

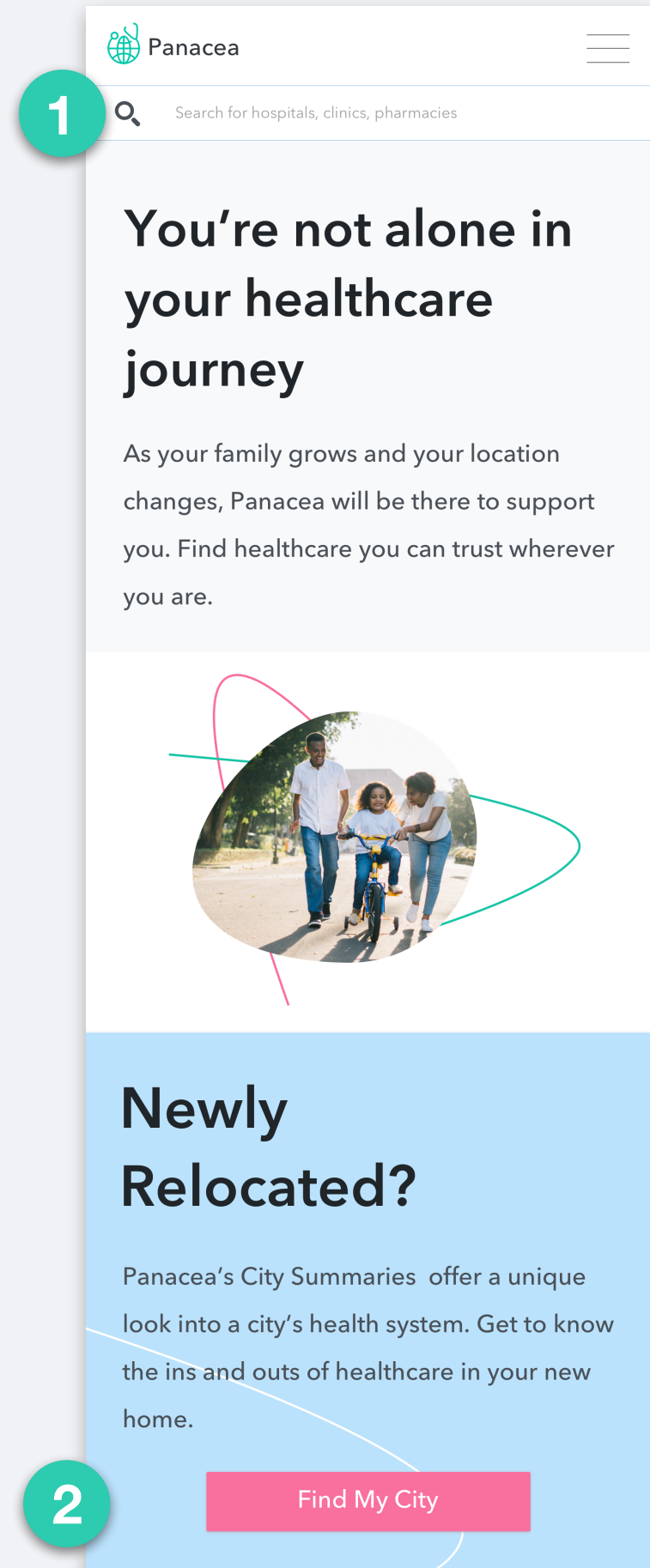
Landing Page

1

Users can search for care near them immediately upon entering the web app. Something we noticed throughout our research is that finding healthcare in a new environment induces a great deal of stress and often emotional distress. To accommodate this mental state, we recommend using reassuring language throughout the site.

