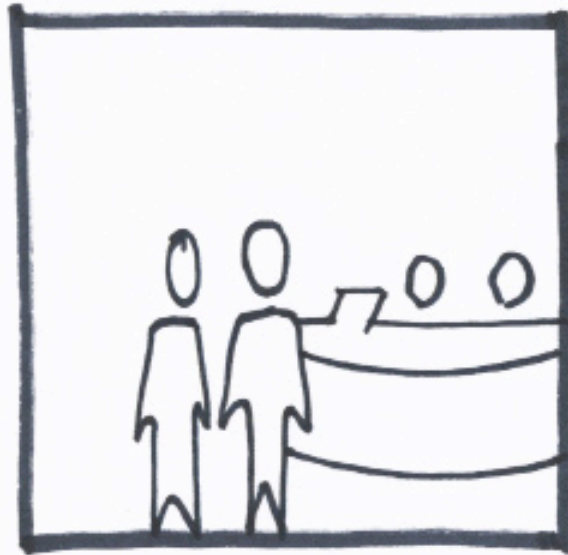


# Wall of Hope



Bonnie and her husband arrive at the clinic for the first time, anxious and tired.



During their wait time, they notice a wall with testimonials from previous patients.

I'M SCARED  
AND DON'T  
KNOW WHAT  
TO EXPECT

THANK  
YOU, DR.  
KASSAM!

