

PEACE CORPS

Simple Medical Supplies Order Form PCMedlink

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About this document:

This document was created to help communicate user experience goals, design, content strategy, and functional process flows to a distributed, volunteer development team. It's secondary goal is to help Peace Corps Management in alpha launch of the product.

It is a living document that will continue to be updated until the project is turned over to Peace Corps for management.

Revision History:

9/4/13 Document created by ddeseta, assembled pieces from wiki and combined into this document.

Challenge Definition

The Problem

Peace Corps Volunteers are widely dispersed in the countries where they serve. However, Peace Corps' medical supplies are often located at the post headquarters which can be over a day's travel for many Volunteers. When Volunteers use the medical supplies that have been provided by Peace Corps they need a way to request replenishment of their supplies so the medical staff can send them out with the next quarterly replenishment schedule.

Currently Peace Corps medical staff commented that Volunteer requests come in through various means (email, text, call, walk-ins, etc.). It requires a significant amount of their time to manage these requests that come in various forms and they don't have a centralized way to manage them. .

The Idea

94% of Volunteers can communicate with their cell phones from their site. (2012 Annual Volunteer Survey)

91% of Volunteers have to travel less than two hours to access the internet (2012 Annual Volunteer Survey)

Thus, Peace Corps Volunteers already have access to cell phone and the internet but what Peace Corps is missing is an application to facilitate this process of requesting and replenishing medical supplies.

Develop an application so Volunteers can request replenishment of their Peace Corps medical supplies through cell phone text-messages and an online web-form.

Considerations

Some information that would need to be collected for each request of medical supplies includes: PCV Name, staging group, site, regional PC hub/center, date of request, when they'd like the delivery of the medical supplies (a drop down list of the next replenishment schedule), or if the Volunteer is going to be traveling through a Peace Corps office they can indicate the date when they can pick-up the supplies. PCVs should have a space to request multiple supplies and the quantities associated with them. The application format can be standard for all countries, but some of the information regarding the list supplies to be replenished and the schedule will need to be modified for each country.

The Impact

Having your help to create an application that can be used with text-messages and through an online web form would help each Peace Corps country's medical staff to: easily coordinate order requests, inventory tracking, and prepare quarterly distribution of medical supplies. It would help reduce the administrative and time burden on medical staff and allow for Volunteers to order their NPMS supplies in a more efficient manner.

Submitted by

Jeffery Rhodes, Peace Corps Staff

User Experience Problem

PCV's have little confidence that their requests were received and they have no insight into when or how it will be fulfilled, since there are three different methods that a PCMO rely on to fulfill requests.

The lack of confidence results in a set of behavior that causes inefficiencies in time management and adds to the complexity of the PCMO's role.

- a) PCV's will submit the same request multiple times using multiple different channels each time over a relatively short period of time.
- b) PCV's may not make a request and then just show up unannounced at a field office to pick up their medication.

PCMO's are frustrated and overwhelmed by the sheer volume of requests and spend way too much time administering to this task which takes time away from other important job duties. Since they also act as the RN on call they would like to spend more time helping their volunteers then combing through email, faxes and phone call requests.

Their frustration and lack of technical support in this area results in a set of behavior that is not helpful to the PCV's

- a) They spend way too much time filtering out and deducing requests which increases turn around time.
- b) They tend not to track requests since the only way to do that now is via paper or excel spreadsheet.
- c) Increase the chances of losing a request.

