



## Collated User Journeys

V 2.3 August 6th, 2024

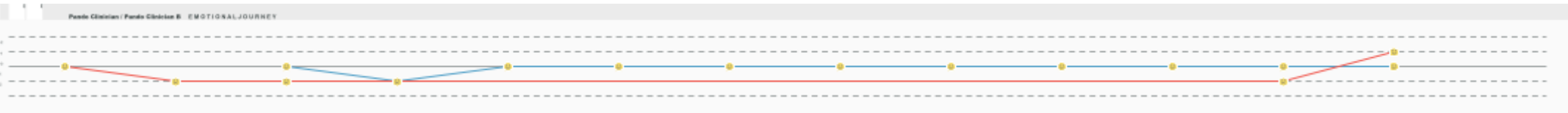
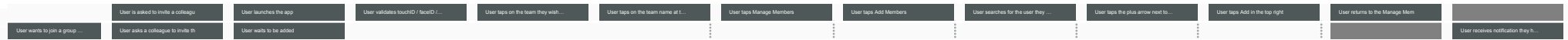
# Contents

1. Adding a user to a team
2. Creating a team
3. Deleting a team
4. Sending a message to a user
5. Sharing a file
6. Turn off notifications for a specific chat
7. Export image to NHS email
8. Create a Forum
9. Join a forum
10. Leave a forum
11. Creating a new patient task
12. Creating a new patient card
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  
User Journeys

JOURNEY MAP  
Adding a member to a team

Initial Request Adding a Member to a team

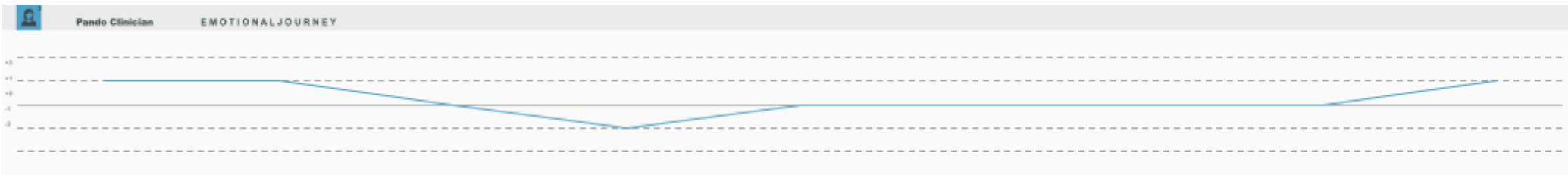


Opening Pando Creating a Team



Pando Clinician		CUSTOMER JOURNEY							
	User wants to create a team to communicate with other users	User launches the app	User validates touchID / faceID / enters 4 digit passcode	User locates the 'Add Team' button	User adds the Team name in the 'Team name' text box	User adds members to the team by tapping 'Manage Members'	User locates colleagues to add through the Pando Directory	User taps Create to finish the team creation process	Team opens automatically

Pando Clinician		PAINPOINTS: PROBLEMS & QUESTIONS							
			Every time you spend more than 5 minutes out of the app you have to validate touchID	'Add Team' button is small and positioned very close to the 'Add Direct Message' button					



Pando Clinician		IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAINPOINTS						
		Keep touchID activated for more time	+ symbol could be replaced by an 'Add' button					



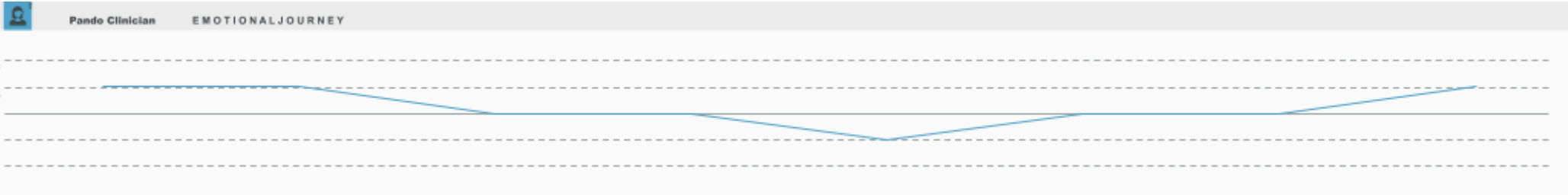
pc User wants to | User launches | User validates touchID / | User locates the team | User taps on the team | User taps on | User confirms they | User is returned to

