




OSU HEALTH CENTRE

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Introduction of OSU Health Centre application

Comprehensive Medical Services:

- Health checkups tailored to OSU students
- Appointment booking
- Doctor consultations
- Access to lab tests, reports, and prescriptions

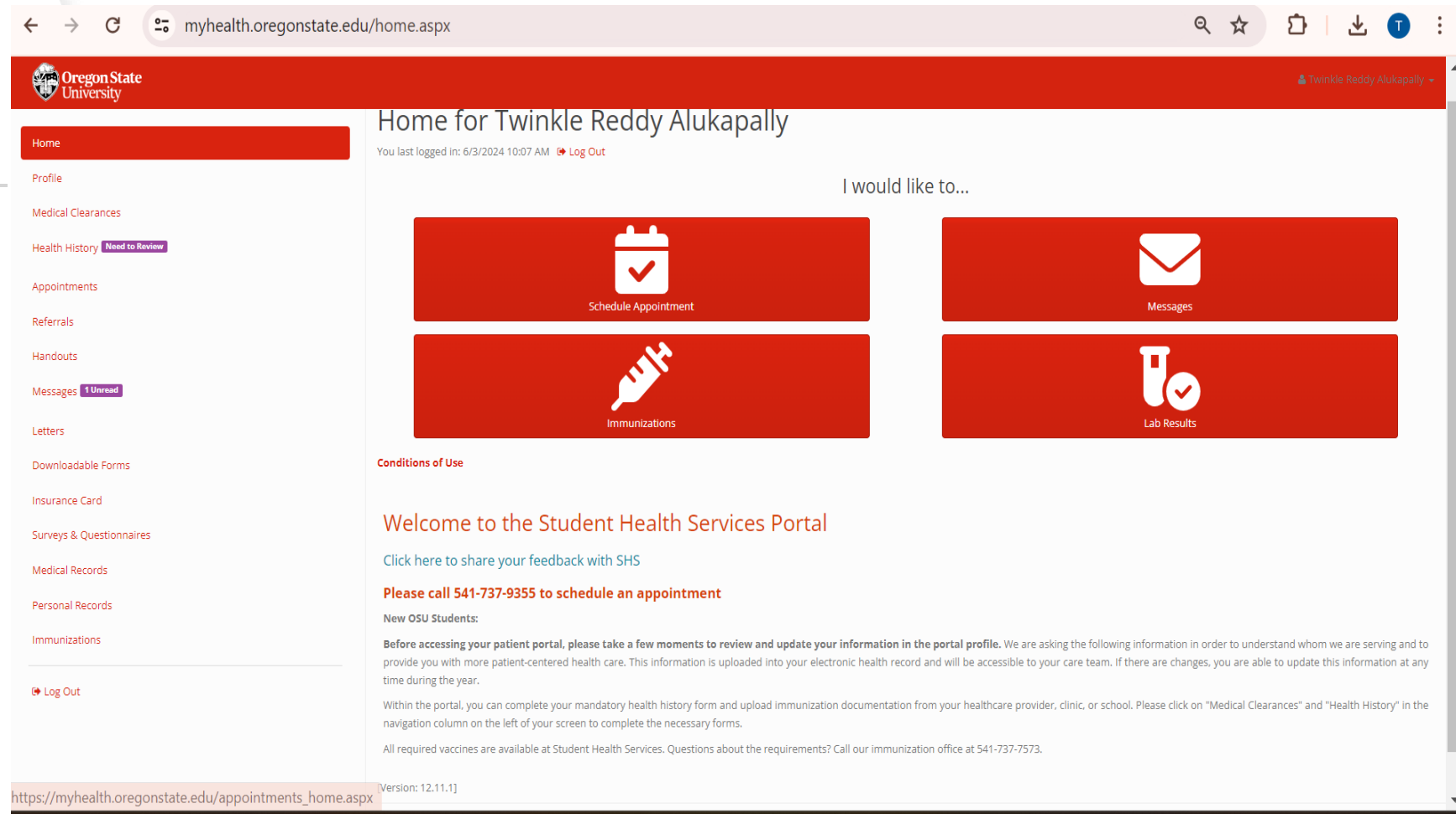
Efficient Record Management:

- Vaccination records management
 - Appointment reminders via email
- 

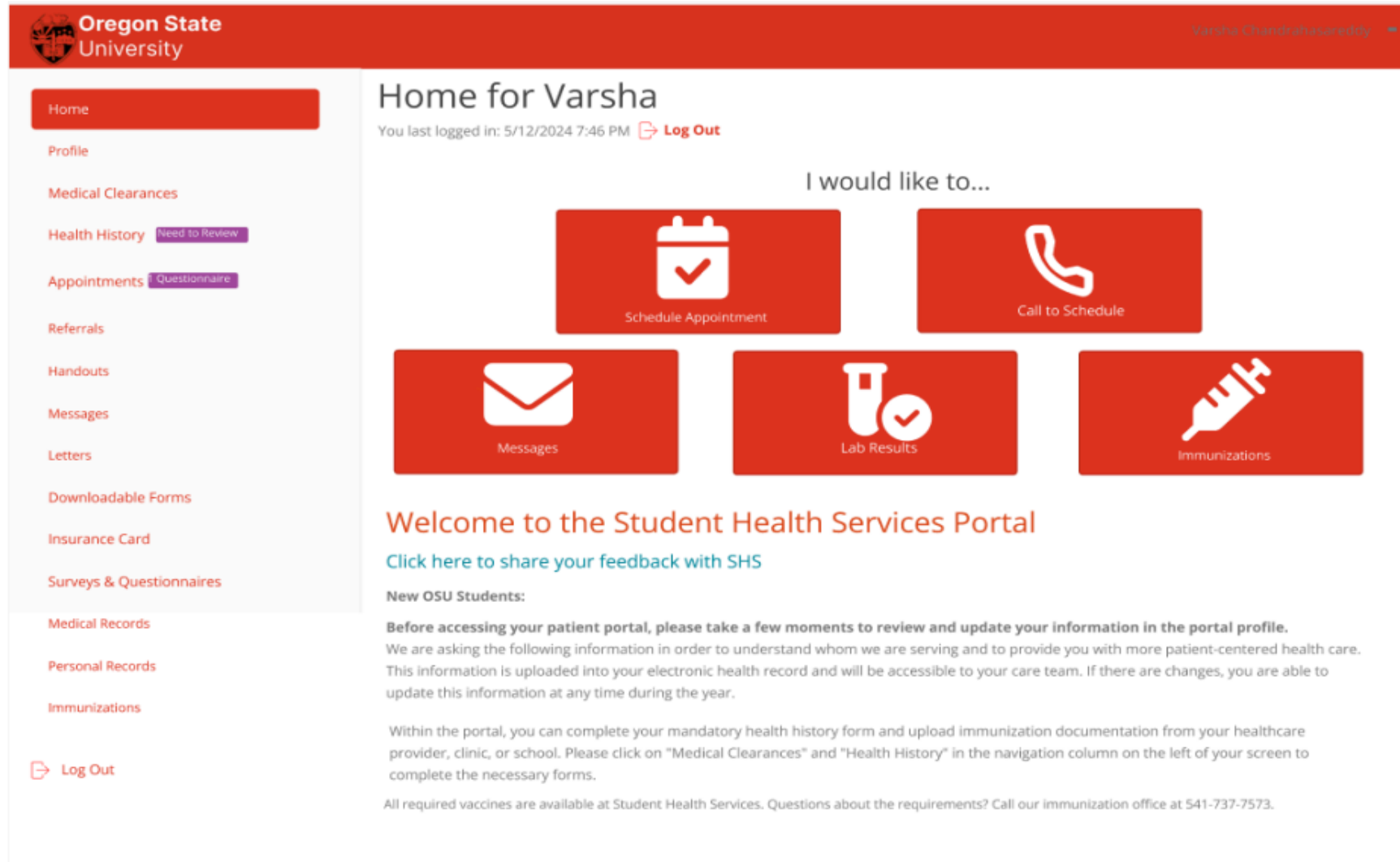
Issues Identified and Fixes Implemented

Bug ID 1: Addition of calling feature and information about calling hours

- **Issue:** On our homepage, the provided contact number lacks visibility and does not offer information on operating hours, leading to user inconvenience.



Fix: Introducing a prominent call icon on the existing homepage. Upon clicking, it seamlessly redirects users to detailed contact information and operating hours, ensuring a user-friendly interface.



[Home](#)[Profile](#)[Medical Clearances](#)[Health History](#)[Appointments](#)[Referrals](#)[Handouts](#)[Messages](#)[Letters](#)[Downloadable Forms](#)[Insurance Card](#)[Surveys & Questionnaires](#)[Medical Records](#)[Personal Records](#)[Log Out](#)[Return to home](#)

Appointments Via Call

Please call 541-737-9355 to schedule an appointment

If you are **having a medical emergency** dial 9-1-1 immediately.

Hours of Operation:

Mon-Fri : 9 am - 5 pm

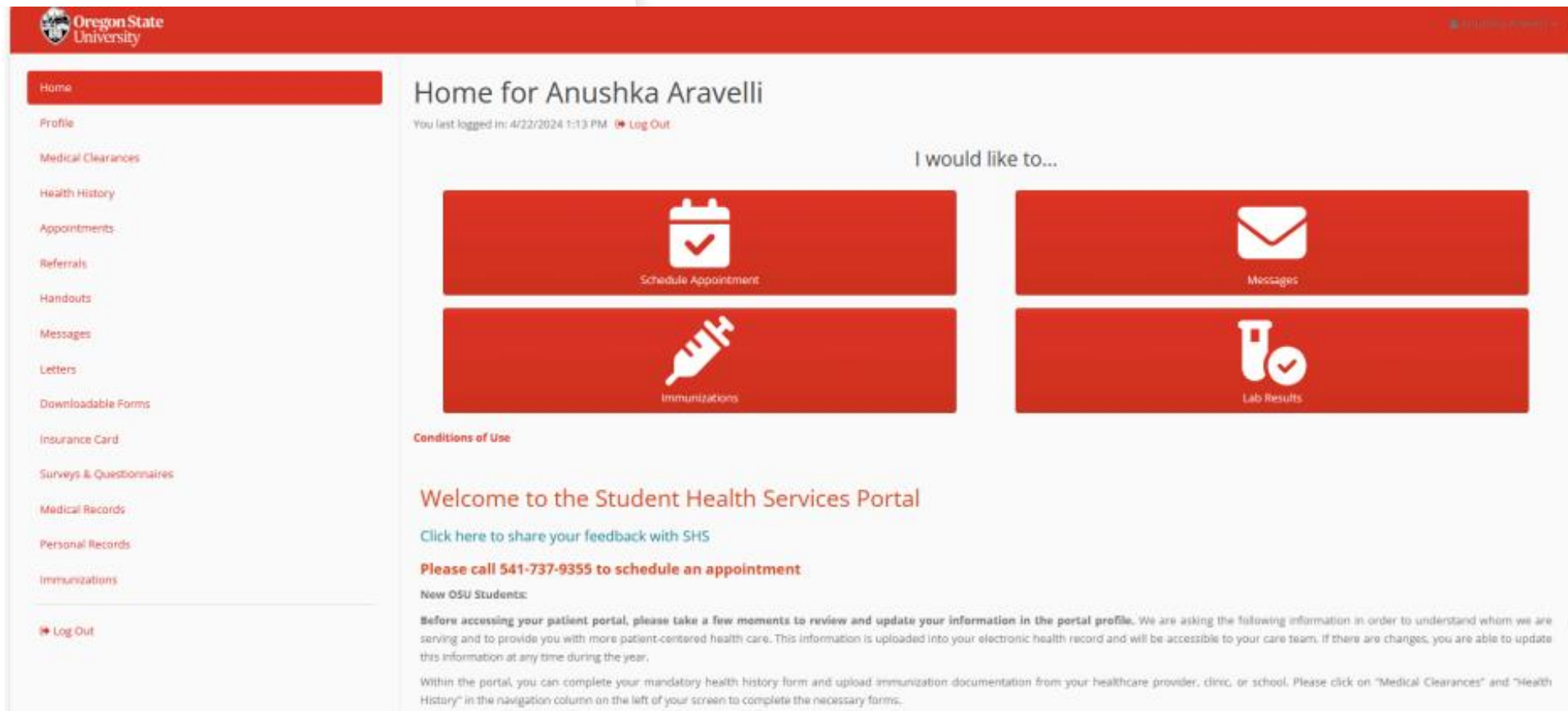
Sat -Sun : closed

For telehealth appointments, your provider will be with you within 15 minutes of your check in time. If more than 15 minutes has passed and your provider still has not logged on, call 541-737-9355

