

Canadian Emergency Healthcare Journey

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Journey Overview

A journey through the Canadian healthcare system for an emergency situation, reflecting realistic wait times and processes

Persona Profile



Margaret Thompson

Age: Unknown | **Occupation:** Unknown | **Location:** Unknown

Margaret Thompson is a 73-year-old retiree living in a small rural town in the Midwest. She has lived there her entire life and deeply values the close-knit community. Margaret's primary form of communication has been in person or over the phone, as she finds it challenging to navigate modern technology due to her very low digital literacy. She struggles with using computers and smartphones, often relying on her daughter to help manage her online interactions. Despite these challenges, she is determined to remain independent as much as possible. Margaret has a moderate hearing impairment, which makes it difficult for her to communicate in noisy environments or over the phone without hearing aids. She prefers face-to-face interactions, finding them more personal and easier to understand. With a limited fixed income from her pension, Margaret is very conscious of her spending and often seeks out assistance for managing her finances and accessing government services. Her rural location sometimes makes it difficult to access services quickly or efficiently, as she relies on the local public transportation system, which is infrequent and limited.

User Stories

Overwhelmed by Lengthy Hospital Wait Times

Pain Point

Impact: 5/5

Simulation

NARRATIVE

I arrived at the emergency department feeling extremely unwell and anxious. After checking in, I was surprised to find out that the wait time for triage was over four hours. The waiting area was crowded and noisy, which made it difficult for me to hear announcements or communicate with staff due to my hearing impairment. I felt isolated and stressed, not knowing when I would be seen.

PRIMARY PAIN POINT

Excessive wait times in a noisy environment

USER QUOTES

I felt like I was waiting forever, and the noise made it hard for me to understand what was happening. I just wanted to be seen quickly.

Struggling with Hospital Registration Process

Pain Point

Impact: 4/5

Simulation

NARRATIVE

When it was finally time to register at the hospital, I was handed a stack of forms to fill out. The process was confusing, and I wasn't sure which information was required. Although there was an option to register online, I couldn't use it due to my low digital literacy. I wished there was someone available to help me through this process in person.

PRIMARY PAIN POINT

Complex and inaccessible registration process

USER QUOTES

The forms were so confusing, and without help, I felt lost. I wish there was an easier way for people like me to get through this.

Difficulty Understanding Discharge Instructions

Pain Point

Impact: 3/5

Simulation

NARRATIVE

After a long and exhausting day, I was finally discharged with a prescription. The nurse explained the discharge instructions quickly, but I struggled to hear and understand everything. I felt embarrassed to ask them to repeat themselves, worried about holding up the process and not wanting to be a bother.

PRIMARY PAIN POINT

Inadequate communication of discharge instructions

USER QUOTES

I couldn't catch everything they said about my medication. It was so rushed, and I left feeling unsure about what I needed to do next.

Overwhelmed by Emergency Department Wait Times

Pain Point

Impact: 5/5

Simulation

NARRATIVE

I arrived at the hospital feeling quite anxious and in need of urgent care. The emergency department was bustling with activity, and I had to wait for what seemed like forever, over four hours, just to be assessed. The noise and chaos made it difficult for me to communicate effectively, even with my hearing aids. Being in an unfamiliar environment and not being able to hear well made the experience even more stressful. I felt like I was just another number in a long queue, and my anxiety about my health increased with each passing hour.

PRIMARY PAIN POINT

Excessive wait times in a noisy environment

USER QUOTES

I couldn't understand why it took so long and felt lost in all the noise. I just wanted someone to talk to me face-to-face and reassure me about what was happening.

Struggling with Hospital Registration Procedures

Pain Point

Impact: 4/5

Simulation

NARRATIVE

Once I finally got through triage, I was directed to the registration desk. They handed me a stack of paperwork and asked for my health card. The process was confusing, and I wasn't sure what information was needed. I also heard that some of the registration could be done online, but I'm not comfortable with computers. I felt embarrassed having to ask for help and was worried about providing correct information because of my hearing difficulties.

PRIMARY PAIN POINT

Complex registration process and lack of digital literacy support

USER QUOTES

I wish they had someone to help walk me through the forms. It's all so overwhelming, and I can't keep up with all these digital processes.