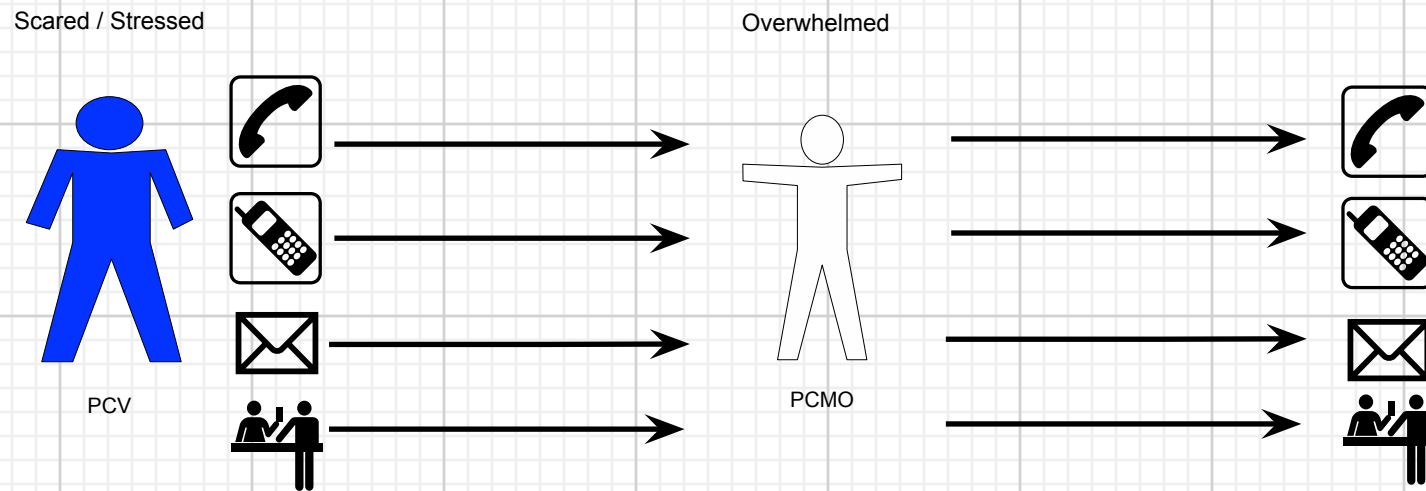
It is evident that PCMO's and PCV's initially need a tracking system for requests and an automated communication loop that allows everyone timely insight into the status of a request. Most importantly this system should be able to operate in areas of the world where internet connectivity is scarce and that the main mode of communication is SMS.

Design Objectives

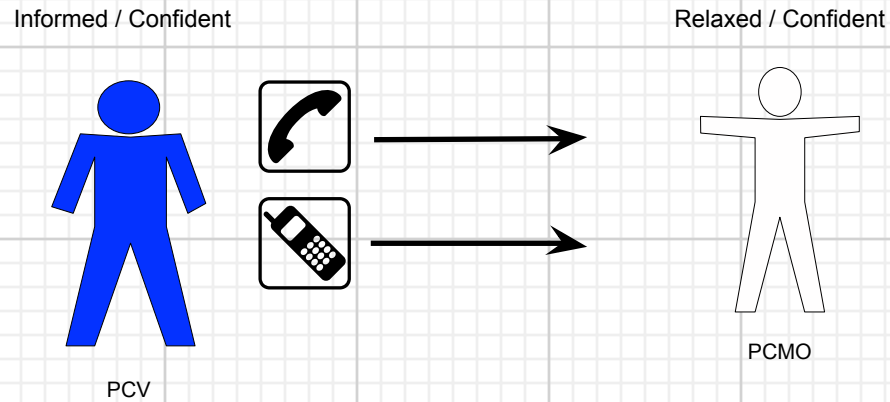
- 1) Build trust and confidence between PCV's and PCMO's that a request will be fulfilled in a timely manner.
- 2) Provide appropriate turn around times for requests.
- 3) PCV's and PCMO's will have insight into the status and method of order fulfillment.
- 4) Drastically reduce duplicate requests.
- 5) Allow Peace Corps insight into ordering behavior and quickly identify trouble spots.

Streamlined Process

Current Process



New Process



SYSTEM RESPONSES

Contains the following pages:

SMS System Responses

Error Messages

Positive Acknowledgements

Response Form Radio Button Responses:

- R1 - Please pick up your request at this <enter location here> by this date.
- R2 - We do not have your requested item in stock please purchase elsewhere and allow us to reimburse you.
- R3 - Your request is estimated to arrive at your location on this date <enter date here>.
- R4 - Please contact me at this <phone number> concerning your request.

SMS System Responses:

- P4 - Your PCMO placed a request on your behalf for: Supply short name, dose, qty.
- P5 -Your request has been received. Fulfillment details will follow within 3 business days. Please refrain from multiple requests.
(These are exactly the same as web errors)

SMS System Validation errors:

SE1 - PCVID Invalid: Your request was not submitted because the PCVID was incorrect. Please resubmit your request in this format: PCVID, Supply short name, dose, qty, location.

