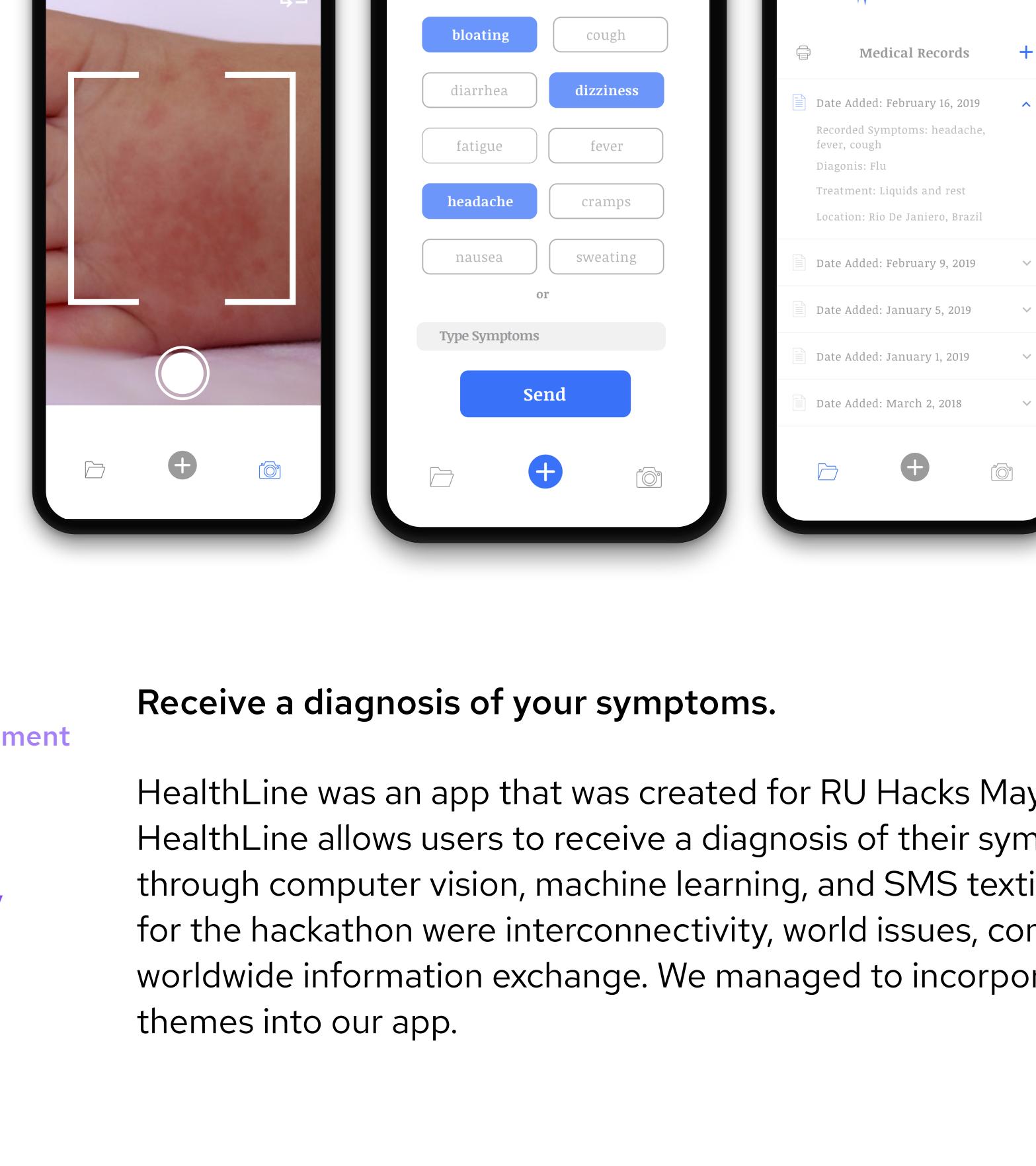


# HealthLine

Summary  
My Role  
Who is this for?  
Why?  
Solution  
Next Steps



Skills  
Project Management  
UI/UX Design  
Prototyping  
Research  
  
Type /Company  
RU Hack 2019  
  
When  
May 17-19, 2019

## Receive a diagnosis of your symptoms.

HealthLine was an app that was created for RU Hacks May 2019. HealthLine allows users to receive a diagnosis of their symptoms through computer vision, machine learning, and SMS texting. The themes for the hackathon were interconnectivity, world issues, communication and worldwide information exchange. We managed to incorporate all these themes into our app.