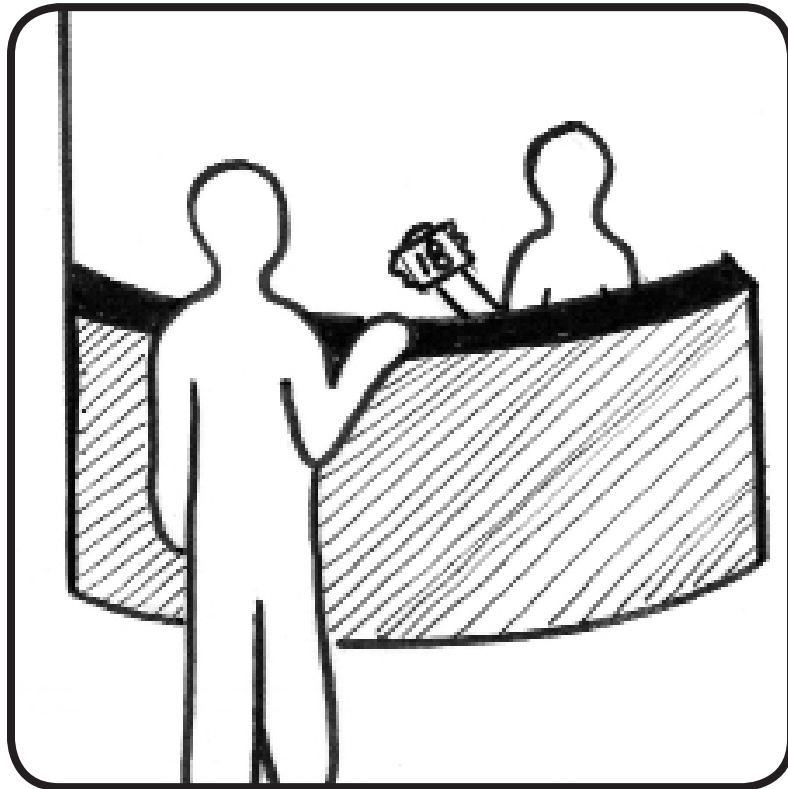
BEFORE  
SURGERY

POST  
SURGERY

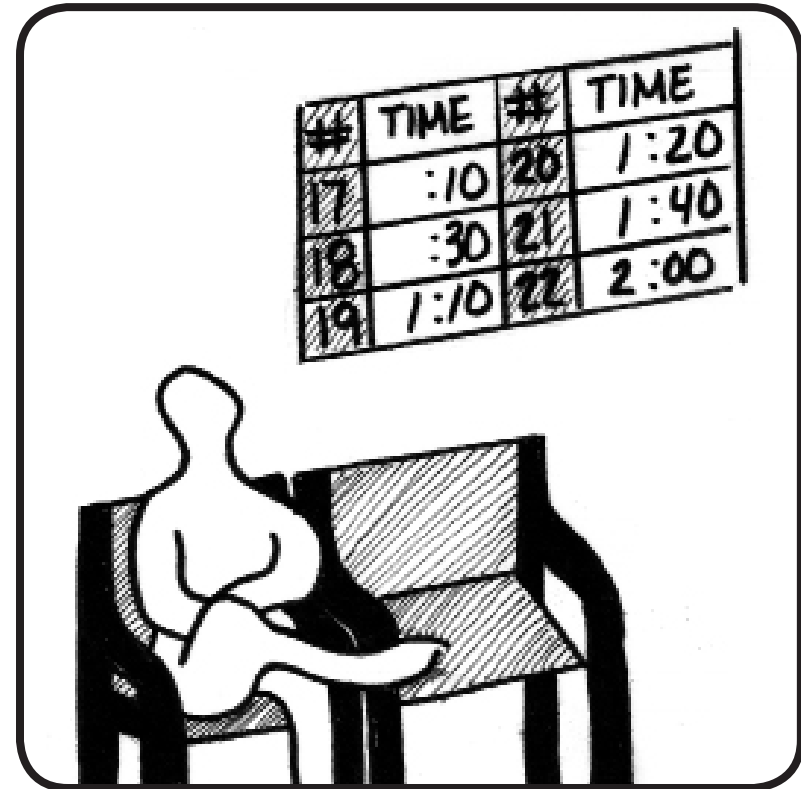


Bonnie sees comments of those before and after surgery and finds some comfort and assurance. She is not the only one.

# Wait-time Tracker



When Liam checks in at the clinic, the nurse gives him a ticket with a number, which correlates to a display board on the wall of waiting room which counts down the wait time.



Liam sees the display and knows he will be seen by the doctor in 30 minutes. This reassures him that he hasn't been forgotten.

# Today's Journey



Thelma and her husband arrive at the clinic and find a visual instruction sheet that summarizes what today's clinic experience will be like.

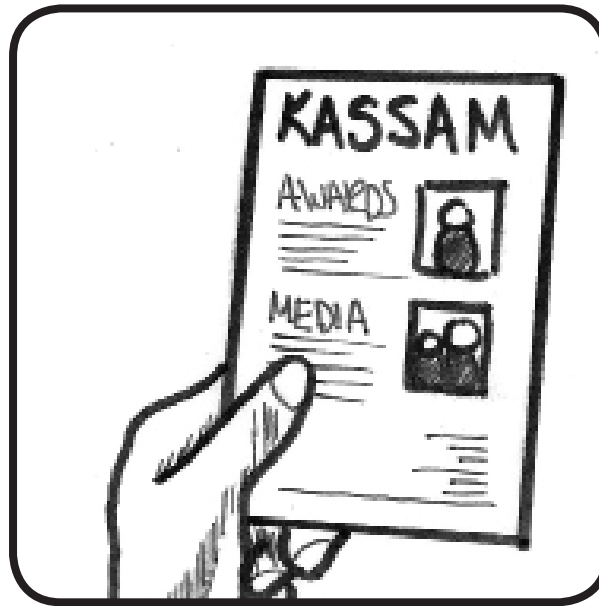


Knowing the next steps throughout her stay gives her a sense of clarity and she does not feel as confused as she did upon first entering the clinic.

# Dr. Kassam Fact Sheet



Helen is concerned with her surgery.

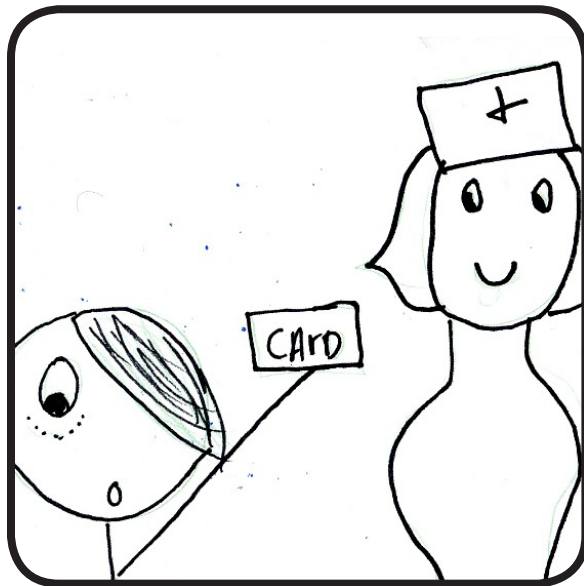


She is given a sheet providing facts and information on Dr. Kassam.