SE2 - Supply short name invalid: Your request was not submitted because supply name was incorrect. Please resubmit the request in this format: PCVID, Supply short name, dose, qty, location.

SE3- Dose Invalid: Your request was not submitted because dose was incorrect. Please resubmit the request in this format: PCVID, Supply short name, dose, qty, location.

SE4- Qty Invalid: Your request was not submitted because quantity was incorrect. Please resubmit the request in this format: PCVID, Supply short name, dose, qty, location.

SE5- Location Invalid: Your request was not submitted because your location was incorrect. Please resubmit the request in this format: PCVID, Supply short name, dose, qty, location.

SMS Parse Errors:

SE6- Your request was not submitted. Please resubmit your request in this Format:
PCVID,Supply short name, dose, qty, location."

Error Messages

Error Messages including Validation Errors:

A - Invalid Date: The date specified is incorrect. Please check that is properly formatted and that it reflects a date in the future.

B - Missing Date: Please enter a date.

C - Missing Location: Please specify a location.

D - Exceeded Character Limit: Please re-write the message in under 160 characters.

E1 - Email Invalid: The email you specified is invalid. Please check the spelling, formatting and that it is an active address.

E2 - The email you entered is not on file. Please check the spelling and formatting before re-entering the address.

F - PCVID Invalid: Your request was not submitted because the PCVID was incorrect. Please resubmit your request in this format: PCVID, Supply short name, dose, qty, location.

G - Supply short name invalid: Your request was not submitted because supply name was incorrect. Please resubmit the request in this format: PCVID, Supply short name, dose, qty, location.

H - Dose Invalid: Your request was not submitted because dose was incorrect. Please resubmit the request in this format: PCVID, Supply short name, dose, qty, location.

I - Qty Invalid: Your request was not submitted because quantity was incorrect. Please resubmit the request in this format: PCVID, Supply short name, dose, qty, location.

J - Location Invalid: Your request was not submitted because your location was incorrect. Please resubmit the request in this format: PCVID, Supply short name, dose, qty, location.

K - Invalid Password: The password you entered is not valid. Please re-enter your password or contact your administrator via email for more help.

L - Format Password: The password you entered is not correctly formatted. Please re-type in another password without using special characters.

M - Select Fulfillment Method: Please select a fulfillment method for this request.

Positive Acknowledgements

Positive Acknowledgements:

P2 - Success! Your password has been changed. (web experience) Is it P2 or P3 for changes to password? *****

P3 - Success! A temporary password has been sent to the email we have on file. Please check your e-mail and click on the link to complete log in. (web experience)

P4 - Your PCMO placed a request on your behalf for: Supply short name, dose, qty. (SMS format)

P5 -Your request has been received. Fulfillment details will follow within 3 business days. Please refrain from multiple requests.

P6 - Success! Your response has been sent to <first name, last name, PCVID> This request will now appear in the response tracker awaiting fulfillment.

P7- Success! You have added a new user to PC Medlink.

P8 - Success! You have made the following changes to this user account: < list of field changes>

P9 - Success! The Order that you placed on behalf of <first last name> has been submitted.

M1 - EMAIL TEXT that goes with sms message RE1 thru RE4(message redundancy)

M2 - EMAIL TEXT that goes with sms message P4 (message redundancy)

