CoCharge
service blueprint

	SYMPTOMS	DIAGNOSIS	WAIT FOR REHAB	AT REHAB	AT HOME
FRONTSTAGE					
TOUCHPOINTS					
PATIENT ACTIONS			CoCharge personalize the profile evaluate experience at doctor share with family and friends find info + news about diagnosis find nearby events + activities manage external actors document progress upload contact list		recieves welcome home kit
FAMILY & FRIENDS ACTIONS		Patient sharing from CoCharge info + news related to diagnosis recovery progress invitations to events experiences and memories			
Line of interactions					
ACTIONS BY REHAB STAFF			Contact patient welcome patient to rehab	Discuss progress with patient CoCharge's check-list	Update rehab news invite to events + activities news about diagnosis customize training programs
DOCTORS INTERACTIONS		Introduce CoCharge platform record session give welcome kit introduce curator CoCharge's check-list	Update patient profile update journal info + news about diagnosis upload recorded session answer qusestions		Follow up CoCharge check-list
SOCIAL WORKER INTERACTIONS			Further introduction of CoCharge Contact external actors with patient		Follow up CoCharge check-list customize trainingprogram info + news about diagnosis
EXTERNAL ACTORS INTERACTIONS (insurance, finance, aid providers, etc.)		Upload to CoCharge info + news events + activities		Facilitate events at rehab	
Line of visability					
BACKSTAGE					
ACTIONS BY REHAB STAFF		Order from CoCharge signage system events + activities training equipment uniforms	Customize rehab experience to patients	Update patient platform CoCharge check-list	Follow up patients progress
DOCTORS ACTIONS		Update from patient progress in diagnosis mental progress			
SOCIAL WORKER ACTIONS		Update from patient progress in diagnosis mental progress progress in training			
EXTERNAL ACTORS ACTIONS		Prepare events for rehab			
Line of internal interactions					
SUPPORT PROCESS	Produce and mail welcome kit Suggest curator to patient based upon profile Collect relevant info and generate news about diagnosis training programs events at rehab/nearby home patients network - find friends rehab/home motivation/inspiration - rolemodels	Produce and mail welcome kit Suggest curator to patient based upon profileEdit Recording from doctors session Give limited access to curator	Find rehab center to patient Give limited access to external actors	Customize tools to rehab center Create welcome home kit to patient	Mail welcome home kit to patients home

" I was googleing my condition, and I thought was going to die based on the hits I got. I first realized that Parkinsons was not deadly when I was at the Rehab senter."
– Parkinsons patient

" It's frustrating to have to wait for the diagnosis. We just wanted to know what she had, and what we could do."
–Husband of PLS patient

" When you recieve your diagnosis you are in shock, and are thinking about how this situation will affect my life, than actual listening to what the doctor is saying."
–ASL patient

"You need two people when getting a diagnosis, there are so much work organizing, training, mentally etc."
–Husband of PLS patient

"To meet other quest in the same situation is make the most valuable with their staj."
–Husband of PLS patient

"...how to think, how to influence the situation you are in right now, learn about yourself."
Psychologist –Sahlgrenska NeuroRehab

" I found motivation to train from rolemodels. The extremes that managed to do stuff you did not think was possible when beeing paralyzed."
– SCI patient

" to go home, and start to "live my life again."
–SCI patient.

"Some patients react on fixed plans, they want to be informed, not commanded"
–Nurse at Sahlgrenska NeuroRehab.

Patients · Family and friends · Doctors · Rehab center · News from CoCharge · CoCharge app · CoCharge online service · Analog welcome kits · Intercation continues