



INDIAN HEALTH SERVICE HUMAN-CENTERED DESIGN

USE CASES [SECTION 10 OF 11]

USE CASES

All Use Cases Listed by Source

#	SOURCE	AS A...	I WANT TO...	SO I CAN...	CATEGORY
1	Ecosystem	All staff	Have access to historical medical records from RPMS	Guarantee continuity of care	EHR
2	Archetypes	Primary Care Provider	Have efficient documentation that includes and educates the patient as part of the process	Pay attention to my patients, and patients understand their health	EHR
3	Archetypes	Primary Care Provider	Have interoperability with other facilities for labs, notes, imaging, and more—ability to automatically exchange data as part of the workflow	Have a comprehensive view of my patient's health	EHR
4	Archetypes	Primary Care Provider	Have a central repository for patient information incorporated into medical records	Quickly see all the information I need to see without having to log in to multiple systems	EHR
5	Archetypes	Primary Care Provider	Have meaningful notifications and reminders (e.g., recommended screenings that are age- and gender-appropriate)	Focus on tasks that are important	Communications
6	Archetypes	Primary Care Provider	Intuitive clinical decision support through built-in workflows	Better incorporate my workflow with documentation, instead of documentation being just a step in the way	EHR
7	Archetypes	Primary Care Provider	Get training on how to use EHR in my facility	Understand all the established workflows and not reinvent the wheel	Workflow
8	Archetypes	Primary Care Provider, Contractor	Get the big picture of what's going on with a patient I've just started treating who's been working with another provider	Pick up where the previous provider left off seamlessly	EHR
9	Archetypes	Care Support Team Member	Have Interoperability for external data, notes, labs, imaging, etc.	Have a comprehensive view of my patient's health	Interoperability
10	Archetypes	Care Support Team Member	More reliable patient contact information	Contact my patients promptly as needed for results, scheduling, confirming appointments, etc.	Scheduling
11	Archetypes	Care Support Team Member	Have the ability to create and customize quality measure reports to provide preventative care to populations in need	Reach out to patients at risk or who didn't get appropriate screenings yet	Public Health

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12	Archetypes	Care Support Team Member	Work on multiple charts at once	Switch between tasks while doing notes for multiple patients and not lose my work	EHR
13	Archetypes	Care Support Team Member	Enter asynchronous entries	Work on EHR when there's no internet	EHR
14	Archetypes	Care Support Team Member	Have EHR designed as per my workflow	Have documentation support my workflow instead of being a step on the way	EHR
15	Archetypes	Care Support Team Member, Nurse	Have awareness of orders and results that require attention	Focus on tasks that are important	EHR
16	Archetypes	Care Support Team Member, Case Manager	Have flexible paneling abilities to help find patients due for screenings	Reach out to patients at risk or who didn't get appropriate screenings yet	Public Health
17	Archetypes	Care Support Team Member, Public Health Nurse	Easily coordinate care of patients (appointment scheduling, transportation, lodging)	Fully coordinate care for patients who need multiple services for one appointment	Scheduling
18	Archetypes	Patient	Coordinate my appointment scheduling, transportation, lodging	Schedule services at my convenience	Patient Portal
19	Archetypes	Care Support Team Member, Public Health Nurse	Have EHR work offline while at visits without internet connection—asynchronous updating of charts, notes, and more	Add notes on the go without having to wait to arrive at a place with internet connection	EHR
20	Archetypes	Care Support Team Member, Public Health Nurse	Have awareness of public health issues	More easily identify systemic issues while I'm seeing patients	Communications
21	Archetypes	Specialist	Telehealth with patients and other providers whenever possible	Support some specialty care needs in places with sufficient network infrastructure	Telehealth
22	Archetypes	Specialist	Customize EHR for my documentation needs	Document care in a suitable way for my specialty	EHR
23	Archetypes	Specialist	Have interoperability between EHR software and my specialized software	Document care in a suitable way for my specialty	EHR
24	Archetypes	Specialist	EHR access for Telehealth providers, along with ability to complete orders remotely	Support some specialty care needs in places with sufficient network infrastructure	EHR
25	Archetypes	Specialist	Custom care plans and clinical pathways based on specialty	Document care in a suitable way for my specialty	EHR

