

## Sarah: Cancer Center desk nurse

- **Age:** 35-45
- **Occupation:** Check-in Nurse
- **Status:** Married



### Biography:

Sarah has been working at the reception area of the Cancer Center for a few years now, and knows of her expected tasks and duties. She understands that the people coming into the center may be going through a lot emotionally, and maintains a friendly atmosphere by making eye contact and small talk while keeping a warm tone of voice.

Sarah has become very good at answering people's questions about procedures, where they should be, and what kind of information the hospital needs. However, patients usually come up and complain about long waiting times and then ask her about what's taking so long. Sarah only has limited information about the patient's schedule, and therefore has to track down someone else to receive more information about the status of a patient's treatment, or has to give a poor response in case there was no immediate response.

### Quote:

*"I wish I had access to more information so I can answer the patients' questions in a better manner."*

### Goals:

- Get patients checked in
- Direct patients to waiting area
- Answer any questions people in the center may have to her best ability
- Track down flow nurse or maybe doctor via IM, pager, or in person
- Answer phone calls

### Frustrations:

- Patients constantly asking her about their treatment's progress
- Not being able to answer patients well; not having access to updates
- When people she tries to track down don't respond
- Poor communication between stations