

ZocDoc

Initial Release Date: April 2017

Current Version: 4.94.1 (Number of releases not available)

Available on:

Android/Tablets:

https://play.google.com/store/apps/details?id=com.zocdoc.android&hl=en_US&gl=US&pli=1

iPad/iPhone: <https://apps.apple.com/us/app/zocdoc/id391062219>

Web Browsers: <https://www.zocdoc.com/>

Features:

- Online appointment scheduling: Patients can search for providers by specialty, location, and insurance, and then book an appointment online.
- Provider reviews: Patients can read reviews of providers written by other patients to help them make informed decisions about who to book an appointment with.
- Insurance information: Patients can see which insurance plans a provider accepts, which can help them determine if they will be covered for their visit.
- Virtual visits: Some providers offer virtual visits through ZocDoc, allowing patients to consult with a doctor remotely.
- Medical history: Patients can keep track of their medical history and appointments, and share information with their providers.

Essentially, ZocDoc is a platform that helps patients find and book appointments with healthcare providers faster and easier than traditional methods.

Views:

- **Create Account**
 - Verify Phone #
- **Search**
 - Filter by Specialities (video visit, primary care, OB/GYN, dentist, dermatologist, psychiatrist)
 - Search results in your area as a list of doctors
 - Individual Doctor page w/ available appointments
- **Appointments**
- **My Doctors**
- **Well Guide**
- **My Account**
 - Insurance Page
 - Settings
 - Account

- Notifications
- Sync with Calendar
- Login & Security
 - Passcode & Face ID
 - Two-Step verification
- Contact Us
- Terms of Use
- Privacy Policy
- Privacy Choices
- Send App Feedback
- Share

Sign In / Auth:

- **Email and password login:** Users can sign in to their ZocDoc account using their email address and password.
- **Social login:** Users can also sign in to ZocDoc using their existing social media accounts, such as Facebook, Google, and Apple ID.
- **Two-factor authentication:** ZocDoc also offers two-factor authentication to provide an extra layer of security.
- **Secure data transfer:** A Secure Sockets Layer (SSL) is used to encrypt data transferred between users and the platform, which helps protect user information from hacking and other forms of cyberattacks.
- **Role-based access control:** they also use role-based access control, which ensures that only authorized users can access certain features and functionality.
- **Compliance with regulations:** federally they also comply with regulations such as HIPAA and GDPR to ensure users' data is protected.

Improvements:

- Enhancing the security of personal and medical information to protect patients' privacy.
- Providing more detailed information about doctors, such as their qualifications and certificates.
- Allowing patients to message their doctors would be nice.
- Fix their locations issue

Bugs, UI or Stability Issues:

After reading reviews, it seems its service as a paid marketing platform for doctors is hurting its userbase.

“After booking, the doctors office calls and let me know they are do not practice in the area I was looking for and said they get that a lot as ZocDoc has the wrong info.”

The main issue listed by most complaints is that the range that doctors are listed as available for in terms of location is vastly skewed. Some are saying that doctors in their area are listed as far away, and many are reporting that doctors far away are being listed as proximal to users. This is a huge problem and needs to be fixed.