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26	Archetypes	Specialist	Have enhanced workflows	Exchange charts, medications, allergies, labs, imaging, tests, and notes from other providers in the facility and outside, particularly when they get referred	EHR
27	Archetypes	Emergency, Urgent and Intensive Care Team Member	Have support for patient safety workflows, flow of care, emergency protocols, monitoring	Provide the most appropriate and safest care for each of my patients	EHR
28	Archetypes	Emergency, Urgent and Intensive Care Team Member	See data from smart machines such as blood pressure machines, thermometers, telemetry, fetal monitoring, IV pumps, etc. in EHR	See all data generated by the smart machines in the context of EHR	Interoperability
29	Archetypes	Diagnostics Team Member	Have results from external labs be recorded into EHR in real time, including full-resolution imaging, dates, and results	Give providers results as soon as they available, and allow them to make decisions quickly	Interoperability
30	Archetypes	Diagnostics Team Member	Have patients have easy access to past labs and imaging to share with external providers	Allow them to take ownership of their care	Patient Portal
31	Archetypes	Diagnostics Team Member	Have easy scheduling	Easily coordinate care with patients	Patient Portal, Scheduling
32	Archetypes	Diagnostics Team Member	Have a global taxonomy for diagnostics	Interact with staff members in different facilities and be on the same page	Taxonomies
33	Archetypes	Diagnostics Team Member	Have clinical decision support following appropriate use criteria (e.g., help determine if a CT scan is necessary, make sure CMS can pay)	Provide care that is necessary and follow CMS guidelines	Reporting
34	Archetypes	Diagnostics Team Member	Have a Lab Information System (LIS) to support blood banking and microbiology	Enter information into EHR	Interoperability
35	Archetypes	Diagnostics Team Member, Labs	Have instant access to results from samples that had to be sent to external labs	Allow providers to make decisions faster	Interoperability
36	Archetypes	Diagnostics Team Member, Radiologist	Use telehealth for radiologists to remotely review imaging results	Perform tests even with staff shortages	Interoperability
37	Archetypes	Pharmacy Team Member	Have a comprehensive, centralized drug lists, with culturally appropriate items like herbs	Have access to an always-updated drug list that I don't need to maintain	Taxonomies
38	Archetypes	Pharmacy Team Member	Have formulary management, including links to prescription discount programs	Know what's in stock and what's needed and where to get it, and to save money for my facility	Taxonomies

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39	Archetypes	Pharmacy Team Member	Support for vending-machine style pharmacies and lock boxes operated remotely	Provide pharmacy services everywhere	Interoperability
40	Archetypes	Pharmacy Team Member	Support for pharmacy Telehealth for patients and staff	Provide pharmacy services everywhere	Interoperability
41	Archetypes	Pharmacy Team Member	E-prescribing to outside pharmacies, inbound receiving capabilities of outside providers, from outside to within our IHS system	Fill prescriptions safely and electronically everywhere	Interoperability
42	Archetypes	Pharmacy Team Member	E-prescribing of controlled substances integrated with prescription drug monitoring programs (PDMPs), including documentation and reporting of PDMP checks	Fill prescriptions safely and electronically everywhere	Interoperability
43	Archetypes	Pharmacy Team Member	Support and management for mail order, pick-up	Fill prescriptions everywhere	Interoperability
44	Archetypes	Pharmacy Team Member	Have point of sale billing, with support for both Tribal and non-Tribal patients	Have organized billing for my practice	Billing
45	Archetypes	Pharmacy Team Member	Have integration with State vaccine programs	See what vaccines patients already have and which ones are missing	Interoperability
46	Archetypes	Behavioral Health Team Member	Have documentation adapted for their needs, from group sessions to individual sessions	Enter notes seamlessly no matter how many people	EHR
47	Archetypes	Behavioral Health Team Member	Provide services through telehealth, if the internet connect allows	Provide care to places with staffing shortages	Telehealth
48	Archetypes	Behavioral Health Team Member	EHR access everywhere including ability to complete orders remotely	Provide care from anywhere, including telehealth	Telehealth
49	Archetypes	Behavioral Health Team Member	Have the ability to work on multiple charts at once	Write notes for groups easily and individualize them after	EHR
50	Archetypes	Traditional Healer	Have a comprehensive drug lists that contemplate all the herbs used in my practice	Help other providers avoid drug interactions	EHR
51	Archetypes	Traditional Healer	Decide what patient information from Traditional Medicine should be disclosed or kept private from other providers	Respect my patient's privacy	Privacy