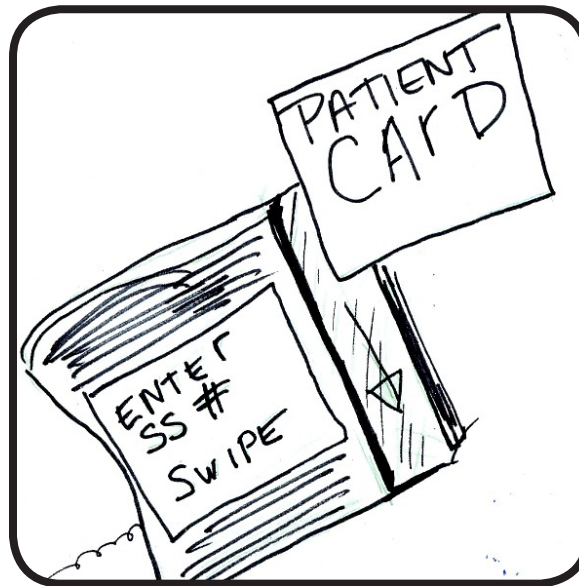


Helen is reassured that she is in good hands. She is able to focus on other things.

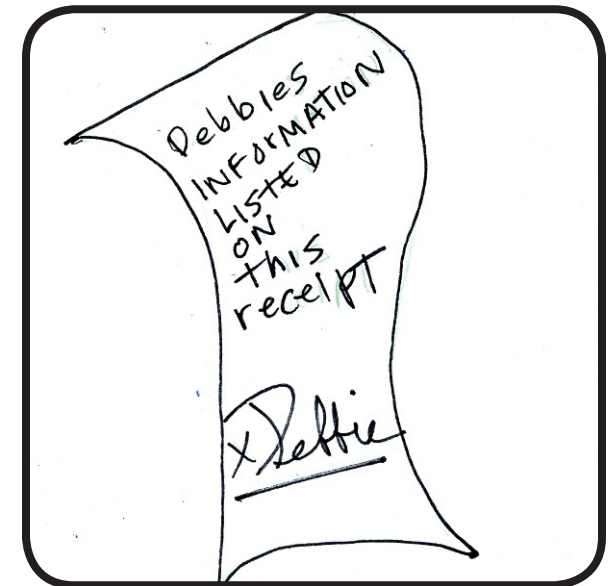
# Patient Information Card



Debbie hands the nurse her patient information card to begin her clinic appointment.



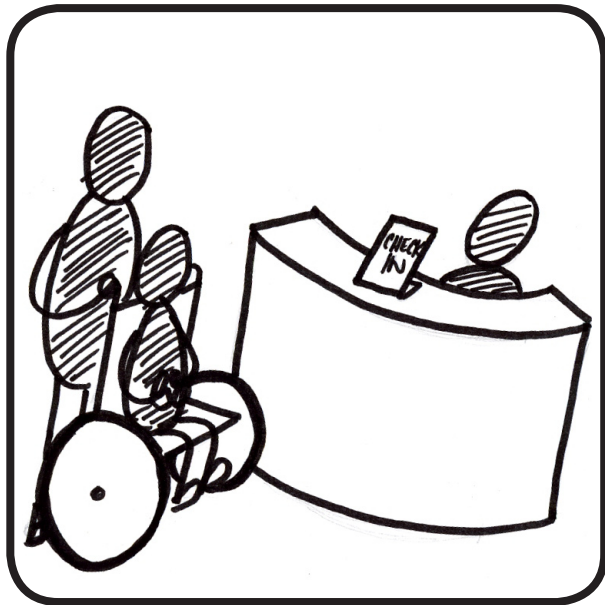
The nurse swipes the card in the reader, then Debbie enters a pin number.



