Problem Statement:
- Patients feel mistreated when they are unaware of what is happening while waiting for communication from healthcare workers.
- AMA code of medical ethics states that a physician shall be dedicated to providing competent medical care with compassion and respect for human dignity and rights.

Opportunity statement:
- Improve communication between patient and healthcare worker to ensure the medical code of ethics is being fulfilled.

Thought Process:
After receiving the challenge, we discussed different ethic problems we have witnessed or experienced in the health care system. Through that discussion, we landed on the idea of emergency rooms and their long wait times making patients feel neglected and treated unfairly. Patients in emergency rooms already have levels of stress and anxiety due to them feeling like they need to see a doctor right away. On top of the initial stress of going to the emergency room, the long wait times increase patients' stress and anxiety levels. These patients can sometimes wait for hours making them feel like the hospitals don’t care about them or their health, and sometimes even make a patient feel like they shouldn’t have come to the emergency room in the first place. In a place with high levels of stress and health problems, the hospitals shouldn’t be increasing a patients or family members distress through their lack of communication. Patients and family members have to wait without information feeling completely in the dark. To ensure this was an actual problem with ethics involved, we conducted some research. We found that long wait times causing decreased patient satisfaction was a common problem.

References:


After an injury, a user opens the app to look for the nearest Emergency Room and their wait times. This is the first page they will see.

To find information on the local hospitals the user clicks the “Find a Hospital” button.

If after being checked into the Emergency Room, the users wants to check their progression through the Emergency Room/Hospital procedure to see how close they are to being seen and treated by a doctor. The user would click on the “Check Progression” button.

After clicking “Find a Hospital”, the user is taken to this screen.

The app uses the user’s location given when downloading the app to search for the nearest Emergency Rooms and their wait times. The user after looking at the distance and wait times clicks on the “UPMC Mercy Emergency Department” option.
After clicking on UPMC Mercy Emergency Department, the user is taken to this screen. The user sees the general directions to get the emergency room.

If the user needs step by step directions to the Emergency Room while they are driving, the user has the option to copy the address and then paste it into their maps app.

If the user doesn’t need step-by-step directions to the Emergency Room they click on select this hospital.

The user also has a back button if they decide they don’t want to go to the hospital they just clicked on. After clicking the “back” button, the user will be taken to the last screen with the lists of hospitals.

After clicking on the “select this Hospital” button, the user is taken to this screen. The user can then click on the “Fill out Information” button which will take them to a page that asks them the same basic questions the hospital will ask them when they first arrive to the Emergency Room.

If the user doesn’t want to start their check-in process online they have the option to click the skip button.
After the user clicks on “Fill out Information” button, the user is taken to this screen.

On this screen the user is asked the same basic questions that the hospital will ask them when they first arrive. This allows the user to speed up their check-in process before they arrive at the hospital.

The user clicks on the empty boxes and types up a response. The user also clicks on the “select insurance” drop down, which has options for common medical insurance. In the drop down, the user also has the option for no insurance or other, which will allow the user to type in their specific insurance.

The user will be taken to this screen after clicking any of the following:
- the “skip” button on the welcome page
- the “submit” button on the information page
- the “cancel” button on the information page.
- the “check progression” button on the home page

Once the user is check into the Emergency Room either online or in-person, the user will be given a patient ID#. That number allows the user to track their progression through the Emergency Room and track the progression of their tests.

One the user has their patient ID# they will type it into the box and click the “enter” button.
After filling in their patient ID # and clicking the “enter” button, the user will be taken to these screens. The patient’s status in the Emergency Room will be updated as it changes, and once it is updated the progression meter page will change to match the stage the patient is in.

These screens show the user which stage they are in. (Based on the five stages of the Emergency Room process)

The screen explains what has happened so far in this stage and what the next steps are after this stage.

The user also has the option to click the “Update Symptoms” button and fill out a pop up if they have gotten any new symptoms while waiting. Once they fill out their symptoms their chart will be updated and their doctor will be notified.

The user also has the option to “Share Status” which will give them the option to text their status to anyone in their contacts like family members on where they are in their stay at the Emergency Room.

There is also a bottom navigation that allows the user to toggle back and forth between their visit progression meter and their test progression meter.
After clicking on the “Test Progression” button at the bottom of the Visit Progression Page, the user is taken to this page.

This screens shows the user a list of all the tests they took and their current status. The status of their tests will be updated as their status changes.

The user can click on each test and will be taken to an individual page that goes into more detail about the status of their tests.

There is also a bottom navigation that allows the user to toggle back and forth between their visit progression meter and their test list.

After clicking on the “Test 1” tab, the user will be taken to one of these screen based on the status of their test. The status of their tests will be updated as their status changes, and will then change which of these screens the user will see.

These screens show the user what stage the specific test is in. It goes into detail about what happens in the step and what will happen in the next steps.

The user can click on the “back” button to be taken back to the Test List page.

The user also has the option to share the status of their tests which will give them the option to text their test status to anyone in their contacts like family members.

There is also a bottom navigation that allows the user to toggle back and forth between their visit progression meter and their test progression meter.