*****QUESTIONS HERE *****

M3 - EMAIL TEXT THAT GOES ALONG WITH P3 - password text

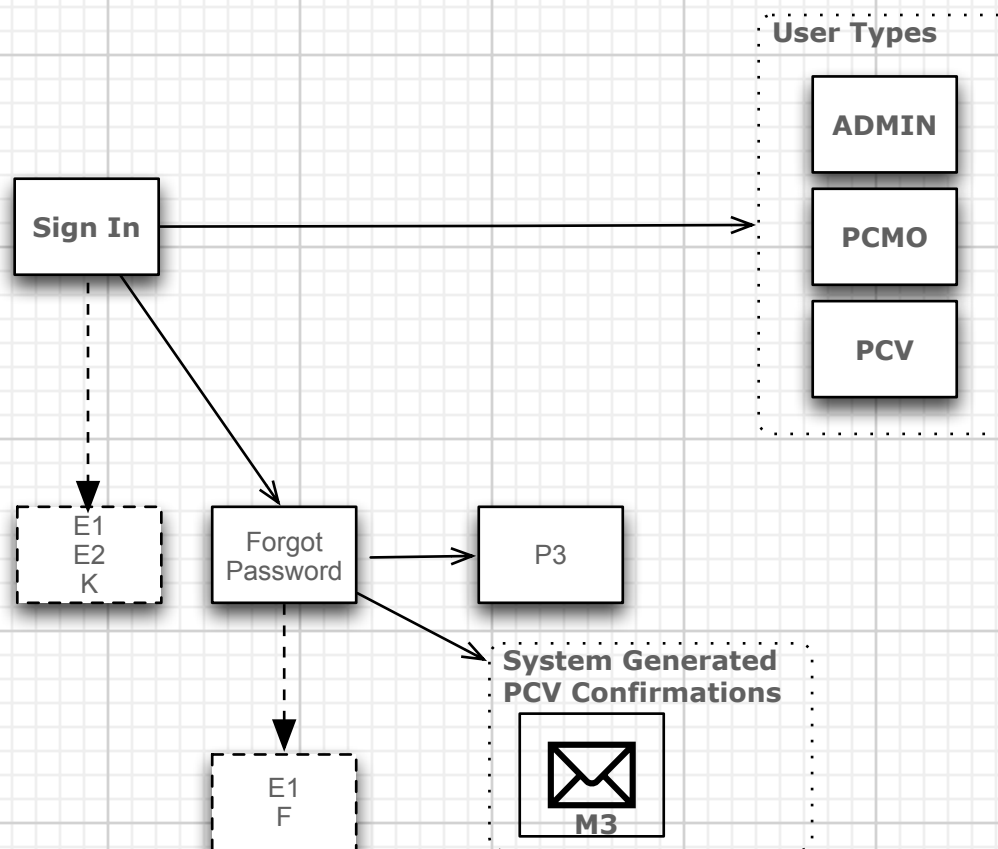
M4 - Email text that goes along with P2 - change occurred on web do we actually need them to confirm it or do we just tell them that we have changed it and ask them to save this email in their folder for future reference?

INTERACTION DESIGN FLOWS

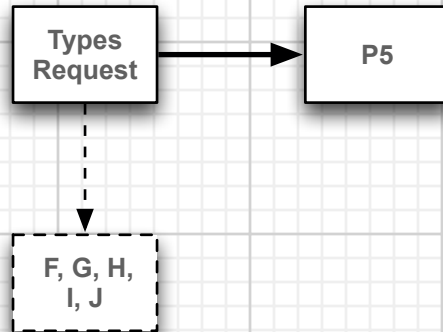
Contains the following pages:

Recorder States
Recorder Basic Interaction Design
Recorder Conditional Interaction Design
Recorder customization

