

LEARNER PERSONAS ASSIGNMENT

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ABOUT YOUR PERSONAS

These personas were created for the purpose of developing an e-learning course about recognizing life-threatening symptoms for newly hired medical receptionists at an urgent care facility.

RESEARCH METHOD

I obtained the information for these learner personas by conducting interviews with current medical receptionists at the urgent care facility. To protect the privacy of these individuals, all names and locations referenced have been changed.



Name: Lisa Murdock

Age range: 25-35

Job Title: Medical Receptionist

Time in Role: 3 years

Location: Colorado

Key Tasks:

- Verifying Insurance and Collecting Co-Pays
- Recognizing and Escalating Emergency Symptoms
- Scheduling Appointments and Managing Calendars
- Communicating with Medical and Administrative Staff
- Maintaining Accurate and Confidential Patient Records
- Providing Excellent Customer Service
- Ensuring Compliance with HIPAA and Clinic Protocols
- Managing Front Desk Operations and Workflow
- Patient Check-In and Registration
- Supporting Triage by Notifying Qualified Medical Staff

Biography:

Lisa is a 29-year-old medical receptionist who lives in Colorado. She and her husband have 2 young children. She loves working collaboratively with her coworkers as they create and design.

Work Goals:

- Build confidence in identifying and responding to patients with potentially serious symptoms.
- Develop the foundational knowledge and skills necessary to transition into a medical assistant role in the treatment area.
- Learn from current medical staff to better understand workflow and patient care protocols.
- Demonstrate reliability and initiative to be considered for future opportunities in clinical roles.
- Gain a deeper understanding of clinical procedures and medical terminology used in urgent care.

Hobbies and Interests:

- Travel
- Spending time with her children
- Reading

Communication Preferences:

Email and In-Person

Learning Preferences:

Highlight the items below based on your persona's preferences

Prefers:

- Practicing - non-graded deliberate practice of a task, procedure, or process
- Reading - articles, case studies, books
- Observing - explainer videos, live demonstrations, job shadowing
- Discussing - group/team discussions on a topic/process
- Spaced Repetition - timed intervals between study sessions
- Listening - podcasts, audio books, audio-based instruction
- Writing - essays, written assessment answers



Name: Jermaine Howard

Age range: 35-45

Job Title: Nurse and Staff Trainer

Time in Role: 3 years

Location: Colorado

Key Tasks:

- Conduct patient assessments and record vital signs
- Triage patients based on urgency and symptoms
- Administer medications and treatments as prescribed
- Assist with medical procedures and wound care
- Communicate with physicians and other clinical staff to coordinate care
- Document patient information accurately in electronic medical records
- Ensure adherence to infection control and safety protocols
- Support emergency response efforts for critical patient situations
- Mentor and provide guidance to support staff and new team members

Biography:

Jermaine (Jerry) has been a Nurse for 3 years. Prior to this he was a First Lieutenant in the Marine Corps. He is originally from San Diego and currently resides in Colorado. He received his Bachelor of Science in Nursing from the American Military University.

Work Goals:

- Ensure new medical receptionists are confident in identifying and responding to life-threatening symptoms during patient intake
- Strengthen communication and collaboration between clinical and front desk staff to support timely patient care
- Develop clear, consistent training procedures that align with clinic protocols and patient safety standards
- Foster a supportive onboarding experience for new hires to improve retention and team cohesion
- Continuously improve training materials based on observed gaps and feedback from new staff
- Serve as a resource and mentor to ensure ongoing professional growth and development among reception and clinical staff

Hobbies and Interests:

- He volunteers for his local Boys and Girls Club of America program.

Communication Preferences:

Text and Email

Learning Preferences:

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Prefers:

- **Practicing - non-graded deliberate practice of a task, procedure, or process**
- Reading - articles, case studies, books
- Observing - explainer videos, live demonstrations, job shadowing
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- **Writing - essays, written assessment answers**



Name: David Ramirez

Age range: 25-35

Job Title: Medical Receptionist

Time in Role: 2 years

Location: Colorado

Key Tasks:

- Verifying Insurance and Collecting Co-Pays
- Recognizing and Escalating Emergency Symptoms
- Scheduling Appointments and Managing Calendars
- Communicating with Medical and Administrative Staff
- Maintaining Accurate and Confidential Patient Records
- Providing Excellent Customer Service
- Ensuring Compliance with HIPAA and Clinic Protocols
- Managing Front Desk Operations and Workflow
- Patient Check-In and Registration
- Supporting Triage by Notifying Qualified Medical Staff

Biography:

David has a solid foundation in front desk operations and has been with the urgent care facility for two years. He excels at patient check-in and check-out, verifying insurance information, scheduling appointments, and maintaining a calm and professional demeanor in high-pressure situations. David is also adept at recognizing when a patient's condition may require immediate attention and responding appropriately. He received his degree in Communications from the University of Wyoming, which supports his strong interpersonal skills and ability to communicate clearly with patients, families, and healthcare providers.

Work Goals:

Gaining a deeper understanding of clinic protocols and emergency procedures to ensure patient safety.

Responding quicker when a patient presents with symptoms that are potentially life-threatening.

Hobbies and Interests:

- Hiking
- Sky-Diving
- Kayaking

Communication Preferences:

In Person and Phone

Learning Preferences:

Highlight the items below based on your persona's preferences

Prefers:

- Practicing - non-graded deliberate practice of a task, procedure, or process
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- **Discussing** - group/team discussions on a topic/process
- Spaced Repetition - timed intervals between study sessions
- **Listening** - podcasts, audio books, audio-based instruction
- Writing - essays, written assessment answers