



Chronic Cahya, 54

Recently Retired

Multiple Chronic Illnesses

Goal

- With her **future in mind**, searches symptoms and/or condition online to find out more information on how she can **better manage her chronic illnesses**

Behaviour

- **Health-anxious**
- Does frequent research on her multiple chronic illnesses
- Is triggered to search online with the onset of a new symptom or body change she experiences, to research possible causes and how she has to change her diet or lifestyle as she attempts to manage the illnesses impact on her life
- Prefers to search on desktop than on mobile because of desktop's larger screen size

Needs

- Websites that are informative, providing comprehensive information on symptoms, treatment and prevention so that she can read up more on her condition
- Prefers websites to contain links to health-related resources
- To see that **information comes from reputable sources**

Frustrations

- Is frustrated when websites **do not provide health advice that is localised to her context/environment**
- Is frustrated when website uses **complex medical jargons that are difficult for her to understand**