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52	Archetypes	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Document ceremonial tobacco use	Include all nuances of my patient's practices while complying with tobacco use reporting	EHR
53	Archetypes	Sub-Acute Care Team Member	Have telehealth abilities (provider-to-provider and patient-to-provider)	Compensate for some staffing challenges	Telehealth
54	Archetypes	Sub-Acute Care Team Member	Have automated exchange of records in EHR about the patient between different facilities and providers taking care of them	Have, and give others, a full picture of the patient's health	Interoperability
55	Archetypes	Sub-Acute Care Team Member	Have asynchronous documentation on EHR	Work on EHR in situations where there's no internet	Interoperability
56	Archetypes	Administration	Comply with tribal membership and descendant rules	Define different levels of care eligibility	Eligibility
57	Archetypes	Administration	Bill to a wide variety of payers	Allow my facility to rely on alternate sources of funding	Billing
58	Archetypes	Administration	Have electronic, paperless consent forms, registration, communications, scheduling, and refills	Work in a faster, safer and more privacy-oriented environment	Privacy
59	Archetypes	Administration	Seamless release of information processing between facilities	Faster access to patient's information by other providers	EHR
60	Archetypes	Administration	Quickly identify patients without a third-party payer who may qualify	Enroll them and save IHS funds	Billing
61	Archetypes	Administration, Scheduler	Have a Patient Portal to empower patients to schedule appointments	Make it convenient for them, and save my time	Scheduling
62	Archetypes	Administration, Patient Registration	Check on patients' eligibility documents with tribal membership offices	Make sure the patient is eligible	Eligibility
63	Archetypes	Administration, Patient Registration	Create temporary charts	Start a chart when I don't know a patient's name	EHR

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64	Archetypes	Administration, Patient Benefits Coordinator	Be made aware when a patient who might be eligible for alternate resources is in the facility	Approach them to enroll with an alternate payer option	Billing
65	Archetypes	Administration, Patient Benefits Coordinator	Easily identify federal, state and local programs my patient is eligible for	Find ways to save money for the facility	Billing
66	Archetypes	Administration, Health Information Management	Have one single source for all patient information	Easily find what a patient or provider is requesting	EHR
67	Archetypes	Administration, Health Information Management	Have electronic consent and eligibility documentation in my facility	Deal with a centralized source of truth, and not have to worry about paper documentation	EHR
68	Archetypes	Administration, PRC	Update patients and providers electronically on the referral progress	Set expectations for the length of the process, and be transparent if something is needed from someone to continue the process	Referrals
69	Archetypes	Administration, PRC	Have an electronic process for sending referral to external provider, including all EHR documentation	Work in a faster, safer and more privacy-oriented environment	Privacy
70	Archetypes	Administration, PRC	Need ability to request electronic invoice and EHR documentation from external facility for payment	Avoid having the patient be billed by the external facility	Referrals
71	Archetypes	Administration, PRC	Have automatic prioritization of cases	Review cases faster	Referrals
72	Archetypes	Administration, PRC	Need ways to empower patient to choose provider early on in the process	Give the patient some control over their referral choices	Referrals
73	Archetypes	Administration, PRC	Need fast updating of EHR with records from authorized provider	Understand what needs to be paid for as care is provided	Referrals
74	Archetypes	Administration, PRC	Need automated process to verify medical priorities and eligibility	Review cases faster	Referrals
75	Archetypes	Administration, Coding	Have standard coding	Code faster and avoid situations where providers use "general" codes (get more easily denied by payers)	Taxonomies
76	Archetypes	Administration, Billing	Have ability to bill a wide variety of payers	Process claims faster	Billing
77	Archetypes	Administration, Billing	Keep track of payments in Accounts Receivable with revenue cycle monitoring tools	Always know what the balance is at my facility	Billing

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78	Archetypes	Administration, Billing	Have account-based billing	Have interim billing that allow books to be always updated	Billing
79	Archetypes	Administration, Billing	Have ways to communicate with external facilities about invoicing for PRC referrals	Avoid having the patient be billed by the external facility	Billing
80	Archetypes	Quality Management Team Member	Have accountability for care via metrics	Measure and track my facility's performance	Reporting
81	Archetypes	Quality Management Team Member	Flexible reporting tools for variable workflows	Measure and track my facility's performance, no matter what workflows they use	Reporting
82	Archetypes	Quality Management Team Member	Have seamless integration of reports into Health IT	Faster access to up-to-date information	Reporting
83	Archetypes	Quality Management Team Member	Have tools for monitoring progress (e.g. dashboards)	Measure and track my facility's performance	Reporting
84	Archetypes	Quality Management Team Member	Have flexible reporting abilities based on customized data input workflows	Create reports based on the need at the moment	Reporting
85	Archetypes	Quality Management Team Member	Flexible paneling abilities	Help my team achieve care quality measure targets	Reporting
86	Archetypes	Quality Management Team Member	Custom reports that allow me to work with external entities	Allow my healthcare team to take action based on the data—from quality reporting to infection control and more	Reporting
87	Archetypes	Quality Management Team Member	Customize workflows based on quality measure and public health reporting needs	Support standardization of care based on available staff at each facility—including time for training and educational materials	EHR
88	Archetypes	Facility Leadership	Have customized analytics for business intelligence: oversight, monitoring, administrative, and statistical requirements. Examples include wait times, inpatient quality reporting, opioid surveillance, National Accountability Dashboard for Quality (required for IHS-run facilities, may include other facilities that choose to share their data), and more	Report and improve outcomes	Reporting