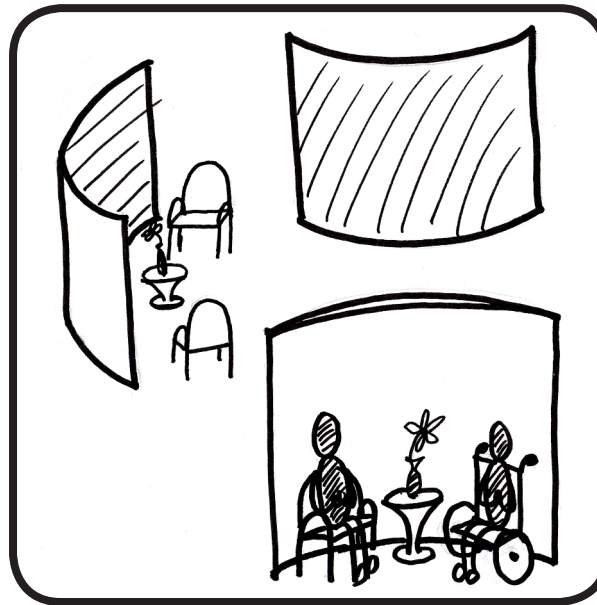
Her medical history and information prints out for her to verify. Debbie's glad she doesn't have to recite any information or fill out paperwork.



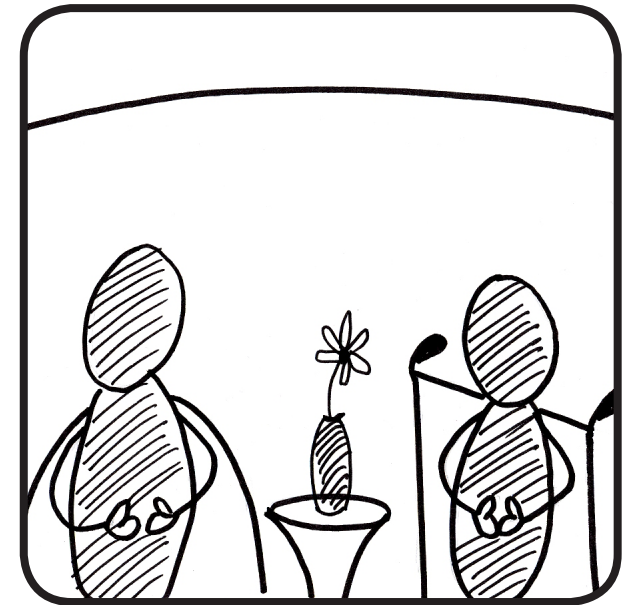
# Partitioned Waiting Areas



Alice arrives at the clinic for her first post-op visit, two weeks after her surgery. She still feels sensitive to a lot of sound and commotion.

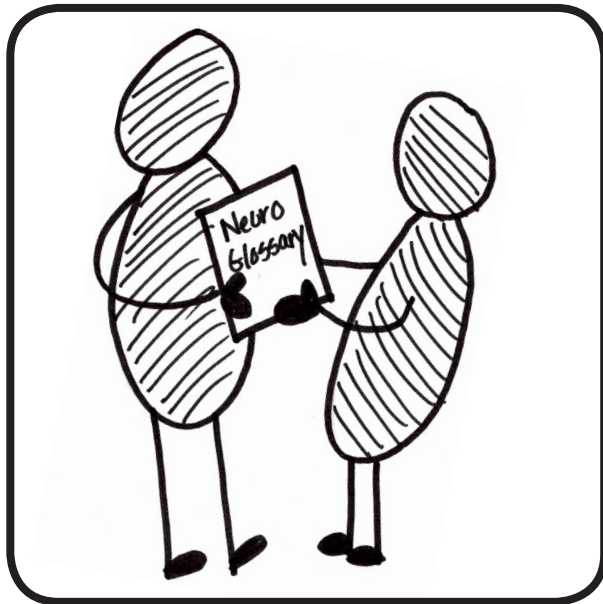


Alice's husband finds an open spot in one of the partitioned waiting areas, where there is room for her wheelchair, as well as peace and quiet.

