

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



Sarah Chen

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

Sarah is a 32-year-old software developer planning her first international trip since the pandemic. She's tech-savvy but unfamiliar with the passport application process.

User Stories

Efficient Hospital Registration Process

Success

Impact: 2/5

Simulation

NARRATIVE

Upon arriving at the hospital, I was relieved that the registration process was quite efficient. Despite initial concerns about navigating the system, the hospital staff were helpful, and the online option for registration made it faster for me to complete the necessary paperwork. It was a smooth start to an otherwise stressful day.

KEY SUCCESS FACTOR

Confusing navigation on the Hospital Registration website

USER QUOTES

I was glad to have the option to fill out some paperwork online before I got there. It saved me a lot of time.

Long Wait Times in Emergency Services

Pain Point

Impact: 5/5

Simulation

NARRATIVE

I knew emergency departments were busy, but the wait times were longer than I anticipated. Waiting for triage, treatment, and various tests made an already stressful situation even more difficult. I wish there were ways to streamline some of these processes to make the experience less taxing.

PRIMARY PAIN POINT

Extended wait times across multiple steps of the emergency process

USER QUOTES

I felt like I spent the entire day waiting. It was exhausting and added to the stress of an emergency visit.

Potential for Improved Communication

Opportunity

Impact: 4/5

Simulation

NARRATIVE

Throughout my hospital visit, I noticed that communication could be enhanced, especially regarding estimated wait times and the order of procedures. It would have been helpful to know what to expect next and how long each step might take.

OPPORTUNITY AREA

Lack of clear communication about wait times and process order

USER QUOTES

If only they had kept us informed about wait times or the order of tests, it might have eased some of the anxiety.

Navigating Healthcare as a Tech-Savvy Individual

Opportunity

Impact: 3/5

Simulation

NARRATIVE

Being tech-savvy, I appreciated having digital options for some processes. However, I realized that the digital systems in place aren't as intuitive as they could be. There's room for improvement in making these systems more user-friendly for both tech-savvy individuals and those less familiar with technology.

OPPORTUNITY AREA

Non-intuitive digital systems despite availability

USER QUOTES

I was expecting a seamless digital experience, but it felt clunky and not very intuitive. There's definitely potential for making it better.

Efficient Hospital Registration Process

Success

Impact: 2/5

Simulation

NARRATIVE

Despite the initial confusion with the hospital registration website, I was able to quickly complete my registration once I figured out the navigation. The option to fill in some details online beforehand saved me time when I arrived at the hospital.

KEY SUCCESS FACTOR

Confusing website navigation was initially a hurdle.

USER QUOTES

Once I understood how to navigate the site, the process was much faster and smoother.

Opportunities for Reducing Wait Times at Emergency Departments

Opportunity

Impact: 5/5

Simulation

NARRATIVE

The extensive waiting times at various stages of my emergency visit were quite frustrating. From triage to treatment and beyond, the wait seemed to stretch on and on. I believe there could be a more efficient way to handle patient flow to reduce these bottlenecks.

OPPORTUNITY AREA

Long waiting times at multiple healthcare service points.

USER QUOTES

I understand emergencies involve waiting, but a nearly 16-hour visit is overwhelming.

Navigating the Healthcare System as a Tech-Savvy User

Accessibility

Impact: 3/5

Simulation

NARRATIVE

Being tech-savvy, I appreciated the option to use online services whenever possible. However, I found that there wasn't a central platform to manage my healthcare journey, which could have streamlined the process and reduced my need to wait in person.

ACCESSIBILITY CONSIDERATION

Lack of a centralized online platform for managing healthcare interactions.

USER QUOTES

It would be great to have a single app or website to manage all parts of my healthcare journey.

Streamlining Federal-Provincial Service Transitions

Jurisdictional

Impact: 4/5

Cross-Jurisdictional

Simulation

NARRATIVE

While this emergency healthcare journey didn't directly involve cross-jurisdictional issues, I can see how coordinating between federal and provincial systems could be challenging. Especially if my emergency care required a federal health program, knowing how to navigate and transition between these services efficiently would be crucial.