pc Pando Clinician CUSTOMER JOURNEY

User wants to delete a team	User launches the app	User validates touchID / faceID / enters 4 digit passcode	User locates the team to delete	User taps on the team name at the top of the screen	User taps on 'Leave Team'	User confirms they want to 'Leave Team' by tapping 'Leave'	User is returned to Pando chat screen, with the Team removed
-----------------------------	-----------------------	---	---------------------------------	---	---------------------------	--	--

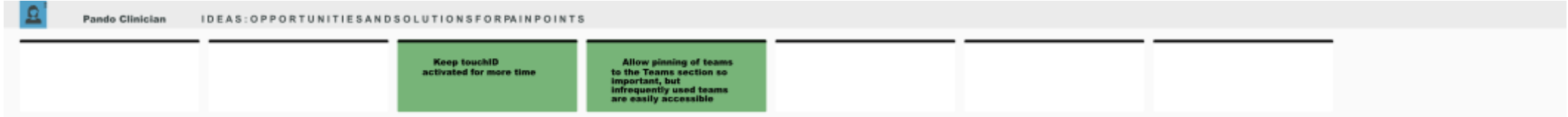
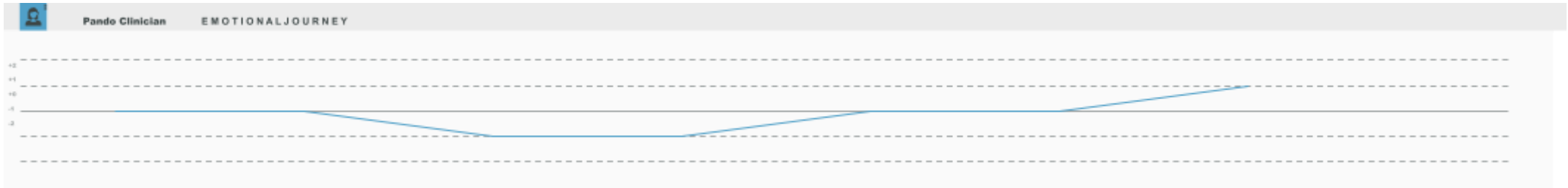
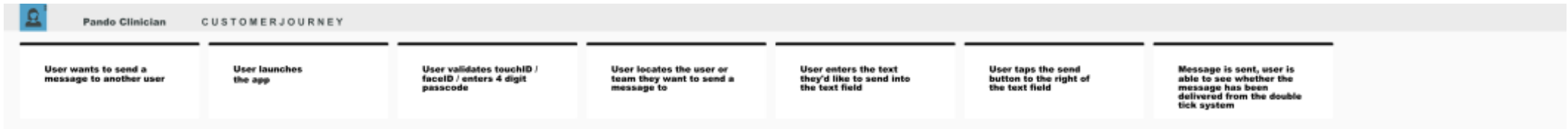
pc Pando Clinician PAINPOINTS: PROBLEMS & QUESTIONS

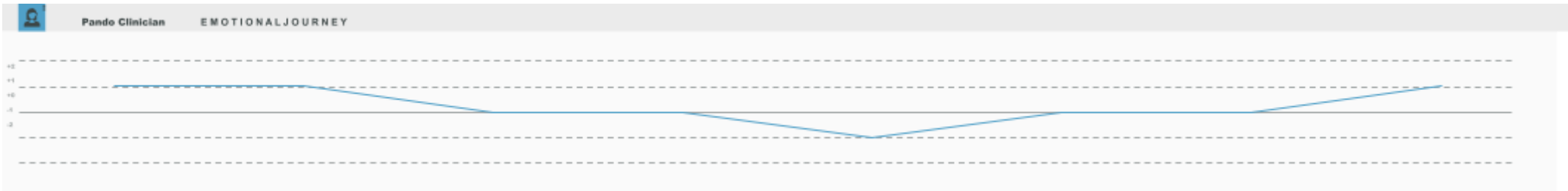
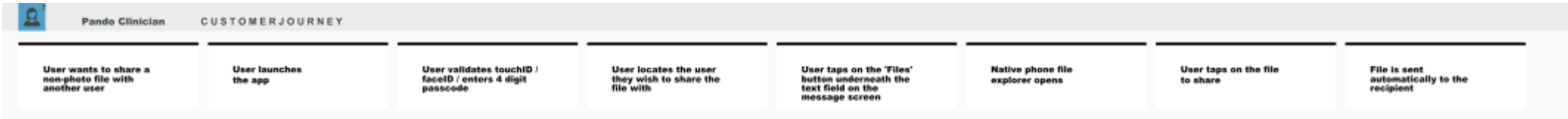
		Every time you spend more than 5 minutes out of the app you have to validate touchID	If the team has not been used recently, the user will need to search for the team, taking more time.	Team name is not clearly a button, which can result in users spending a long time searching for the delete feature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



