

Pando App User Flow: Exporting patient data (Image or Patient Card to NHS email)

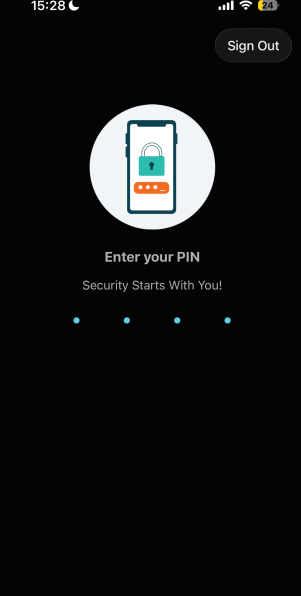
Goal:

To securely export patient-related information (e.g. image or patient card) from the application to an NHS email account for clinical use.

Preconditions:

- User is registered and authenticated
- User has appropriate permissions to access the patient record or image
- User has a valid NHS email account configured on their device
- Patient information has been created or captured within the app

Step 1:
User opens the app



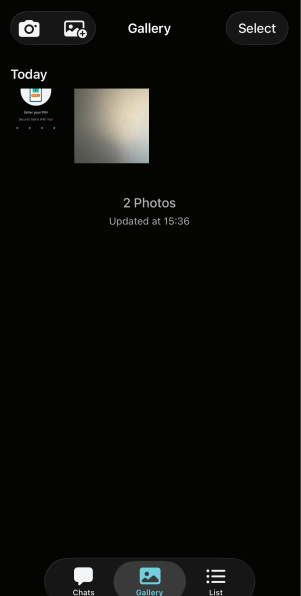
Step Overview: User opens the app

Touchpoints: Authentication prompt displayed (PIN)

Potential Risks: Delay accessing patient data

Mitigation: Biometric login supported for faster access

Step 2:
User finds image



Step Overview: User navigates to patient card or image gallery

Touchpoints: Relevant patient data displayed

Potential Risks: Selecting incorrect patient

Mitigation: Clear patient identifiers shown (name, location, etc.)

Step 3:
User taps Email Icon



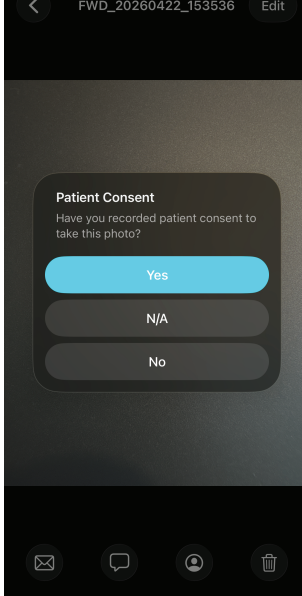
Step Overview: User taps "Export to NHS Email"

Touchpoints: Export process initiated

Potential Risks: User unaware of consequences of export

Mitigation: Request if consent has been obtained before sending

Step 4:
Confirm Consent



Step Overview: User is prompted to confirm patient consent (if applicable)

Touchpoints: Consent selection recorded (Yes / No / Not applicable)

Potential Risks: Export without appropriate consent

Mitigation: Mandatory consent step before proceeding

Step 5:
Confirmation message



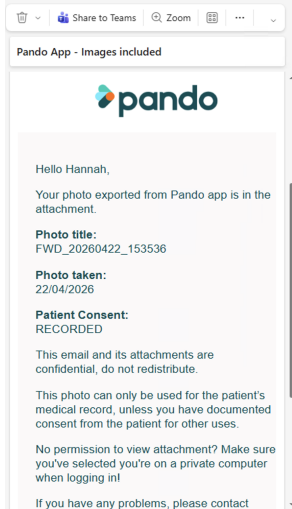
Step Overview: User sees 'photo sent' message

Touchpoints: Visual confirmation

Potential Risks: User keeps trying to export image

Mitigation: Visual confirmation message avoids duplicate emails

Step 6:
Access Email



Step Overview: User accesses NHS/Org email inbox

Touchpoints: Exported data available in email

Potential Risks: Data intercepted or mishandled outside app

Mitigation: Email systems used to maintain secure transfer

Pando App User Flow: Creating a New Patient Card

Goal:

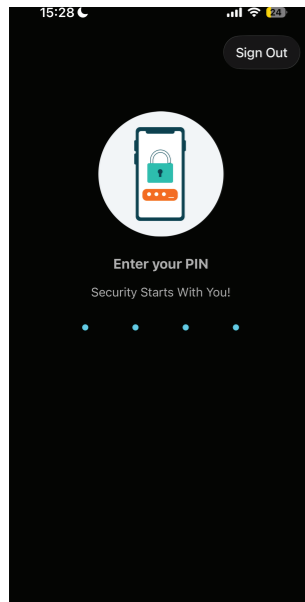
To create a new patient card within the Pando app to record and manage patient-related information for clinical use.

Preconditions:

User is registered and authenticated
User has access to patient list functionality
User has permission to create patient records

Step 1:

User opens the app



Step Overview: User opens the app

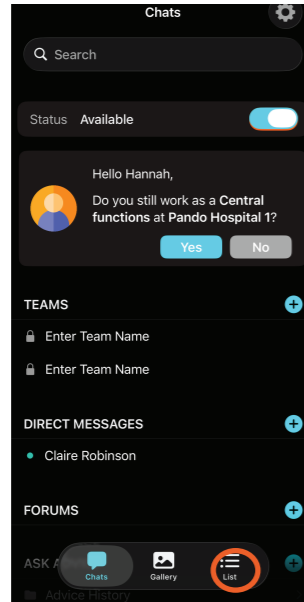
Touchpoints: Authentication prompt displayed (PIN)

Potential Risks: Delay accessing patient data

Mitigation: Biometric login supported for faster access

Step 2:

User navigates to patient list



Step Overview: User accesses list area

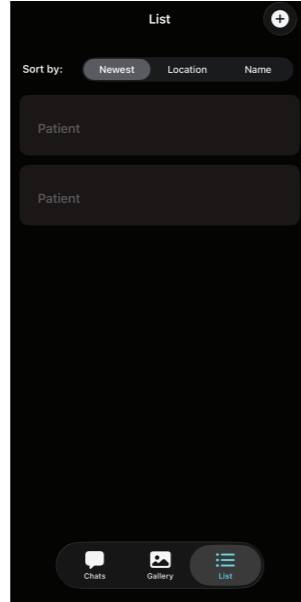
Touchpoints: "List" option within main navigation

Potential Risks: User unable to locate patient list functionality

Mitigation: Consistent placement within primary navigation supports discoverability

Step 3:

User initiates new patient card



Step Overview: User taps plus (+) button to create new entry

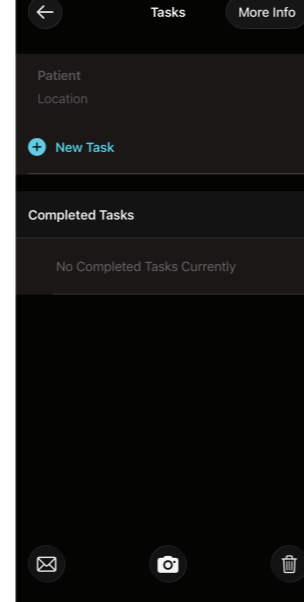
Touchpoints: Plus button within patient list

Potential Risks: Plus button may not clearly indicate creation of a patient card

Mitigation: Consistent use of plus icon across app supports recognition of create action

Step 4:

Accesses patient card fields



Step Overview: User selects "More Info" to enter patient details

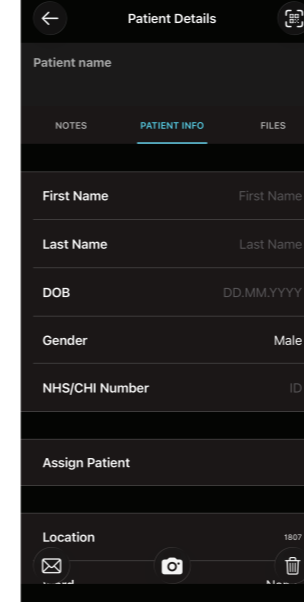
Touchpoints: More Info option

Potential Risks: Label is unclear and may not indicate patient card functionality