2

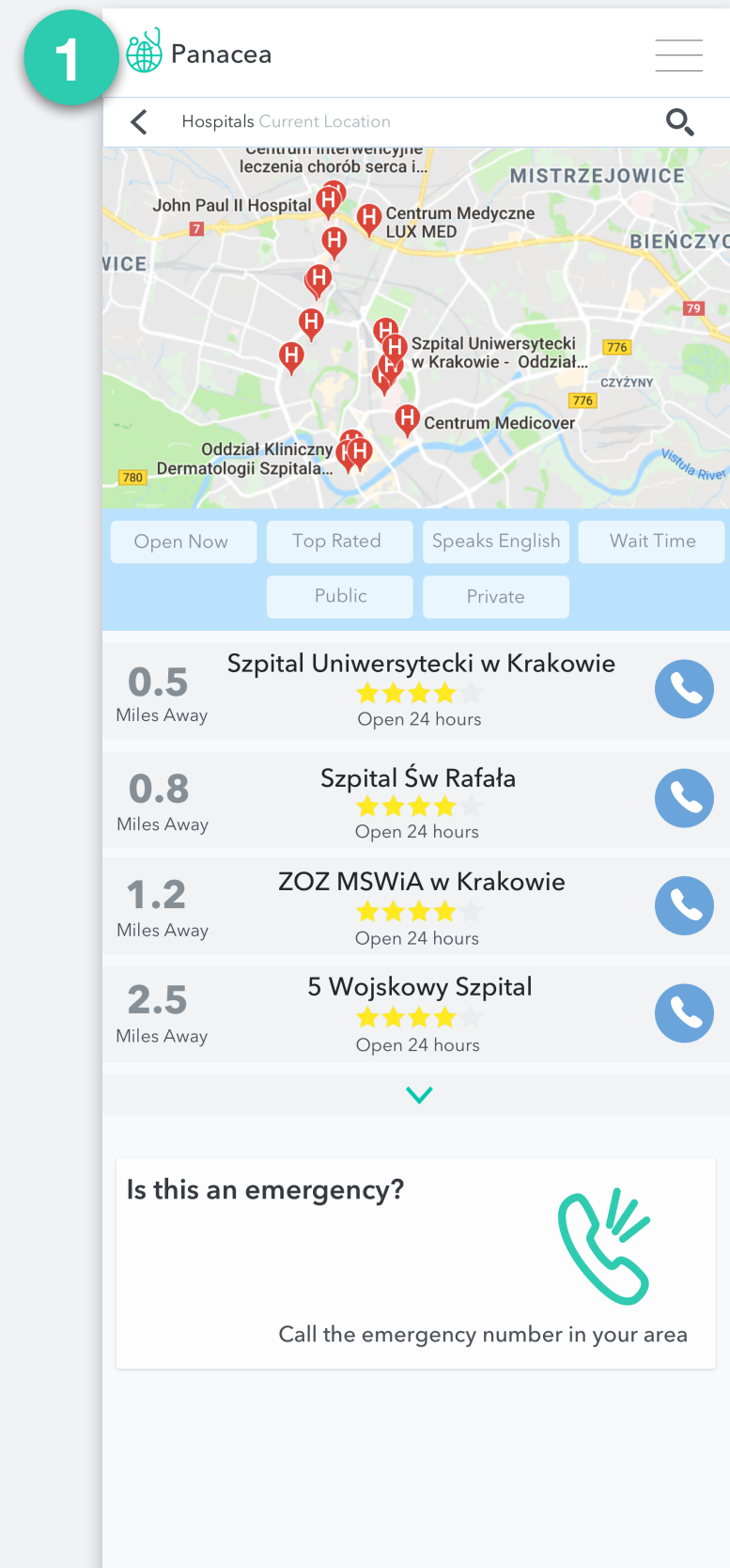
Throughout our research, it became clear that care varied greatly from city to city. To provide more focused and relevant content, users can initially search for their current city or a city they would like to learn more about.



Hospital Map

1

The Hospital Map will appear whenever a user searches for a hospital near them. Relevant filters such as “Speaks English”, and Public / Private help users find hospitals that best fit their specific needs

