

NEURALINK PATIENT JOURNEY

This map describes the hypothetical journey of a Neuralink patient. This journey assumes that the Neuralink technology is mature and can be implanted in a half-day procedure conducted by a surgical robot.

	PRE-SURGERY				HALF-DAY SURGERY						POST-SURGERY			DAILY USE	REPLACE	
	Life as normal	Exploration	Consultation	Preparation	Arrival	Final prep	Start procedure	Robotic surgery	Finish procedure	Recovery	Leave	Rest	Check in	Training	Use	Upgrade
Description	Person lives their life as normal	Person explores surgical options, including Neuralink	Patient meets with HCP for a consult and schedules surgery	Patient prepares for the procedure	Patient arrives at the clinic for the procedure	Patient completes registration and prepares for surgery	Patient enters the operating room with HCP	Surgical robot creates opening in the skull and rapidly implants the Chips in place	Surgical incisions are closed and bandaged	Patient rests in post-surgery room	Patient leaves clinic to recover at home	Patient rests in order to ensure a full recovery	Patient has a video call with HCP to check-in on recovery progress	Patient trains Neuralink and receives feedback on specific use cases	Neuralink is applied to everyday use cases	Patient and HCP agree to replace Neuralink implant with new Chip
Feeling & Sensing	Desire for change Frustration	Curious Open to ideas Unsure	Excited Relieved Nervous	Excited Serious	Comforted by companion Nervous	Hopeful Optimistic Nervous	Aware of surroundings Hears voice of HCP Numbness	Calm Hears voice of HCP Faint odor Mild pressure Robotic sounds	Relieved Hears voice of HCP Mild pressure	Calm Tired	Relieved Comforted by companion Tired Slightly sore	Restful Minor discomfort	Excited Curious Eager	Hopeful Eager Patient	Empowered Independent Astonished	Confident Capable Improving
Thinking	"I'm not living life to the fullest"	"How does this improve my life?"	"This gives me the freedom and flexibility I want"	"I want this to go perfectly"	"It's happening"	"I'm nervous but optimistic"	"I'm ready"	"Breathe slowly"	"That was simpler than I expected"	"I'm tired"	"I feel good but want to go home and rest"	"Almost there"	"I'm excited about the possibilities"	"I'm getting to know Neuralink, and it's getting to know me"	"Wow"	"I am continually becoming better"
Doing	Receives support from a caregiver Reduced independence in carrying out daily activities	Learns about Neuralink via HCP Searches for more information about the surgery and patient reviews Identifies possible HCPs to conduct procedure	Asks questions about procedure Clarifies how to pay for procedure Undergoes medical examination Confirms decision to proceed with surgery	Follows diet, medication, and healthcare practices as directed by HCP Shows before arriving at the clinic Wears simple, comfortable clothing and shoes to procedure	Escorted to local clinic by a companion	Goes into a private waiting room Reviews the procedure and post-operative instructions with HCP	Lays in surgical chair Head and body is stabilized Receives local anaesthetic	Lays in surgical chair Speaks to HCP	Lays in surgical chair Speaks to HCP Removes head/body stabilization device and exits room with HCP	Rests in lounging chair immediately after procedure Receives kit for at-home recovery Receives HCP clearance to go home Reunites with companion	Gets a ride home from companion	Takes a few days to recover immediately following the procedure Follows recovery regimen and activities (diet, medication, healthcare practices, etc.) as directed by HCP	Provides health updates Asks HCP questions Receives guidance on Neuralink activation and training	Activates Neuralink system Practices new skill sets Trains Neuralink daily Charges Chip each day	Uses Neuralink for daily activities Charges Chip each day	Prepares for and receives robotic surgery to replace Chip as new hardware becomes available Trains and uses new Neuralink
Doing		Downloads and tries Neuralink demo  <i>with app</i>	Onboarded onto App	Receives info, reminders Watches videos, demos Interacts with patient community Diaries experience	Receives calendar reminder Registers at clinic	Confirms post-operative appointment Diaries experience				Diaries experience Receives info, reminders Interacts with patient community	Discharges from clinic	Diaries experience Receives info, reminders Interacts with patient community Receives automatic software upgrades	Diaries experience Reviews logged progress with HCP Receives automatic software upgrades	Pairs with Chip Engages in training program Reviews daily stats Diaries experience Interacts with patient community Receives info, reminders Receives automatic software upgrades	Uses for daily activities Reviews daily stats Diaries experience Interacts with patient community Receives info, reminders Receives automatic software upgrades	Upgrades software and pairs with new Chip Diaries experience Interacts with patient community Receives info, reminders