Mitigation: Consistent placement within workflow supports recognition of function

Step 5:

User enters patient name



Step Overview: User inputs patient name

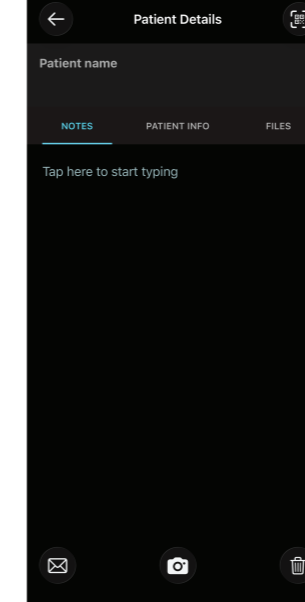
Touchpoints: Text input field

Potential Risks: User may assume patient name is used across all related records when it may not be

Mitigation: Separate fields and structured input guide correct data entry

Step 6:

Enters additional details



Step Overview: User adds notes and patient information

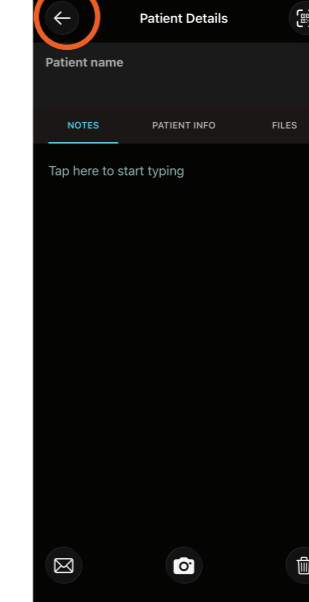
Touchpoints: Text fields for notes and patient data

Potential Risks: Incomplete or inconsistent patient information entered

Mitigation: Free text fields allow flexibility for clinical input

Step 7:

User saves patient card



Step Overview: User completes entry and Navigates back to list

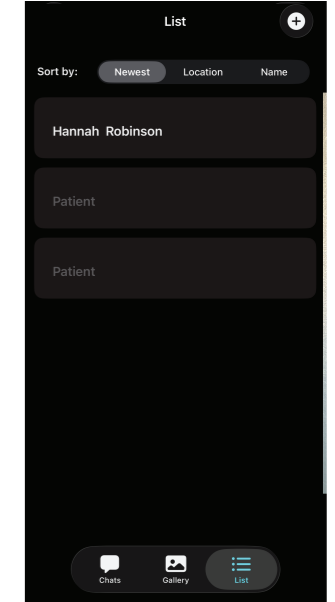
Touchpoints: Navigation action (e.g. return button)

Potential Risks: Saving action may not be intuitive, leading to uncertainty about whether the patient card has been created

Mitigation: System behaviour confirms successful creation

Step 8:

Patient card is created



Step Overview: New patient card appears in patient list

Touchpoints: Updated patient list

Potential Risks: User unsure whether data has been successfully saved

Mitigation: Visibility of newly created patient card confirms successful action

Pando App User Flow: Creating a New Patient Task

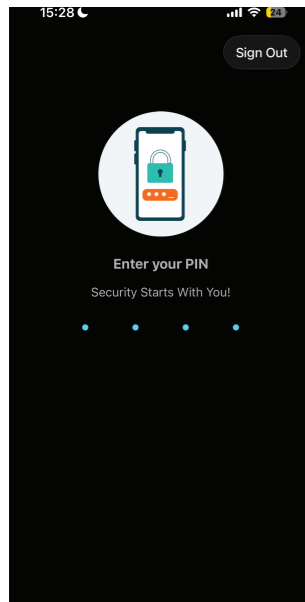
Goal:

To create a new patient task within the Pando app to track and manage clinical actions associated with a patient.