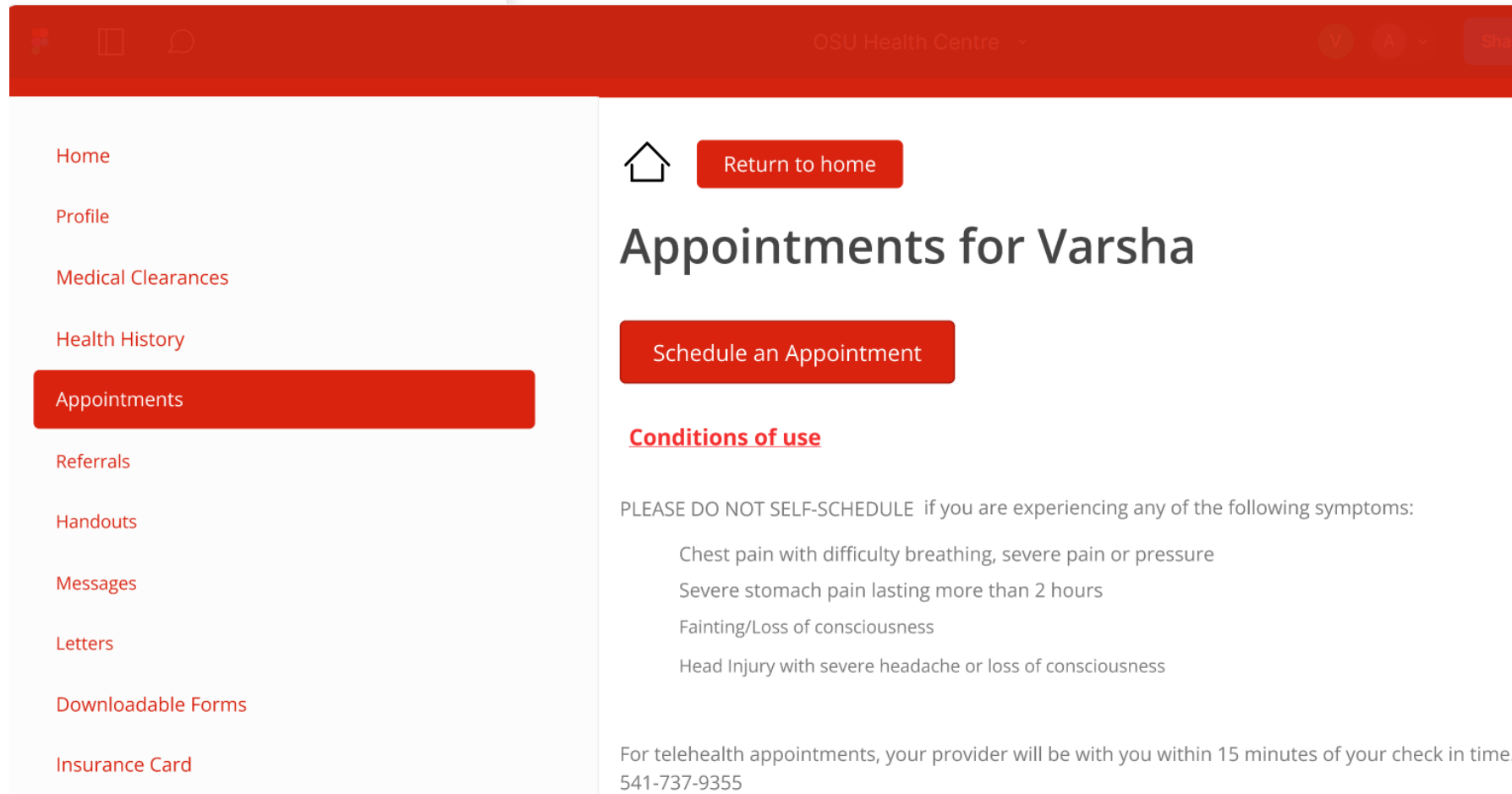
No currently scheduled appointments

Bug ID 2: Rearrangement of conditions of use

Issue: Users are not aware of terms and conditions and billing practices due to inadequate presentation on the main page, leading to a lack of important information awareness.



Fix: I've relocated the conditions of use to a dedicated online page accessible during scheduled appointments. Featuring prominent text and enhanced visibility, users can now easily explore and understand essential information.



When the user clicks on "Conditions of Use," the "Billing Practices" page opens.

Vantha Chandrabhasareddy Mulangi

Home

Profile

Medical Clearances

Health History

Appointments

Referrals

Handouts

Messages

Letters

Downloadable Forms

Insurance Card

Surveys & Questionnaires

Medical Records

Personal Records

Immunizations

Log Out

Conditions of Use

NOTIFICATION OF STUDENT HEALTH SERVICES POLICIES

PRIVACY AND CONFIDENTIALITY

With a student's consent, Student Health Services may disclose information for the purposes of providing medical treatment and bill the student's insurance company for services and treatment received. In some circumstances Student Health Services providers may need to disclose health information without a student's written consent:

- If necessary to protect the health and safety of the student or others;
- As a result of a court order or subpoena;
- To verify to the university whether the student has completed all mandatory immunizations;
- Other instances required by law; for example, certain communicable diseases must be reported to the Benton County Health Department.

