

Canadian Emergency Healthcare Journey

Generated on October 22, 2025 at 16:34

Journey Overview

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

Persona Profile



Maria Lopez

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

Maria Lopez is a 29-year-old immigrant from Colombia who moved to the United States three years ago. She is fluent in Spanish and has intermediate proficiency in English. Maria has a bachelor's degree in marketing and works for a local small business. She uses digital tools regularly for work, such as email, basic office applications, and social media, but she often finds herself struggling with more complex online tasks, like navigating governmental websites or filling out digital forms. Maria is highly motivated to integrate into her new community and is keen to improve her digital skills to better access services and opportunities.

User Stories

Efficient Specialist Referral Process

Success

Impact: 3/5

Simulation

NARRATIVE

Despite the wait, I was relieved to see a specialist who was very attentive and knowledgeable, providing clear guidance on my treatment plan. The consultation was thorough and helped me feel more at ease about my health concerns.

KEY SUCCESS FACTOR

Efficient and thorough specialist consultation

USER QUOTES

The specialist was really helpful and made sure I understood the next steps clearly.

Navigating the Hospital Registration Website

Opportunity

Impact: 4/5

Simulation

NARRATIVE

I struggled with the hospital registration website because the navigation was confusing. It took me a while to find the right forms, which made me anxious about missing my appointment.

OPPORTUNITY AREA

Confusing website navigation for hospital registration

USER QUOTES

I wish the registration website had clearer instructions or a guide to help me through the process.

Long Wait Times in Emergency Department

Pain Point

Impact: 5/5

Simulation

NARRATIVE

The wait times in the emergency department were exhausting. I spent hours waiting just to be seen for triage and treatment, which added stress to an already difficult situation.

PRIMARY PAIN POINT

Extended wait times in emergency department

USER QUOTES

It was really frustrating to wait so long when I needed immediate care.

Need for Multilingual Support

Accessibility

Impact: 4/5

Simulation

NARRATIVE

I found it challenging to understand some of the medical terminology used during the process. Having information or assistance available in Spanish would have made the experience less daunting.

ACCESSIBILITY CONSIDERATION

Lack of multilingual support in healthcare settings

USER QUOTES

I could have used some help in Spanish to better understand what was happening and what I needed to do next.

Navigating the Emergency Department: A Long Wait

Pain Point

Impact: 4/5

Simulation

NARRATIVE

As I rushed to the emergency department, I was anxious about my health but hopeful for quick assistance. However, the triage process took much longer than I anticipated, and the waiting area was crowded. While I understand emergencies can be unpredictable, the long wait was frustrating, especially when I needed urgent care.

PRIMARY PAIN POINT

Had to wait in line for a long time at the Emergency Department Triage office.

USER QUOTES

I felt helpless waiting for hours when I needed immediate care. It added to my stress.

Effective Specialist Consultation

Success

Impact: 5/5

Simulation

NARRATIVE

After a long wait, I finally saw the specialist. The consultation was thorough and the doctor explained my condition and treatment options in detail. It was reassuring to have a clear path forward, and the doctor's empathetic approach made me feel valued as a patient.

KEY SUCCESS FACTOR

Successful consultation with a specialist physician.

USER QUOTES

The specialist took the time to explain everything clearly. It made a huge difference in understanding my health.

Streamlining Hospital Registration

Opportunity

Impact: 3/5

Simulation

NARRATIVE

During the registration process, I found the hospital's website confusing. The navigation wasn't intuitive, which made it difficult for me to complete the paperwork online, even though I wanted to do so to save time. Simplifying this process could significantly enhance the overall experience.

OPPORTUNITY AREA

The Hospital Registration website had confusing navigation.

USER QUOTES

I struggled to find the right forms on the website. A more intuitive design would help a lot.

Language Barriers in Healthcare Navigation

Accessibility

Impact: 4/5

Simulation

NARRATIVE

While waiting for my prescription, I realized that the instructions were only available in English, which made it difficult for me to fully understand the medication guidelines. Providing multilingual support would be beneficial, especially for immigrants like me who are still mastering English.

