







User Journey Map of Patient Requestor - Records and Forms Request Flow

User Journey Map of Patient Requestor - Records Request

Phase of Journey	Initiation Stage	Submission Stage	Confirmation Stage
Actions What does the user do?	Click the "Records" Card from Dashboard Select the Healthcare Provider Choose or Enter Patient Details Select Dates of Service Select Authorization Type	Sign the Authorization Submit a Supporting Document Give Request Details Choose a Payment Method	Review Request Details Submit Request
Touchpoints What part of the product/service the user interacts with?	"Records" Card on Patient Requestor Dashboard Records Request Flow	Records Request Flow Sign Authorization Page	Records Request Flow
Thoughts What is the user thinking? ● Gain ● Pain	I hope the request process will be easy for me Wow! There is a dependent option on the patient page Some of the pages could be combined together	I can sign an authorization online!! I didn't clearly understand the "Supporting Document" Stage I easily found the Reason for Request on the dropdown Checkout process is so easy	I can re-check and re-edit all request details from Review Request Page Editing "Provider Details" from Review Page, starts the request flow again
Feelings How is the user feeling?			
Opportunities How can we improve the user's experience?	Patient Details, Authorization in one page	Help texts on Supporting document page	The user should come back again on the Review page if they doesn't make any changes

User Journey Map of Patient Requestor - Forms Request

Phase of Journey	Initiation Stage	Submission Stage	Confirmation Stage
Actions What does the user do?	Click the "Forms" Card from Dashboard Select the Healthcare Provider Choose or Enter Patient Details Select any pre-uploaded form if there's any or upload a completed one Select Authorization Type	Sign the Authorization Submit a Supporting Document Give Request Details Choose a Payment Method	Review Request Details Submit Request
Touchpoints What part of the product/service the user interacts with?	"Form" Card on Patient Requestor Dashboard Forms Request Flow	Forms Request Flow Sign Authorization Page	Forms Request Flow
Thoughts What is the user thinking? ● Gain ● Pain	I hope the request process will be easy for me Wow! There is a dependent option on the patient page The CTA copy could be more convenient on the pre-uploaded forms page	I can sign an authorization online!! I didn't clearly understand the "Supporting Document" Stage I've requested a Form, but I had to select "Record Type" on the Request Details Page Checkout process is so easy	I can re-check and re-edit all request details from Review Request Page Editing "Provider Details" from Review Page, starts the request flow again
Feelings How is the user feeling?			
Opportunities How can we improve the user's experience?	"Download & Sign" CTA on pre-uploaded forms page	Help texts on Supporting document page On request details page, it should be "Form Type" instead of "Record Type"	The user should come back again on the Review page if they doesn't make any changes