For more detail regarding confidentiality notification please consult: <http://studenthealth.oregonstate.edu/general/policies-and-guidelines/privacy-and-confidentiality>.

IMMUNIZATION REQUIREMENTS

OSU policies, Oregon State law (ORS 433.282 and 433.284) and the corresponding Administrative Rules (333-050-0130) require a completed series of Measles, Mumps, and Rubella (MMR) vaccinations. Along with the MMR vaccination, OSU policies also require Quadrivalent Meningococcal (MCV4), Meningococcal B, Hepatitis B, Tdap, and Varicella. For complete immunization information please refer to <http://studenthealth.oregonstate.edu/general/policies-and-guidelines/immunizations-tb-screening-and-health-history>. Immunization records in a complete series of immunization are not submitted to OSU. Students must provide a copy of their immunization records to OSU. Immunization records will be placed on your university account.

RIGHTS AND RESPONSIBILITIES

Patients have the right to impartial access to treatment or accommodations that are available or medically necessary. Patients have the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to their health. For more detail regarding rights and responsibilities, please see: <http://studenthealth.oregonstate.edu/general/policies-and-guidelines/rights-and-responsibilities>.

CHARGES

There are charges for a number of services at Student Health Services, such as lab tests, x-rays, and immunizations. A list of common charges can be found at: <http://studenthealth.oregonstate.edu/general/fees-services/most-common-fees>.

BILLING PRACTICES

Students presenting to SHS should bring their current insurance card and picture ID.

For student sponsored Pacific Source Plans: We are 'in network' and will directly bill the insurance company. Your student account will only be billed for what is not covered by insurance.

For all other insurance plans: We will bill any 'out of network' plan as a courtesy. The charges will first be applied to your student account. The insurance company may pay you directly, or if the company pays SHS directly we will subtract that amount from your student account.

For OSU Student Employee Worker's Comp and Motor Vehicle Accidents: We will directly bill and accept payment in full from the covering insurance agency.

OREGON HEALTH PLAN

OSU Student Health Services is not a primary care provider for the Oregon Health Plan (OHP). OHP patients will be held financially responsible for any and all charges incurred at Student Health Services when they are not covered by OHP. You must notify Student Health Services immediately if you have applied for the Oregon Health Plan and are attempting to receive services at Student Health Services.

MEDICARE

OSU Student Health Services is not a service provider for Medicare patients.

PHOTO IDENTIFICATION

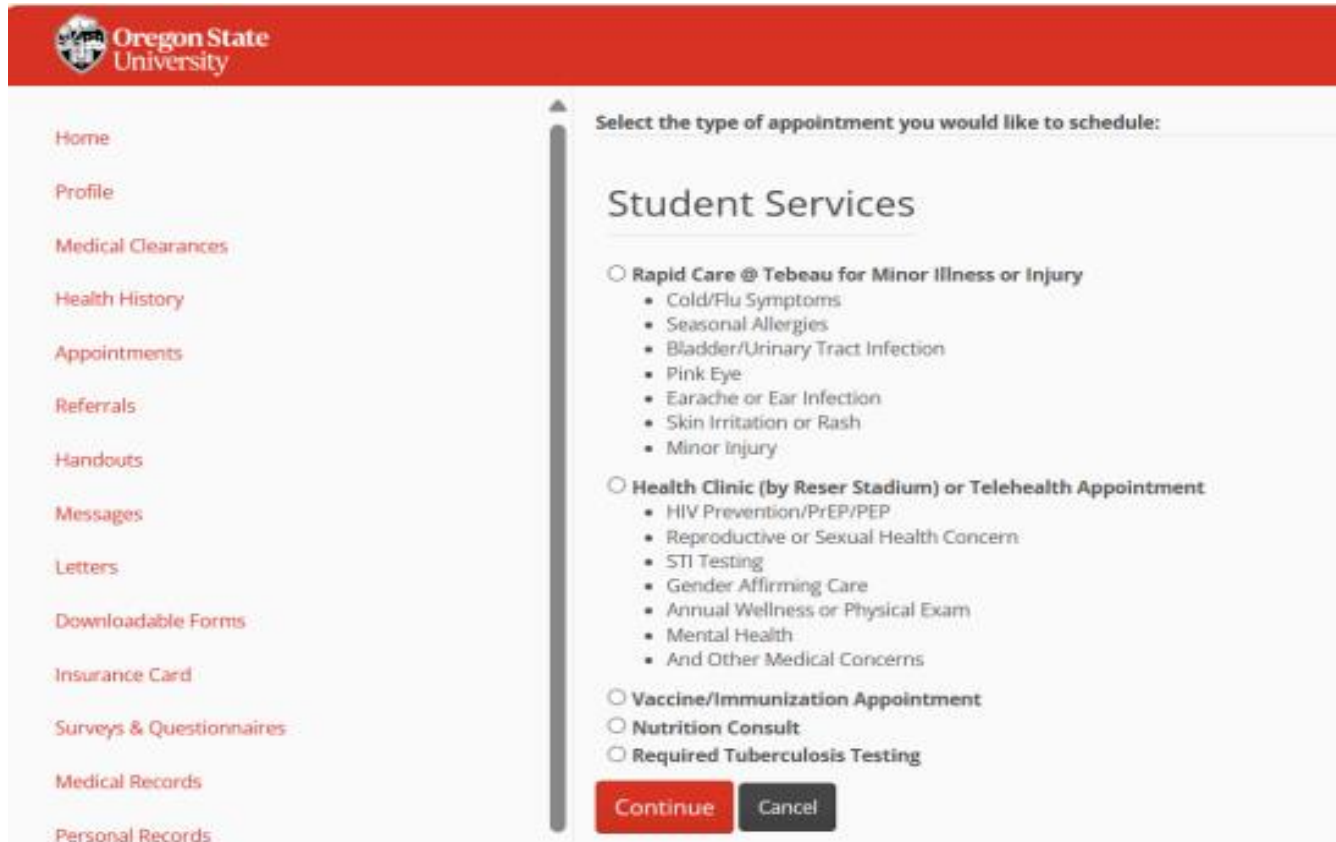
Your university photos will be incorporated into the SHS medical record for internal identification and safety purposes.