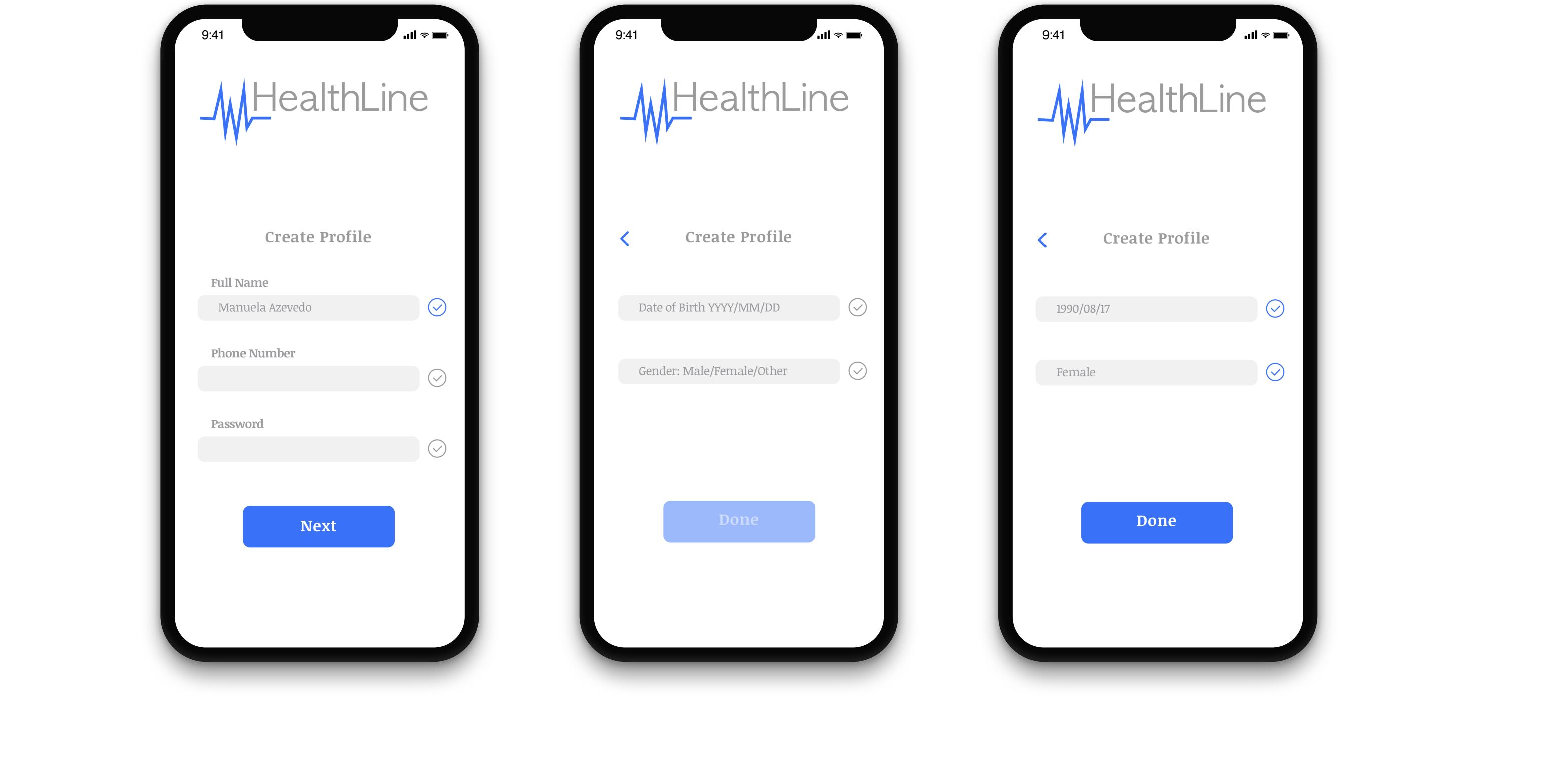
## "How might I help diagnose those with limited access to healthcare and/or internet?"

### My Role

I was the lead UI/UX designer of HealthLine. I worked alongside 3 software developers over the span of 36 hours to design, develop, and present HealthLine. Due to the tough time constraint, we held a 1 hour ideation session. We wanted to tackle all themes of the hackathon and felt that HealthLine was the best way to go forward.

### Who is HealthLine For? Meet Manuela

I used Manuela as an example user that would want to use HealthLine. For the purpose of designing, I created Manuela. This persona helped me to solve specific problems while also allowing me to fully immerse myself into her shoes.



### Why is this important?

In Canada, wifi is one of the most accessible services to the public. When left with a question about a symptom, we are one Google search away from finding the cause. In many places around the globe, healthcare and internet are not as accessible. We provide quick solutions and answers to symptoms the user may have, without requiring internet or a doctor's office.

### Solution

#### Onboarding

We only require Manuela's full name, phone number, and a password. **HealthLine requires her phone number since she will be diagnosed through SMS. Also, since she has limited internet access, using an email address would be inefficient since she could not access her email easily.**



9:41 Create Profile

Date of Birth YYYY/MM/DD

Gender: Male/Female/Other

Done

9:41 Create Profile

1990/08/17

Female

Done

#### Diagnosing Symptoms

Manuela will select 1 or more of her symptoms, or type them, and send them to our service. She will receive a text of her diagnosis, treatment, and next steps. For every inquiry she sends, it will be automatically saved under her medical history in the app.



What are you feeling currently?

What are you feeling currently?

You will receive diagnosis shortly via SMS.

Ok

Send

Send

#### Medical History

On her medical history, she's able to easily print her history to keep as a physical copy for herself. HealthLine allows healthcare to be accessible and universal to any user that may be in crisis and require health advice.



9:41 Medical Records

Date Added: February 16, 2019

Recorded Symptoms: headache, fever, cough

Diagnosis: Flu

Treatment: Liquids and rest

Location: Rio De Janeiro, Brazil

9:41 Medical Records

Date Added: February 9, 2019

Date Added: January 5, 2019

Date Added: January 1, 2019

Date Added: March 2, 2018

Date Added: March 1, 2018

#### Topical Diagnosis Using Computer Vision

In cases of rashes or external changes on the body, **Manuela is able to put her camera over the body part and immediately receive a diagnosis, treatment, and next steps via SMS.** This is an especially important feature for parents. **Children are prone to skin rashes and can receive quick treatment.**



#### Next Steps

As I designed HealthLine, I began to empathize with the user heavily. I realized that not every user would be able to afford western medicine, therefore causing the treatment feature to be useless. **In order to combat this problem, I am exploring many types of medicine options in hopes that at least one treatment plan will be accessible for the user. Treatment options include Chinese medicine, natural treatments, and other holistic approaches.** In addition, as part of the onboarding, I believe it's essential to know any allergies the user has in order to provide them more personalized treatment options.



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