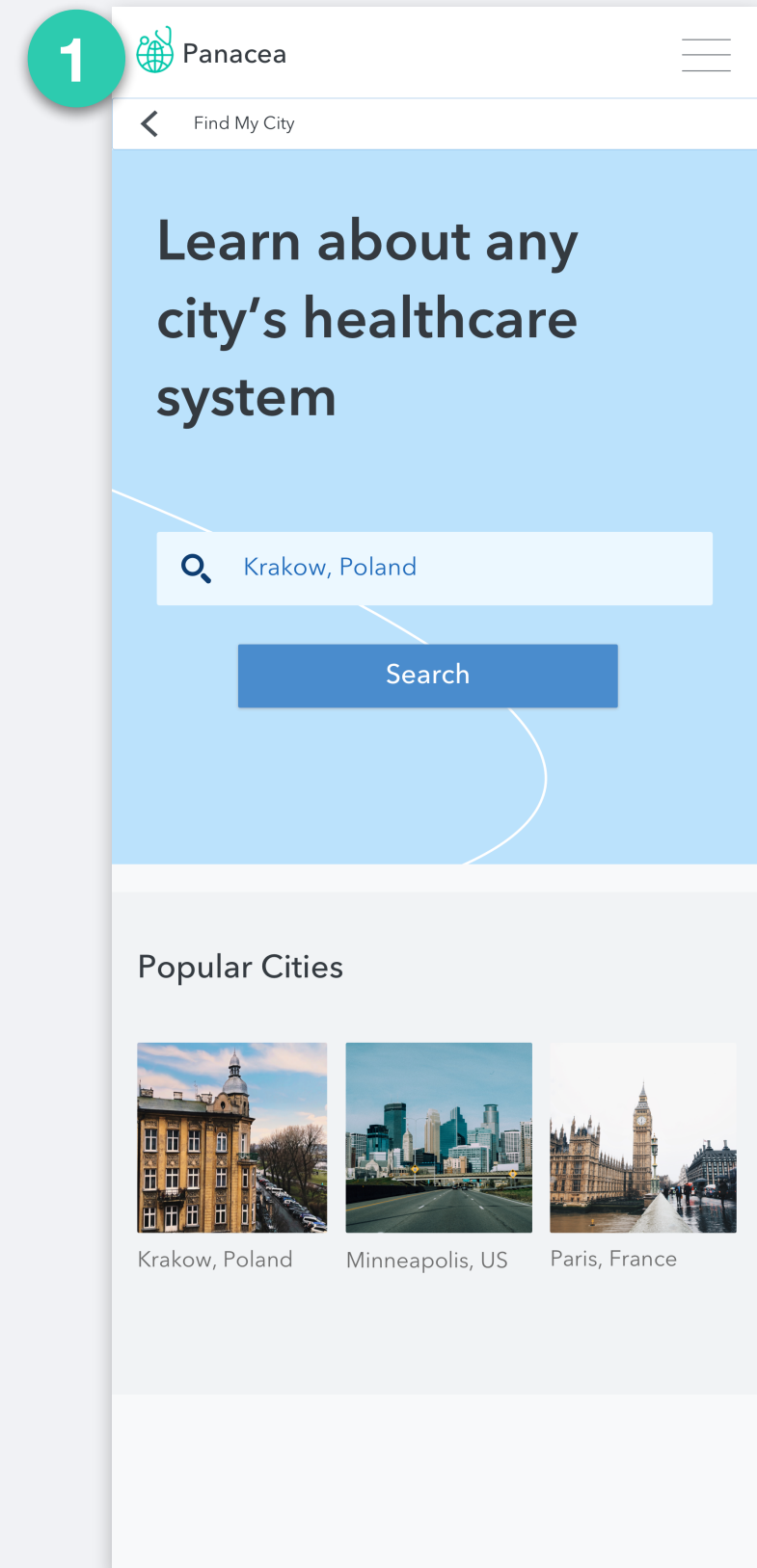


Find My City

1

On this page, users can search for the city they would like to learn more about, or browse “popular cities”.

We imagine the “popular cities” being the city pages with the most available content.



City Summary

1

According to our research, the biggest shocks associated with finding healthcare in a new country came from the differences between expectations and reality.