By agreeing to use this portal, I am indicating that I have read and understand the above notifications.

< Back

Bug ID3: Information i button

Issue: Technical terms in student services are challenging to understand for users.



The screenshot displays the Oregon State University Student Services portal. On the left is a sidebar menu with the following items: Home, Profile, Medical Clearances, Health History, Appointments, Referrals, Handouts, Messages, Letters, Downloadable Forms, Insurance Card, Surveys & Questionnaires, Medical Records, and Personal Records. The main content area is titled "Student Services" and contains a heading "Select the type of appointment you would like to schedule:". Below this heading are three radio button options, each with a bulleted list of services:

- ☐ **Rapid Care @ Tebeau for Minor Illness or Injury**
 - Cold/Flu Symptoms
 - Seasonal Allergies
 - Bladder/Urinary Tract Infection
 - Pink Eye
 - Earache or Ear Infection
 - Skin Irritation or Rash
 - Minor Injury
- ☐ **Health Clinic (by Reser Stadium) or Telehealth Appointment**
 - HIV Prevention/PrEP/PEP
 - Reproductive or Sexual Health Concern
 - STI Testing
 - Gender Affirming Care
 - Annual Wellness or Physical Exam
 - Mental Health
 - And Other Medical Concerns
- ☐ **Vaccine/Immunization Appointment**
- ☐ **Nutrition Consult**
- ☐ **Required Tuberculosis Testing**

At the bottom of the main content area are two buttons: "Continue" (red) and "Cancel" (dark grey).

Fix: Introducing information pages for quick access to explanations of technical terms, ensuring clarity and ease of understanding.

The screenshot displays the OSU Health Centre website interface. On the left is a vertical navigation menu with links: Home, Profile, Medical Clearances, Health History, Appointments, Referrals, Handouts (with a 'unread' badge), Messages, Letters, Downloadable Forms, Insurance Card, Surveys & Questionnaires, and Medical Records. The main content area at the top has a 'Return to home' button and a dropdown menu for 'OSU Health Centre'. Below this is a prompt to 'Select the type of appointment you would like to schedule:'. The 'Student Services' section is active, showing a list of appointment types. The first option, 'Health Clinic (by Reser Stadium) or Telehealth Appointment', is selected with a radio button and includes a bulleted list of services: Annual Wellness or Physical Exam, Gender Affirming Care, HIV Prevention/PrEP/PEP, Mental Health, Reproductive or Sexual Health Concern, and STI Testing. Other unselected options include 'Rapid Care @ Tebeau for Minor Illness or Injury' (with a bulleted list: Bladder/Urinary Tract Infection, Cold/Flu Symptoms, Earache or Ear Infection, Minor Injury, Pink Eye, Seasonal Allergies, Skin Irritation or Rash), 'Nutrition Consult', 'Other Medical Concerns', and 'Vaccine/Immunization Appointment'. At the bottom are navigation buttons: '< Previous' (red), 'Next >' (dark grey), and a small grey button with '<' and '>' symbols.

Home

Return to home OSU Health Centre

Select the type of appointment you would like to schedule:

Student Services

- ☒ Health Clinic (by Reser Stadium) or Telehealth Appointment
 - Annual Wellness or Physical Exam ⓘ
 - Gender Affirming Care ⓘ
 - HIV Prevention/PrEP/PEP ⓘ
 - Mental Health ⓘ
 - Reproductive or Sexual Health Concern ⓘ
 - STI Testing ⓘ
- ☐ Rapid Care @ Tebeau for Minor Illness or Injury
 - Bladder/Urinary Tract Infection ⓘ
 - Cold/Flu Symptoms ⓘ
 - Earache or Ear Infection ⓘ
 - Minor Injury ⓘ
 - Pink Eye ⓘ
 - Seasonal Allergies ⓘ
 - Skin Irritation or Rash ⓘ
- ☐ Nutrition Consult
- ☐ Other Medical Concerns
- ☐ Vaccine/Immunization Appointment

< Previous Next >

Clicking the "I" button leads to a Wikipedia page about the relevant disease.

WIKIPEDIA

The Free Encyclopedia

Search Wikipedia

Search

Create account

Log in

...

Physical examination

38 languages

Article

Talk

Read

Edit

View history

Tools

From Wikipedia, the free encyclopedia

In a **physical examination**, **medical examination**, **clinical examination**, or **medical checkup**, a medical practitioner examines a **patient** for any possible **medical signs** or **symptoms** of a **medical condition**. It generally consists of a series of questions about the patient's **medical history** followed by an examination based on the reported symptoms. Together, the medical history and the physical examination help to determine a **diagnosis** and devise the treatment plan. These data then become part of the **medical record**.^[*citation needed*]

Types

Routine

Evidence

Prevalence

History

Comprehensive

Pre-employment

Insurance

Uses

Diagnosis


Screening

Doctor-patient relations

Routine

The *routine physical*, also known as *general medical examination*, *periodic health evaluation*, *annual physical*, *comprehensive medical exam*, *general health check*, *preventive health examination*, *medical check-up*, or simply *medical*, is a physical examination performed on an asymptomatic patient for **medical screening** purposes. These are normally performed by a physician assistant, a certified

Physical examination



An examination room in Washington, DC, during the first World War

ICD-9-CM

MeSH

89.7

D010808

Bug ID 4: Alphabetical order

Issue : The web-based application currently displays a list of concerns that are not sorted in alphabetical order. This can cause difficulty for users trying to locate specific concerns quickly.

