

## Design Guidelines



Docile care client

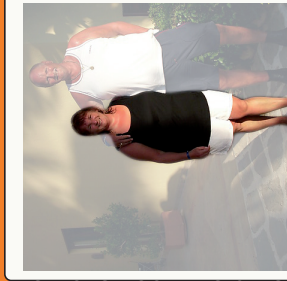
*Andre Dijkstra*

### Interaction qualities:

- Simple
- Unambiguous
- Provide easy digestible information
- Practical
- Directing/leading (take the patient by the hand)
- Patience rewarding
- Human interaction is preferred over technological

In het entreegebied zou ik graag een aanspreekpunt willen hebben, waar ik met al mijn vragen terecht kan.

## Design Guidelines



Dependent care client

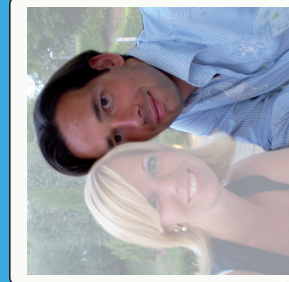
*Miranda Smits*

### Interaction qualities:

- Give trust
- Put him/her at ease
- Give affirmation
- Approach from own level (low-educated)
- Facilitate that he/she can tell one's story
- Provide with visual information
- Simple
- Unambiguous
- Focus on companion(s)
- Enable to share experiences with others

Ik zou graag een aanspreekpunt in entreegebied hebben om door ontvangen te worden.

## Design Guidelines



Pragmatic care client

*Rogier Bakx*

### Interaction qualities:

- Increasing efficiency
- Facilitate the feeling of being in control by up-to-date provision of information
- Always reachable
- Flexible
- Accessible
- Give the feeling that he/she has a hand in the course of the treatment
- Businesslike
- Is open for new technological developments

Ik wil zo snel mogelijk door het entreegebied om op mijn plek van bestemming zijn binnen het ziekenhuis.

## Design Guidelines



Critical care client

*Herma Liefkens*

### Interaction qualities:

- Attention to mental well-being
- Facilitate that he/she can tell one's story
- Give the feeling that he/she has a hand in the course of the treatment
- Approach from own level (highly-educated)
- Facilitate the feeling of being in control by up-to-date provision of information
- Clarify the context of a certain reasoning
- Selective information supply (act as filter)

Ik wil in het entreegebied een rustige plek waar ik me mentaal kan voorbereiden en niet geconfronteerd word door al de externe prikkels aanwezig.