



## User Story of a saleswoman (Croatia)

MARIJA JOKIĆ, saleswoman

Smart Patients - online platform that helps me recognize my own needs and include them in my daily schedule

Circumstances of life are changing constantly, duties and work are often overbearing. Sometimes I am not aware that I neglect myself and the things that make me happy, like hobbies, friends, even the basic needs for sleep and regular meals. In this rush of life, I do not pay attention to my own health. I work all day, I do the housework, I babysit my grandchildren, I organize so many things and in all that I fail to see that I don't do anything for myself. Moreover, I don't even think about health, unless a problem appears.

Although I use the Internet nearly every day, I never read about health, for fear that I would find something that would scare me. However, when I am in pain, I do a bit of internet surfing, but I never find any information that would be useful to me, I only end up with even more questions than before.

I heard about Smart Patients application from a friend. The platform discusses many topics that people generally do not talk about, for example, about the balance between work and private life, about emotions, about preparations for a medical examination... It offers advice about how to communicate with doctors, about patients' rights, about responses to illness. The internet can offer you explanations of particular symptoms and diseases, but Smart Patients offers something more. Reading these contents has made me think about everything I am not doing for myself and my well-being. I have learned more about my options and limitations in treatments and I have also learned how to adapt to certain changes in my health.

What I really like here is that I can access these contents via Smart Patients mobile application anywhere and at any time. The contents are well written, in an easily understandable language. Not only do they give you the chance to learn something, but they also serve as a material with which you can relax. I also like the way the content is presented; there are no fast, bombastic and unrealistic solutions to health problems.