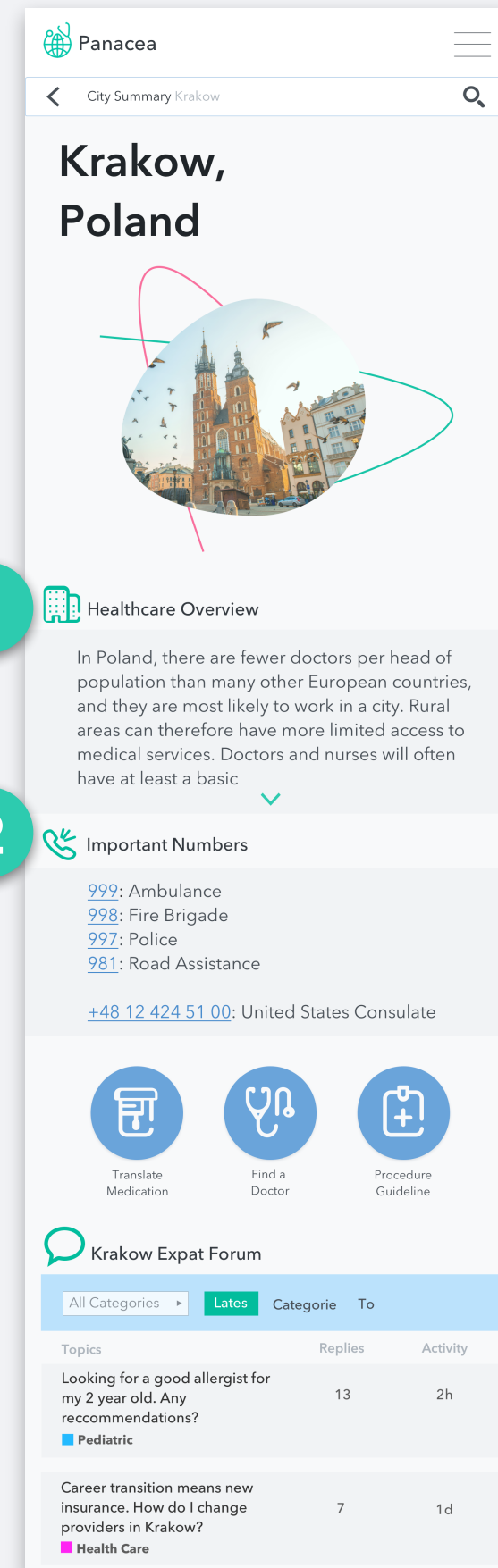
The initial healthcare overview will provide expectation setting content to help ease the healthcare transition for users.

Currently the content has been pulled from:

<https://www.expatsfocus.com/destinations/poland/guide/healthcare-medical>

2

Users responded positively to having emergency Numbers easily accessible. They also expressed guilt with not knowing their emergency numbers as their location changed. By including all the necessary numbers in one place, we are offering users peace of mind.