Preconditions:

User is registered and authenticated
User has access to patient list functionality
User has permission to create patient tasks

Step 1:
User opens the app



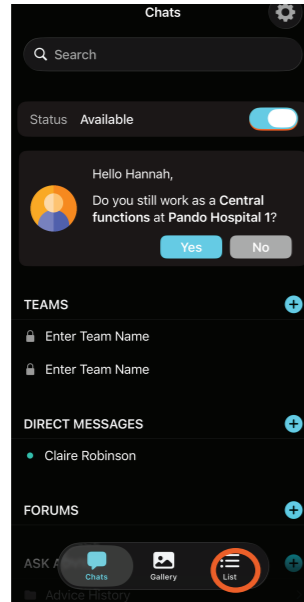
Step Overview: User opens the app

Touchpoints: Authentication prompt displayed (PIN)

Potential Risks: Delay accessing patient data

Mitigation: Biometric login supported for faster access

Step 2:
User navigates to patient list



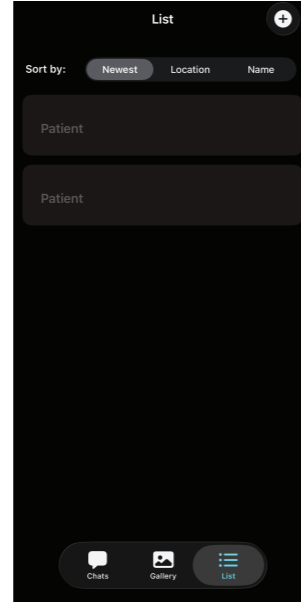
Step Overview: User accesses list area

Touchpoints: "List" option within main navigation

Potential Risks: User unable to locate patient list functionality

Mitigation: Consistent placement within primary navigation supports discoverability

Step 3:
User initiates new patient card



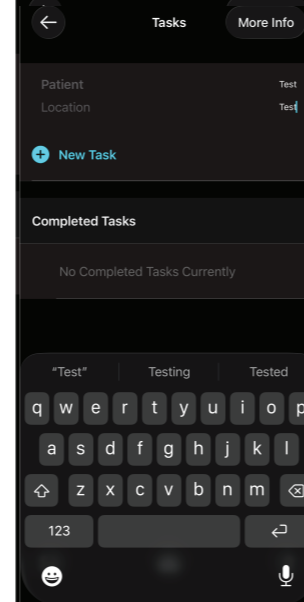
Step Overview: User taps plus (+) button to create new entry

Touchpoints: Plus button within patient list

Potential Risks: Plus button may not clearly indicate creation of task

Mitigation: Consistent use of plus icon across app supports recognition of create action

Step 4:
User enters patient details



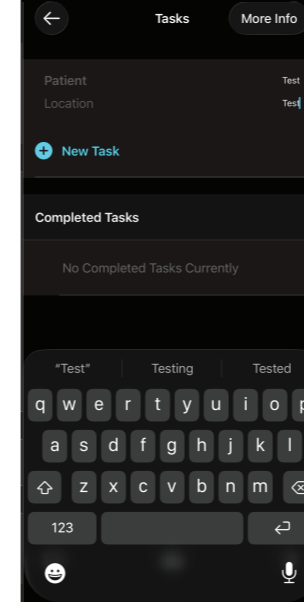
Step Overview: User inputs patient name and location

Touchpoints: Text input fields

Potential Risks: Wording may imply patient details only need to be entered once, causing confusion between task & patient info

Mitigation: Separate input fields support structured data entry

Step 5:
User selects New Task



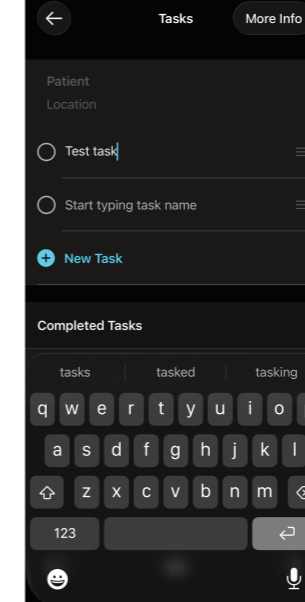
Step Overview: User initiates task creation

