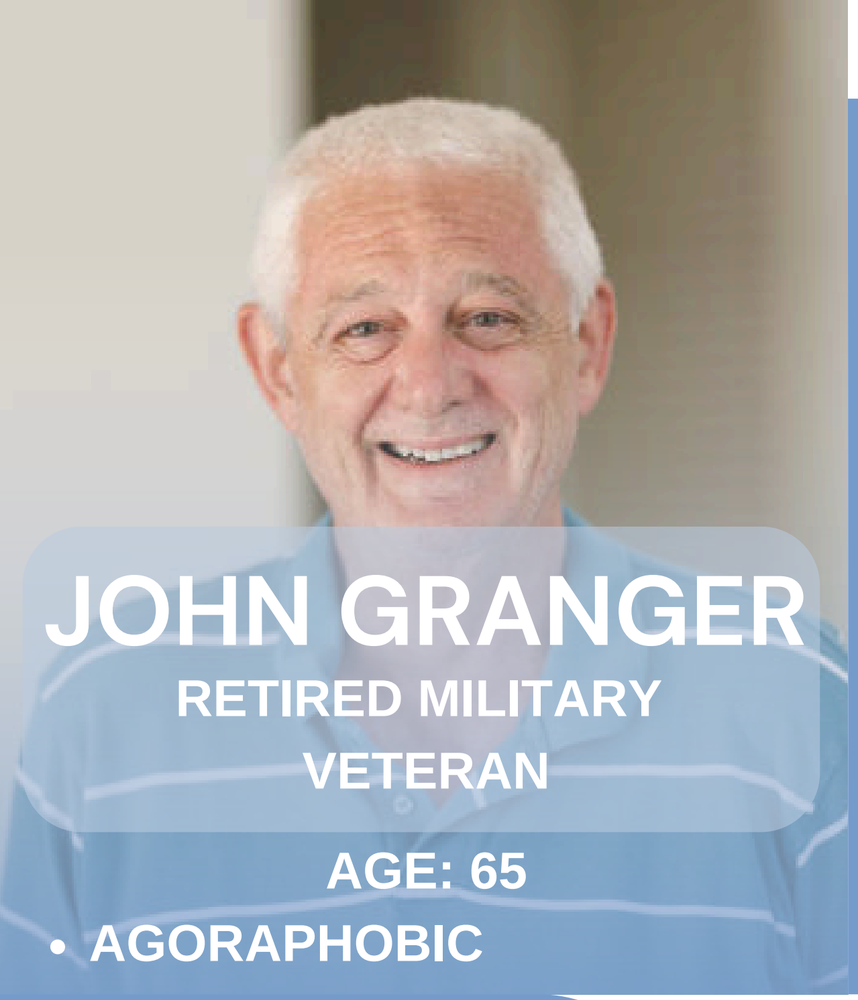


JOHN GRANGER

RETIRED MILITARY VETERAN

AGE: 65

- AGORAPHOBIC

"Battled storms abroad, now just trying to brave the grocery store aisle."

ABOUT

John is a 65 year old retired navy seal living with his wife on farm land in Flatonia, Texas. He is a diagnosed agoraphobe, on the slightly lower end of the spectrum. While not completely confined to his hose 24/7, he still struggles to gather the motivation and courage it takes to go outside. On top of his agoraphobia, he also has rheumatoid arthritis, calling for fairly frequent recurring check-ups. John developed agoraphobia after traumatic experiences during his service overseas and subsequent PTSD. He relies on spouse for errands and social interactions outside the home, as well as driving to the doctor.

GOALS

- Escape the grasp agoraphobia has on his dattoday life
- Be able to make things work on his time and his schedule
- Receive medical advisory in a way that keeps him feeling safe and comfortable

MOTIVATIONS

HEALTH MAINTENANCE

COMFORTABILITY

SAFETY

PAIN POINTS

- Ability to drive himself due to arthritis
  - Has to rely on another person, schedules won't always line up
- Upholding predetermined appointments as a result of sudden anxiety
  - Frequently reschedules dates/times last minute
- Overcoming stigma related to mental health in military culture
  - Fears being seen as weak or cowardly, wants to minimize effects of agoraphobia
- Arthritis requires face to face examination
- Telehealth communication is hard to understand, especially for someone John's age
- Constant rescheduling of appointments inconveniences him as well as the doctor
- Implement an easy long term solution or system for his daily life

COMMONLY USED APPS

TECH LITERACY

SCENARIOS OF USE

- John has an appointment (that was previously set for last week at 3PM) scheduled for 1PM. 12PM comes around, and John is in the midst of a PTSD attack. He is undoubtedly unable to make it that day. He has to reschedule it again for next week, inconveniencing him, his wife and the doctors yet again.
- John needs to be driven to an appointment at 11AM, but his wife is busy at her job. Without a reliable method of transportation, he is forced to reschedule to two whole weeks later.