pc Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAINPOINTS

		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 press-able button			
--	--	--------------------------------------	---	---	--	--	--







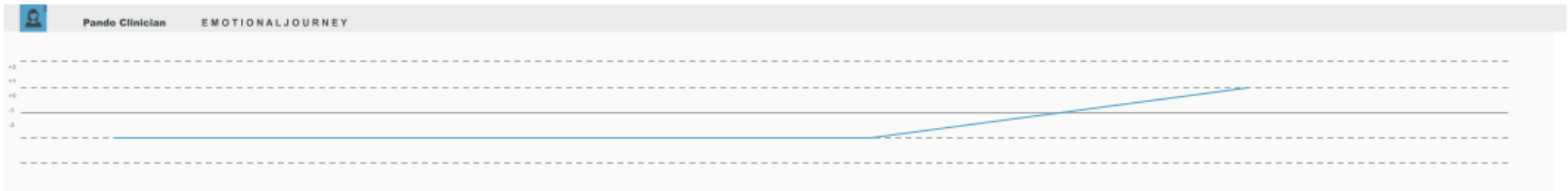
pc User wants to mute | User launches | User validates touchID / | User locates the chat | User taps the chat name | User taps on the toggle | User taps "Save" in the

**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 PAINPOINTS: 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 IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAINPOINTS**

		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 press-able button		
--	--	--------------------------------------	---	---	--	--



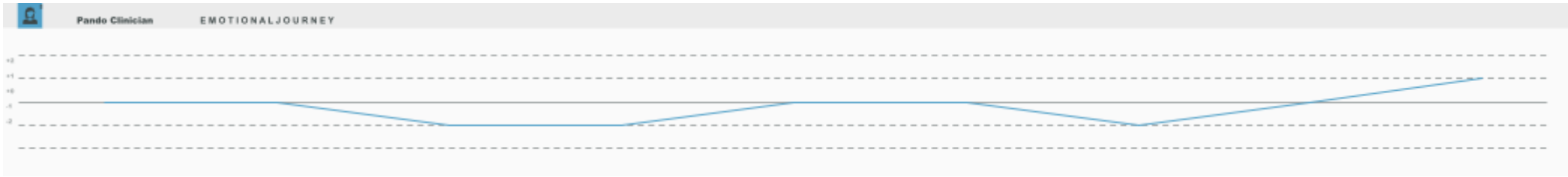
Opening Pando

Export to NHS Mail



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 passcode	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