JURISDICTIONAL GAP

Potential confusion in transitioning between federal and provincial health services.

JURISDICTIONS INVOLVED

federal,provincial

HANDOFF DETAILS

Potential need for better integration between federal and provincial health services for seamless user experience.

USER QUOTES

I worry about how streamlined the process would be if federal services needed to be involved.

Efficient Prescription Filling Process

Success

Impact: 2/5

Simulation

NARRATIVE

After a long day at the hospital, I was worried about the time it would take to fill my prescription. To my surprise, the process was smooth and quick. The pharmacy staff was ready with my medication, and I didn't have to wait long despite the busy day.

KEY SUCCESS FACTOR

Positive experience with prescription filling

USER QUOTES

I was relieved that the prescription process didn't add to the long day at the hospital.

Navigating the Hospital Registration Website

Opportunity

Impact: 3/5

Simulation

NARRATIVE

As someone who prefers online services, I tried using the hospital's registration website. However, the navigation was confusing and not very intuitive. I spent extra time trying to find the right forms and information.

OPPORTUNITY AREA

Confusing hospital registration website

USER QUOTES

I wish the website was easier to navigate. It took longer than expected to find what I needed.

Long Wait Times in Emergency Department

Pain Point

Impact: 5/5

Simulation

NARRATIVE

When I arrived at the emergency department, I was triaged quickly, but then I had to wait for what felt like an eternity to receive treatment. The wait times were longer than I anticipated at each subsequent step in the process.

PRIMARY PAIN POINT

Significant waiting times throughout the emergency department visit

USER QUOTES

The wait was frustrating at every step. It seemed like everyone was waiting for a long time.

Future Potential for Digital Solutions

Opportunity

Impact: 4/5

Simulation

NARRATIVE

Considering my tech-savvy background, I see a lot of potential in incorporating digital solutions to streamline the hospital experience. For example, digital check-ins or real-time updates on wait times could greatly enhance the patient experience.

OPPORTUNITY AREA

Current lack of digital solutions in hospital processes

USER QUOTES

I can envision a more digital-first approach that could save patients time and reduce stress.

Efficient Hospital Registration Experience

Success

Impact: 2/5

Simulation

NARRATIVE

Although I faced long waits in some areas, the hospital registration process was surprisingly smooth. As someone who appreciates online services, I was pleased to find that I could complete most of the paperwork ahead of time. This saved me a lot of time and confusion when I arrived at the hospital.

KEY SUCCESS FACTOR

Confusing navigation on the hospital registration website

USER QUOTES

I wish all hospital processes were as easy as the registration! It was great to do most of it online before arriving.

The Waiting Game: A Day in the Emergency Department

Pain Point

Impact: 5/5

Simulation

NARRATIVE

My day at the emergency department was marked by long waits at every step. From the triage to the treatment, and then at the lab and imaging, it seemed like an endless cycle of waiting. This was particularly challenging because I had hoped for a more streamlined process.

PRIMARY PAIN POINT

Long wait times at multiple stages of emergency care

USER QUOTES

I understand emergencies can be unpredictable, but spending almost the entire day waiting was exhausting.

Improving Hospital Navigation for a Better Patient Experience

Opportunity

Impact: 3/5

Simulation

NARRATIVE

Navigating the hospital system can be daunting, especially when you're not feeling your best. While the staff was helpful, clearer signage and a more intuitive online system could greatly enhance the experience. It would be helpful to have a digital map or app to guide patients through the hospital.

OPPORTUNITY AREA

Confusing hospital navigation and website interface

USER QUOTES

An app with a map of the hospital would be a game-changer. It's easy to feel lost, especially when you're not well.

Streamlining Specialist Referrals Across Provinces

Jurisdictional

Impact: 4/5

Cross-Jurisdictional

Simulation

NARRATIVE

While my healthcare journey was localized, I couldn't help but ponder on the challenges of accessing specialized care across provinces. With an interconnected digital health record system, it would be easier to manage appointments and referrals, especially for those who might need to consult specialists in different jurisdictions.