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89	Archetypes	Facility Leadership	Have panel management tools (local and facility-level immunizations by state)	Report and improve outcomes	Reporting
90	Archetypes	Facility Leadership	Consult and give input into epidemiology registries on EHR (local, state and CDC-level—such as diabetes and complications, influenza-like illnesses, sexually transmitted infections (STIs), and cancers)	Report and improve outcomes	EHR
91	Archetypes	Patient	Have clear guidance about my healthcare and care plans	Make informed decisions about my health	Patient Portal, EHR
92	Archetypes	Patient	Have access to my personal health record (PHR) and the PHR of the loved ones I'm a caregiver for (with their permission)—in easy-to-understand language	Make informed decisions about my health and my loved one's health	Patient Portal
93	Archetypes	Patient	Schedule online —appointments, transport, lodging, home care, prescription refill, and reminders	Get healthcare and have control over my schedule	Patient Portal,Scheduling
94	Archetypes	Patient	Find appropriate, accessible healthcare based on their location, symptoms, and health history	Make informed decisions about my health and my loved one's health	Patient Portal,Patient Benefits
95	Archetypes	Patient	Get culturally-relevant health and wellness information	Get information and services tailored to my specific culture	Patient Portal
96	Archetypes	Tribal or Urban Healthcare Program Worker	Have reciprocity of data between IHS and Tribal programs	Enter data and obtain reports about my work for grant reporting	EHR
97	Archetypes	Tribal or Urban Healthcare Program Worker	Enter data into EHR	Enter data and obtain reports about my work for grant reporting	EHR
98	Journey 1	Patient Registration	Check if the contact and insurance information I have for my patient is correct	Contact the patient if needed and allow Billing to submit claims to the right payer	Patient Registration
99	Journey 1	Patient	Check in at the healthcare facility and provide my updated contact and insurance information in a private way	Make sure my data is protected and private, and people I know won't hear my health concerns	Patient Registration

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100	Journey 1	Patient Benefits Coordinator	Receive a notification if a patient doesn't have Medicaid, Medicare, or another third-party payer	Find the patient and find out if I can enroll them with a third-party payer to make sure the facility I work for doesn't spend their money from IHS or Tribal sources	Patient Registration
101	Journey 1	Patient	Carry my pregnancy flow chart with me	Give it to my OB when I arrive at the hospital to deliver	Patient Portal, EHR
102	Journey 1	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Put together an electronic flow chart	Give it to my patient so they can hand it to the OB at the hospital where she will give birth	EHR
103	Journey 1	Nurse	Send measurements directly from my medical devices into the patient record	Save time on data input, focus my attention on the patient, and avoid errors	Interoperability
104	Journey 1	Public Health Nurse	Download EHR for offline and asynchronous use and update	View and add to EHR during home visits if there is no internet access	EHR
105	Journey 1	Care Support Team Member	Easily find the patient's preferred location(s) for outsourced care such as ultrasounds or pharmacy based on their home address and payer	Make their access to labs, ultrasounds, and other services more convenient	EHR
106	Journey 1	Patient	Receive lab results with an accompanying "plain English" description	Understand the terminology and implications	Patient Portal
107	Journey 1	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	See and record my patient's family history of illness	Know when symptoms should be taken seriously	EHR
108	Journey 1	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Have a patient's wearable devices feed data to their EHR	Monitor my patients health continuously	Interoperability

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109	Journey 1	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Know when high-risk patients are coming and see their charts	Greet them and get them situated immediately	EHR
110	Journey 1	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	See recent screenings and recommended new screenings per patient encounter	Include the appropriate screenings in the patient encounter	EHR
111	Journey 1	Primary Care Provider	Access notes from multiple locations	Read notes before the patient encounter, and spend the time with the patient fully engaged	EHR
112	Journey 1	Primary Care Provider	See specific components with user interfaces for the patient's particular case (such as pregnancy)	Quickly place orders, and never forget a step	EHR
113	Journey 1	Nutritionist	Access relevant areas of the patient chart like place of residence, job, existing conditions, and family medical history	Recommend appropriate diet and exercise that is fitting and realistic	EHR
114	Journey 1	Care Support Team Member	Easily import or transmit the patient record to and from outside facilities	Care providers within and without I/T/U are fully informed and can best serve the patient	Interoperability
115	Journey 1	Patient	Add backup contact options	Be contacted even when I don't have cell phone service	Patient Registration
116	Journey 1	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	See an alert when a patient has an abnormal report	Quickly understand the abnormality and speak with the patient	Communications
117	Journey 1	Diagnostics Team Member	Sync reports to the EHR with all original discrete data fields filled in	Fill in the EHR and eliminate duplicate work	Taxonomies
118	Journey 1	Patient	Access one single patient portal for all my care	See my health information in one place, not spread across multiple patient portals	Patient Portal
119	Journey 1	Patient	Know the community resources available to me	Become healthier with community support	Patient Portal, Patient Benefits