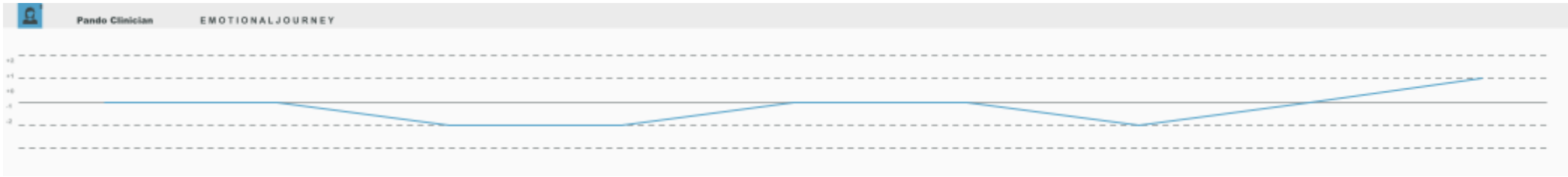
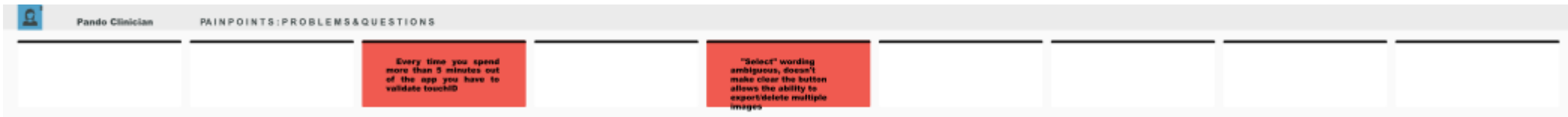
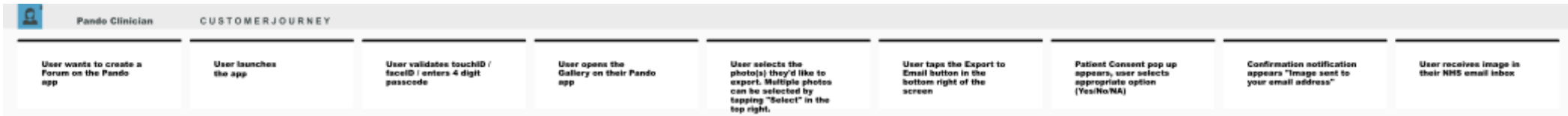
Pando Clinician		PAINPOINTS: PROBLEMS & QUESTIONS							
			Every time you spend more than 5 minutes out of the app you have to validate touchID		"Select" wording ambiguous, doesn't make clear the button allows the ability to export/delete multiple images				

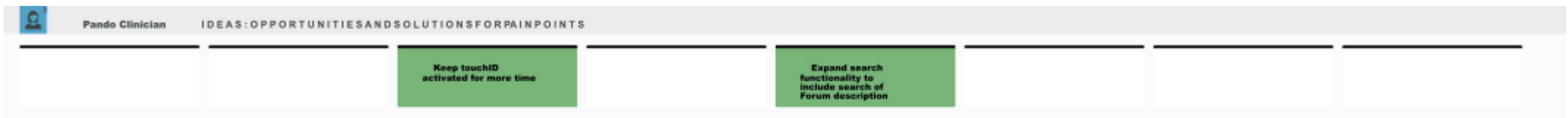
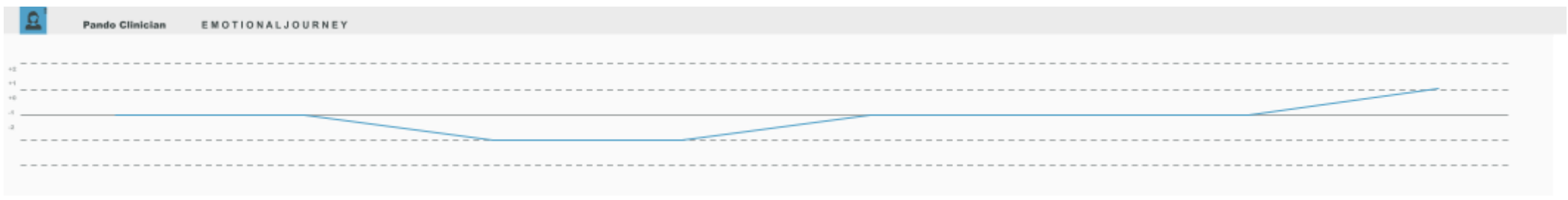
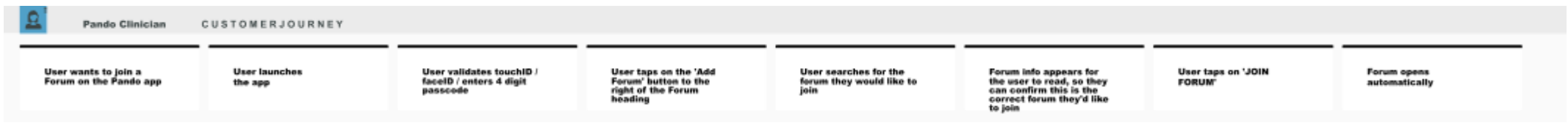


