

### Understanding the User Experience Journey

These journey maps visualize the end-to-end experience of our two primary user personas as they interact with ZentriPulse. Each map captures the emotional arc, pain points, and opportunities for improvement across different phases of their workflow.

By mapping thoughts, feelings, and frustrations at each stage, we can identify where ZentriPulse provides the most value and where additional design interventions may be needed.

**Dr. Sarah Chen**  
Interventional Cardiologist

Journey Map

SCENARIO

Morning rounds - reviewing overnight alerts and identifying patients requiring immediate attention

**EMOTIONAL JOURNEY**

Positive

Neutral

Negative

**Actions**

- Logs into ZentriPulse between clinic appointments
- Opens dashboard on tablet
- Scans for critical alerts

**Thoughts**

"I have 10 minutes before my next patient"

"Hope there aren't too many false alarms today"

"Need to prioritize quickly"

**Touchpoints**

Login screen
Dashboard landing page
Mobile/tablet view

**Pain Points**

○ Limited time available

○ Anxious about missing critical events

○ Mental context-switching from in-clinic care

**Design Opportunities**

🔍 Fast load times

🔍 Immediate visibility of highest priorities

🔍 Quick login process

**Actions**

- Reviews risk-sorted patient list
- Scans risk scores and status indicators
- Identifies 3 high-risk patients

**Thoughts**

"These scores are higher than yesterday"

"Why is Patient A flagged?"

"I need to understand what changed"

**Touchpoints**

Patient dashboard
Risk score indicators
Quick filters

**Actions**

- Clicks on highest-risk patient
- Reviews AI risk explanation panel
- Analyzes trend graphs with baseline overlays
- Checks alert history

**Thoughts**

"Okay, I can see why this flagged - HRV dropped 30%"

"The AI confidence is 87%, that's reassuring"

"This aligns with their recent arrhythmia events"

**Touchpoints**

Patient detail view
AI explanation panel
Trend charts
Alert timeline

**Actions**

- Determines patient needs medication adjustment
- Documents decision rationale
- Sends care plan update to coordinator
- Flags for urgent follow-up

**Thoughts**

"I have enough data to act confidently"

"Good to have this documented for the audit trail"

"Marcus will handle the patient outreach"

**Touchpoints**

Documentation panel
Care coordination view
Action buttons

**Actions**

- Returns to dashboard
- Reviews next high-risk patient
- Continues workflow efficiently

**Thoughts**

"That took 4 minutes - much faster than before"

"I can review 2 more patients before my next appointment"

"This system is actually helping me work smarter"

**Touchpoints**

Dashboard navigation
Patient queue

**Pain Points**

○ Uncertainty about AI accuracy

○ Need context for risk changes

○ Multiple patients require attention simultaneously

**Design Opportunities**

🔍 Clear visual hierarchy by risk level

🔍 At-a-glance status summaries

🔍 Filtering and sorting controls

**Pain Points**

○ Still needs to verify AI reasoning

○ Must cross-reference multiple data streams

**Design Opportunities**

🔍 Transparent AI explanations build trust

🔍 Integrated data visualization reduces cognitive load

🔍 Historical context helps confirm patterns

**Pain Points**

○ None - workflow supports clinical decision-making

**Design Opportunities**

🔍 Seamless documentation integration

🔍 Care team collaboration features

🔍 Clear audit trail for compliance

**Pain Points**

○ None - efficient workflow established

**Design Opportunities**

🔍 Smooth navigation between patients

🔍 Persistent context across sessions

🔍 Progress tracking

**Marcus Johnson**  
Remote Patient Care Coordinator

Journey Map

SCENARIO

Daily outreach routine - contacting patients flagged for follow-up and documenting interventions

**EMOTIONAL JOURNEY**

Positive

Neutral

Negative

**Actions**

- Logs into ZentriPulse at start of shift
- Filters dashboard for 'Outreach Needed'
- Reviews list of 12 flagged patients

**Thoughts**

"Who needs to be contacted first?"

"Some of these are unfamiliar - what happened?"

"I need to organize my call list"

**Touchpoints**

Dashboard
Filter controls
Patient list view

**Pain Points**

○ Unclear which patients are most urgent

○ No visibility into what team members already did

○ Missing context about why patients are flagged

**Design Opportunities**

🔍 Priority sorting by urgency

🔍 Team activity feed

🔍 Quick context summaries on patient cards

**Actions**

- Selects highest-priority patient
- Opens patient detail view
- Reviews recent risk changes and AI explanation
- Checks previous outreach notes

**Thoughts**

"Okay, their heart rate has been elevated for 3 days"

"Last contact was 5 days ago by Maria"

"I should ask about their medication compliance"

**Touchpoints**

Patient detail view
AI insight panel
Notes history

**Actions**

- Calls patient using contact info
- Discusses symptoms and recent changes
- Patient mentions medication side effects
- Reassures patient and explains next steps

**Thoughts**

"Good thing I called - they're having issues"

"I need to document this and escalate to Dr. Chen"

"The patient feels heard and reassured"

**Touchpoints**

Phone (external)
Patient detail view (reference)

**Actions**

- Opens intervention notes panel
- Documents call details and patient concerns
- Updates outreach status to 'Contacted'
- Assigns escalation flag for physician review
- Schedules follow-up call for 2 days

**Thoughts**

"Easy to capture all the important details"

"Dr. Chen will see this flagged when she reviews"

"Follow-up is scheduled - won't slip through the cracks"

**Touchpoints**

Notes panel
Status controls
Follow-up scheduler
Escalation flags

**Actions**

- Returns to filtered dashboard
- Patient moved to 'Contacted' section
- Selects next priority patient
- Repeats workflow

**Thoughts**

"11 more patients to go, but I'm making progress"

"I know exactly what's been done and what's left"

"This is so much better than the old spreadsheet system"

**Touchpoints**

Dashboard
Patient queue
Status filters

**Pain Points**

○ Need to piece together context from multiple sources

○ Want clear talking points for patient conversation

**Design Opportunities**

🔍 Auto-generated call prep summary

🔍 Highlighted recent changes

🔍 Previous interaction history

**Pain Points**

○ None during call - has necessary context

**Design Opportunities**

🔍 Context enabled meaningful conversation

🔍 Patient trust built through informed outreach

**Pain Points**

○ None - documentation workflow is streamlined

**Design Opportunities**

🔍 Structured documentation templates

🔍 Automated status updates

🔍 Integrated scheduling

🔍 Team notifications

**Pain Points**

○ None - efficient, repeatable workflow

**Design Opportunities**

🔍 Visual progress tracking

🔍 Persistent queue management

🔍 Seamless multi-patient workflow