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| **To Cite:** Authors (Last name + initials). Title.  **Please leave blank for peer review.**  **Corresponding Author:**  **Please leave blank for peer review.**  Author Name  Address  Email | **SUMMARY**  Please enter a summary of 100 words or less. The summary should highlight what you would like readers to know: **Outline your key points, focusing on what you’ve learned and how it can help others.** You may use a bulleted list.  **Key Words**  Add up to **5** keywords (separated by semicolons)  Word count:[**Number**]  Figures & Tables:[**Number**] |

A “design insight” article should not exceed **1,000** words.

**INTRODUCTION**

Briefly introduce the topic/issue and its importance.

**SUMMARY**

Summarise in 2-4 paragraphs regarding the design issue or problem, what you’re trying to change or improve and what steps you’ve undertaken. Provide details regarding the outcome and the potential impact.

**LESSONS LEARNED**

In a few paragraphs, explain what happened. Here you should answer questions such as:

1) Were you successful in solving the design issue or problem you identified? Explain why or why not.

2) What did you learn through the experience?

3) How has the change(s) you’ve made helped patients?

4) If you were not successful, what further modifications or refinements will you need to/plan to make to achieve your objective(s)?

5) How can other designers and researchers, and also healthcare practitioner, focused on improving the patient experience benefit from what you’ve learned?

**DESIGN INSIGHT**

[To be added by the Journal’s peer reviewer]

Please include 1-2 paragraphs from the clinician’s perspective.

**REFERENCES**

Please use a maximum of **five (5)** references.

1. Add references here (Vancouver Style but listing first three (3) authors only + et al.)
2. A minimum of five (5) references and a maximum of fifteen (15).
3. In-text citations are superscripted.

**ACKNOWLEDGEMENTS**

None

Or

Add acknowledgement

**PEER REVIEW**

Not commissioned. Externally peer reviewed.

**CONFLICTS OF INTEREST**

The authors declare that they have no competing interests.

Or

The authors declare the following conflicts of interest: (LIST CONFLICTS)

**FUNDING**

None

**ETHICS COMMITTEE APPROVAL**

None

**FIGURES AND TABLES**

Place figures and tables at the end of the document. Be sure to review the “JHD Instructions for Authors” for specific instructions about formatting.

A maximum of five (5) figures and tables. Figures must be clear and easy to read. Tables should not exceed one page and be presented in portrait format (not landscape).