ACCESSIBILITY CONSIDERATION

Language barriers in understanding medication instructions.

USER QUOTES

If the instructions were also in Spanish, I would have felt more confident about taking my medication correctly.

Efficient Specialist Consultation

Success

Impact: 4/5

Simulation

NARRATIVE

After a long wait at the emergency department, I was finally able to see a specialist. Despite the initial delays, the specialist was incredibly thorough and attentive, ensuring all my concerns were addressed. It was reassuring to have a clear plan for my follow-up care.

KEY SUCCESS FACTOR

The specialist consultation was efficient and thorough.

USER QUOTES

The specialist took the time to really listen to me, which made me feel cared for.

Navigating Confusing Hospital Registration

Opportunity

Impact: 3/5

Simulation

NARRATIVE

When I arrived at the hospital, I found the registration process to be quite confusing. The website had a complex layout, and it was difficult for me to follow the steps. I had to ask for help multiple times, which was frustrating.

OPPORTUNITY AREA

The hospital registration process was confusing and not user-friendly.

USER QUOTES

I wish the registration website had clearer instructions. It was hard to find what I needed.

Long Wait Times Across the Board

Pain Point

Impact: 5/5

Simulation

NARRATIVE

Throughout my emergency healthcare journey, I experienced long wait times at nearly every step. From triage to treatment, and even for laboratory testing, the waits were extensive, making a stressful situation even more difficult.

PRIMARY PAIN POINT

Long wait times at multiple stages of the healthcare journey.

USER QUOTES

Each step seemed to take forever, and it added to my anxiety during an already stressful time.

Language Support in Healthcare

Accessibility

Impact: 4/5

Simulation

NARRATIVE

As someone who is more comfortable in Spanish, I found it challenging to communicate effectively with healthcare staff. While some staff members were accommodating, there were moments where I struggled to understand medical instructions and procedures.

ACCESSIBILITY CONSIDERATION

Lack of consistent language support for non-English speakers.

USER QUOTES

I sometimes felt lost without someone to help translate important medical information.

Efficient Hospital Registration Experience

Success

Impact: 2/5

Simulation

NARRATIVE

When I arrived at the hospital, I had to complete my registration to be entered into their system. I was worried about the paperwork since my English is not perfect, but thankfully, the staff were very understanding and patient with me. They even had some of the forms available in Spanish, which made the process much smoother for me.

KEY SUCCESS FACTOR

None

USER QUOTES

I was so relieved to find the forms in Spanish. It made everything much less stressful.

Long Wait Times in Emergency Department

Pain Point

Impact: 5/5

Simulation

NARRATIVE

The wait at the Emergency Department was far longer than I anticipated. I was feeling quite unwell and sitting there for hours made it worse. I understand that emergencies are unpredictable, but some updates or an estimate of the wait time could have been helpful.

PRIMARY PAIN POINT

Long wait times during emergency care

USER QUOTES

I felt anxious just sitting there, not knowing when I would be seen.

Improving Online Navigation for Hospital Registration

Opportunity

Impact: 3/5

Simulation

NARRATIVE

While I was able to complete my registration at the hospital, the online navigation was quite confusing. I struggled to find the right forms and needed assistance. A more intuitive website design or a guided walkthrough could improve the experience significantly.

OPPORTUNITY AREA

Confusing navigation on hospital registration website

USER QUOTES

I wish the website was easier to navigate. I needed help to find the right forms.

Need for Multilingual Support in Healthcare Services

Accessibility

Impact: 4/5

Simulation

NARRATIVE

Throughout my visit to the hospital, I noticed that most of the staff only spoke English. Although I can manage, it would have been nice to have more language support available. Having interpreters or language assistance could make a big difference for many patients.

ACCESSIBILITY CONSIDERATION

Lack of multilingual support in healthcare services

USER QUOTES

It would be so helpful to have more language support. Not everyone can communicate easily in English.