Complications with Prescription and Discharge

Pain Point

Impact: 4/5

Simulation

NARRATIVE

After a long day of tests and waiting, I was relieved to finally see the doctor and get a prescription. However, by the time I was discharged, I was exhausted and the instructions were given so quickly. It was difficult to process everything, especially with my hearing impairment. I wasn't sure if I understood how to take my medication correctly, and I was too tired to ask questions. The thought of having to possibly return because of a misunderstanding was daunting.

PRIMARY PAIN POINT

Confusing discharge instructions and medication guidance

USER QUOTES

They gave me a lot of information all at once when I was already tired. I wish they could take a bit more time to ensure I understood everything properly.

Overwhelmed at Emergency Triage

Pain Point

Impact: 5/5

Simulation

NARRATIVE

As soon as I arrived at the emergency department, I felt overwhelmed. I was there for nearly five hours just waiting to be triaged. The noise and chaos around me made it hard to hear and understand what was happening. I struggled to communicate with the staff because of the background noise, and I was unsure if I was in the right place or what would happen next.

PRIMARY PAIN POINT

Difficulty communicating and understanding in a noisy, chaotic environment during a long wait.

USER QUOTES

I couldn't hear clearly, and I felt lost in the crowd. It was hard to know if they had noticed me or if I was waiting in the right place.

Confusion During Hospital Registration

Pain Point

Impact: 4/5

Simulation

NARRATIVE

When it came time to register at the hospital, I was handed a bunch of papers to fill out. The forms were difficult to understand, and I wasn't sure if I was providing the right information. Without my daughter to help, I felt anxious about making a mistake. The process seemed to take forever, and I was worried about missing important details because of my hearing issues.

PRIMARY PAIN POINT

Difficulty understanding and completing complex registration forms without assistance.

USER QUOTES

I wish these forms were simpler or that someone could help me fill them out. It's hard to do this on my own when I can barely hear the instructions.

Endless Waiting for Treatment

Pain Point

Impact: 5/5

Simulation

NARRATIVE

After being triaged, I waited for what felt like an eternity to see a doctor. The whole process took nearly a day, and I was exhausted and anxious by the time I finally received treatment. Being in a hospital setting for so long without knowing when I'd be seen only added to my stress and discomfort.

PRIMARY PAIN POINT

Excessively long wait times for treatment causing anxiety and exhaustion.

USER QUOTES

I never thought I'd be waiting this long just to see a doctor. The longer I waited, the more anxious I became about my condition.

Overwhelming Wait Times in Emergency

Pain Point

Impact: 5/5

Simulation

NARRATIVE

As soon as I arrived at the hospital's emergency department, I was overwhelmed by the long wait times. I sat there for hours, feeling anxious and uncomfortable. With my hearing impairment, it was difficult to follow any announcements or communicate with the staff effectively. I felt lost in the noise and chaos of it all, and it was hard to understand what was happening or when I would be seen by a doctor. The wait seemed endless, and I couldn't help but worry about my condition worsening while I sat there.

PRIMARY PAIN POINT

Excessive wait times in noisy environments

USER QUOTES

I couldn't hear the announcements clearly, and I was worried that I might miss my turn. I felt invisible and helpless.

Challenges with Hospital Registration

Pain Point

Impact: 4/5

Simulation

NARRATIVE

During the hospital registration process, I struggled with the paperwork. The forms were complicated, and I found it difficult to understand what information was needed. I usually rely on my daughter for help with such things, but she wasn't there to assist me. The staff tried to explain, but with my hearing aids, I still had trouble following along in the busy environment. I felt embarrassed and frustrated, as I didn't want to hold up the line or make a mistake that could delay my treatment.

PRIMARY PAIN POINT

Difficulty understanding and completing registration paperwork

USER QUOTES

The forms were so confusing, and I felt like I was holding everyone up because I couldn't fill them out quickly.