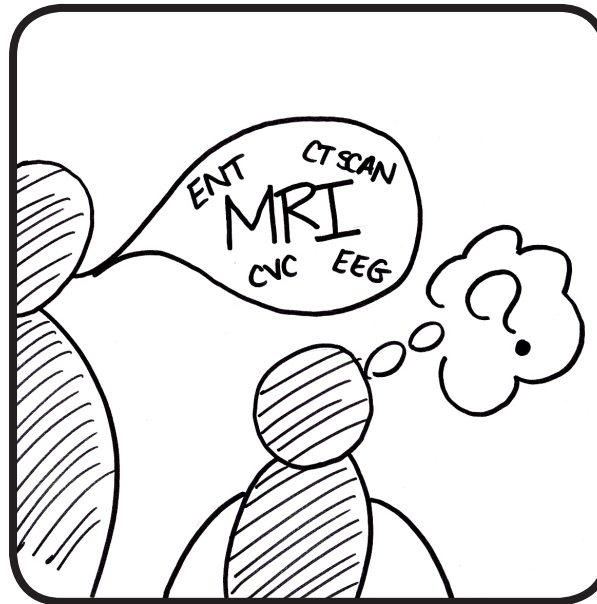


She and her husband enjoy the privacy and tranquility of the partitioned space while they wait to be called into the exam room.

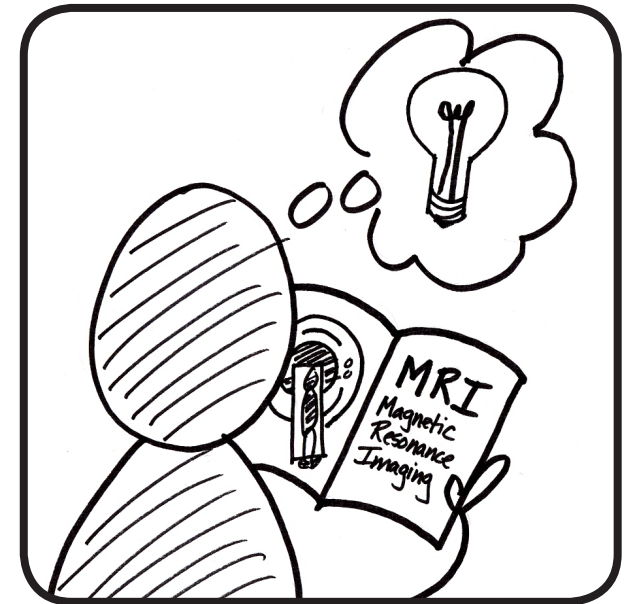
# Glossary of Neurosurgery Terms



On Adam's first visit to the clinic, the check-in nurse gives him a glossary of common terms used in neurosurgery.

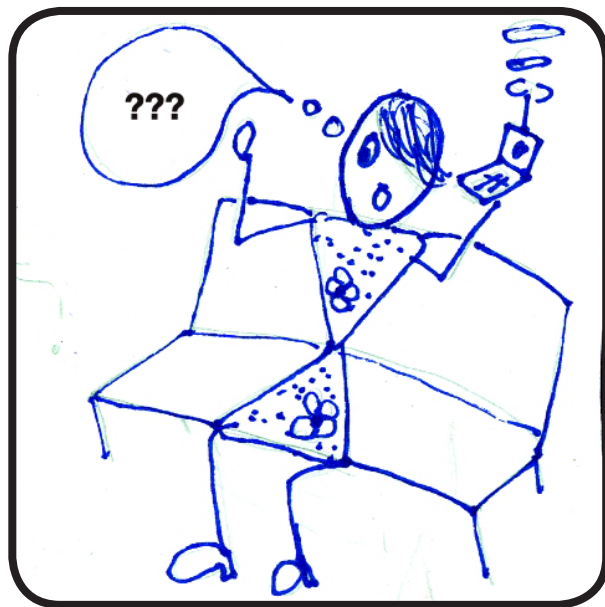


In the exam room, the doctor and nurse list off a number of procedures and medical terms that Adam does not know. He feels confused and overwhelmed.



Adam thumbs through the glossary the nurse gave him earlier and learns what all of those terms mean. He feels less anxious about the process.

# Mentor Program



Josie is concerned about how she will feel when she wakes up from surgery next week.



