

Jane: Cancer Center medical assistant

- **Age:** 40~
- **Occupation:** Medical Assistant
- **Status:** Married

Biography:

Jane's main responsibility is to take check the vitals of the patients. She checks whether the patient has visited the doctor or not via a software on her computer, and if not she takes the vitals. Jane wants to make sure that their treatment isn't doing more harm than good.

Jane is mainly frustrated by the poor communication with Med-In; she can be busy with a patient, and isn't able to drop everything to pick up a phone call. She isn't the only nurse who goes through this pain, and it can be hard to grab a hold of nurses at times.

Quote:

"Sometimes it's hard to grab a hold of each other when we're all busy. It can prove to be frustrating when one of us needs the other."

Goals:

- Check patient's vitals
- Monitor patients (Epic)
- Communicate with Med-in

Frustrations:

- Isn't always available to pick up phone calls (communicate with Med-in)
- Intake areas are located all around the hospital; poor communication
- Patients sometimes ask her about their status
- Not informed of patient's progress