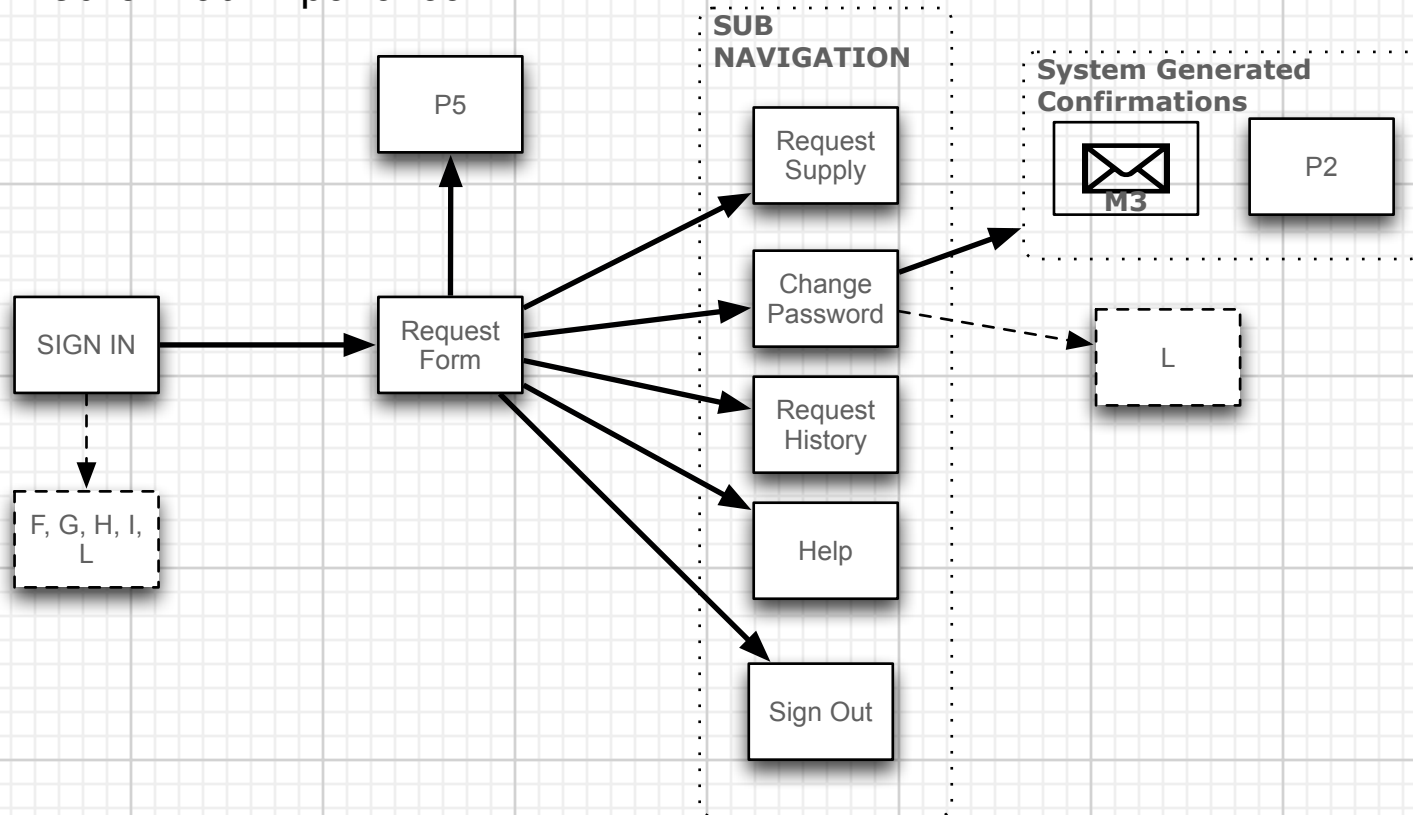
Mobile Web & Desktop Experience



SMS Request Experience

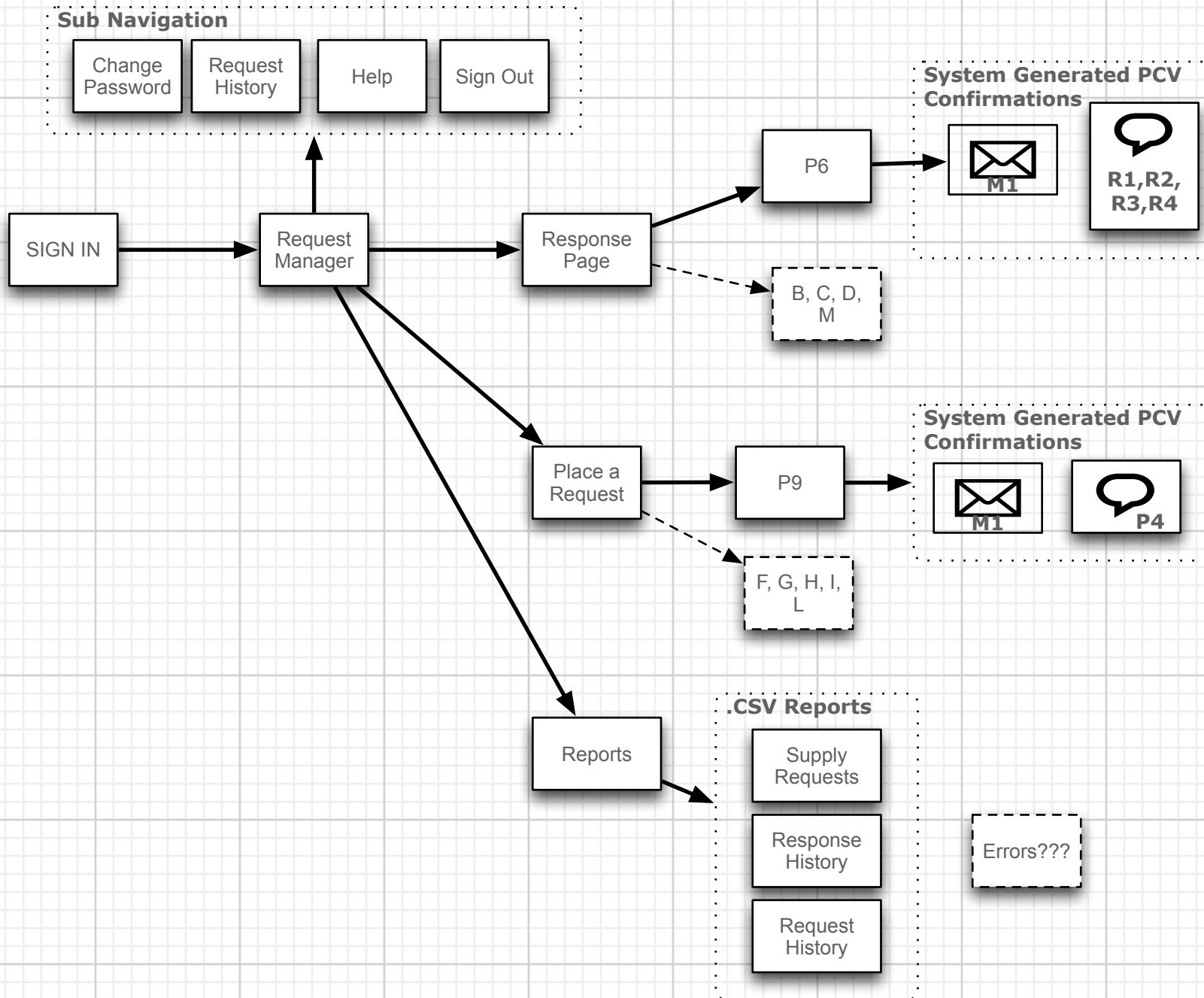


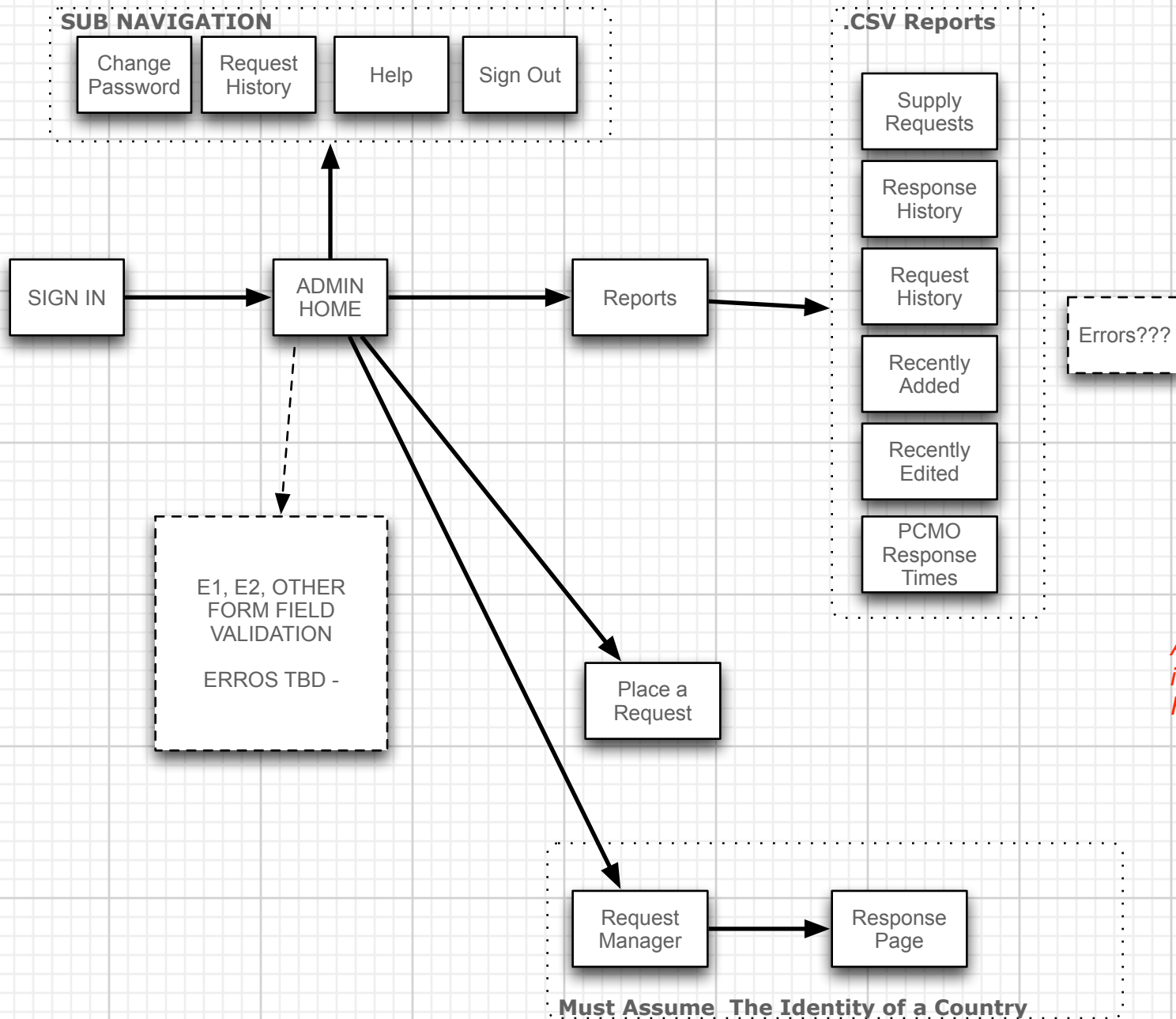
Mobile Web Experience



PCMO Peace Corps Medical Officer

Desktop Experience





All error conditions are documented in both the PCV and PCMO Process Flows.

SIMULATION

<http://share.axure.com/5DCVKG/>

Content Strategy

Contains the following pages:

Help - PCV & PCMO

Help - Administrators

HOW TO ORDER PERSONAL MEDICAL SUPPLIES

Ordering Medical Supplies for personal use has never been easier.

There are three easy ways to place a request:

- 1) Use SMS to send a text.
- 2) Use one of these two mobile browsers, either Android or IOS.
- 3) Use a desktop web browser.

How to place a request:

Send an SMS

Just open up your text messaging application on your phone and enter in the following information in the following order. Then hit submit.

PCVID
Supply Short Name
Dose
Quantity
Your Location

If your request order is received without errors you will receive a confirmation that we received it and will receive information from your medical supply officer about your order within 24 hours.

