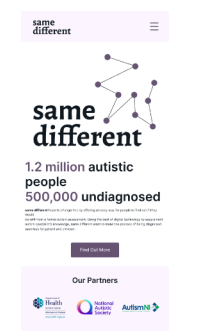
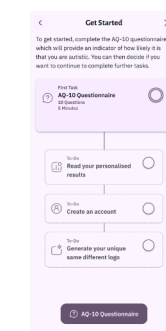
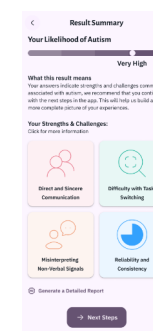
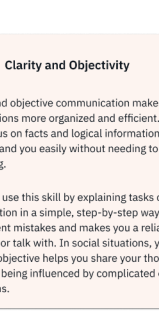
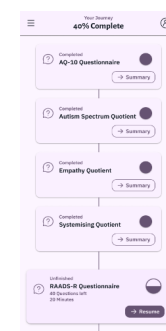
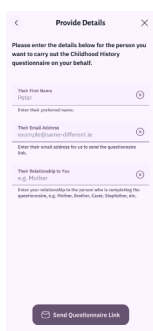
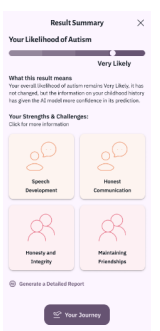
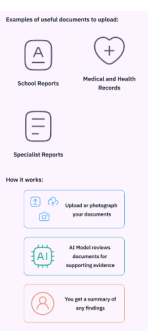
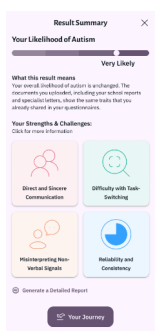
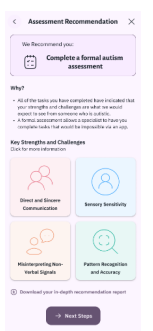
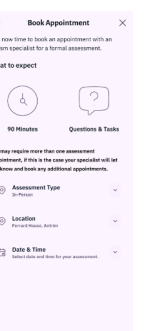


Autism Triage & Diagnosis Service Design Blueprint

	User Journey	Information Gathering	Onboarding			User Questionnaires			Childhood History Questionnaire			Upload Documentation		Assessment Recommendation		Assessment Booking	Formal Assessment		Additional Assessments	Diagnosis Decision	
Human Actions	User Sentiment	Unsure, needs reassurance	Pleased to have found something to help them find out if they are autistic	Impressed at how quickly they can get an indicative result	Likes the unique logo idea as it reinforces the idea this is their own journey to take	Finds the questionnaires a bit boring but likes that they can take a break	Finds the tips that come with each result useful and valuable	Finds the introductions useful to understand why one questionnaire is different to the last	Is slightly uncomfortable having someone else fill in a questionnaire	Is happy this is an easy process and the result is back quickly	Likes how everything is familiar with the summary presented the same as before	While finding the documents is not easy uploading them by taking images is	Again appreciates the consistency of the summaries		Slightly frustrated to have to join a waiting list for an assessment	Finds the process easy and appreciates having options to choose from	Finds the idea of an assessment slightly nerve-wracking	Is somewhat nervous but is pleased to find that the assessment is not too difficult	Is impressed by the detail and thought given to the diagnosis decision	Relieved to finally have an answer and that there are next steps to take	
	User Actions	Searches for information online or using AI on autistic traits and behaviours	Downloads the <i>same different</i> app	Receives likelihood of autism rating and a AI-generated summary	Creates an account using SSO or with an email address	Completes the first questionnaire on their journey (Autism Spectrum Quotient)	Receives updated likelihood of autism rating and a AI-generated summary	Continues to complete the questionnaires on their journey							Receives and reads their recommendation	Receives a notification that they can now book their formal assessment		Attends their formal assessment	Attends any additional appointments	Attends their follow-up appointment	
		Visits <i>same different</i> after being directed from autism charities or the NHS website	Completes the AQ-10 Questionnaire	Considers the result and decides whether to create an account	Has a unique <i>same different</i> logo generated for them		Reads the provided strengths and challenges information and tip						Locates any of the documents they have	Reads the provided strengths and challenges information and tip		Downloads the in-depth clinician's report	Opens the app and selects the most suitable appointment for them		Decides as to whether to allow the assessment to be recorded	Decides as to whether to allow the assessment to be recorded	Receives their diagnosis decision and diagnostic report
		Reaches out to charities or local specialist autism team for advice											Use in-app workflow to upload or image the documents			Adds any additional information required to be added to the assessment waiting list			Answers questions and completes tasks set by the autism specialist	Answers questions and completes tasks set by the autism specialist	Asks any questions they have and receives advice on the next steps
	Products/Tools Used	Autistic Charities Website, NHS website, <i>same different</i> website	<i>same different</i> app	<i>same different</i> app	<i>same different</i> app	<i>same different</i> app	<i>same different</i> app	<i>same different</i> app	<i>same different</i> app	<i>same different</i> website	<i>same different</i> app	<i>same different</i> app	<i>same different</i> app	<i>same different</i> app	<i>same different</i> app	<i>same different</i> app	<i>same different</i> app		If a virtual appointment, video conferencing software such as Zoom	If a virtual appointment, video conferencing software such as Zoom	If a virtual appointment, video conferencing software such as Zoom
Example Screenshots																					
Autism Specialist Actions																	Reads the clinicians report they have been sent via email		Same as the first assessment appointment	Answers the user's questions	
																		Asks the user questions and sets them tasks designed to assess whether or not they are autistic			