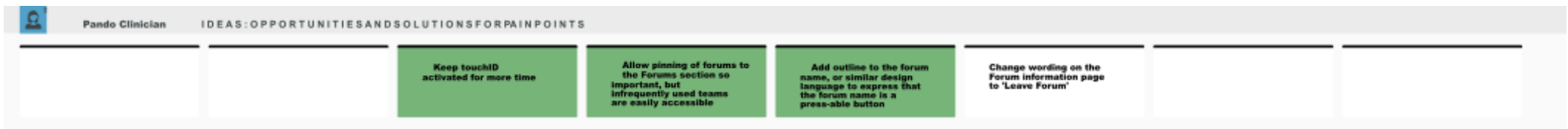
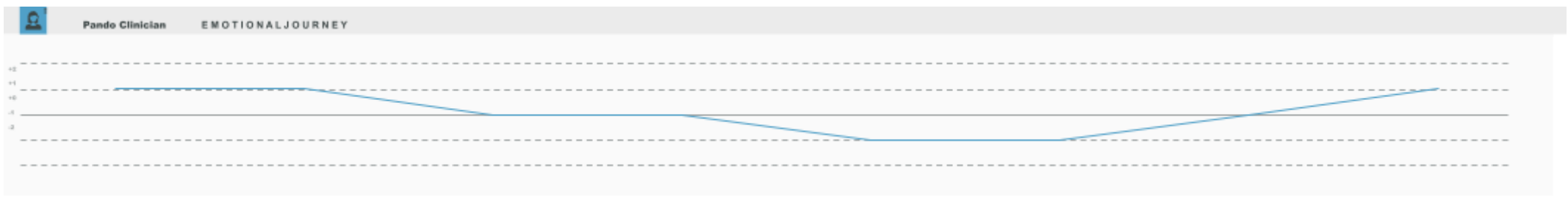
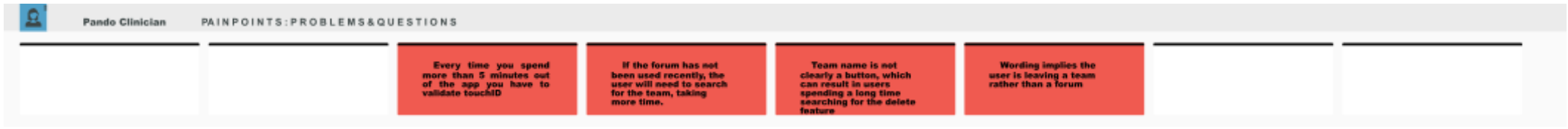
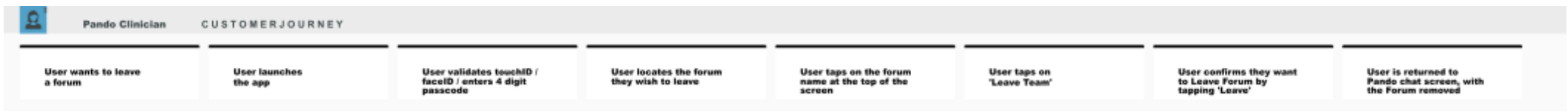
Pando Clinician		IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAINPOINTS							
			Keep touchID activated for more time		Add tap and hold functionality to select multiple photos in the Gallery.		Opportunity to educate about patient consent, add link to consent information?		

Opening Pando

Create a Forum







Opening Pando ▶ Creating a new Patient Task ▶

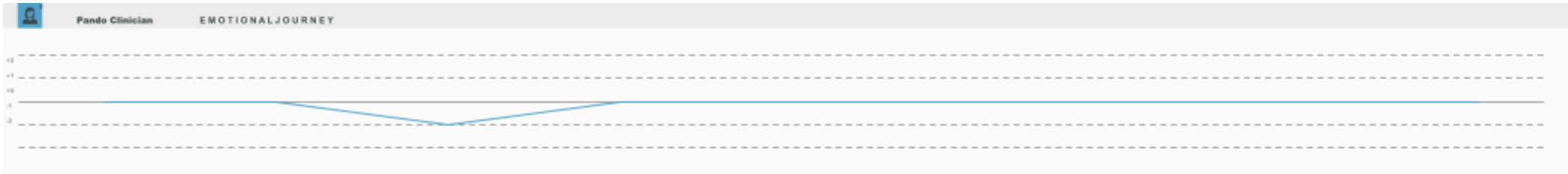
User wants to... User... User validates touchID /... User taps List at the... User taps on the plus... User adds Patient... User taps... User enters task details... User taps return on their...