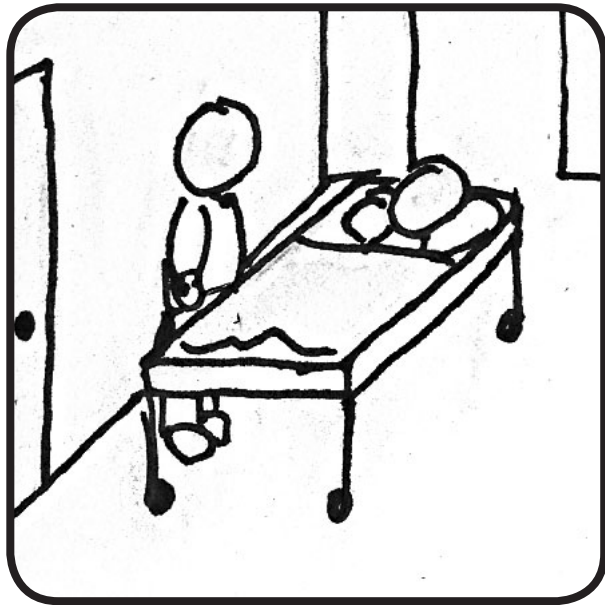
She calls Pam, her mentor who had the same procedure last month. Josie met Pam through a mentorship program coordinated by Dr. Kassam's office.



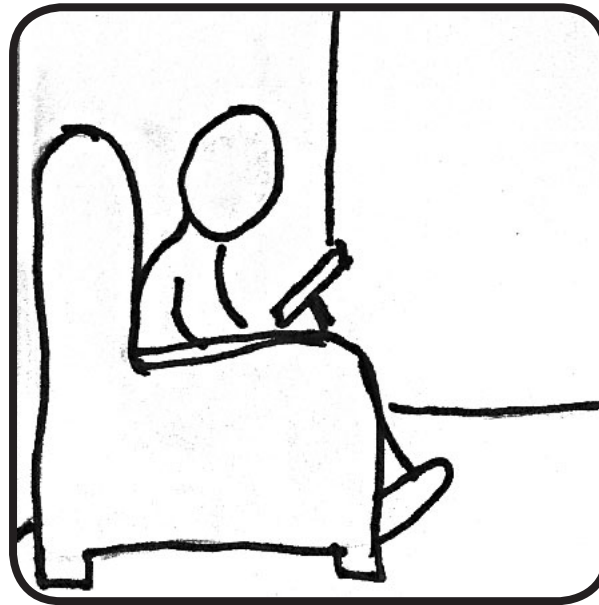
Pam explains the process step-by-step from the patient's perspective. Now Josie understands what to expect and how to prepare.



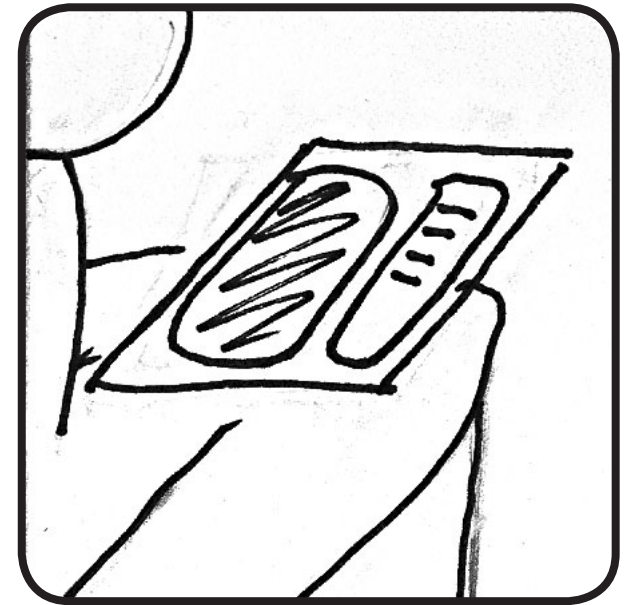
# Video Link



When Brian's wife heads into surgery, he wishes her well and then goes to the family waiting room.

