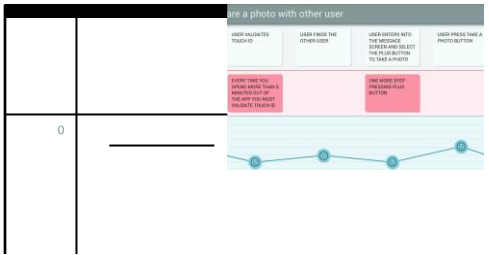
Pando Clinician EMOTIONAL JOURNEY



Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

- Keep touchID activated for more time
- Add Invite Colleague buttons to more sections of the app, to allow for more organic sharing
- Allow users to edit the text entered into the sharing OS feature via a setting in the app





4. photo and save it

1. **SEARCH FOR A PHOTO**
2. **SELECT A PHOTO**
3. **SAVE IT**

1. **SEARCH FOR A PHOTO**
2. **SELECT A PHOTO**
3. **SAVE IT**

1. **SEARCH FOR A PHOTO**
2. **SELECT A PHOTO**
3. **SAVE IT**

1. **SEARCH FOR A PHOTO**
2. **SELECT A PHOTO**
3. **SAVE IT**

