



The patient journey “home is the hospital”



1. Learning life as a patient using the power of play

ACTIVITIES:

The hospital sends an avatar (digital or physical) to the patient. The patient receives help from the avatar when preparing to go to the hospital (practical matters and information on what's going to happen). The patient and the avatar seeks information about illness and treatment. The patient plays with and talks to the avatar. The avatar helps establish routines in regard to life as a patient. The avatar monitors the patient's condition.

GAINS:

Support when preparing for going to the hospital. The avatar provides comfort. The avatar helps the patient master their situation faster.



2. Self management

ACTIVITIES:

The patient and the avatar work out together how to do tests i.e. blood samples, insulin tests etc. at home. Subsequently the avatar sends results to the hospital. The avatar supports the patient in daily self care and medication.

GAINS:

The avatar empowers the patient to gain control over their own situation. The avatar educates the patient in an engaging, practical and playful manner.



3. Receiving treatment at home

ACTIVITIES:

The hospital staff receives monitoring or self test results from the avatar. Based on those they call for the patient to come to the hospital. The patient is picked up in a self driving car and taken to the hospital

GAINS:

The staff is prepared for the patient's coming. A self driving car saves the patient worrying over parking spots, timing, and directions.

OR



5. Preparing for the appointment

ACTIVITIES:

If necessary the patient and the avatar go to the self serving stations where the patient can manage further tests themselves. In some cases the doctor comes to the patient and they either find or with help from the flexible interior build a private space for the consultation

GAINS:

Waiting time is spend with relevant tasks thereby transforming to idle time to productive time.



4. The second home

ACTIVITIES:

The hospital staff receives monitoring or self test results from the avatar. Based on those they send either medicine, a nurse or a doctor to the patient's home by self driving cars or hologramming.

GAINS:

Receiving medicine or treatment at home is less of an interruption in the patient's life.



3. Leaving for the hospital

ACTIVITIES:

The patient arrives at the hospital where the avatar acts as the host. The avatar checks the patient in and helps with wayfinding if necessary. The staff greets the patient and the patient makes themselves at home (eating, playing, talking, reading)

GAINS:

The hospital serves as a second home, a safe space