Fill Out a Web Form

Just log on to www.pcmedsupplies.org to access the web form. Then fill out the form and hit submit. You will receive a confirmation message via email and sms that your order has been placed. Within 3 business days you will receive a response from your medical supply officer about your order.

I RECEIVED A CONFIRMATION THAT MY REQUEST WAS RECEIVED, NOW WHAT HAPPENS?

Once you have placed your request, your Peace Corps Medical Officer will respond with details about your request within 3 business days. Your instructions will contain the following information which is dependent on which method your PCMO

business days. Your instructions will contain the following information which is dependent on which method your PCMO determines is most appropriate to fulfill your request:

There are 3 methods of fulfillment:

Pick Up

Your PCMO will provide where the medication is located and indicate the soonest possible date that it will be available.

Delivery

Your PCMO will provide you a date range as to when your medication will be dropped off at your location.

Purchase

If it is not possible for your Peace Corps medical officer to fulfill your request then he/she will recommend that you purchase your medication through an outside vendor. You will receive instructions on what is required in order for your purchase to be reimbursed.

I RECEIVED AN ERROR WHAT DO I DO?

If your error message does not include any additional instructions please contact your for Peace Corps medical officer by phone for help.

Here are some of the most common errors you might run into.

Errors due to incorrect typing.

If you receive a message that indicates that something is invalid, for example your dose or pcvid, you may have either typed in the wrong number of characters or the wrong description. In either case you should resubmit your entire order.

Duplicate Requests for Same Medication

If you request the same medication within 24 hours of your first order you will receive an automated system response that the order was already received.

Network Connectivity

If you do not receive any confirmation of any kind within 24 hours of your initial request it may not have been received due to poor network connectivity. It is recommended that you resubmit your order.