



## MADEIRA REGION ADOPTION SITE

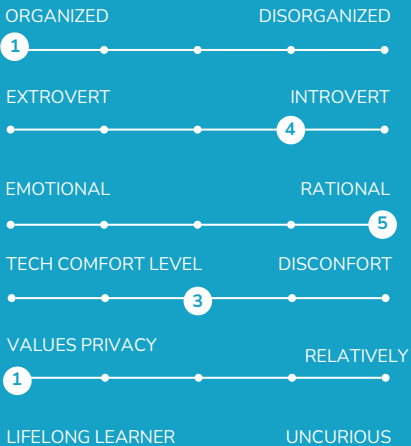


José Silva

Age: 68  
Occupation: Retired male nurse with 40+ years in public healthcare, mostly in emergency and primary care.  
Education: University degree  
Marital status: Married, two adult children, four grandchildren

### Personality and interests

Health advocacy  
Gardening  
Walking and light exercise  
Community involvement



### Conditions and Problems

Hypertension  
Dyslipidaemia  
Vertigo syndrome  
Low back pain

### Allergies and Intolerances

None

### Medication & Therapies

#### Prescribed by doctor (5/03/2024)

Atorvastatin 10mg/day  
Bilastine 20 mg/day  
Olmesartan 20 mg/day  
Salutamol 1 puff a day in SOS

#### Additional (non prescribed)

Physiotherapy for chronic low back pain (weeckly training sessions)

### History of relevant procedures

Colonoscopy under sedation (12/06/2023)

### Relevant results

#### Laboratory results 18/02/2024

Total Cholesterol: 250 mg/dl [ $< 200$  mg/dl]  
LDL Cholesterol: 162 mg/dl [ $< 100$  mg/dl]  
HDL Cholesterol: 31 mg/dl [ $> 50$  mg/dl]  
Triglycerides: 160 mg/dl [ $< 150$  mg/dl]

#### Imaging results 21/04/2024

ECG with normal heart sounds

### Relevant discharge reports

Discharge from hospital emergency room due to cardiac arrhythmia (21/04/2024)

### Other health information

Tested positive for SARS-CoV-2 (10/01/2022)  
Tested positive for SARS-CoV-2 (01/09/2024)

### Sharing my health information



José is highly organized and already tracks medications, symptoms, and appointments. He is comfortable sharing health data with trusted professionals and in structured systems (e.g., patient portals, health records apps).

Even with some tech comfort, he may resist platforms with confusing interfaces or non-transparent data use policies.

#### Download and Store

Yes, very interested

#### Share with health care professional

Yes, very interested

#### Share with trusted one

Yes, interested

#### Share for secondary use / research

Yes, interested if in an anonymised format

### How prefer to interact with Healthcare providers

He values mutual respect and wants to be treated as a knowledgeable partner in his care.

Appreciates when professionals explain decisions and involve him in choices, especially when it comes to medications or long-term plans.

Prefers information to be straightforward and jargon-free, even though he understands medical terms.

### Concerns

He worries that different providers don't have access to his full medical history, leading to repeated tests, missed diagnoses, or conflicting treatments. He is anxious that outdated or incorrect data (e.g., a discontinued medication) might persist in external systems and impact future care decisions due to aging.

### Desires

He values one cohesive, up-to-date file that could be shared between hospitals, clinics, pharmacies, and specialists and he prefers a seamless process where he doesn't have to carry paper documents

### Health routines

#### Daily therapies

Medication

#### Frequency of routines (daily, weekly, monthly)

[GP] every 6 month

[Blood analysis] every 6 month

[Physiotherapy] weekly

[Blood pressure Measurements] daily

#### Most time consuming or difficult activities

Navigating different systems for GP, hospital, pharmacy, and specialists can be confusing and repetitive. Although he's tech-comfortable, figuring out who can access what data, how to share it, and where it's stored can be frustrating.

Tracking prescriptions across providers and ensuring medications are up to date can be complex and time-consuming.

#### My most trusted advisors

Primary Care Physician (GP)

Former Colleagues or Nurse Friends

#### No of HCP that I interact with Health goals / Motivation 3

As a former nurse, he wants to "practice what he preached" and be a model of healthy aging. Motivated by the ability to make informed decisions and maintain control over his own health journey. Ensure all care providers have up-to-date information, avoiding duplication and improving coordination

### Pain Points / Problems Medical

Struggles to keep all health data unified across multiple systems

#### Social

Likes to be seen as a patient rather than as a knowledgeable, experienced professional

#### Psychological

Fear of Technology (Tech Anxiety)

Difficulty Adapting to New Tools

#### How I feel about these problems?

Would like to access to my health data and control permissions for data to be shared using a easy tool with clear guidance and intuitive design.

### Autonomy

#### Impairment

None. Lives independently and autonomously



### Health Literacy



### Digital Literacy



### Care Professional Concerns

Monitor his health regularly for common age-related issues, create a care plan that includes appropriate screenings and offer lifestyle recommendations to manage these conditions.

### Support Network

Family (wife and children)

#### In case of emergency

His children are the ones listed as emergency contacts

### Use of health navigation tools

#### National/Regional apps

Regional app (SESARAMapp) and National app (SNS24app)

#### HCP apps

N/A

#### PHR apps

Regional app (SESARAMapp) and National app (SNS24app)

Smart4Health app

Private sector apps

#### Other tools

Regional User portal (Portal do utente)

# Story



José is a retired nurse from Madeira and is followed and monitored in the public health service, he sees his doctors frequently at the Hospital and Health Centres in Madeira where he has all his health data in the Regional EHR. José is willing to access his health information from the public health service (app SESARAM) and have this information at hand in a shareable format (xShare button), in case he needs to be assisted in other health institutions or by doctors other than his own, due to the need for additional health care associated with ageing.