Navigating the Hospital Registration Website

Pain Point

Impact: 3/5

Simulation

NARRATIVE

When I arrived at the hospital, I was asked to complete my registration online. I found the website's navigation confusing and had to ask for help multiple times. It would have been easier if the website provided clearer instructions or visual aids. Despite the difficulty, I managed to complete my registration, but it took longer than expected.

PRIMARY PAIN POINT

Confusing navigation on the hospital registration website.

USER QUOTES

I wish the website had clearer instructions or a step-by-step guide. It was frustrating to figure it out on my own.

Successful Specialist Consultation

Success

Impact: 4/5

Simulation

NARRATIVE

Despite the long wait, I felt relieved after finally consulting with a specialist. The doctor was attentive and provided a thorough assessment, which made me feel confident in the care I was receiving. This experience reassured me that I was in good hands.

KEY SUCCESS FACTOR

Long wait times before seeing the specialist.

USER QUOTES

The specialist was very professional and took the time to explain everything to me. It made the wait worthwhile.

Opportunity for Streamlined Emergency Department Processes

Opportunity

Impact: 5/5

Simulation

NARRATIVE

During my visit, I spent a lot of time waiting at various stages, from triage to treatment and testing. It seems like there could be more efficient ways to process patients to reduce these wait times. Perhaps implementing a digital queue management system or increasing staff during peak hours could help.

OPPORTUNITY AREA

Extended wait times throughout the emergency department process.

USER QUOTES

It felt like I was just waiting forever. There must be a better way to manage patient flow.

Language Support in Healthcare Settings

Accessibility

Impact: 4/5

Simulation

NARRATIVE

As a non-native English speaker, I found some of the medical terms and instructions challenging to understand. It would be beneficial to have more language support services, like translation or interpreter assistance, available to ensure I fully understand my treatment and discharge instructions.

ACCESSIBILITY CONSIDERATION

Lack of language support for non-native speakers.

USER QUOTES

I often had to ask the staff to repeat things, and I worry I might miss important information without language assistance.

Navigating the Hospital Registration Maze

Pain Point

Impact: 3/5

Simulation

NARRATIVE

When I arrived at the hospital, I was initially overwhelmed by the process of registering. The website I needed to use for registration was confusing, with unclear navigation and instructions. It took me much longer than expected to complete the registration because I struggled to find the correct forms and information. However, once I managed to register, things moved forward a bit more smoothly.

PRIMARY PAIN POINT

Confusing website navigation during hospital registration

USER QUOTES

I wish the hospital registration website was more straightforward. It took me forever to find what I needed!

Effective Specialist Consultation

Success

Impact: 4/5

Simulation

NARRATIVE

After a long wait, I finally got to see the specialist. The doctor was very thorough and took the time to explain my condition and treatment options in detail. I appreciated the clear communication and felt more reassured about my health situation.

KEY SUCCESS FACTOR

Long wait times before seeing a specialist

USER QUOTES

The wait was long, but once I saw the specialist, everything was explained clearly, and I felt much better.

Streamlining Emergency Department Waits

Opportunity

Impact: 5/5

Simulation

NARRATIVE

The most challenging part of my emergency healthcare journey was the extended waiting times at each stage. While I understand that emergencies are unpredictable, having to wait for hours at each point was exhausting and stressful. I believe that implementing a more efficient triage and patient flow system could significantly reduce these wait times.

OPPORTUNITY AREA

Extended wait times across multiple emergency department stages

USER QUOTES

Waiting for hours at each step was exhausting. I hope they can find a way to make this process faster.

Language Support in Healthcare Settings

Accessibility

Impact: 4/5

Simulation

NARRATIVE

Throughout my emergency visit, I often found it difficult to fully understand the medical terms and instructions given. While some staff spoke Spanish, most information was provided in English. Having more multilingual support or translated documents would have helped me feel more confident and informed about my treatment.

ACCESSIBILITY CONSIDERATION

Lack of comprehensive language support in emergency healthcare

USER QUOTES

I wish there were more resources available in Spanish. It would have made things much easier for me.