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120	Journey 1	Patient	See the plan I made with my doctor in my patient portal	Review plan and refer to it whenever I want	Patient Portal
121	Journey 2	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Have voice dictation during the appointment with my client	Focus on providing care	EHR
122	Journey 2	Patient	Have access to notes from primary care provider	Better understand next steps	EHR
123	Journey 2	Patient Registration	Have patients sign consent documentation digitally	More easily process release of information (ROI)	Patient Registration
124	Journey 2	Patient Registration	Have the ability to view and update from different state immunization records	Check immunization records for patients that are from a different Tribe	Patient Registration
125	Journey 2	Patient Registration	Have an automatic notification for patients without a payer	Notify a patient benefits coordinator to check which type of insurance they are eligible for	Billing
126	Journey 2	Patient Benefits Coordinator	Track application statuses in real time	Notify my clients about the status of their application right away	Billing
127	Journey 2	Patient	Track the status of my health insurance application in real time	Know when my application is approved and know if something is needed to move it along	Billing
128	Journey 2	Primary Care Provider	Have connectivity between EHR and medical devices	Reduce the data input	EHR
129	Journey 2	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Have age appropriate notifications for screenings	Know the age of my patient and adjust my care appropriately	EHR
130	Journey 2	Primary Care Provider, Care Support Team Member	Have access to a child wellness module	Learn more about my child's developmental stages	Patient Portal
131	Journey 2	Primary Care Provider	Put my patient's follow-up plan online	Share information about next steps with my patient	EHR
132	Journey 2	Patient	Have access to my follow-up plan online	Understand the next steps in my care	Patient Portal

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133	Journey 2	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Document completed screenings	Easily provide information for quality measures and grant reporting	EHR
134	Journey 2	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Have EHR update state immunization records automatically	Focus on providing care to my patient	EHR
135	Journey 2	All staff	Send notifications to designated team members	Notify them that a patient has checked in and is ready to receive care	Communications
136	Journey 2	Patient	Receive notifications about my appointment	Make sure that I don't forget my appointment	Communications
137	Journey 2	Behavioral Health Provider	Provide treatment both remotely and in-person with seamless access to EHR	Provide care to my patients from anywhere	EHR
138	Journey 2	Administration	Verify and bill third-party payers efficiently	Save time and money	Billing
139	Journey 2	Specialist, Optometrist	Use EHR to document the data of medical devices automatically	Save time on administration	EHR
140	Journey 2	Specialist, Optometrist	Update my patients on the delivery of their glasses via text notifications	Notify them of when their glasses will arrive	EHR
141	Journey 2	Patient	Receive text notifications about the delivery of my glasses	Know when my glasses will arrive	Patient Portal, Communications
142	Journey 3	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Obtain instant access to a patient's records from another facility with their consent	Have ongoing point-to-point access to their EHR	EHR
143	Journey 3	Patient	Choose the levels of access to my EHR I want to give to a new provider	Have control over my EHR, particularly behavioral health content	Patient Portal, Privacy
144	Journey 3	Support Care Team Member	Know when to perform certain screenings based on demographics and EHR information	Be reminded to screen high-risk patients	Reporting

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145	Journey 3	Patient	Choose my preferred name and gender identity	Be addressed by the team the way I choose	Patient Registration
146	Journey 3	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Enter the patient's preferred name and gender identity apart from their given name and sex	Address patients respectfully without compromising critical insurance information	Patient Registration
147	Journey 3	Patient Benefits Coordinator	Be alerted when a patient without an alternate resource checks in to the facility	Approach them about enrollment with an alternate payer, explain why it's important, and save IHS funds for the facility	Billing
148	Journey 3	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member, Patient Registration	Document several alternate contact points for my patient	Reach out to them to make sure my patient is okay if needed	EHR
149	Journey 3	External provider	Have access to EHR from I/T/U facilities for the patients I'm seeing	Be informed of their health history	Interoperability
150	Journey 3	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Have access to EHR from my patient's external providers	Have a full picture of my patient's health history	Interoperability
151	Journey 3	Social Worker	Have access to updated local community contacts	Contact them about public health issues	Public Health
152	Journey 3	Community Health Worker	Access to and input into EHR	Document the patients I reach out to and create reports to satisfy program grant requirements	Reporting
153	Journey 3	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Research and filter through patient panels based on conditions, demographics, EHR details, and other data	Find public health trends and take targeted action for improved outcomes	Public Health
154	Journey 4	Emergency, Urgent and Intensive Care Team Member	Receive recorded assessments from EMS	Learn more and make a record of the patient's injuries	Interoperability