Touchpoints: New Task button

Potential Risks: User may not understand the distinction between patient details and task details

Mitigation: Clear separation of patient information and task input fields

Step 6:
Enter task details



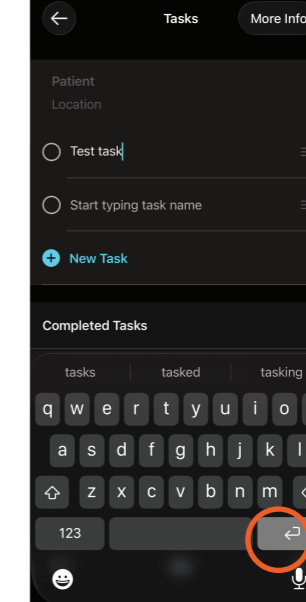
Step Overview: User inputs task information

Touchpoints: Task text field

Potential Risks: Incomplete or unclear task descriptions

Mitigation: Free text input allows flexibility for clinical context

Step 7:
User saves task



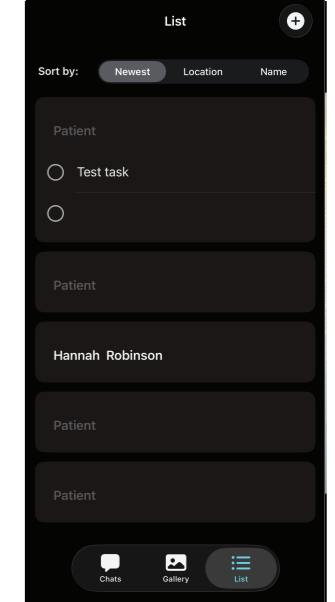
Step Overview: User confirms task entry (e.g. pressing return)

Touchpoints: Return button

Potential Risks: Uncertainty about whether the task has been successfully created

Mitigation: System behaviour confirms successful creation

Step 8:
Task is created



Step Overview: New task appears in the list

Touchpoints: Updated task list

Potential Risks: User unsure whether task has been saved correctly

Mitigation: Visibility of newly created task confirms successful action

Pando App User Flow: Attaching a Photo to a Patient Card

Goal:

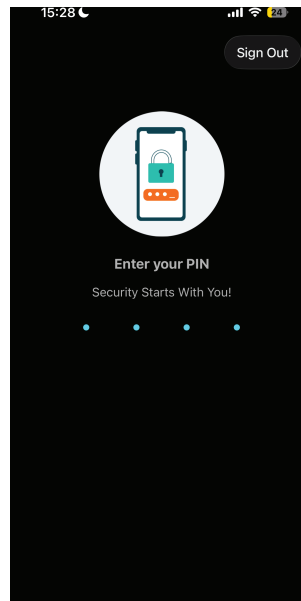
To capture and attach a photo to an existing patient card within the Pando app to support clinical documentation.

Preconditions:

User is registered and authenticated
User has access to patient list functionality
A patient card already exists
Device has camera access enabled

Step 1:

User opens the app



Step Overview: User opens the app

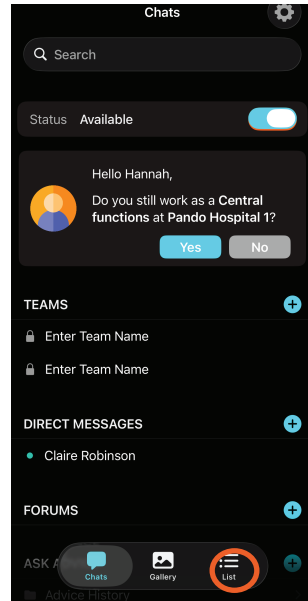
Touchpoints: Authentication prompt displayed (PIN)

Potential Risks: Delay accessing patient data

Mitigation: Biometric login supported for faster access

Step 2:

User navigates to patient list



Step Overview: User accesses list area

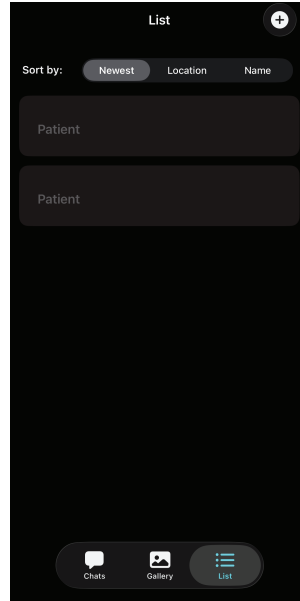
Touchpoints: "List" option within main navigation

Potential Risks: User unable to locate patient list functionality

Mitigation: Consistent placement within primary navigation supports discoverability

Step 3:

User selects patient



Step Overview: User selects the relevant patient card

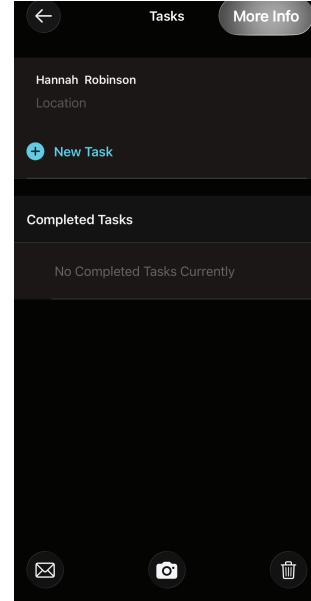
Touchpoints: Patient list

Potential Risks: Incorrect patient selected

Mitigation: Patient details displayed in list support correct identification

Step 4:

User opens patient card



Step Overview: User taps "More Info" to access patient card

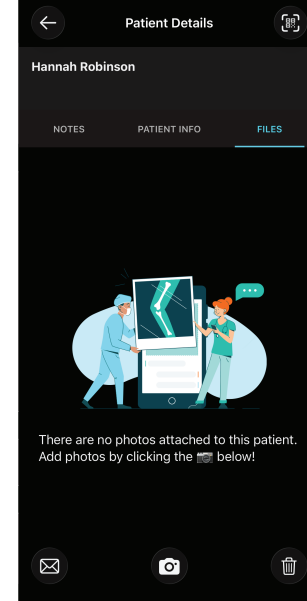
Touchpoints: "More Info" option

Potential Risks: "More Info" label is unclear and may not indicate patient card functionality

Mitigation: Consistent placement within workflow supports recognition of function

Step 5:

User accesses file options



Step Overview: User taps "Files" to attach media

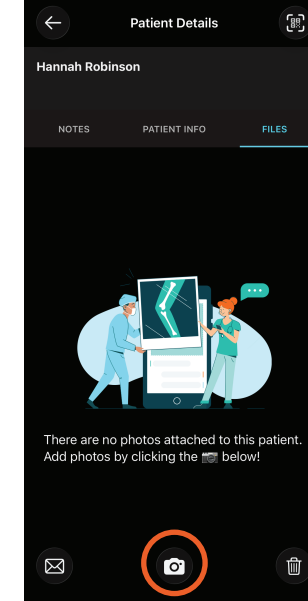
Touchpoints: Files button

Potential Risks: User unsure how to attach images

Mitigation: Files section provides central location for attachments

Step 6:

User selects camera



Step Overview: User taps camera icon to capture image

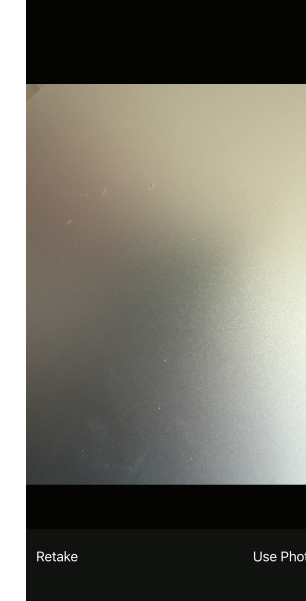
Touchpoints: Camera icon

Potential Risks: User expects ability to upload existing images but is limited to capturing new photos

Mitigation: Camera functionality provides immediate capture within the app

Step 7:

User captures photo



Step Overview: User takes photo using device camera

Touchpoints: Native camera interface

Potential Risks: Poor image quality or incorrect image captured

Mitigation: User reviews image before confirming

Step 8:

User confirms photo



Step Overview: User confirms they want to use the captured image

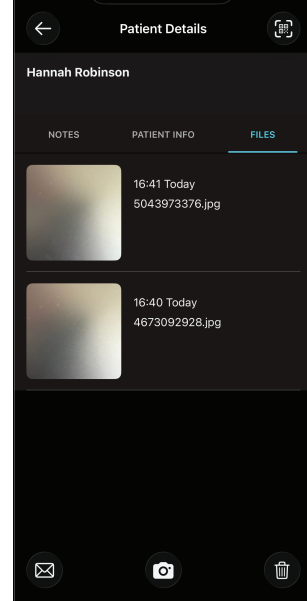
Touchpoints: Confirmation prompt

Potential Risks: Incorrect image attached

Mitigation: Confirmation step prior to upload

Step 9:

Photo is attached to patient card



Step Overview: Photo is uploaded and linked to patient card

Touchpoints: Updated patient record

Potential Risks: User unsure whether upload was successful

Mitigation: Confirmation message and visible attachment indicate successful upload

Pando App User Flow: Exporting a Patient Card to NHS Email

Goal:

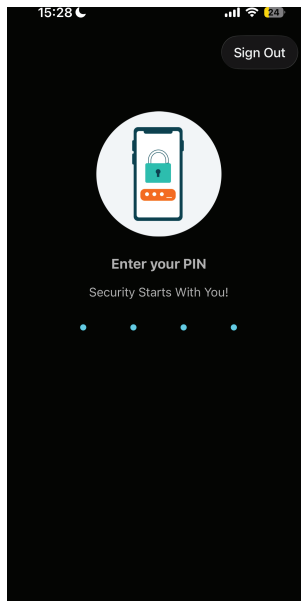
To securely export a patient card from the Pando app to an NHS email account for clinical use.

Preconditions:

- User is registered and authenticated
- User has access to patient list functionality
- A patient card exists
- User has a valid NHS email account configured

Step 1:

User opens the app



Step Overview: User opens the app

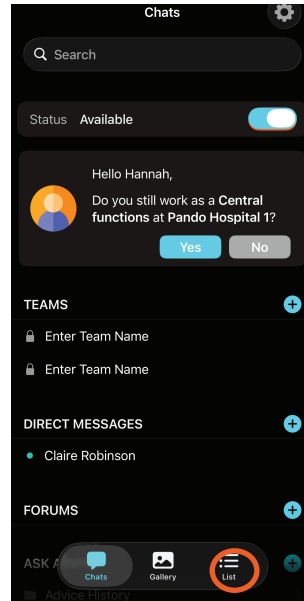
Touchpoints: Authentication prompt displayed (PIN)

Potential Risks: Delay accessing patient data

Mitigation: Biometric login supported for faster access

Step 2:

User navigates to patient list



Step Overview: User accesses list area

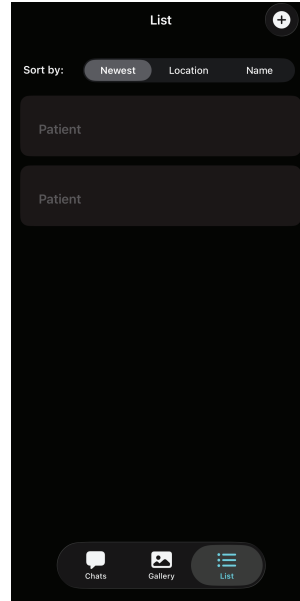
Touchpoints: "List" option within main navigation

Potential Risks: User unable to locate patient list functionality

Mitigation: Consistent placement within primary navigation supports discoverability

Step 3:

User selects patient



Step Overview: User selects the relevant patient card

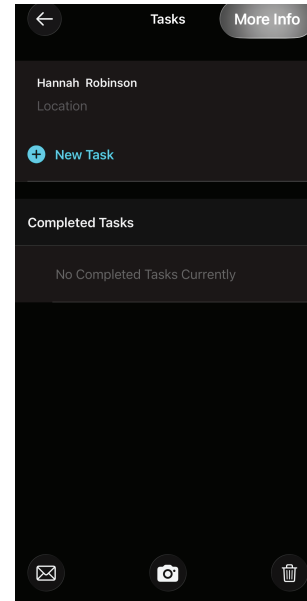
Touchpoints: Patient list

Potential Risks: Incorrect patient selected

Mitigation: Patient details displayed in list support correct identification

Step 4:

User opens patient card



Step Overview: User taps "More Info" to access patient card

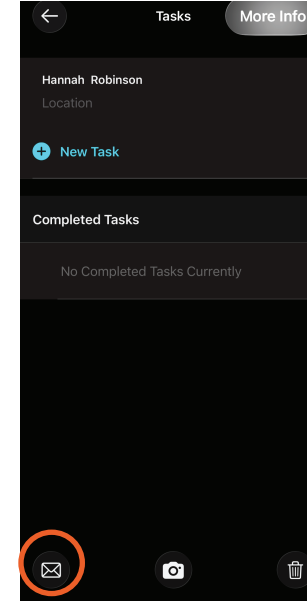
Touchpoints: "More Info" option

Potential Risks: "More Info" label is unclear and may not indicate patient card functionality

Mitigation: Consistent placement within workflow supports recognition of function

Step 5:

User selects email icon



Step Overview: User initiates export of patient card

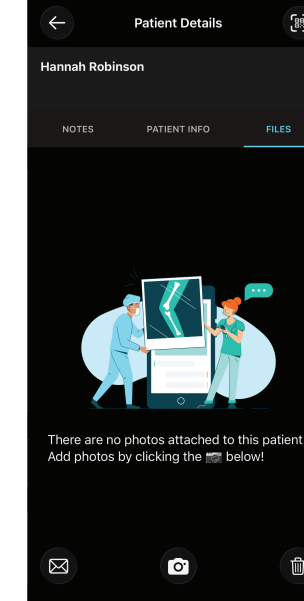
Touchpoints: Export to NHS Mail button

Potential Risks: User may not fully understand what information will be exported

Mitigation: Clear action labelling indicates export function

Step 6:

System processes export



Step Overview: Patient card is prepared and sent to NHS email

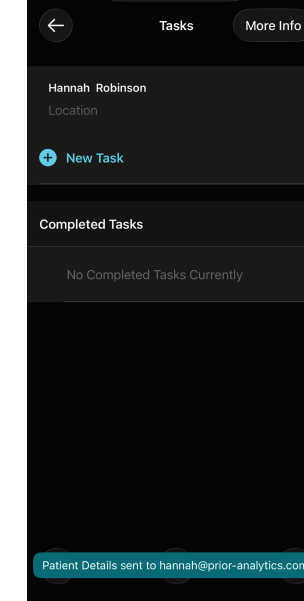
Touchpoints: System action

Potential Risks: Data sent unintentionally or without full awareness

Mitigation: User-initiated action required to trigger export

Step 7:

User receives confirmation



Step Overview: Confirmation message indicates successful export

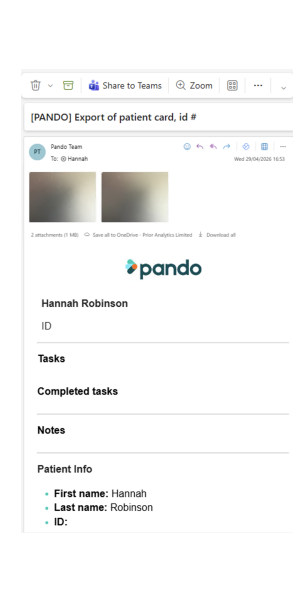
Touchpoints: On-screen notification

Potential Risks: User unsure whether export has completed

Mitigation: Confirmation message provides clear feedback

Step 8:

Patient card received via email



Step Overview: Patient card arrives in user's inbox

Touchpoints: email system

Potential Risks: Data handled outside of app environment

Mitigation: Export is directed to approved email systems