Problem statement:

User needs at least their test kit BEFORE taking samples and we cannot control this. Kit can take multiple days to arrive. So someone that had kit shipped to LANDE is trace but kit delivery and LAB processing can take within 48 hours dependent for the user.

Mentally magnetic: what if we had a clinician on the top of the list CLEARLY informing users to take their samples after receiving their test kit? Process creating a consistency step before user takes their samples.

Something we might want to test

Notes

SU intention
What actions are they currently taking? Tools are they doing it? Pain points and friction in existing? What is the goal?

User actions
What happens on the high level of things

Clinician dashboard
What is clinical seeing, what are the items clinicians needs to take

Admin actions
What is admin seeing, what are the actions admin needs to take

Backend
Logic/automations etc.

Partners and external
Lab, royal mail

Status changes/ updates

Actions

Status changes/ updates

Actions

Status changes/ updates

I want to start PrEP

I understand what I need to do to get PrEP

I need to order a PrEP testing kit

I understand I need to provide information prior to my appointment

I will wait for my test kit to arrive

I will take my samples and send them to the LAB

I will wait for test results

I will book my appointment

I will attend my appointment

User downloads LANDE app

User Login and enterprise flow app

User clicks on "I want to start PrEP"

User acknowledges PrEP journey flow

User indicates their risk factors

User indicates: 1. date of birth 2. gender 3. sexual orientation 4. sex 5. delivery address 6. phone number

User confirms details and orders test kit

User receives confirmation about their order

OPTIONAL

User consideration note in the pre-appointment forms

User receiving notification that test kit has been **shipped**

If user receives the test kit

If more days 7/8/9 received test kit

user is informed that there has an issue with their delivery and they can update their delivery date

Ideal flow

User receives notification informing that test kit has been **delivered**. Tell user it is active.

User scans DK code and **activates test kit**

User receives confirmation that test kit is active

Ticket receiving notification informing that it is **collect their samples**. Ticket needs to be made within 48h after collection

"we are 8/9/10 days into the 7/8/9 way kit delivery the 7/8/9 way kit delivery has been delayed and we are with the user "activating" it

5 days after delivery, user receives a notification reminding them to take samples

User collects their samples

User sends kit back to lab

User receiving notification about their appointment with reading to book again

User receives a call from a clinician to discuss concerning results

Clinician receives test results

Questions:

Is the clinician 1. prompting user to ordering a test kit?

or

2. ordering the test kit LANDE has provided? (so no need to wait for user to confirm their delivery details?)

Notes

Is results and Guide?

clinician reviews test results

If positive

If results contain alerts $ref get reminding clinician

clinician prompts user to book appointment

User receives notification about test results and invites to book again

If user doesn't click the link

User receiving a call from admin to **book an appointment** in the **app**

After no show SU status changes to "Cancel"

Admin will CALL the patient to follow up

After no show status change

API request stuff happens

User clicks on "book appointment" CTA

If mandatory fills have been answered

User selects an appointment slot

User will fill in 1-10 Sexual Orientation questions

If no die have been answered

User is informed appt is booked

User is prompted to add appt to calendar

- clinician dun gets involved in the process
- SU status changes to "Re consultation"
- TBC appointment gets added to clinician calendar
- Appointment will include its season and duration

API request stuff happens

User is prompted to confirm attendance 24h before appt

If they do nothing

If they confirm

If they cancel

Cancel reason mandatory

User is prompted to give reason for cancellation and that appt is cancelled

User is prompted to pick a new time slot

User receives a notification reminder of their appointment 1 hour before

User receives a notification 15min before appointment to check in

User receiving a notification 15min after appointment ended

If user checked in

If user missed it

SU status changes to "attendance confirmed"

SU status changes to "missed"

SU status changes to "attendance" + change and Clinician receives a notification reminding appointment prior to start. Clinician can see this in a wefix space, appointment changed etc.

User receives a video call from the portal

Clinician will call SU

Admin receives new user

Backend creates SU profile and endow LANDE ID

API call will notify backing partner once the CTA is clicked

If fail

1. send error slide back to the user 2. log in BQ table

2. send error notification to "dev-alerts"

If success

backing partner 3th service confirmed by user

RDI through Sync Lab

Backend will send notification to **activating that test kit**

Backend will send notification to **notifying partners within 48h**

Backend will send notification of test kit active

Backend will send notification of test kit active

LAB receives samples

LAB processes samples and sends results to LANDE

If lab and results go live

API sends prompt for user to book up