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155	Journey 4	Emergency, Urgent and Intensive Care Team Member	Register verbal orders and find patient charts in EHR	Identify patients and make sure their orders are documented	EHR
156	Journey 4	Emergency, Urgent and Intensive Care Team Member	Receive photos and videos from EMS showing the patients' injuries on the scene	Prepare what I need to do for the incoming patients	Interoperability
157	Journey 4	Nurse	Start flow charts without a patient record, and add them to a new or existing patient record later	Keep patient whose identity is unclear in a temporary record	Patient Registration
158	Journey 4	Nurse	Automatically pull up a patient chart (e.g., scan a wristband and that patient's chart appears)	Quickly move from patient to patient without accidentally recording something to the wrong chart	EHR
159	Journey 4	Emergency, Urgent and Intensive Care Team Member	Have real-time notifications targeted to specific individuals	Know about the important next steps in emergent care	Communications
160	Journey 4	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member, Patient Registration	Have instant access to report from radiologists working remotely	Be able to make decisions about my patients quickly	Interoperability
161	Journey 4	Diagnostics Team Member	Make my report immediately visible in the patient EHR and notify the corresponding ER MD	Improve the speed of care for my patients	Interoperability
162	Journey 4	Emergency, Urgent and Intensive Care Team Member	Use Bar Code Medication Administration to track and document dosages in EHR during my observation	Spend less time documenting and more time providing for my patient	Interoperability
163	Journey 4	Emergency, Urgent and Intensive Care Team Member	Flag materials that are out of storage	Help supply staff track inventory and billing	Supplies
164	Journey 4	Emergency, Urgent and Intensive Care Team Member	Make my patient's care plan, prescriptions, and discharge information available in their patient portal	Make sure my patient has a point of reference when looking for information about their care	Patient Portal
165	Journey 4	Patient	Have access to my care plan, prescriptions, and discharge information in my patient portal	Ask my primary care provider questions about my care plan if I have them	Patient Portal
166	Journey 4	Emergency, Urgent and Intensive Care Team Member	Give my patients continuity of care through Telehealth	Ensure that my patients are making progress no matter where I am	Telehealth

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167	Journey 4	Emergency, Urgent and Intensive Care Team Member	Easily disseminate a discharge order to specific team members relevant to that order and patient (e.g., their primary care provider, the care team involved in processing the discharge, etc.)	Notify them about the discharge of my patient	Communications
168	Journey 4	Patient	See local programs and healthcare money saving opportunities	I can save money	Patient Portal, Patient Benefits
169	Journey 4	Patient	See Sub-Acute care plan, care assignments, and progress in a way that's easy to understand	See how I'm progressing	Patient Portal
170	Journey 4	Patient	Have access to my chronic pain management plan in a way that's easy to understand	Refer to it if needed	Patient Portal
171	Journey 5	Patient	Conveniently and privately schedule a behavioral health appointment	Obtain care without feeling self-conscious and have an easy pathway to get care	Scheduling, Patient Portal, Privacy
172	Journey 5	Scheduler	Obtain access to my patient's medical chart	Quickly create the patient's behavioral health record	Interoperability
173	Journey 5	Scheduler	Send automatic appointment reminders to my patients	Ensure they remember to come, or confirm in advance if they can't make it	Scheduling
174	Journey 5	Behavioral Health Provider	Have access to drug screening results from external facility	Include the results in my report to the Tribal court	Interoperability
175	Journey 5	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Create and send a referral to another provider instantly	Allow the patient to schedule an appointment right away	Referrals
176	Journey 5	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Have access to the medical file and history of my patients	Understand their health history	Interoperability
177	Journey 5	Caregiver	Have joint access to my relative's medical chart with their permission	I can assist them with their care	EHR

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178	Journey 5	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Have access to the medical file and history of my patients	Understand their health history	Interoperability
179	Journey 5	Caregiver	Have joint access to my relative's medical chart with their permission	I can assist them with their care	EHR
180	Journey 5	Telehealth Provider	Have access to my patient's chart outside of their health care facility	Understand their health history	Interoperability
181	Journey 5	Patient	Have access to all my prescriptions in my patient portal	Be aware of what medications I have been using	Patient Portal
182	Journey 5	Patient	Control access to my behavioral health information	Be in control of sensitive information about me	Privacy
183	Journey 5	Patient	Choose what information I share with providers	Be in control of sensitive information about me	Privacy
184	Journey 5	Behavioral Health Provider	Enter group notes for group encounters and individualize them by patient	Quickly finish documentation from group sessions	EHR
185	Journey 5	Pharmacy Team Member, Pharmacist	See what traditional herbs my patient is using	Identify drug interactions	Pharmacy
186	Journey 5	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	See what traditional herbs my patient is using	Identify drug interactions	Pharmacy
187	Journey 5	Pharmacy Team Member, Pharmacist	Enter Telehealth consults into EHR	Document my encounters for all their providers to see and my encounters to be billed appropriately	Pharmacy
188	Journey 5	Traditional Healer	Enter notes into EHR	Document my encounters for all their providers to see and my encounters to be billed appropriately	EHR
189	Journey 5	Traditional Healer	Document herbs I prescribe to patients	Other providers can have a full picture and understand drug interactions	Pharmacy
190	Journey 5	Traditional Healer	Choose whether notes about my patients should be visible to other providers	Protect my patient's privacy	Privacy