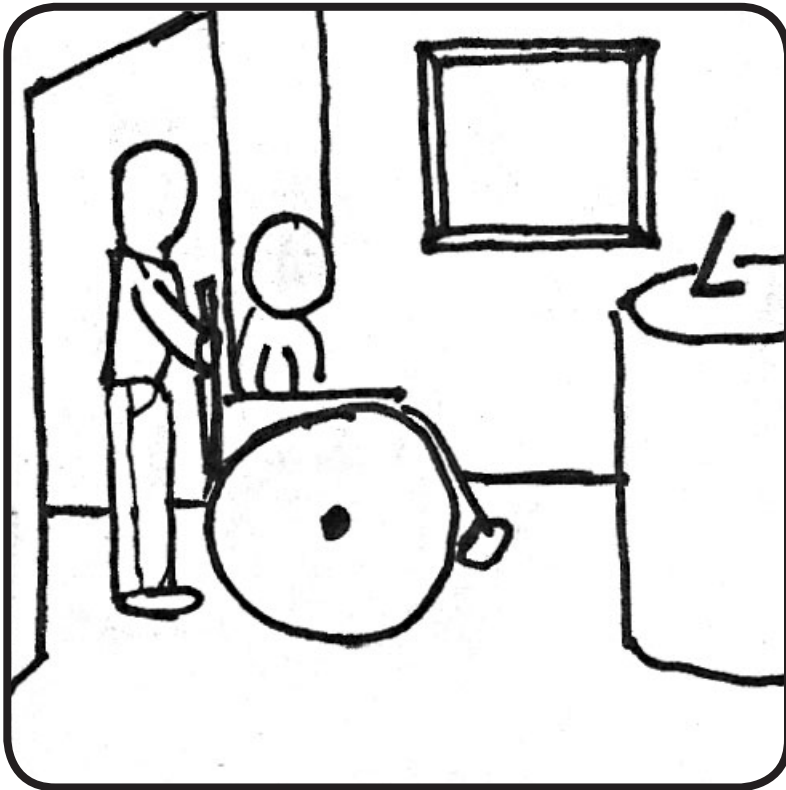


From an individual monitor, he links into his wife's surgery to watch video and get text updates on the progress.

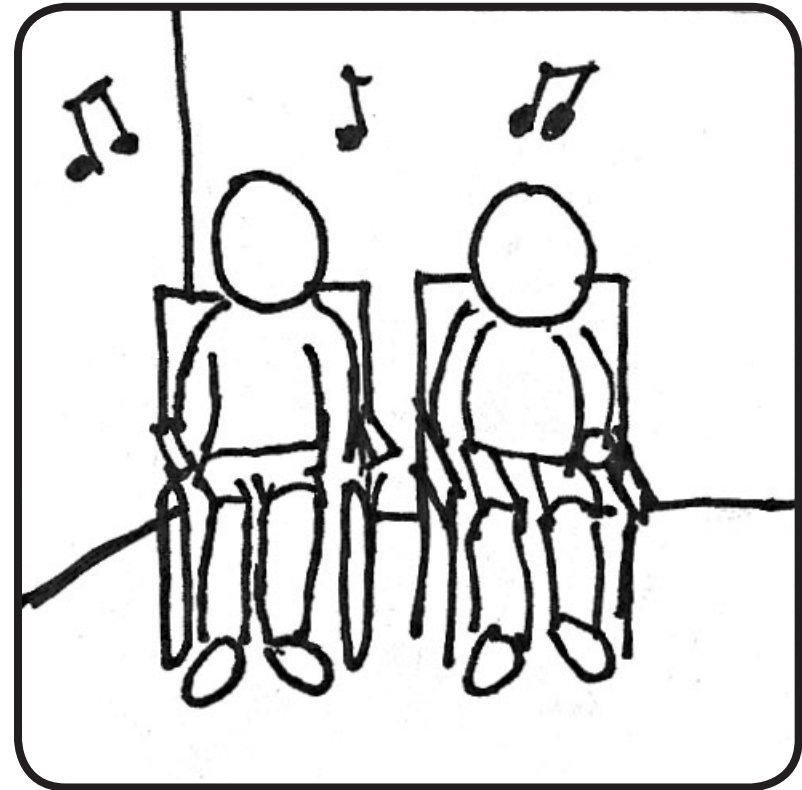


He feels connected to his wife's experience and less anxious about the process.

# Soothing Music



Mary arrives at the clinic for her pre-op visit. She's exhausted from all the testing and feels very stressed.



The waiting room is filled with soothing music, which helps to calm her, reducing some of her anxiety and stress.