Complexity of Discharge and Prescription Instructions

Pain Point

Impact: 4/5

Simulation

NARRATIVE

When it was finally time to leave, I was given prescription medication and discharge instructions. The instructions were detailed and full of medical jargon that I found hard to follow. I was concerned about properly managing my medication at home without making any mistakes. The pharmacist spoke quickly, and with the background noise, it was hard for me to catch everything. I wished I had someone with me to help ensure I understood everything correctly.

PRIMARY PAIN POINT

Understanding discharge instructions and medication management

USER QUOTES

I was worried I'd mess up taking my medication because the instructions were so complicated. I really needed someone to explain it in simpler terms.

Overwhelmed by Long Wait Times

Pain Point

Impact: 5/5

Simulation

NARRATIVE

I arrived at the hospital feeling anxious about my health, and I was already worried about how I would manage this situation alone. The initial triage took an incredibly long time, about four and a half hours, and I was left in a crowded waiting room where it was difficult to hear the announcements. My hearing impairment made it challenging to understand when I was being called, and I felt lost without the ability to clearly communicate with staff. The long wait only added to my anxiety and discomfort.

PRIMARY PAIN POINT

Extended wait times in a noisy, crowded environment

USER QUOTES

I couldn't hear my name being called, and I felt stuck waiting for hours without knowing what was happening.

Struggles with Hospital Registration

Pain Point

Impact: 4/5

Simulation

NARRATIVE

When it was finally my turn to register, I faced difficulties with the paperwork and the process itself. The forms were complicated, and I wasn't sure how to fill them out correctly. There was an option to do it online, but I couldn't even begin to understand how to navigate that. I had to rely on the staff for assistance, which made me feel like a burden. This whole process took almost an hour, and I was anxious about making mistakes that could affect my care.

PRIMARY PAIN POINT

Complexity of paperwork and digital registration

USER QUOTES

The forms were confusing, and I felt embarrassed asking for help. I wish there was an easier way for someone like me.

Communication Barriers During Treatment

Pain Point

Impact: 5/5

Simulation

NARRATIVE

Once I was finally seen by a doctor, the experience was daunting. I have trouble hearing, especially in busy environments, and the emergency department was no exception. It was difficult to catch everything the doctor was saying about my diagnosis and treatment. I worried about missing critical information and felt too embarrassed to keep asking them to repeat themselves.

PRIMARY PAIN POINT

Inability to effectively communicate due to hearing impairment

USER QUOTES

I couldn't hear the doctor clearly, and I was scared of misunderstanding my treatment plan. It made me feel very vulnerable.

Overwhelmed by Long Wait Times

Pain Point

Impact: 5/5

Simulation

NARRATIVE

I arrived at the emergency department after feeling intense chest pain. The waiting area was crowded, and despite my condition, I had to wait for over four hours just for the initial triage. My hearing impairment made it difficult to hear announcements, and I felt anxious not knowing when I'd be seen. These long wait times made the whole experience overwhelming and stressful.

PRIMARY PAIN POINT

Excessive waiting time for initial triage in a stressful environment

USER QUOTES

I kept thinking, 'How much longer will I have to wait? I can't hear the announcements, and I'm worried they might call my name and I won't hear it.'

Struggling with Registration Process

Pain Point

Impact: 4/5

Simulation

NARRATIVE

Once it was finally my turn, I struggled with the registration process. They asked for my health card and presented me with forms that were hard for me to understand. Without my daughter's help, I felt lost trying to navigate the paperwork. I was worried about missing something important or making a mistake.

PRIMARY PAIN POINT

Difficulty completing registration paperwork due to low digital literacy and lack of assistance

USER QUOTES

I felt embarrassed asking for help repeatedly. 'Why can't this process be simpler? I wish my daughter was here to help me through this.'

Lost in the Treatment Process

Pain Point

Impact: 4/5

Simulation

NARRATIVE

After finally seeing the doctor, I was sent for various tests and scans. The long waits between each step were exhausting, and I found it hard to keep track of what was happening next. I had to rely on staff to guide me, which made me feel dependent and uneasy about managing my own care.

PRIMARY PAIN POINT

Confusion and uncertainty during the extended treatment process

USER QUOTES

I kept thinking, 'Where do I go now? What's next? Without clear instructions, I feel like I'm just a number being passed around.'