Streamlined Hospital Registration Experience

Success

Impact: 2/5

Simulation

NARRATIVE

When I arrived at the hospital, I had to complete the registration paperwork. Although the website was a bit confusing to navigate, the staff were very helpful in guiding me through the process. They saw that I was struggling and offered assistance, which made the whole process smoother.

KEY SUCCESS FACTOR

Confusing navigation on the Hospital Registration website

USER QUOTES

The website was a bit confusing, but the staff were so kind and helped me finish my registration without much hassle.

Prolonged Waiting Times in Emergency Departments

Pain Point

Impact: 5/5

Simulation

NARRATIVE

I spent a significant amount of time waiting in various stages of the emergency department. From the initial triage to treatment, and even in the laboratory and imaging offices. Each step required a long wait, which was exhausting and stressful.

PRIMARY PAIN POINT

Long waiting times at various emergency department stages

USER QUOTES

It was really frustrating to wait for hours just to get through each stage of the treatment. It made an already stressful situation even worse.

Improving Digital Navigation for Non-Native Speakers

Opportunity

Impact: 4/5

Simulation

NARRATIVE

Navigating the hospital's online registration system was challenging due to my intermediate English skills. I believe that having a more intuitive interface with multilingual support could greatly enhance the experience for people like me.

OPPORTUNITY AREA

Lack of multilingual support and intuitive design in digital systems

USER QUOTES

I wish the website had options in Spanish or visual guides to help me understand the process better.

Accessible Communication in Healthcare Settings

Accessibility

Impact: 3/5

Simulation

NARRATIVE

Throughout my emergency healthcare journey, having clear instructions and visual aids would have been invaluable. Sometimes, the medical jargon and fast-paced environment made it difficult for me to follow along.

ACCESSIBILITY CONSIDERATION

Need for clear instructions and visual aids in medical settings

USER QUOTES

I often found myself lost in the medical terminology. Clear visual aids or step-by-step guides would have been really helpful.

A Long Day in Emergency

Pain Point

Impact: 5/5

Simulation

NARRATIVE

The waiting time for treatment was really long, and it felt like the day would never end. I understand that emergencies can be unpredictable, but sitting for hours without updates was tough. It would help if there were a system to provide periodic updates or estimated wait times.

PRIMARY PAIN POINT

Extended waiting times without updates

USER QUOTES

I wish I knew how much longer it would be. Even a rough estimate would help manage expectations.

Triaged with Care and Efficiency

Success

Impact: 3/5

Simulation

NARRATIVE

When I arrived at the emergency department, I was quite anxious about the entire process. However, the triage nurses were amazing. They quickly assessed my condition, and while the wait was long, their professionalism and empathy made me feel cared for. The triage system seemed organized, and I appreciated their efforts to manage the busy environment.

KEY SUCCESS FACTOR

Long wait times mitigated by excellent staff care

USER QUOTES

Even though I had to wait, the nurses were so kind and attentive. It made the wait a bit easier.

Navigating Hospital Registration

Opportunity

Impact: 4/5

Simulation

NARRATIVE

Registering at the hospital was a bit confusing. The online system wasn't very user-friendly, and I struggled to find the right forms. Thankfully, a staff member noticed my confusion and helped me through the process. It would be great if the website had clearer instructions or perhaps a guided tour feature.

OPPORTUNITY AREA

Confusing online navigation during registration

USER QUOTES

I wish the website had clearer instructions. It would save a lot of time and stress.

Language Support in Healthcare

Accessibility

Impact: 4/5

Simulation

NARRATIVE

As an immigrant with limited English proficiency, accessing healthcare services was daunting. Thankfully, the hospital had language support services, and I was able to communicate my needs effectively. This made me feel much more comfortable and secure during my visit.

ACCESSIBILITY CONSIDERATION

Limited language proficiency in healthcare settings

USER QUOTES

Having someone who could speak Spanish was such a relief. It made the whole experience much less stressful.

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.