M*A*S*H

Mapping Activity of Student Health

Chris Gauthier
Andrew Orr
Rodya Perez
Kristina Manvelian
Jonathan Castelo

COGS 102C - Spring 2012

Field Observations at Student Health Services

First Person
This guy comes in from the west entrance wearing a blue shirt and sporting sunglasses. He stops in front of the first row of chairs, and takes off his glasses. He looks to his left, then to his right before finally noticing the directions painted on the ceiling. He walks over to the nurse check-in station, and proceeds to ask her a question. The lady sitting behind the desk tells him, gesturing with her hand, to go the opposite way from which he came in. The guy then turns around and it is only now that he notices the directions under the ceiling from which he originally came in from. I can only assume he was looking for Group 1 since he proceeded to make a left turn.

Girl at the Pharmacy
This girl comes in from the west entrance, and walks over to the pharmacy. There is another person waiting in line, so the girl stands behind this guy, but she later moves to his right as this is along the velvet rope. She is soon helped, and goes on her way.

Going to the Pharmacy Part II
Yet another girl enters from west entrance, wanting to get a prescription filled. Unlike the other girl who went to stand behind the guy, this girl kind of walked around dubiously. She ended up in between the cashier's and pharmacy's velvet ropes. It wasn't long before the lady at the pharmacy called this young lady up.

Information Session Closed Forever
I saw one guy walk over to the information session booth and look through the papers on the board. The information session was closed though, as usual.

Those Who Enter From the East
About everyone who entered from the East entrance seemed to know where they were going because they all went to wherever it was they were going as soon as they entered.

The Girl who Talks to Me
I was using the computer closest to the west entrance. There are three computers sitting atop desks. The monitors are facing towards the walls, so that you're facing the entrance when you're using the computers. I was browsing the clinic's appointment process, when a girl accompanied by a guy comes up to me and asks, "Excuse me, can I ask you a question. Do you know when I can get my TB results back?" I told her I didn't know. The girl then walked over to the nurse-check in station. On her way there, she read the sign telling her to fill out a blue sheet. After filling out the blue sheet (which some patients missed), she got in line to give it to the nurse at the check-in station.

Finding the Medical Office
I see two people enter together. One of them looks around and starts walking over to the nurse check-in station, but the other guy tells him to stop because he's going the wrong way. Apparently, they needed to find the medical records station. It was surprising to see that they couldn't find the medical records station since they were right next to it when they first entered

Going to the Cashier
A girl enters from the west entrance and goes straight to the cashier's desk.

Final Thoughts

It was interesting to see that when I was sitting at one of the computers, a patient asked me a question thinking I worked there. It seems that the computer's on desk make patient's assume that the people on those computers are employees of the clinic. In reality, the people on the computer are patient's signing in. One of our users even said that he thought the patients behind the desk were student interns.

It seemed to me like people coming in from the west entrance had a hard time finding anything on their half of the room since the signs (the ones on the ceiling) were not readily visible.

Another issue seemed to be coming from people waiting in line for pharmacy visits. The velvet ropes are oddly positioned, and people don't know where to stand.

And lastly, many people would walk over to the nurse check-in station to ask questions that could be easily answered if there was a better system to transmit that information whether through better placed signs or an information booth.