**Pando Clinician CUSTOMER JOURNEY**

User wants to create a new patient task	User launches the app	User validates touchID / faceID / enters 4 digit passcode	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
---	-----------------------	---	--	---	---	--------------------	--	------------------------------------

**Pando Clinician PAINPOINTS: 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
--	--	--	--	--	--	--	--	---



**Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAINPOINTS**

		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
--	--	--------------------------------------	--	--	---	--	--	--

PROJECT  
User Journeys

JOURNEY MAP  
Simply  
r  
e  
a  
t  
i  
n  
g  
a  
n  
e  
w  
P  
a  
t  
i  
e  
n  
t  
C  
a  
r  
d

Opening Pando Creating a new Patient Card



PROJECT  
User Journeys

JOURNEY MAP  
Attaching a photograph to a patient card

Opening Pando Attaching a photo to a patient card

- User wants to attach a photo to a patient card
- User launches the app
- User validates touchID / faceID / ...
- User taps List at the bottom of the page
- User taps on the patient they wish to attach a picture to
- User taps More Info
- User taps Files
- User taps Camera icon
- User takes photo
- User confirms they wish to use the photo
- User receives confirmation photo has been uploaded

Pando Clinician CUSTOMER JOURNEY

User wants to attach a photo to a patient card	User launches the app	User validates touchID / faceID / enters a digit passcode	User taps List at the bottom of the page	User taps on the patient they wish to attach a picture to	User taps More Info	User taps Files	User taps Camera icon	User takes photo	User confirms they wish to use the photo	User receives confirmation photo has been uploaded
--	-----------------------	---	--	---	---------------------	-----------------	-----------------------	------------------	--	--

Pando Clinician PAINPOINTS: PROBLEMS & QUESTIONS

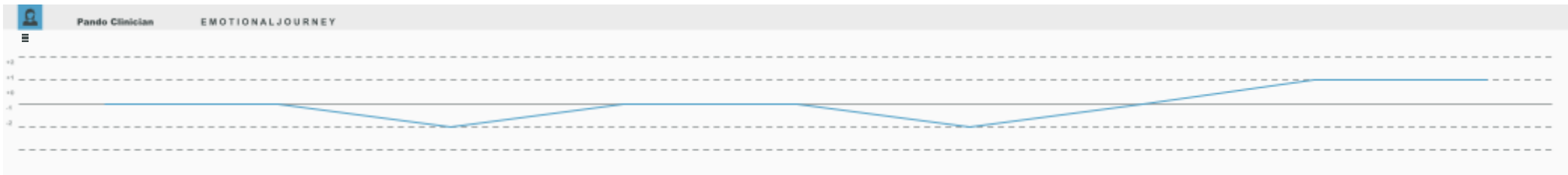
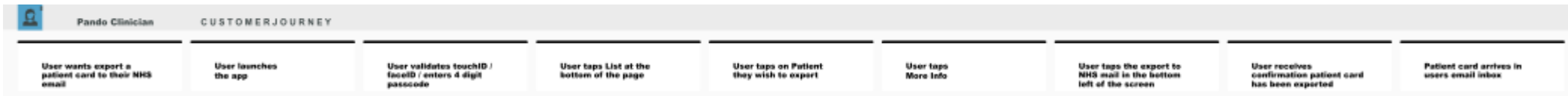
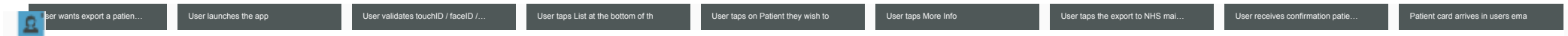
		Every time you spend more than 5 minutes out of the app you have to validate touchID						User is unable to select a photo that has already been taken, or choose a photo that is already in the Pando Gallery		
--	--	--	--	--	--	--	--	--	--	--