Overwhelmed by Emergency Department Wait Times

Pain Point

Impact: 5/5

Simulation

NARRATIVE

Arriving at the emergency department, I was already anxious about my health. The wait seemed endless, stretching almost five hours. With my hearing impairment, understanding announcements was a struggle, and being in a bustling, noisy environment only made it harder. I felt isolated and unsure, desperately wishing for more personalized assistance, but I was just one of many waiting.

PRIMARY PAIN POINT

Extended wait times and communication barriers in the emergency department

USER QUOTES

I felt so lost and anxious waiting all those hours, unable to hear properly in the noisy environment. It was overwhelming, and I wished someone could have explained things to me directly.

Struggling with Hospital Registration Process

Pain Point

Impact: 4/5

Simulation

NARRATIVE

When it was time to register at the hospital, I faced a real challenge. The paperwork was confusing, and my digital literacy is practically non-existent. I needed help, but the staff seemed rushed and busy. I felt embarrassed to ask for assistance, and without my daughter there, I was unsure if I was doing everything correctly. It was a reminder of how much I rely on her for such tasks.

PRIMARY PAIN POINT

Difficulty navigating hospital registration due to low digital literacy

USER QUOTES

I felt so helpless trying to fill out the forms and navigate the registration without my daughter. It was a frustrating reminder of how dependent I am on her for these things.

Challenges with Prescription Process Post-Discharge

Pain Point

Impact: 4/5

Simulation

NARRATIVE

After finally being treated, I was relieved but exhausted. The discharge process included getting prescriptions filled, but the instructions were given rapidly and in a noisy environment. With my hearing impairment, I couldn't catch everything. I left feeling uncertain about my medication and worried about getting it right on my own.

PRIMARY PAIN POINT

Lack of clear communication and support during prescription process

USER QUOTES

I left the hospital with my prescriptions but was so unsure about the instructions. They explained them quickly in a busy setting, and I couldn't hear everything clearly. It's worrisome not knowing if I'm doing things right.

Overwhelmed by Long Waits at Emergency Department

Pain Point

Impact: 5/5

Simulation

NARRATIVE

As I arrived at the hospital's emergency department, I was already anxious about my health situation. The waiting area was crowded and noisy, which made it difficult for me to hear announcements or communicate effectively without my hearing aids. After undergoing initial assessment and triage, I had to wait for several hours before seeing a doctor. This long wait, compounded by the discomfort of being in a noisy environment, was overwhelming and exhausting.

PRIMARY PAIN POINT

Extended wait times in a noisy environment that exacerbates hearing challenges.

USER QUOTES

I felt so overwhelmed and anxious having to wait for so many hours in such a noisy and crowded place. It was hard to know when my turn was coming up.

Struggling with Hospital Registration Process

Pain Point

Impact: 4/5

Simulation

NARRATIVE

At the hospital registration, I found the process confusing and time-consuming. The forms were long, and I had difficulty reading the fine print. My digital literacy is very low, and without my daughter's help, I felt lost. The staff tried to assist me, but the complexity of the paperwork was daunting. I worry about making mistakes that could delay my treatment.

PRIMARY PAIN POINT

Complex and lengthy paperwork at hospital registration without adequate assistance for low digital literacy.

USER QUOTES

I wish there was someone who could sit with me and help me understand this paperwork. It's so complicated, and I'm afraid of making mistakes that could affect my care.

Navigating Discharge Instructions and Medication

Pain Point

Impact: 4/5

Simulation

NARRATIVE

After my treatment, I received discharge instructions and a prescription. The instructions were given quickly, and I struggled to understand everything due to my hearing impairment. The pharmacist spoke too fast for me to follow, and I left feeling unsure about how to properly take my medication once I got home.

PRIMARY PAIN POINT

Difficulty understanding discharge instructions and medication guidance due to hearing impairment.

USER QUOTES

I couldn't catch everything the doctor said about my medication. I wish they had written it down clearly for me or explained it more slowly.