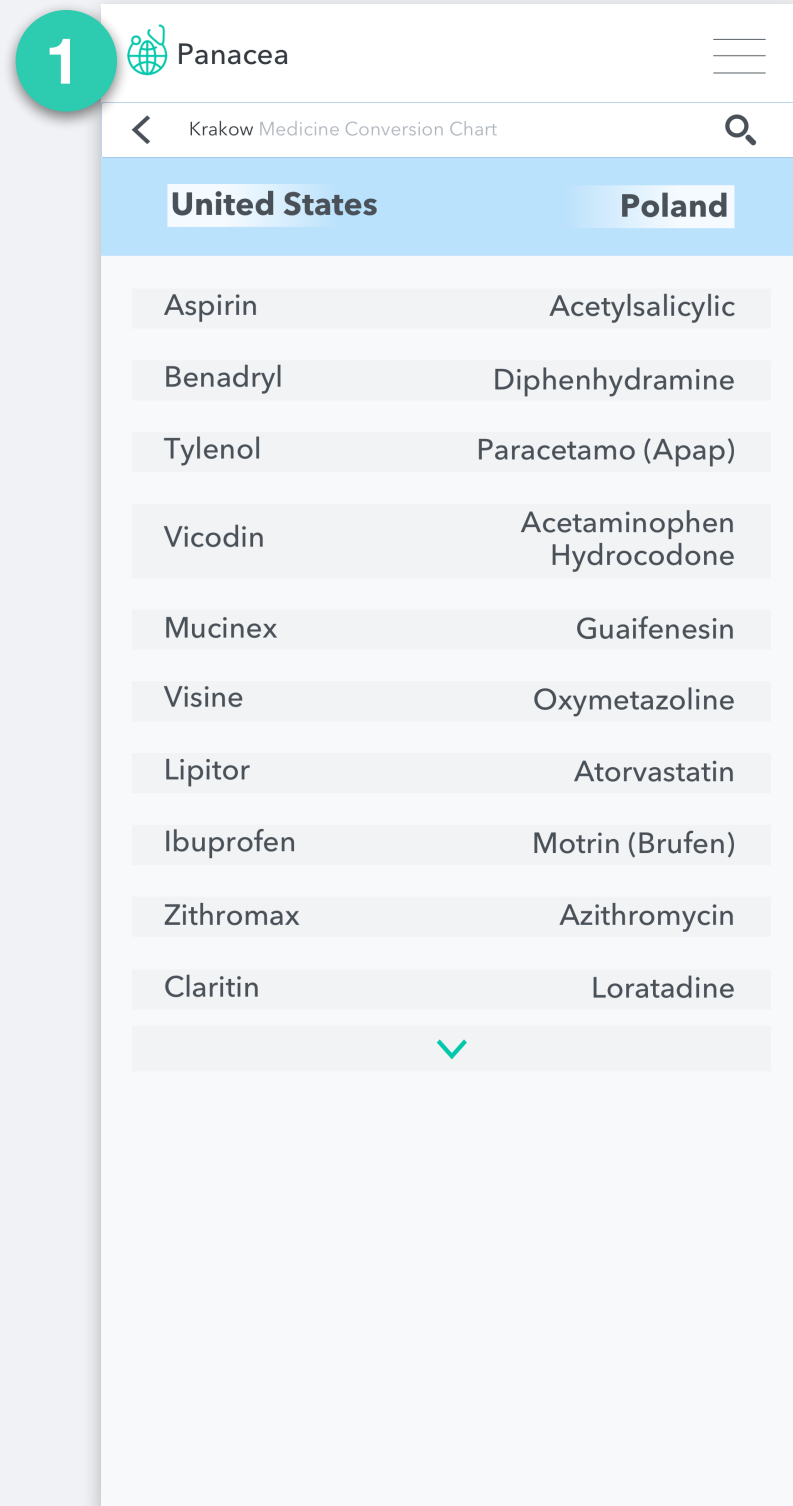


Medicine Conversion Chart

1

During our research, we heard that users often felt frustrated with having to bring a bunch of their medication with them from their home country. They also felt more comfortable using medication that felt familiar to them.

This feature offers translations of common over-the-counter medications so that users may continue using medication that feels familiar to them in a new context.