																		Takes notes on anything they see as relevant may also record the assessment	Makes a decision as to whether the user is autistic or not and creates a diagnostic report	Advises the user of the next steps and any support that is available	
Products/Tools Used																					
AI & Automated Actions			Stores responses securely		Creates user account securely using details provided or shared by SSO provider	Stores responses securely		Stores responses securely	Sets up the required access to the same different web portal for the chosen person	Stores responses securely		Stores uploaded documents securely		Uses the information provided to calculate a final likelihood of autism rating			Connects with the local health trust system to offer the available appointment options to the user				
			Scores questionnaire using official scoring matrix		Generates unique logo using algorithm with set styling rules	Scores questionnaire using official scoring matrix		Scores questionnaire using official scoring matrix		Scores questionnaire using official scoring matrix		Finds relevant information in the documents if there is any		Calculates a probability of autism percentage	Uses this additional information to match the user with the correct local health trust			Sends the user's decisions to the local health trust system to book the appointment			
			Uses the score to calculate a likelihood of autism rating		Saves logo design to database so it cannot be generated again		Combines this score with that of previous questionnaires to update the likelihood of autism rating		Combines this score with that of previous questionnaires to update the likelihood of autism rating	Creates a unique link for the childhood history questionnaire linked to the user's account		Calculates any effect the findings have on a person's likelihood of autism and update the rating accordingly		Compares the probability percentage to the guidelines provided by the local health trust to see if a formal assessment should be recommended				Sends an appointment confirmation email to the user			
			Generates an explanation of the questionnaire results				Generates an explanation of the questionnaire results		Generates an explanation of the questionnaire results	Sends an email with the unique link to the email address provided		Generates an explanation of any findings			Connects with the local health trust system and adds the user to the assessment waiting list			Sends the user's in-depth clinician report to the specialist who will carry out the assessment			
			Generates an explanation and a tip for each of the strengths and challenges shown in the questionnaire results				Generates an explanation and a tip for each of the strengths and challenges shown in the questionnaire results		Generates an explanation and a tip for each of the strengths and challenges shown in the questionnaire results		Generates an explanation of the questionnaire results		Generates an explanation and a tip for each of the strengths and challenges shown in the documents		Generates an explanation of the final likelihood rating and the recommendation given						
Notes		Onboarding also includes information about the app and how it works							The questionnaires a user will complete are the AQ-10, Autism Quotient, Empathy Quotient, Systemising Quotient and the RAADS-R	There is a specific part of the <i>same different</i> web portal for the childhood history questionnaires that only those with a link can access the link will only allow one additional person access and is linked to the user's account.		Using additional documents is a recognised part of the autism diagnosis process for adults. Useful documents include: - School Reports - Medical Reports - Specialist Reports (such as speech therapy or occupational health)		This all happens behind the scenes so the result is ready and waiting for the user	This is where <i>same different</i> connects with the existing diagnosis service to support an assessment with a specialist	The clinician would receive the in-depth report via email into their inbox when the appointment is made it would also be attached to the booking in their calendar		Often one assessment appointment is not enough to make a diagnosis, so a specialist can take as many appointments as they need to feel comfortable that they have enough information to make a decision	EchoMind Care is a new AI-powered tool that supports clinicians, it uses their notes to create NICE compliant diagnostic reports. While it is not currently in use with the NHS, hopefully it or something similar will be in the near future	While this is not the end for the user as they will likely need ongoing support, it is the end of what <i>same different</i> is designed to support	