Struggling with Hospital Paperwork

Pain Point

Impact: 5/5

Simulation

NARRATIVE

Upon arriving at the hospital, I was immediately faced with a sea of paperwork to fill out for registration. As someone who isn't comfortable with computers or online forms, I felt overwhelmed and anxious. The hospital staff was busy and couldn't help me much, which left me trying to make sense of complicated forms on my own. I wished my daughter was there to assist me, but she's not always available to accompany me.

PRIMARY PAIN POINT

Difficulty completing hospital registration paperwork due to low digital literacy and lack of assistance.

USER QUOTES

I just don't understand all these forms. I wish someone could sit with me and help me through it.

Long Waits in Noisy Environments

Pain Point

Impact: 4/5

Simulation

NARRATIVE

The waiting times at the hospital were exhausting. I spent hours in the emergency department, surrounded by noise and chatter, which made it hard to hear even with my hearing aids. I felt isolated and anxious, unsure of when I would be seen. My hearing impairment made it difficult to catch any announcements or instructions from the staff.

PRIMARY PAIN POINT

Prolonged waiting times in a noisy environment, exacerbating communication difficulties due to hearing impairment.

USER QUOTES

The noise made it impossible for me to hear anything clearly. I just wanted to know what was happening and when it would be my turn.

Challenges with Discharge Instructions

Pain Point

Impact: 4/5

Simulation

NARRATIVE

After finally receiving treatment, I was given discharge instructions along with a prescription. The instructions were lengthy and complicated, and I had trouble understanding them. I felt worried about managing my medication correctly once I got home. Without clear, simple guidance, I feared making a mistake that could affect my health.

PRIMARY PAIN POINT

Complex discharge instructions that are difficult to understand, leaving the user anxious about their ability to manage their health post-visit.

USER QUOTES

I need these instructions to be simpler. I'm scared I'll do something wrong with my medication.

A Long Day at the Emergency Department

Pain Point

Impact: 5/5

Simulation

NARRATIVE

I arrived at the emergency department early in the morning, hoping to get seen quickly. However, the wait times were much longer than I anticipated. I ended up waiting for hours, first at triage, then again to see the doctor, and it seemed like the waiting never ended. The noise and my hearing impairment made it challenging to understand when my name was called.

PRIMARY PAIN POINT

Extended wait times at multiple steps in the emergency department.

USER QUOTES

I never imagined it would take so long just to get seen. It was exhausting and overwhelming.

Clear Communication in the Hospital

Success

Impact: 3/5

Simulation

NARRATIVE

Despite the long wait times, I was pleased with how clearly the hospital staff communicated with me. They made sure to speak slowly and face me directly, which really helped me understand what was happening. It was a relief to know I could rely on their patience and clarity.

KEY SUCCESS FACTOR

Effective communication with staff despite hearing impairment.

USER QUOTES

The staff were very considerate of my hearing needs, which made a big difference in my experience.

Streamlining Hospital Registration

Opportunity

Impact: 4/5

Simulation

NARRATIVE

The hospital's registration process was a bit overwhelming for me. The website was confusing, and I struggled to navigate it. I rely heavily on in-person support, but it would be great if the online process were more intuitive for someone like me with low digital literacy.

OPPORTUNITY AREA

Confusing navigation on the hospital registration website.

USER QUOTES

I wish the online registration were easier to understand. I would prefer something that guides me step by step.

Accessing Services in a Rural Area

Accessibility

Impact: 4/5

Simulation

NARRATIVE

Living in a rural area, I rely on public transportation to get to the hospital. The infrequent bus schedule made it difficult for me to arrive on time and added stress to an already concerning situation. More frequent or reliable transportation options would greatly improve my access to essential services.

ACCESSIBILITY CONSIDERATION

Limited public transportation options in rural areas.

USER QUOTES

Getting to the hospital was hard enough with the distance, but the bus schedule made it even more difficult.

A Long Day in the Emergency Department

Pain Point

Impact: 5/5

Simulation

NARRATIVE

When I arrived at the emergency department, I was already feeling overwhelmed. The triage area was packed, and I waited for what felt like hours before someone could attend to me. It was hard to hear the announcements due to my hearing impairment, which made the wait even more stressful. By the time I saw the doctor, I was exhausted and anxious.

