



Eric and Dawn

PATIENT AND FATHER

“My daughter has a complicated condition I know very little about. We are both having trouble coping, and processing the vast amount of literature on the subject can be overwhelming at times. I would like to learn about anything I can use to help her.”

Notes:

Usage Context

* Can be working with levels of stress **and/or emotions**

* Competency with computers may vary

* Must have vocabulary to **understand disease on child’s terms**, as well as **in medical language**

<u>MOTIVATIONS</u>	<u>SCENARIOS</u>	<u>FEATURES</u>	<u>BEHAVIORS</u>
Find basic information about CHO	<ul style="list-style-type: none"> • comparing Kaiser and CHO • Eric gathers documents and info pertinent to his daughter’s visit 	Overview story / Comparison Where to go / What to Bring / Who does CHO serve	Clicks on “about Children’s” page. Clicks from main page
Understand daughter’s condition and reaction	<ul style="list-style-type: none"> • Eric gathers information, beginning to learn about Dawn’s condition. • Eric wants to prepare for explaining the situation to his child 	FAQ/beginners documents medical articles success and survival stories FAQ/beginners documents	Searches for Dawn’s condition, reaches portal. Finds <u>call-to-action</u> asking him to ‘start here’ if user is a patient parent. After clicking link from <u>treatment/research portal</u> , reads introductory medical and coping information
Holistic care	<ul style="list-style-type: none"> • Eric and/or Dawn have emotional reactions to Dawn’s condition 	child life resources	May also be directed from child life
Communicate with and locate doctors	<ul style="list-style-type: none"> • Eric wants to find anyone on hospital staff who can help his child 	doctor directory news about our doctors’ research	Uses search in doctor directory to find specific doctor
Defend against complications	<ul style="list-style-type: none"> • Dawn is experiencing pain 	symptoms document, what to do if..	<u>Searches</u> for documents on pain, finds resources
Find additional resources	<ul style="list-style-type: none"> • Wants to understand Dawn’s condition at a medical level 	Advanced research material	Scans articles in <u>research portal</u>
Research new methods of treatment	<ul style="list-style-type: none"> • Eric would like to be informed of advanced treatment or clinical trials 	New Media Feed	Rob subscribes to CHO <u>RSS feed</u>