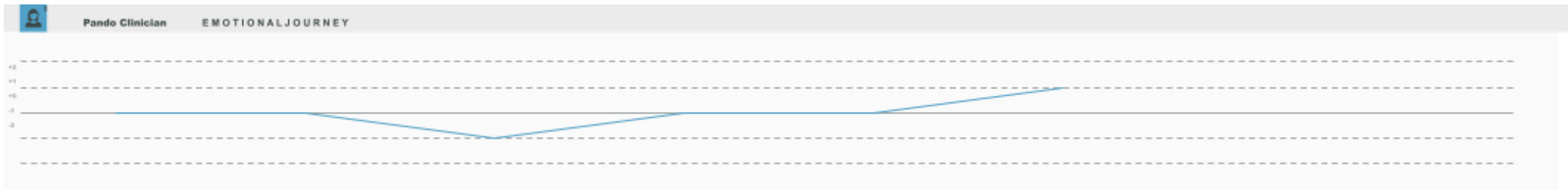
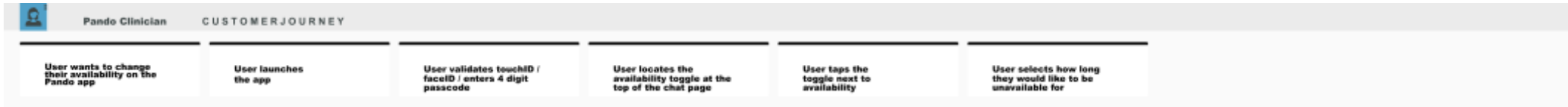






Opening Pando Export a Patient Card to NHS Mail



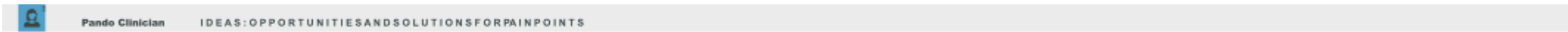
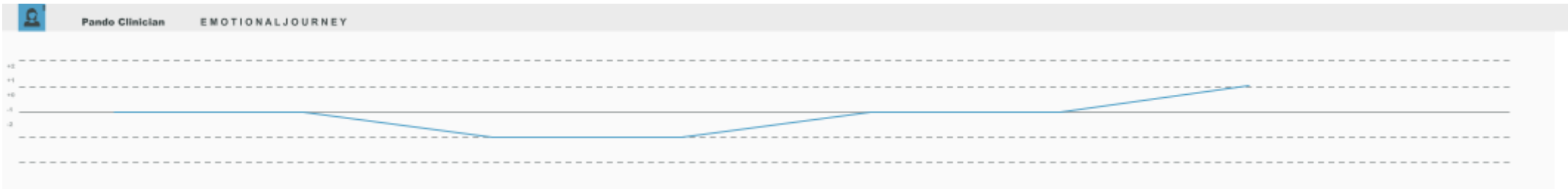
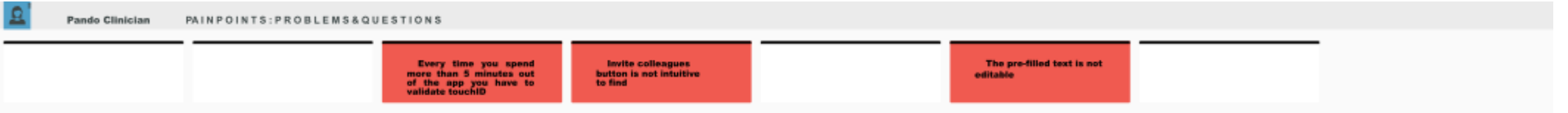
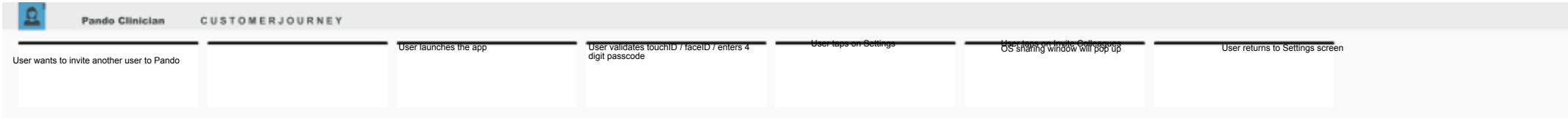