PRIMARY PAIN POINT

Long wait times and difficulty hearing announcements in a noisy environment

USER QUOTES

I wish there was a better way to know when it's my turn, maybe a display board or a text message system.

Navigating the Hospital Registration

Success

Impact: 3/5

Simulation

NARRATIVE

Registering at the hospital was a bit confusing for me. The online system wasn't easy to understand, and I couldn't figure out how to navigate through it without help. Thankfully, the staff at the desk were kind enough to guide me through the process face-to-face, which made me feel more at ease.

KEY SUCCESS FACTOR

Confusing online navigation for hospital registration

USER QUOTES

I'm grateful for the friendly staff who helped me in person. I couldn't have done it alone.

Improving the Waiting Experience

Opportunity

Impact: 4/5

Simulation

NARRATIVE

The waiting times in various departments were quite long. I noticed that while I was waiting, there were no clear updates about the delays or how long it might take. It would be helpful if there was a way to get real-time updates or an estimated time for the next step in the process.

OPPORTUNITY AREA

Lack of real-time updates or estimated wait times

USER QUOTES

It would be nice to have a better idea of how long things will take instead of just waiting in uncertainty.

Accessibility in Healthcare Services

Accessibility

Impact: 4/5

Simulation

NARRATIVE

With my hearing impairment, I often find it challenging to hear important announcements in noisy hospital environments. I appreciate when hospitals provide written instructions or visual aids, as these make it much easier for me to understand what's happening and what I need to do next.

ACCESSIBILITY CONSIDERATION

Difficulty hearing in noisy environments due to hearing impairment

USER QUOTES

I really value clear, written instructions and visual aids. They make a big difference for someone like me.

Endless Waiting in the Emergency Department

Pain Point

Impact: 5/5

Simulation

NARRATIVE

I arrived at the emergency department feeling worried and anxious. I was hoping to be seen quickly, but instead, I found myself waiting for several hours just for the triage. The waiting area was crowded and noisy, making it hard for me to communicate effectively given my hearing impairment. It was a very long and tiring process.

PRIMARY PAIN POINT

Excessive waiting time in the emergency department

USER QUOTES

I felt like I was waiting forever, and with my hearing aids, I struggled to catch when my name was called.

Successful Specialist Consultation Despite Challenges

Success

Impact: 4/5

Simulation

NARRATIVE

After a long day at the hospital, I finally got to see a specialist. The doctor was very understanding and took the time to explain my condition and treatment options in a clear and straightforward manner. I appreciated the personal attention and felt reassured about my health concerns.

KEY SUCCESS FACTOR

Effective communication with a specialist

USER QUOTES

The specialist was kind and explained everything clearly, making me feel like I was in good hands.

Improving Digital Navigation for Hospital Registration

Opportunity

Impact: 3/5

Simulation

NARRATIVE

When it came time to register at the hospital, I found the website confusing. Navigating through it was difficult, especially since I am not very good with computers. I had to ask my daughter for help, which made me feel dependent and a bit stressed.

OPPORTUNITY AREA

Confusing navigation on the hospital registration website

USER QUOTES

The website was so confusing! I couldn't figure out where to click, and I needed my daughter's help just to get through it.

Navigating Healthcare with Accessibility Needs

Accessibility

Impact: 4/5

Simulation

NARRATIVE

Throughout my hospital journey, the noise and lack of clear communication in the waiting areas were challenging due to my hearing impairment. I often missed announcements or my name being called, which added to my stress during the visit.

ACCESSIBILITY CONSIDERATION

Communication barriers due to hearing impairment

USER QUOTES

With all the noise, I couldn't hear my name being called. It was frustrating and made me anxious.

A Long Day in the Emergency Department

Pain Point

Impact: 5/5

Simulation

NARRATIVE

I arrived at the emergency department early in the morning because I wasn't feeling well. The wait was incredibly long for the initial triage, and I ended up spending most of my day just waiting to see a doctor. This was very stressful, especially since I found it difficult to communicate with hospital staff due to the noise and my hearing impairment.

PRIMARY PAIN POINT

Extended wait times in the emergency department

USER QUOTES

I was anxious and tired from waiting so long, and it was hard to hear what staff were saying over the noise.

