

	Current Suation		Using the App		Checking the user medical records	
Actions	Carer does her caring duties and then signs the book		Register to the app then log in		Check their Conditions	Make sure patient is content
Questions	How can we make this process easier?	How can keep track of the patients medical conidtions	How can I use this app efficently?	Will this App be trustworthy?	How can I make sure the patient is happy?	
Happy Moments	Patient is well looked after		Check what type of medication and things they need		The carer is aware of their conditions and what they do to help	
Pain Points	Unaware of patients previous medical conditions.	Family Members can't check in	Might take them time to get familiar with the app	Poor connection	Worried	Inaccurate information
Opportunties	A quick an easy App carers can use to easily care for the service users according to their needs.		Make the app user friendly and allow the carer to find the information easily	Provide the user with a list of conditions and what to do?	Keep the patient calm in emergency suitaitons. e.g falling	