



### Bio:

Kamal has been a doctor for more than 20 years, keeping contact with his patients is a top priority for him, he tries to be as much informative as possible when it comes to interacting with his patients. He is also an active online medicine community member.



### Bio:

Jaloul is a friendly grand father, he enjoys playing with his grand children and drawing smiles on their faces. He is a Retiree, he enjoys listening to classical music, he suffers from a chronic health condition, which requires close attention and care.



### Bio:

Amal is a certified nurse, she has been providing her patients with the medical care they need, she loves to build trust with her patients, and to give them not only information, but also directions and guidance in their health choices



### Bio:

Nawal is a very busy student, She has a BS in Mathematics, She loves sports and takes care of herself and her family. She also helps her mother stay healthy, organizes her medical documents and book her appointments.

## Phases

## First Contact

## Diagnosis

## Medical Tests

## Follow-Up

## Actions

## Needs

## Pain Points

## Opportunities