Student Services

○ **Rapid Care @ Tebeau for Minor Illness or Injury**

- Cold/Flu Symptoms
- Seasonal Allergies
- Bladder/Urinary Tract Infection
- Pink Eye
- Earache or Ear Infection
- Skin Irritation or Rash
- Minor Injury

○ **Health Clinic (by Reser Stadium) or Telehealth Appointment**

- HIV Prevention/PrEP/PEP
- Reproductive or Sexual Health Concern
- STI Testing
- Gender Affirming Care
- Annual Wellness or Physical Exam
- Mental Health
- And Other Medical Concerns

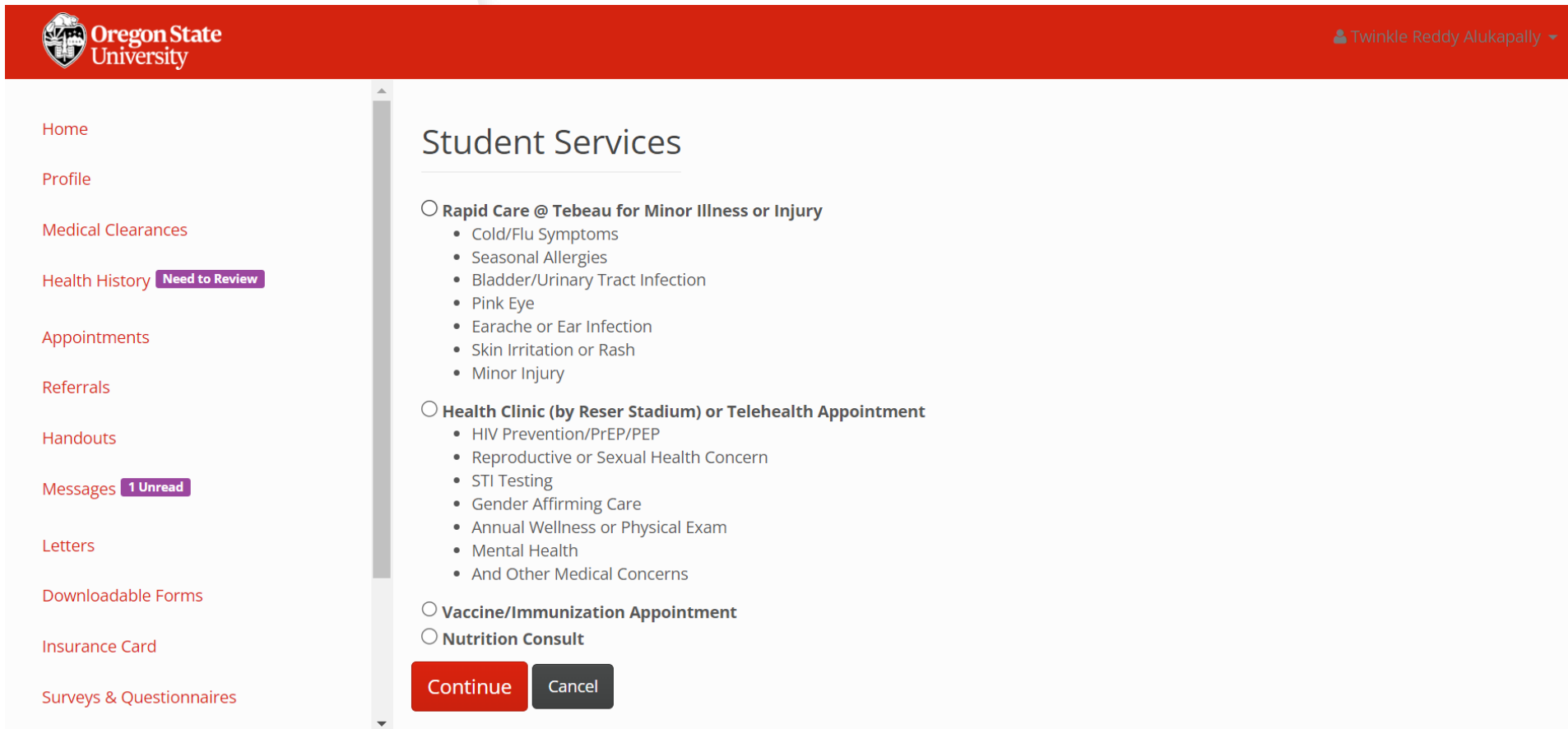
Fix: Implemented the alphabetical sorting mechanism for the list of concerns to enhance user experience and improve accessibility.

