

Ksenia Sushkova

Lead Product Designer | HealthTech (EHR/EMR, Clinical AI)

Kraków, Poland | Remote, B2B contract

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SUMMARY

I design enterprise HealthTech products: EHR/EMR systems, clinical AI, and the tools that clinicians, clinic owners and patients use every day. In this domain complexity is the default, and that is where I do my best work. Alongside design, I have owned products end to end as Product Owner: discovery, requirements, backlog and delivery with the development team.

National scale: national EHR, clinical AI and CME for Armenia | **20 years** in design, **8 years** in HealthTech | **5 products** from zero to launch as Lead Designer

MEDTECH EXPERIENCE

Lead Product Designer | Ortanis

Jan 2026 – Oct 2026 | Remote

- Async telehealth product: patient app with AI pre-visit intake; doctors work through a WhatsApp bot, with zero integration on the clinic side
- Franchise admin panel for three tiers with different goals: product owner, country partner, clinic network

Lead Product Designer | Klinika (via KonigLabs, then Smartech)

Aug 2021 – Jun 2026 | Saudi Arabia, remote

Healthcare ecosystem for KSA: an EMR for clinic networks and a patient marketplace, designed from zero to production. Started as an agency engagement; the client then brought me in-house.

- EMR doctor workspace: the full clinical cycle in one patient chart, with ICPC-2 diagnoses, prescribing with medication and pregnancy checks, timed follow-up plans and telehealth
- Clinic-owner workspace: planned vs. actual doctor utilisation, a permissions matrix instead of fixed roles, network-wide pricing with branch exceptions
- Reception, lab and nursing flows, including home visits and barcode sample tracking
- Patient marketplace (mobile app and mobile-first web): 7 service verticals, AI symptom triage, auto-generated clinic websites, clinic sign-up built into patient traffic
- Discovery workshops for Saudi clients, turning raw ideas into PoC, MVP and full-scale roadmaps

Senior UX Architect | Sylex: National eHealth Platform and Dr.Lex AI

Aug 2022 – Oct 2023 | Armenia, on-site

- National EMR: click-built epicrisis, lifetime patient history, one-screen patient snapshot, insurer portal; FHIR-based integrations
- National patient app for Armenian citizens, from zero to launch: booking visits, personal medical records
- Patient timeline that zooms from years to hours and groups chronic conditions automatically
- Treatment protocol builder that turns ministry protocols into checkable conditions, with compliance tracking (government project, NDA)
- Dr.Lex personal medical AI assistant and clinical decision support; AI-based CME app built on virtual patient cases

Lead Designer, then Product Owner | KonigLabs

Dec 2017 – 2022 | Hybrid

- MedReach (from 2018): took a pharma platform from workshop to release in 24 months as Lead Designer and Product Owner: a tool for medical reps to promote products to doctors, a doctors' social network, a CME catalogue and gamification
- 4 of 5 presale design workshops converted into signed deals

OTHER EXPERIENCE

2003 – 2017: UX/UI, e-commerce and design lead roles. Highlights: RoboTint, an online paint-tinting module taken from zero to launch, which became a standalone product and was later relaunched with a mobile version; co-founded GenWorks and designed the first MVPs of Krisha.kz and Kolesa.kz.

SKILLS

EHR/EMR, Clinical workflows, Clinical decision support, Telehealth, FHIR, Insurance integrations, Permissions and roles, Design systems, Discovery workshops, PoC/MVP scoping, Product backlog, Acceptance criteria, Figma, Azure DevOps

LANGUAGES

Russian: native | English: professional working proficiency; sole working language with Saudi clients for 4 years