PROJECT  
User Journeys

JOURNEYMAP  
Invite Colleagues to Pando

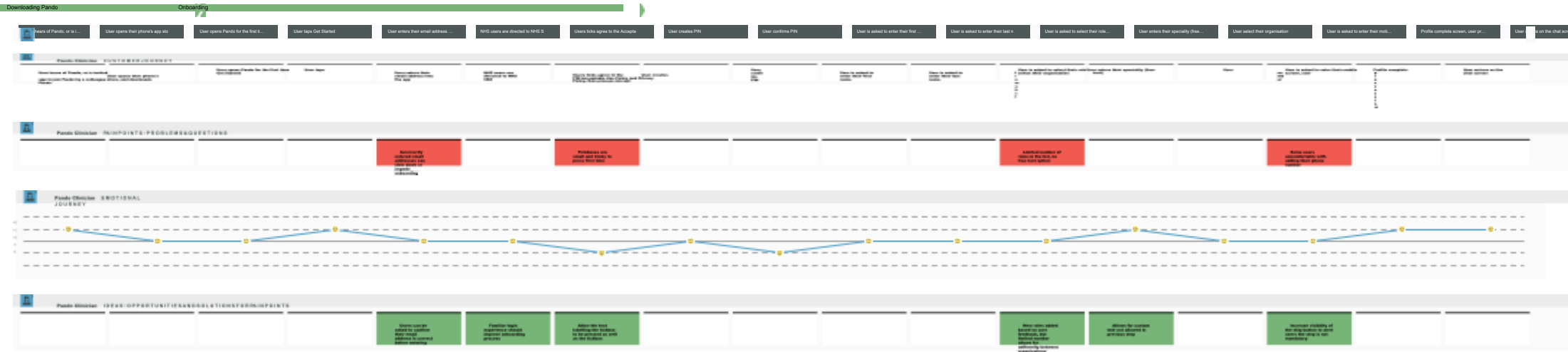


- User wants to invite
- User launches
- User validates touchID /
- User taps on
- User taps on Invite
- iOS sharing window will
- User returns to



PROJECT  
User Journeys

O  
n  
b  
o  
a  
r  
d  
i  
n  
g



0	

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

SUBTOTAL OF  
 AMOUNTS DEDUCTIBLE  
 ON THIS PAGE

AMOUNT OF  
 DEDUCTION  
 ALLOWED

[Redacted]

1

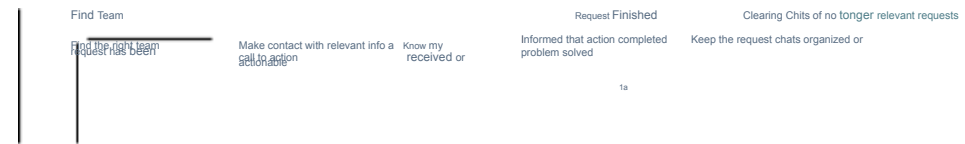
ii U;



l:  
Us

!H<sub>n</sub>h





....., 1 1 7 ,

= ..... ,

Request status lights	Show all request / Request confirmation	Undo button / Don't hide text field	New tab for archived chats
Button for team member L...	Auto close chat pop-up		
Indication when to expect...			







- If available receive notificati...
- Unavailable Message received when status becomes available
- Click on notification / enter via...
- Understand action required
- Accepting / Rejecting / More info the request
- Taking ownership
- Action the request
- Agreeing action complete
- Tip resolve or accept the resolution
- Agreeing action complete
- Asset resolution acceptance

button \*\*  
 RequestorName \*\*\*\*\* IO W is, ia, tl, myl " 1

Lackoftrust      Where's the output?

we hat did  
 GP  
 in  
 1...nad thi  
 n  
 o  
 S  
 S  
 C  
 a  
 S  
 o  
 n  
 a  
 n  
 c  
 n  
 o  
 t  
 h  
 i  
 n  
 g  
 i  
 s  
 i  
 h  
 a  
 j  
 Q&W?hat?  
 lan.thivesook.ed  
 mywillwantto

:: , \*youNd10-