Student Services

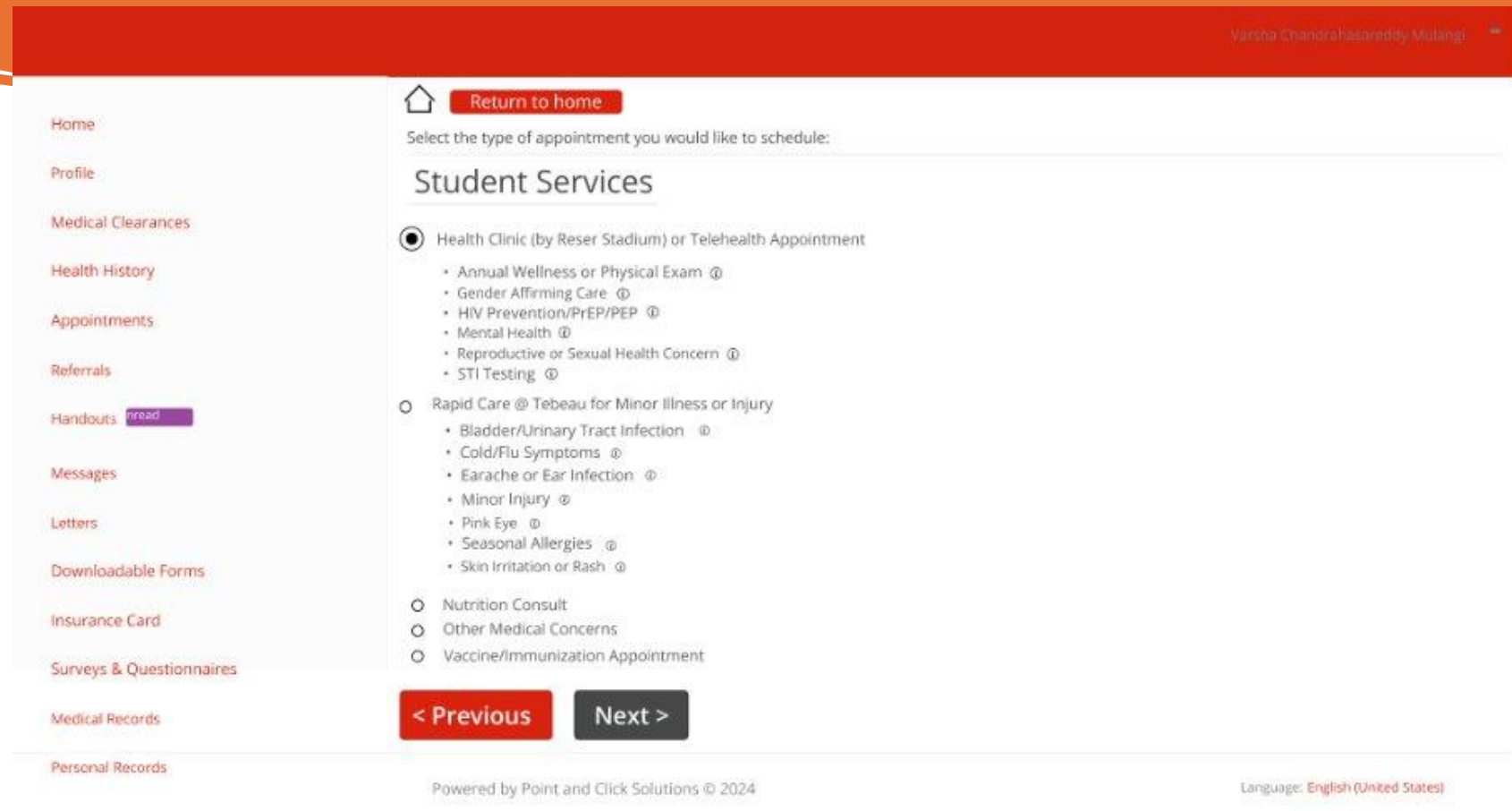
- Health Clinic (by Reser Stadium) or Telehealth Appointment
 - Annual Wellness or Physical Exam ⓘ
 - Gender Affirming Care ⓘ
 - HIV Prevention/PrEP/PEP ⓘ
 - Mental Health ⓘ
 - Reproductive or Sexual Health Concern ⓘ
 - STI Testing ⓘ
- Rapid Care @ Tebeau for Minor Illness or Injury
 - Bladder/Urinary Tract Infection ⓘ
 - Cold/Flu Symptoms ⓘ
 - Earache or Ear Infection ⓘ
 - Minor Injury ⓘ
 - Pink Eye ⓘ
 - Seasonal Allergies ⓘ
 - Skin Irritation or Rash ⓘ
- Nutrition Consult
- Other Medical Concerns
- Vaccine/Immunization Appointment

Bug ID 5: Return to home button

Issue: Users lack the option to return to the home screen from any page.




Fix: Introducing a home button for seamless navigation, allowing users to easily return to the home page from any screen without hassle.



Bug ID 6 & 7: Previous button and Next button

Issue: Users lack a convenient way to navigate back to the previous screen from the current one and has the option continue to proceed.



Oregon State
University

Home

Profile

Medical Clearances

Health History

Appointments

Referrals

Handouts

Messages

Letters

Select One

☐ HIV Prevention/PrEP/PEP

☐ Reproductive or Sexual Health Concern

☐ STI Testing

☐ Gender Affirming Care

☐ Annual Wellness or Physical Exam

☐ Mental Health

☐ Travel Consult

☐ Something Else

Continue

Cancel

Fix: I've enhanced the navigation experience by adding a "Previous" button for backtracking and replacing the "Continue" button with a more intuitive "Next" button for seamless forward movement.

The image shows a mobile application interface. On the left is a vertical navigation menu with the following items: Home, Profile, Medical Clearances, Health History (with a purple 'to Review' badge), Appointments (with a purple 'Questionnaire' badge), Referrals, Handouts, Messages (with a purple 'unread' badge), and Letters. On the right is a selection screen. At the top, there is a home icon and a red button labeled 'Return to home'. Below this is a header 'Select One' followed by a list of radio button options, each with an information icon (i):

- ☒ Annual Wellness or Physical Exam ⓘ
- ☐ Gender Affirming Care ⓘ
- ☐ HIV Prevention/PrEP/PEP ⓘ
- ☐ Mental Health ⓘ
- ☐ Reproductive or Sexual Health Concern ⓘ
- ☐ STI Testing ⓘ
- ☐ Travel Consult ⓘ

At the bottom of the selection screen are two buttons: a red button labeled '< Previous' and a dark grey button labeled 'Next >'.

Bug ID 8. Rearrangement of other medical concerns

Issue : Medical concerns that do not fall under the main categories are scattered and confusingly placed within the services section. This disorganization can lead to difficulty for users in finding specific medical concerns and requires navigating through multiple screens.

☐ Health Clinic (by Reser Stadium) or Telehealth Appointment

- HIV Prevention/PrEP/PEP
- Reproductive or Sexual Health Concern
- STI Testing
- Gender Affirming Care
- Annual Wellness or Physical Exam
- Mental Health
- And Other Medical Concerns