JURISDICTIONAL GAP

Potential challenges in accessing specialist care across provincial borders

JURISDICTIONS INVOLVED

provincial,federal

HANDOFF DETAILS

Coordination between provincial health systems and federal health record management

USER QUOTES

Imagine if your health records traveled with you seamlessly. It would make getting the right care so much easier.

Navigating the Emergency Department with Efficiency

Success

Impact: 3/5

Simulation

NARRATIVE

As I arrived at the emergency department, I was initially overwhelmed by the number of patients waiting. However, the triage process was efficient. Despite the wait, the staff was organized, which helped manage the flow of patients and ensured I was seen according to the severity of my condition. This made me feel confident that I would receive the care I needed.

KEY SUCCESS FACTOR

The triage process was well organized despite long wait times.

USER QUOTES

The triage team was on top of things, despite the number of people waiting.

Streamlining Hospital Registration Online

Opportunity

Impact: 4/5

Simulation

NARRATIVE

While registering at the hospital, I faced confusion with the online navigation. As someone who prefers digital interactions, I found the website challenging to use, which added unnecessary stress to an already anxious situation. An improved user interface and clearer instructions would make this process smoother and quicker.

OPPORTUNITY AREA

Confusing navigation on the hospital registration website.

USER QUOTES

I wish the registration website was more intuitive. It took longer than expected because I couldn't find what I needed.

Reducing Wait Times for Laboratory Testing

Pain Point

Impact: 5/5

Simulation

NARRATIVE

After receiving my diagnosis, I was sent for laboratory testing. The wait time was frustratingly long, which prolonged my overall stay at the hospital. Implementing an appointment-based system for tests could significantly reduce these wait times and improve patient satisfaction.

PRIMARY PAIN POINT

Extended wait times for laboratory testing.

USER QUOTES

Waiting for lab tests took forever. If there was a way to schedule these in advance, it would save everyone time.

Seamless Prescription Process

Success

Impact: 2/5

Simulation

NARRATIVE

Upon discharge, I was pleasantly surprised by how quickly I received my prescription medication. The pharmacy staff was efficient, and I didn't have to wait long, which was a relief after a long day at the hospital. This quick service was a highlight of the otherwise lengthy process.

KEY SUCCESS FACTOR

Quick and efficient prescription process at discharge.

USER QUOTES

I was thankful that the pharmacy process was so fast. It was a relief not to have another long wait.

Efficient Online Hospital Registration

Success

Impact: 2/5

Simulation

NARRATIVE

I was relieved that I could start the hospital registration process online from my phone while waiting in the emergency department. As a software developer, I appreciate any digital service that saves time and reduces paperwork. The online registration feature made it easier to provide my information without having to fill out forms manually. This was a small but impactful convenience during a stressful time.

KEY SUCCESS FACTOR

Confusing navigation on the hospital registration website.

USER QUOTES

The online registration was a huge relief, even if the site navigation could be improved.

Streamlining the Emergency Department Experience

Opportunity

Impact: 5/5

Simulation

NARRATIVE

The long waiting times during my visit to the emergency department were frustrating, especially since my condition required immediate attention. While I understand that emergencies are unpredictable, I felt that the triage and treatment processes could be more efficient. Implementing a digital queue management system might reduce wait times and improve patient flow.

OPPORTUNITY AREA

Extended wait times at multiple stages of the emergency department.

USER QUOTES

I wish they had a digital system to manage the queues better; it felt like I was waiting forever.

Navigating Hospital Processes with Ease

Success

Impact: 3/5

Simulation

NARRATIVE

Despite the initial confusion with the hospital registration website, I found the rest of the process to be quite straightforward. The staff were helpful in guiding me through the next steps, and I appreciated their patience. Once I was registered, the transition to receiving treatment was smooth, albeit with some delays.

KEY SUCCESS FACTOR

Confusing navigation on the hospital registration website.

USER QUOTES

After the initial registration hiccup, everything fell into place quite smoothly.