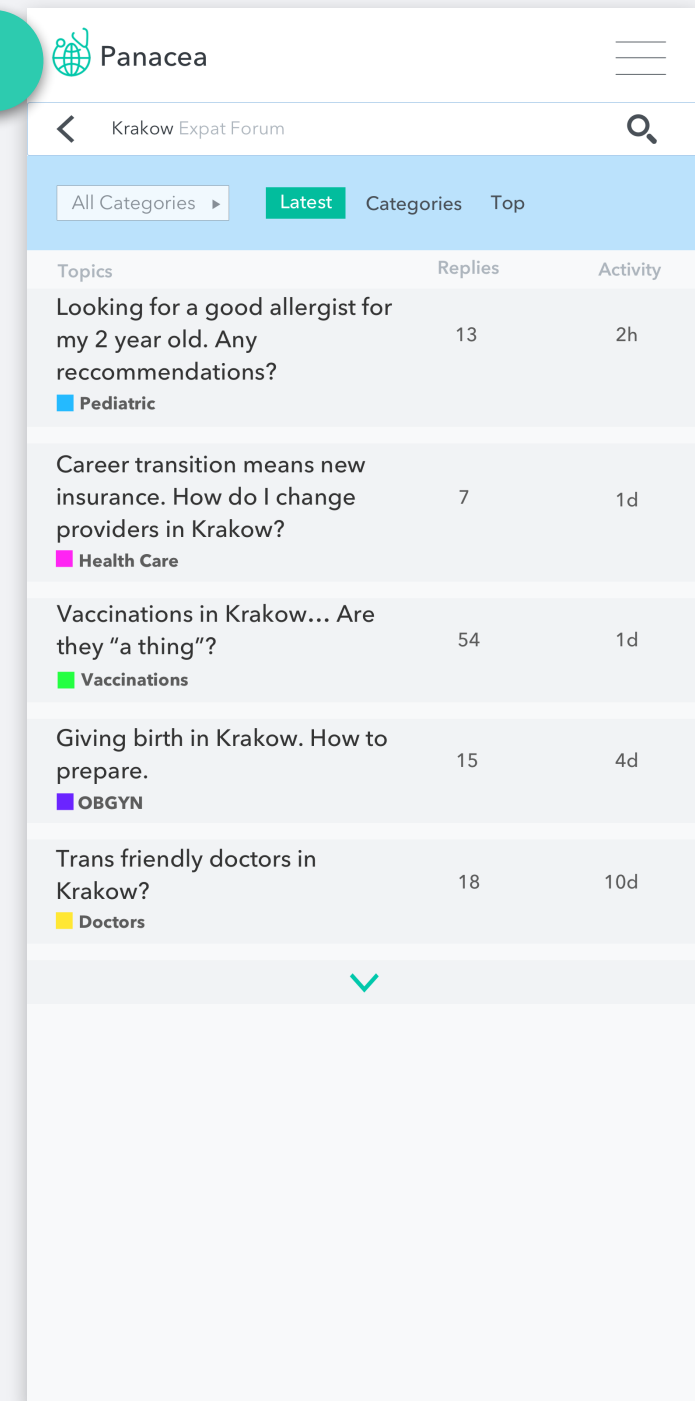
Expat Forum

1

We heard early and often that speaking to others who have the shared experience of making a transition into a new healthcare environment can provide both emotional and comfort and practical resources.

Within the Expat Forum, users can ask their own questions or browse through existing topics of interest.

1



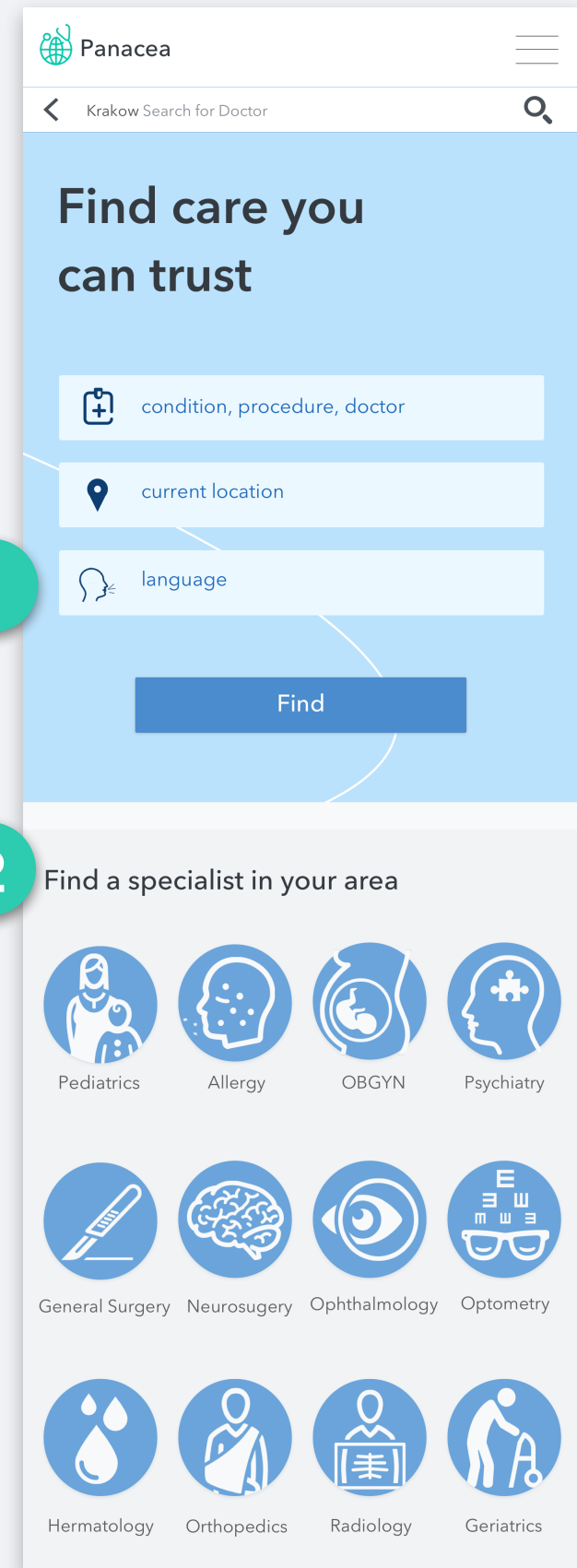
Search for Doctor

1

The doctor speaking English was an important factor in the confidence and comfort of the user.