Select One

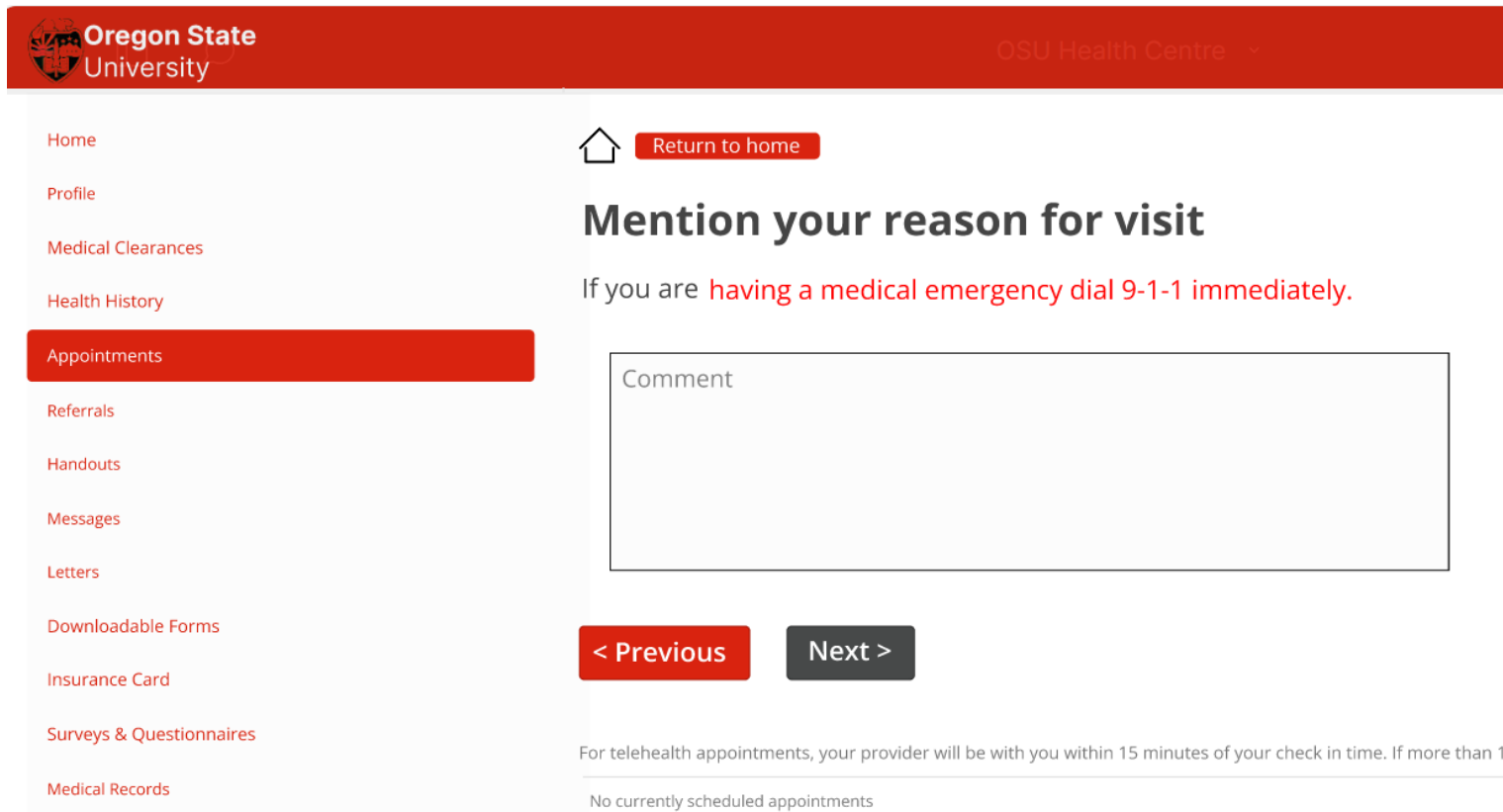
- ☐ HIV Prevention/PrEP/PEP
- ☐ Reproductive or Sexual Health Concern
- ☐ STI Testing
- ☐ Gender Affirming Care
- ☐ Annual Wellness or Physical Exam
- ☐ Mental Health
- ☐ Travel Consult
- ☒ Something Else

Specify Appointment Reason

Select Reason:

- ☐ Chronic Illness
- ☐ Ear or Eye Concerns
- ☐ HIV Testing/Prevention
- ☐ Labs or Medication Discussion
- ☐ Lightheadedness/dizziness/fainting
- ☐ Mouth/Oral Concern
- ☐ Musculoskeletal or Injury
- ☐ Respiratory Concerns
- ☐ Return to Activity Note
- ☐ Skin/Wound/Rash Concerns
- ☐ Sleeping Problem/Insomnia
- ☐ STI Screening
- ☐ Urinary Symptoms

Fix: We've segregated these miscellaneous medical concerns into a separate section labelled "Other Medical Concerns." This ensures clarity for users who may not find the specific service they're looking for, by typing their concern in the comment box section.



The screenshot shows the Oregon State University Health Centre website. The header is red with the OSU logo and name on the left, and "OSU Health Centre" with a dropdown arrow on the right. A left sidebar contains a list of navigation links: Home, Profile, Medical Clearances, Health History, Appointments (highlighted in red), Referrals, Handouts, Messages, Letters, Downloadable Forms, Insurance Card, Surveys & Questionnaires, and Medical Records. The main content area has a "Return to home" button with a house icon. Below it is the heading "Mention your reason for visit" and a red warning text: "If you are having a medical emergency dial 9-1-1 immediately." A large text input box labeled "Comment" is provided for users. At the bottom of the main area are "< Previous" and "Next >" buttons. The footer contains two lines of text: "For telehealth appointments, your provider will be with you within 15 minutes of your check in time. If more than 15" and "No currently scheduled appointments".

Oregon State University

OSU Health Centre

Home

Profile

Medical Clearances

Health History

Appointments

Referrals

Handouts

Messages

Letters

Downloadable Forms

Insurance Card

Surveys & Questionnaires

Medical Records

Return to home

Mention your reason for visit

If you are having a medical emergency dial 9-1-1 immediately.

Comment

< Previous


Next >

For telehealth appointments, your provider will be with you within 15 minutes of your check in time. If more than 15

No currently scheduled appointments



Figma prototype:



<https://www.figma.com/proto/lBMvi1bJ27kki1SQsJIZVf/OSU-Health-Centre?node-id=22-263&t=dFKhr6MmEaQvBrG2-1&scaling=min-zoom&page-id=0%3A1&starting-point-node-id=39%3A95>

THANK YOU