#	SOURCE	AS A...	I WANT TO...	SO I CAN...	CATEGORY
191	Journey 5	Patient	Choose whether notes about my traditional healer encounters will be visible to other providers	Share freely with my traditional healer and still protect my privacy	Privacy
192	Journey 6	Patient Registration	Seamlessly communicate and access patient records from other government provided care programs	Better serve crossover communities	Interoperability
193	Journey 6	Nurse	Use smart machines to record vitals into the EHR throughout the day	Have accurate, consistent measurements, without having to go to patient bay	Interoperability
194	Journey 6	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Review my patients' vitals over time on EHR, and receive notifications for critical changes	Be aware of trends and changes	EHR
195	Journey 6	Emergency, Urgent and Intensive Care Team Member	Know when patients are waiting and when they have been admitted into a bed	Prioritize my workflows, and be able to see workflows at a glance	EHR, Workflow
196	Journey 6	Care Support Team Member	See what case orders I am assigned to and the status of their orders	Quickly process which tasks are still outstanding and which have been completed	EHR
197	Journey 6	Emergency, Urgent and Intensive Care Team Member	Quickly write orders live at patients bedside using a mobile device	Write orders on the go while with patient without having to walk to a computer	EHR
198	Journey 6	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Send scripts to remote pharmacists to review when there is no pharmacist available on site	Get the medications I need to my patients as quickly as possible	Interoperability
199	Journey 6	Pharmacy Team Member, Pharmacist	Review medications and patient files for any possible allergies or interactions remotely	Confirm the doctor's order is an appropriate dosage and medication for the current condition	Interoperability
200	Journey 6	Pharmacy Team Member, Pharmacist	Seamlessly connect to the dispensing cabinet so that when medications are approved the correct dosage amounts are released for the nursing staff to administer	Review several cases from multiple hospitals or different floors within a hospital without having to change locations	Interoperability
201	Journey 6	Nurse	Scan patient ID to confirm the correct medications, patient, and dosage	Easily log and track the medications the patient is taking and the schedule on which they are receiving the medications	EHR

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202	Journey 6	Pharmacy Team Member, Pharmacist	Create and log my flow sheet in the system	Have it readily available when I need it during surgery, and review it again after surgery if I need to for any reason	EHR
203	Journey 6	Surgeon	Book an OR room and alert the team I will need for the upcoming surgery	Schedule the procedure and make sure I have the appropriate staff available	EHR
204	Journey 6	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	See which orders were made by other departments for my patient	Understand what has been administered and ensure no portion of the patient's care has been lost	Interoperability
205	Journey 6	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Be able to access a patient chart at the same time as one of my colleagues	Continue to provide care at the level I need to and evaluate how the patient is doing	EHR
206	Journey 6	Surgeon	Have voice dictation during surgery that is converted to text and input into the EHR	Have the procedure documented in real time without stopping what I'm doing	EHR
207	Journey 6	Transport	Log where I have picked the patient up from and where I will be taking them	Confidently know they will not be misplaced	EHR
208	Journey 6	Nurse	Have smart biomedical devices that log vitals directly into EHR	Receive alerts if there are any moments in the day when something changes and review trends	EHR
209	Journey 6	Case Manager	See partner specialists' schedules	Schedule last-minute consults via Telehealth	Telehealth
210	Journey 6	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Have standardized digital checklists for patient pass-offs	Seamlessly take over a patient's care	EHR
211	Journey 6	Care Support Team Member, Nutritionist	Have integrated access to patients' files	Contribute and provide recommendations to the care team on how to best serve the patient	EHR
212	Journey 6	Patient	Access my healthcare information at my convenience	Look up the information again later when I am at home and have more time to look through the full details	Patient Portal