2

Users can filter the search by choosing specialty.



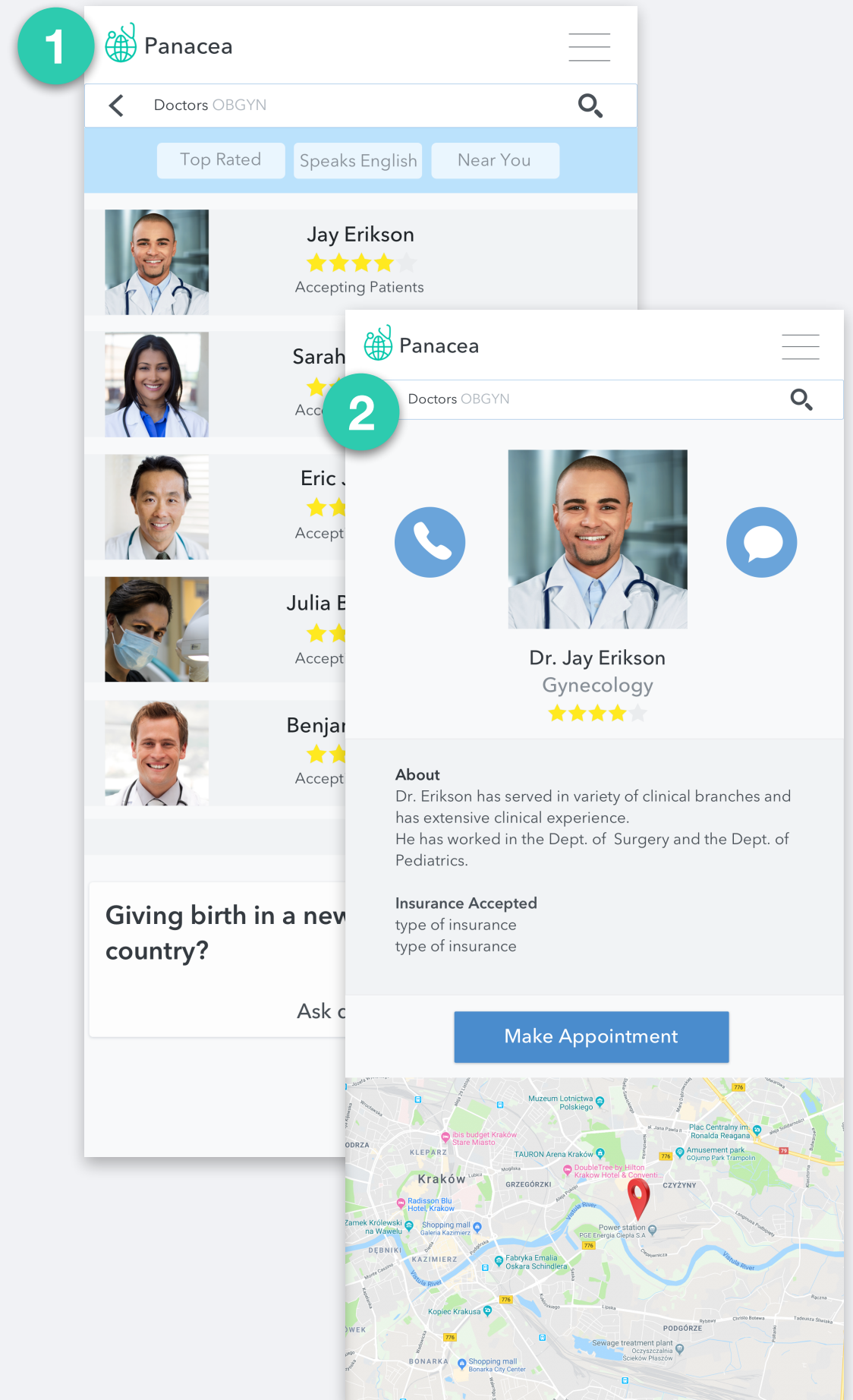
Search for Doctor

1

By selecting from doctors list, users can view selected doctor's profile and informations.