Improving Communication Across Services

Opportunity

Impact: 4/5

Simulation

NARRATIVE

During my journey through the emergency healthcare system, I noticed a lack of communication between departments. Each stage felt isolated, and there was no clear indication of what I should expect next. A more integrated communication system could enhance the overall patient experience, providing real-time updates and reducing anxiety.

OPPORTUNITY AREA

Lack of communication between departments leading to uncertainty.

USER QUOTES

I felt a bit lost at times, not knowing what the next step was or how long it would take.

Efficient Hospital Registration Process

Success

Impact: 3/5

Simulation

NARRATIVE

I was pleasantly surprised by how smooth the hospital registration process was once I got past the confusing website navigation. After completing the paperwork and presenting my health card, I was quickly entered into the system, and it felt like things were finally moving forward.

KEY SUCCESS FACTOR



USER QUOTES

Once I got past the website, the in-person registration was quick and easy!

Long Wait Times in Emergency Department

Pain Point

Impact: 5/5

Simulation

NARRATIVE

The waiting times at the emergency department were far longer than I had anticipated. I waited for hours at triage, and then again for treatment. It was frustrating and stressful, especially when you're in an emergency situation and expect prompt care.

PRIMARY PAIN POINT



USER QUOTES

I felt helpless waiting for hours in an emergency. It's the last thing you want in a stressful situation.

Potential for Online Integration to Reduce Wait Times

Opportunity

Impact: 4/5

Simulation

NARRATIVE

Given my preference for online services, I couldn't help but think about how digital solutions could alleviate some of the wait times at the hospital. If there were options to check wait times online or even schedule certain non-emergency services, it could make the process more efficient.

OPPORTUNITY AREA



USER QUOTES

Imagine if I could check wait times online or book a slot for non-emergency services!

Navigating the Healthcare System Independently

Accessibility

Impact: 3/5

Simulation

NARRATIVE

As someone who relies heavily on technology, I found it challenging to navigate the healthcare system with limited online support. While I'm tech-savvy, the lack of digital integration in the process was a hurdle.

ACCESSIBILITY CONSIDERATION



USER QUOTES

For someone used to digital solutions, the healthcare system felt a bit outdated.

Streamlining Hospital Registration

Opportunity

Impact: 3/5

Simulation

NARRATIVE

Registering at the hospital was a bit confusing due to the website's navigation. I imagined a streamlined process where I could complete most of the paperwork online before arriving. This would save time and reduce stress during an emergency situation.

OPPORTUNITY AREA

Confusing hospital registration process

USER QUOTES

I wish the hospital's website was easier to navigate. Completing forms online in advance would be ideal.

Successful Emergency Department Experience

Success

Impact: 5/5

Simulation

NARRATIVE

Walking into the emergency department, I was anxious but hopeful that the healthcare system would efficiently address my needs. Despite the wait time, the staff were professional and thorough in their assessments and treatments. The medical team demonstrated high levels of expertise and empathy, making me feel cared for during my visit.

KEY SUCCESS FACTOR

Positive experience with healthcare staff

USER QUOTES

Even though I had to wait, the staff's professionalism and care made a huge difference in my experience.

Long Waits for Treatment Throughout the Journey

Pain Point

Impact: 4/5

Simulation

NARRATIVE

From triage to treatment, each step involved significant waiting times. While I understand the need for prioritization, the duration could be challenging, especially during an emergency. Implementing a better system for managing and communicating wait times could significantly improve patient experiences.

PRIMARY PAIN POINT

Extended wait times at various stages

USER QUOTES

The waiting was tough. Knowing estimated wait times would help manage expectations and reduce anxiety.

Accessibility Challenges in Emergency Departments

Accessibility

Impact: 3/5

Simulation

NARRATIVE

While navigating the emergency department, I noticed a lack of clear signage and support for non-English speakers and those with disabilities. Improving accessibility features could enhance the experience for diverse users, ensuring everyone receives the care they need without additional barriers.

ACCESSIBILITY CONSIDERATION

Limited accessibility support

USER QUOTES

More accessibility features would make it easier for everyone to navigate the emergency department.

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.