

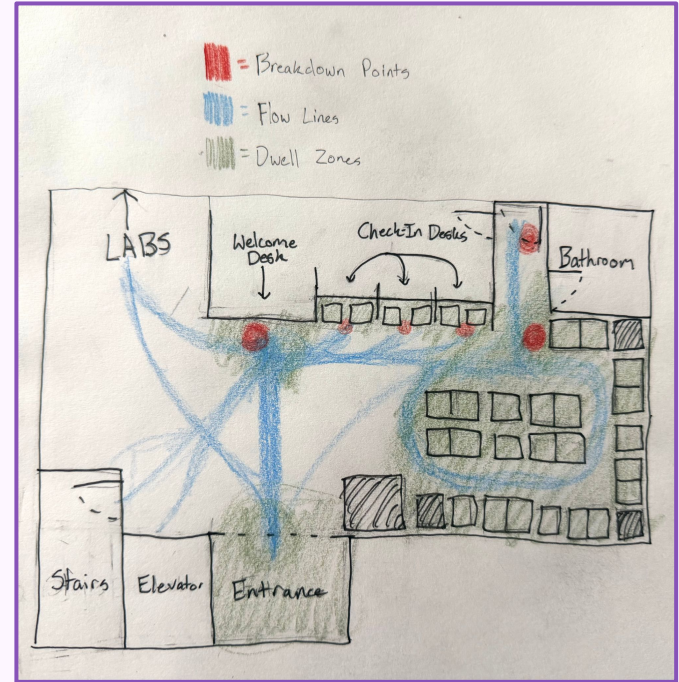


Hospital Process Presentation

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Initial Research

- Sat down at different hospital/medical facility waiting rooms
- Research methods like fly on the wall
- Micro intercepts involved waiting patients and front desk workers



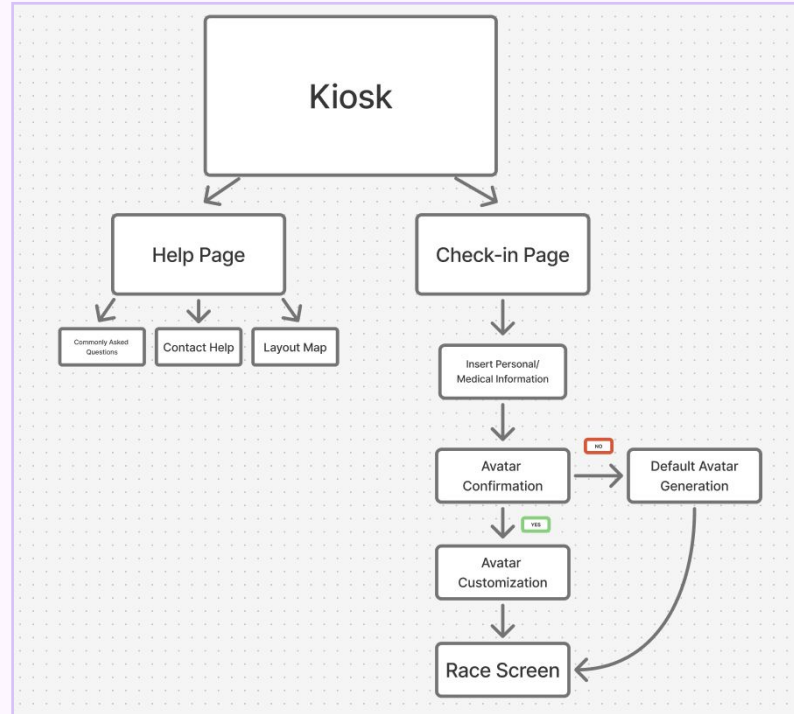
Research Insights

- Waiting rooms lack stimulation
- Individuals want queue status and time transparency
- Patients get confused and stressed during the process

Identified Problem

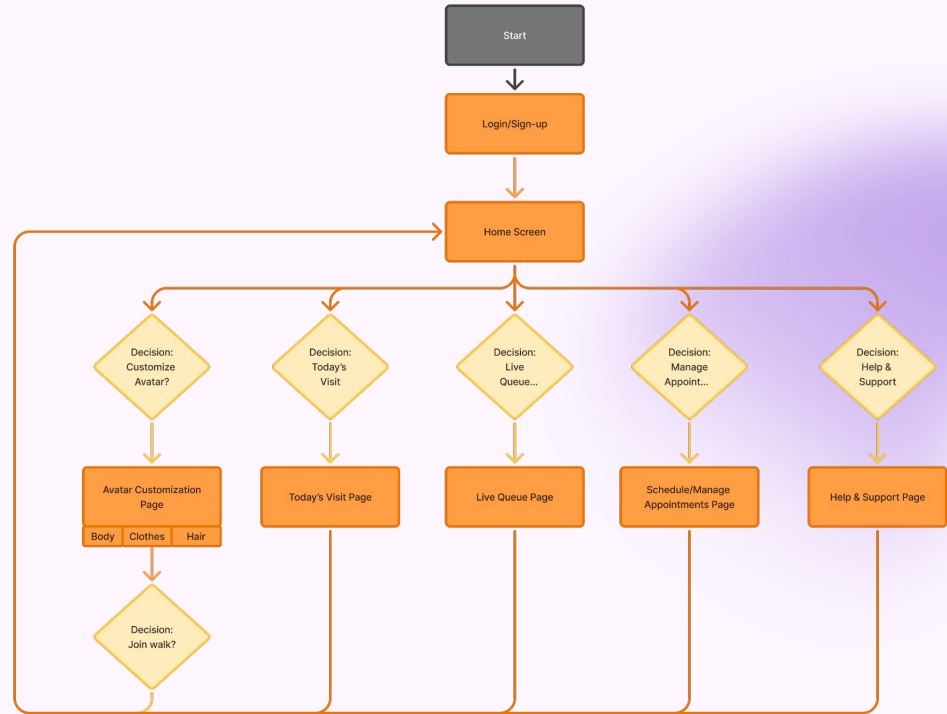
Patients are confused and bored
with the waiting room process

Early System Concept



Revised System Concept / User Flow

- Users download the app
- Customize personal avatars
- Users join the walk
- Avatars are projected onto the wall
- Possibly integrated into pre-existing health apps



Final Experience

App

Projection