Successful Prescription Pickup

Success

Impact: 3/5

Simulation

NARRATIVE

After a long day at the hospital, I was relieved to find that the pharmacy was well-organized when it came time to fill my prescription. The staff were very helpful and made sure I understood the instructions before I left, which eased my concerns.

KEY SUCCESS FACTOR

Efficient service at the pharmacy

USER QUOTES

It was a relief to have the pharmacy staff explain everything clearly and quickly. I left feeling confident about my medication.

Navigating Hospital Registration Online

Opportunity

Impact: 4/5

Simulation

NARRATIVE

When it was time to register at the hospital, I had to use the online system, which was very confusing for me. The navigation was not intuitive, and I struggled to understand how to complete my registration without help. This added to my stress in an already difficult situation.

OPPORTUNITY AREA

Confusing hospital registration system

USER QUOTES

I wish the online registration was simpler, or that I could have more in-person help to guide me through the process.

Accessibility Challenges in a Noisy Emergency Room

Accessibility

Impact: 4/5

Simulation

NARRATIVE

Throughout my time in the emergency department, the noise level made it very difficult for me to communicate effectively. Even with my hearing aids, I struggled to understand what was being said, which made me feel isolated and anxious about the treatment I was receiving.

ACCESSIBILITY CONSIDERATION

Difficulty communicating due to noise and hearing impairment

USER QUOTES

I felt quite alone not being able to hear everything clearly, and it made an already stressful situation even worse.

The Comfort of Face-to-Face Interaction

Success

Impact: 3/5

Simulation

NARRATIVE

Arriving at the hospital, the familiar, albeit long, wait in the emergency department was something I could handle better in person. The staff were kind and seeing their faces helped me understand the process. I find it much easier to communicate when I can see people's expressions and read their lips.

KEY SUCCESS FACTOR

Long waiting times in emergency department

USER QUOTES

I prefer waiting in person where I can see who I'm talking to, even if it takes a while.

Navigating Technology: A Daunting Task

Opportunity

Impact: 4/5

Simulation

NARRATIVE

When I tried using the hospital's registration website, I found it very confusing. The navigation wasn't clear, and I ended up having to ask my daughter for help. It made me feel dependent, and I wish there were simpler, more straightforward instructions.

OPPORTUNITY AREA

Confusing website navigation

USER QUOTES

I got lost on the website and had to call my daughter to help me out.

Accessibility for Hearing-Impaired Patients

Accessibility

Impact: 3/5

Simulation

NARRATIVE

Communicating with staff was sometimes challenging due to the noise and my hearing impairment. While they were considerate, I wish there were more visual cues or written instructions to help me understand what was happening.

ACCESSIBILITY CONSIDERATION

Difficulty hearing in noisy environments

USER QUOTES

I often missed parts of conversations because it was too noisy, even with my hearing aids.

Improving Rural Healthcare Access

Opportunity

Impact: 5/5

Simulation

NARRATIVE

Living in a rural area, getting to the hospital was a challenge. The public transport is infrequent, and the journey itself is long. It would be helpful if there were more local healthcare options or transportation support for people like me.

OPPORTUNITY AREA

Limited access to transportation in rural areas

USER QUOTES

Getting to the hospital is a whole day's effort with the limited bus service we have.

A Smooth Prescription Pick-Up

Success

Impact: 2/5

Simulation

NARRATIVE

After a long day at the hospital, I finally received my prescription. The pharmacy staff were quick and efficient, and I didn't have to wait long. It was a relief to have one part of my journey go smoothly, and the instructions were clear and easy to understand.

KEY SUCCESS FACTOR

Efficient service at the pharmacy

USER QUOTES

It was such a relief to finally get my medication without a long wait!

Long Wait Times in Emergency Department

Pain Point

Impact: 5/5

Simulation

NARRATIVE

I arrived at the emergency department feeling quite unwell and was immediately taken aback by the sheer number of people waiting. It was overwhelming and I had to wait for a very long time before being triaged. The wait continued as I moved through the department from registration to treatment. Each step seemed like an eternity, and with my hearing impairment, it was hard to follow announcements or updates.

