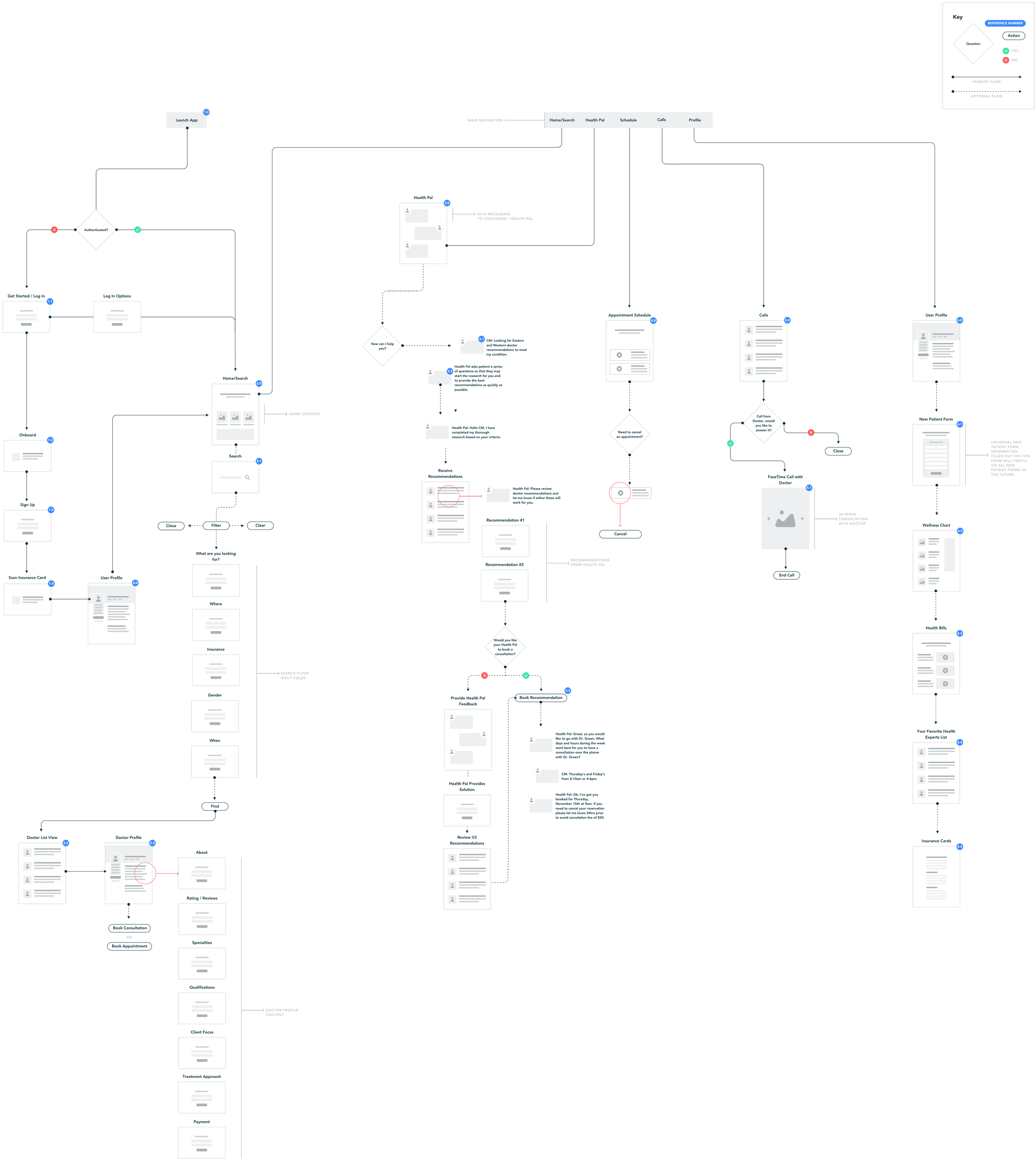
Key
REFERENCE NUMBER
Question
Action
YES
NO
PRIMARY FLOW
OPTIONAL FLOW
Launch App
1.0
Authenticated?
MAIN NAVIGATION
Home/Search
Health Pal
Schedule
Calls
Profile
Get Started / Log In
1.1
Log In Options
Onboard
1.2
Sign Up
1.3
Scan Insurance Card
1.4
User Profile
6.0
Home/Search
2.0
HOME CONTENT
Search
2.1
Close
Filter
Clear
What are you looking for?
Where
Insurance
Gender
When
SEARCH FILTER INPUT FIELDS
Find
Doctor List View
2.2
Doctor Profile
2.3
Book Consultation
OR
Book Appointment
About
Rating / Reviews
Specialties
Qualifications
Client Focus
Treatment Approach
Payment
DOCTOR PROFILE CONTENT
Health Pal
3.0
RICH MESSAGING TO CONCIERGE / HEALTH PAL
How can I help you?
3.1
CM: Looking for Eastern and Western doctor recommendations to treat my condition.
3.2
Health Pal asks patient a series of questions so that they may start the research for you and to provide the best recommendations as quickly as possible.
Health Pal: Hello CM, I have completed my thorough research based on your criteria.
Receive Recommendations
Health Pal: Please review doctor recommendations and let me know if either these will work for you.
Recommendation #1
Recommendation #2
RECOMMENDATIONS FROM HEALTH PAL
Would you like your Health Pal to book a consultation?
Provide Health Pal Feedback
Health Pal Provides Solution
Book Recommendation
3.3
Health Pal: Great, so you would like to go with Dr. Green. What days and hours during the week work best for you to have a consultation over the phone with Dr. Green?
CM: Thursday's and Friday's from 8-10am or 4-6pm.
Health Pal: Ok, I've got you booked for Thursday, November 15th at 9am. If you need to cancel your reservation please let me know 24hrs prior to avoid cancelation fee of $50.
Review V2 Recommendations
Appointment Schedule
4.0
Need to cancel an appointment?
Cancel
Calls
5.0
Call from Doctor, would you like to answer it?
Close
FaceTime Call with Doctor
5.1
30-45MIN CONSULTATION WITH DOCTOR
End Call
User Profile
6.0
New Patient Form
6.1
UNIVERSAL NEW PATIENT FORM. INFORMATION FILLED OUT ON THIS FORM WILL PREFILL ON ALL NEW PATIENT FORMS IN THE FUTURE.
Wellness Chart
6.2
Health Bills
6.3
Your Favorite Health Experts List
6.4
Insurance Cards
6.5