

## Fred: Cancer Patient, seeking chemotherapy

- **Age:** 60~
- **Occupation:** Retired
- **Status:** Married



### Biography:

Fred is living with his wife in a small suburban area. His kids have grown up and are living on their own. As he was trying to enjoy a nice, quiet life after his retirement, his doctor unexpectedly diagnosed him with cancer when he scheduled an appointment regarding chest pain. It was recommended for him to travel to the Cancer Center in the University of Michigan, as they have the medicine for his chemotherapy.

His wife has been supportive, but Fred struggles to maintain a lasting positive attitude. He is constantly worried about things he has to do in case he succumbs to his condition, and doesn't like the idea of wasting time. Fred wants to overcome his cancer, but can be impatient and easily frustrated due to the uncertainty of his future.

### Quote:

*"I wonder what's taking so long and why I'm not being informed of my treatment's progress. I have so many things I want to do."*

### Goals:

- Receive chemotherapy
- Know how much longer he'll need to stay in the hospital
- Go home as soon as he can
- Take care of responsibilities just in case his condition worsens

### Frustrations:

- Can't leave the waiting area
- Staying in the waiting area for over an hour
- Not being informed of delays
- Nurses can't really answer his questions about what's taking so long

*\*\*Future edits: Bio: tech knowledge, support  
(family, caregiver; this impacts their waiting  
experience), quotes*