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213	Journey 6	Patient,Veteran	Get a referral to the specialist of my choice between the two systems	Choose the best specialist for my situation	Referrals
214	Journey 6	Patient,Veteran	Get a Telehealth consult with the external provider from the I/T/U facility where I get my care, whenever it's feasible	Avoid traveling needlessly to see specialists	Referrals
215	Journey 6	Billing	Bill the VA for care for VA AI/AN patients	Follow billing guidelines between VA and IHS	Billing
216	Journey 6	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Have interoperable EHR between VA and my I/T/U facility	Have access to charts for my veteran patients	Interoperability
217	Journey 7	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Have access on EHR to information about verbal, vision, hearing, cognitive, and other disabilities my patient might have	Treat them appropriately and take these factors into consideration when evaluating them	EHR
218	Journey 7	Pharmacy Team Member,Pharmacist	Know when a diagnosis has been made that may affect other medications prescribed to the patient	Evaluate the full medication list and discontinue inappropriate medications	Pharmacy
219	Journey 7	Patient Registration	Grant proxy access to patient portals	Allow caretakers to see and manage PHR and appointments of the patient under their care	Patient Portal, Patient Registration
220	Journey 7	Patient Registration	Indicate power of attorney on the patient's chart	Inform doctors of power of attorney	Patient Registration
221	Journey 7	Patient	Store my health record and emergency contact information on a physical device or card that I carry with me	Share it with care teams at external facilities to easily share my health information, or during emergencies when I may not be able to speak for myself	Interoperability
222	Journey 7	Patient	See my EHR from external facilities in my primary patient portal	Use my primary patient portal as a single source of truth	Patient Portal
223	Journey 7	Patient, Caregiver	View all healthcare claims and EHR in one place	Have an overview of all healthcare services that happened and how they are being covered	Patient Portal, Billing
224	Journey 7	Public Health Nurse	Track activities of daily living in a EHR	Monitor their capacity for self-care over time	EHR

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225	Journey 7	Public Health Nurse	Enter into a patient's EHR environmental factors that affect medical care and life at home, such as the physical environment, social environment, community environment, and health policy environment	Deliver better, more comprehensive healthcare and indicate these factors to medical professionals who are not in the field, so they can deliver better healthcare	EHR
226	Journey 7	Primary Care Provider, Specialist, Emergency, Urgent and Intensive Care Team Member, Care Support Team Member	Enter aspects based on social determinants of health into EHR	Deliver better, more comprehensive healthcare and indicate these factors could affect a patient's ability to get healthcare	EHR
227	Journey 7	Public Health Nurse	Document Fall Risk Mitigation assessment and recommendation and easily share that with the patient's primary care provider	Ensure that the primary care provider places the correct order quickly	EHR
228	Journey 7	Public Health Nurse	Quickly document what supplies I bring to patients in their home	Take supplies from the facility quickly, but also ensure that the facility can bill Medicare for those items	EHR
229	Journey 7	Quality Management Team Member	Ensure public health nurses (PHNs) and other medical professionals track when they deliver trainings	Extract these trainings for quality measures	Reporting
230	Journey 7	Case Manager	Compile applicable programs that may help the patient, highlight them in their chart and patient portal, and send them to the patient	Ensure that their care providers find opportunities to recommend these programs, and give the patient a way to discover the programs on their own	Patient Portal, Patient Benefits
231	Journey 7	Public Health Nurse	Access a patient's EHR offline and update it asynchronously	See their health history, make updates, and provide full health care service, even when there is no internet connection	EHR, Interoperability
232	Journey 7	Public Health Nurse	Record the results of mini mental exams in a patient's chart and view those results graphically	Track a patient's cognitive capacity over time	EHR
233	Journey 7	Public Health Nurse	Inform multiple stakeholders of an urgent need quickly	Get a patient help from multiple parties (e.g., transportation, scheduling, primary care provider, and case manager)	Communications
234	Journey 7	Case Manager	Indicate which Hospice program a patient is using	Know who to securely share patient medical records with	EHR

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235	Journey 7	Case Manager	Quickly transfer relevant medical information to a Hospice program	Ensure the patient has continuity of care into end of life	Interoperability
236	Journey 7	Case Manager	Receive relevant information from Hospice programs in the patient chart, such as end of life plan	Know what to do in case the patient enters I/T/U care during Hospice	Interoperability
237	Journey 7	Patient	Transfer medical records to outside providers from my patient portal	Own my health information and which providers I choose to see	Patient Portal
238	Journey 7	Patient Registration	Document a patient's death date	Ensure that the patient chart closes after all claims are processed	EHR
239	Journey 7	Patient	Have access to community resources in my patient portal	Access relevant healthcare resources in my area	Patient Portal
240	Journey 7	Patient, Caregiver	Schedule appointments and transportation using my patient portal	Have direct access to available times and easily schedule based on my schedule	Patient Portal
241	Journey 7	Patient, Caregiver	Have access to information on the patient portal in my native language	Fully understand my healthcare information in a language I'm more comfortable with	Patient Portal

HHS / IHS Health IT Modernization

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