PRIMARY PAIN POINT

Extended wait times in multiple departments

USER QUOTES

It's hard to sit for hours when you're not feeling well and you can't hear what's going on.

Successful Specialist Consultation

Success

Impact: 3/5

Simulation

NARRATIVE

After a long day in the emergency department, I was finally referred to a specialist. Despite the wait, the specialist was very attentive and took the time to explain things in a way I could understand. It was reassuring to see someone who was so thorough and considerate of my needs.

KEY SUCCESS FACTOR

N/A

USER QUOTES

The specialist really took the time to listen and explain everything clearly.

Simplifying Online Hospital Registration

Opportunity

Impact: 4/5

Simulation

NARRATIVE

When it came time to register at the hospital, I found the website very confusing. I struggle with computers in the first place, and the layout and instructions weren't clear at all. Thankfully, my daughter was able to help, but I couldn't help thinking that it should be easier for someone like me to understand.

OPPORTUNITY AREA

Confusing hospital registration website

USER QUOTES

I wish the website was easier to navigate. I need simple, clear instructions.

Need for Accessible Communication in Emergency Settings

Accessibility

Impact: 5/5

Simulation

NARRATIVE

Throughout my emergency visit, I struggled to hear announcements and understand what was happening due to my hearing impairment. In a busy and noisy environment, it was difficult to communicate effectively. I felt more comfortable when staff spoke directly to me and used simple language.

ACCESSIBILITY CONSIDERATION

Difficulty in communication due to hearing impairment

USER QUOTES

I need staff to speak clearly and directly to me to understand what's happening.

The Endless Wait

Pain Point

Impact: 5/5

Simulation

NARRATIVE

I arrived at the emergency department hoping for prompt care. However, I ended up waiting for hours just to get through the triage. It was a long day, and I felt anxious and uncomfortable in the crowded waiting room. The staff was courteous, but the wait times were exhausting, and my hearing impairment made it difficult to understand announcements over the intercom.

PRIMARY PAIN POINT

Extended wait times at the Emergency Department Triage

USER QUOTES

I waited for what felt like forever, and it was so hard to hear the announcements.

Navigating the Hospital Registration

Opportunity

Impact: 3/5

Simulation

NARRATIVE

When it was time for hospital registration, I was relieved that my daughter was there to help me with the website. The online navigation was confusing, and I wouldn't have managed on my own. Thankfully, the in-person staff were understanding and helped me complete the process efficiently once we reached the desk.

OPPORTUNITY AREA

Confusing online navigation for hospital registration

USER QUOTES

I don't know what I would have done without my daughter's help. The website was just so confusing!

Hearing and Understanding in Busy Environments

Accessibility

Impact: 4/5

Simulation

NARRATIVE

In the busy environment of the hospital, I struggled to hear the staff and announcements. My hearing aids help, but with all the noise, I often missed important information. I wish there were more visual aids or written instructions to help people like me.

ACCESSIBILITY CONSIDERATION

Challenges in hearing and understanding in noisy environments

USER QUOTES

With all the noise, it was hard to catch everything. Visual aids would have been a big help.

Journey Steps

1 Emergency Department Triage

Department: Various Provincial Health Ministries

Patient arrives at hospital emergency department and goes through initial assessment and triage based on severity of condition

2 Hospital Registration

Department: Various Provincial Health Ministries

Patient completes registration paperwork, presents health card, and is entered into hospital system

3 Emergency Department Treatment

Department: Various Provincial Health Ministries

Patient is seen by doctor, receives diagnosis and treatment in emergency department

4 Laboratory Testing

Department: Various Provincial Health Ministries

Blood work and other laboratory tests are ordered and conducted

5 Medical Imaging

Department: Various Provincial Health Ministries

X-ray, CT scan, or other imaging procedures as required

6 Specialist Referral

Department: Various Provincial Health Ministries

Consultation with specialist physician for further assessment

7 Prescription Filling

Department: Various Provincial Health Ministries

Patient receives prescription medication and discharge instructions

Generated by Journey Labs - User Story Extractor

For more information about this report, please contact the Journey Labs Research Team.