2

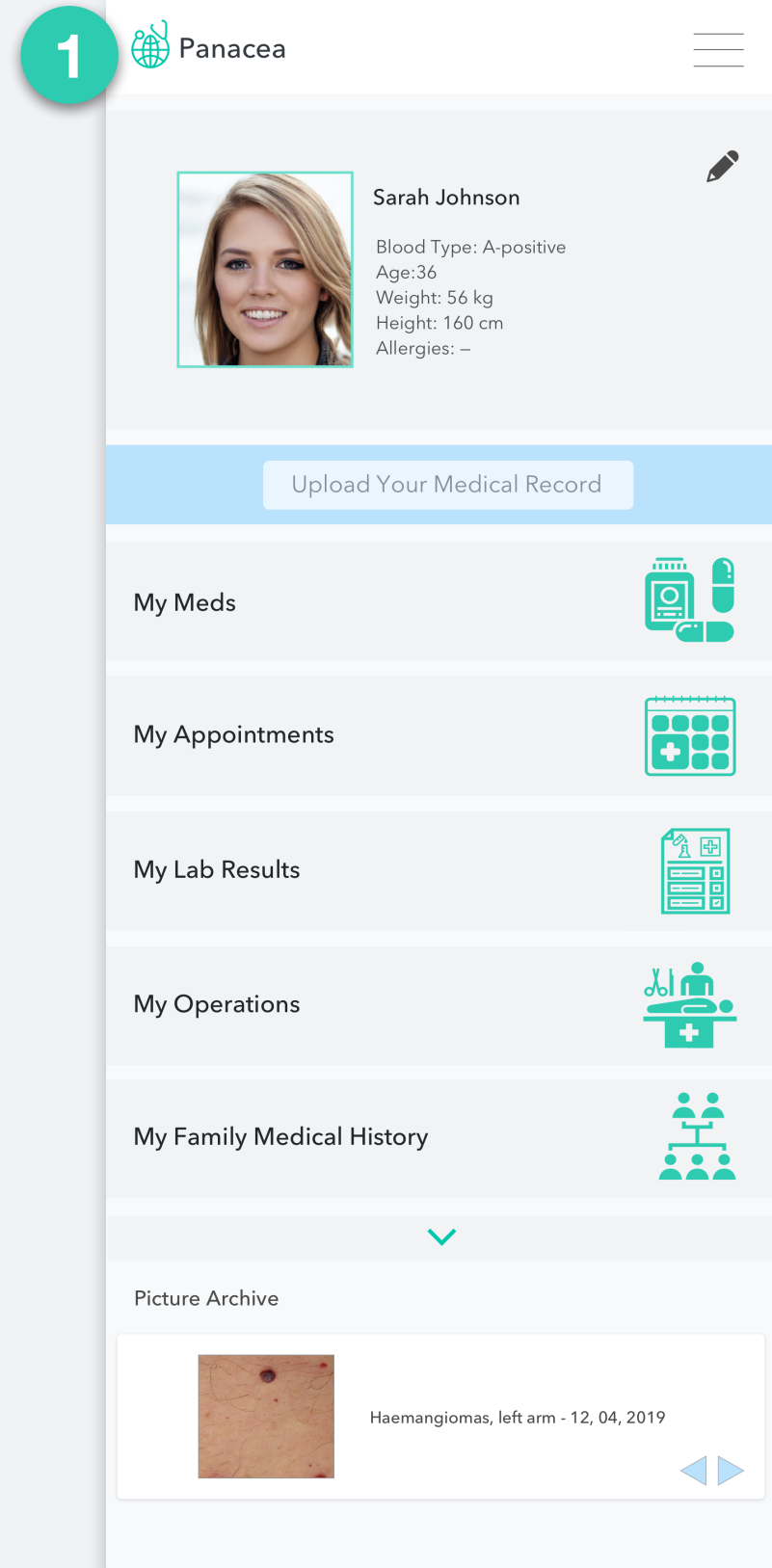
The ability to make an appointment is a feature that would be available exclusively to those with an account.



Medical Records

1

There are a number of countries in which it is common for an individual person to be in charge of keeping track of medical records and providing those at the moment of care. We imagine adding a medical files archive that enables users to digitally archive their medical records for easy reference and safe-keeping.



Insurance Claims Template

1

In addition to the challenges that users can face with finding the care they need, there are often many complications when paying for that care, especially where insurance is involved. We imagine an insurance claims template that provides users a quick way to file reimbursements with their companies. This would be valuable in countries where cash is the only accepted payment method.

