

Example of User Journey

If you are up for the User Journey Game you can start by looking at this example of a user journey a patient (citizen) could go through from suspecting a disease to having been through examinations and consultations.

- The purpose of this patient (citizen) journey is to
- see the healthcare system from the perspective of the user, meaning the patient (citizen)
 - understand the steps the user goes through, the needs he/she has
 - reflect on how you as a healthcare professional or manager could meet these needs.

In this example we have focused on which digital solutions could meet the needs of the patient (citizen)

