Problem

reluctance to visit clinics
Problem

the long lines
Problem

the cost of taking time away from work
Problem

a lack of trust
Meet Sarah

- young pregnant woman
- sore and tired
- worried about missing work
- first time visiting clinic
Meet Sarah

and she has been waiting for several hours
Meet Sarah

What does Sarah need?
Initial Solutions

- text to ask for the waiting times of nearby clinics
Initial Solutions

- text to ask for the waiting times of nearby clinics
- text to hold your place in line at a certain clinic
Iteration

- decreasing waiting time
Iteration

- decreasing waiting time

- feeling less frustrated about waiting
Solution

focus on transparency
Patient Map
Patient Map

1. **Sign In**
   - Tanya 11:00

2. **Fill Out Forms**
   - Bob 10:50
   - Alex 10:55

3. **Initial Check**
   - Joe 10:40
   - Neal 10:42
   - Jesse 10:45
   - Adam 10:35

4. **Nurse Reports to Doctor**
   - Mike 10:05
   - Owen 10:02
   - Kristen 10:15
   - Tony 10:18

5. **See Doctor**
   - Dr. Jean
   - Allen 9:40
   - Dr. Reid
   - Bill 9:20
   - Dr. Nate
   - Alice 9:33

6. **Follow Up**
   - Jamil 9:00
   - Eric 9:10
   - Tina 8:55
   - Megan 9:15
Patient Map

1 Sign In

Tanya
11:00
Patient Map

1. SIGN IN
   Tanya 11:00

2. FILL OUT FORMS
   Bob 10:50
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4. NURSE REPORTS TO DOCTOR
   Mike 10:05
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5. SEE DOCTOR
   Dr. Jean
   Allen 9:40
   Dr. Reid
   Bill 9:28
   Dr. Nate
   Alice 9:35

6. FOLLOW UP
   Jamil 9:00
   Eric 9:10
   Tina 8:55
   Megan 9:15

WE ALREADY SERVED
26 PATIENTS TODAY!

LAST WEEK
AVERAGE WAITING TIME
- Mon: 6 hrs
- Tue: 4.2 hrs
- Wed: 4.5 hrs
- Thu: 2 hrs
- Fri: 2.2 hrs
- Sat: 3 hrs
- Sun: 3.5 hrs
From the clinic’s perspective

- burden on overworked staff?
From the clinic’s perspective

- burden on overworked staff?
- tool to keep track of patients and the clinic itself
From the clinic’s perspective

- burden on overworked staff?

- tool to keep track of patients and the clinic itself
  - accurate and centralized information about the clinic
Open questions

- does Patient Map reduce patient frustration?

- what information should be displayed?
Open questions

- does Patient Map help the clinic staff?
- how might we better align patient and clinic incentives?
- high tech adaptation to automate Patient Map
Thank you

- Lucky, Josh, and Terry
- students and staff from University of Nairobi
- Jofish
- Nate
- Arbor Free Clinic