

HEALTH ID

Online Healthcare

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Background

It is a new research direction that how to help patients with treatment and records individual treatment status through some technical means. Because for patients with chronic diseases, they face long-term treatment situation. However, it is difficult for some patients to be treated by the same doctor in the same hospital during the entire treatment process. Therefore, our team wanted to make late interventions with users' information while protecting their information security. To help communicate between the patient and the doctor. Quickly synchronize information in a short time.

Domain

Health & Wellbeing

Tagert user

People in need of urgent medical attention
People with chronic diseases

Problem Space

Improving communication between doctors
and patients through improving diagnosis accuracy

Design process

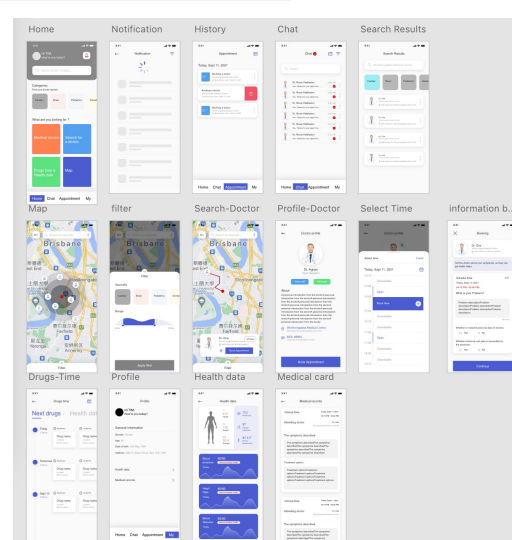
User Interview

1. How often is patient information being shared among medical institutions?
Generally not often.
2. When is it necessary to ask about a patient's past medical history? (OR) What kind of patient would require you to ask about their experience from previous illnesses?
When providing medications.
3. What kind of data do you look at in a past medical history? (previous medications/surgeries etc.)
Any previous surgeries/medications, generally depends on the circumstances. Blood tests data are also generally used.
4. What kinds of questions regarding these past medical history will be asked from the patient?
Asking about their well-being recently, any discomforts with their bodies.
5. How long does the conversation about the previous condition take? Do you think their answers are accurate and sufficient?



Low Prototype

Initial prototype for user evaluation



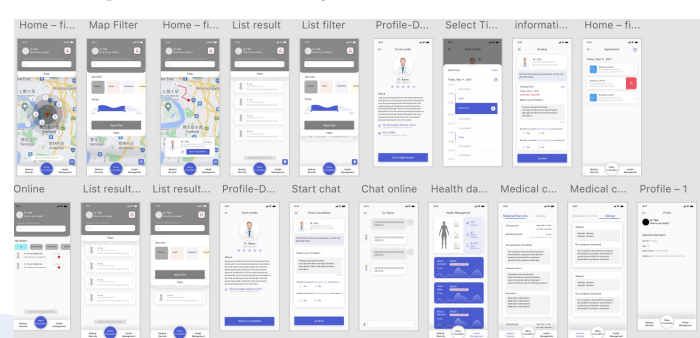
Initial user evaluation

mainly for test the functional design and the rationality of the interaction design

	Questionnaire	RP 1	RP 2	RP 3	RP 4	RP 5	RP 6	RP 7	RP 8	RP 9	Average
1	I think that I would like to use this app frequently.	4	5	4	5	4	4	4	5	4	4.233333333
2	I found the app unnecessarily complex.	1	2	1	2	3	2	1	4	3	2.111111111
3	I thought the app was easy to use.	4	3	1	2	3	3	3	1	3	2.555555556
4	I think that I would need the support of a technical person to be able to use this.	3	5	2	4	2	2	2	5	2	3
5	I found the various functions in this app were well integrated.	4	3	4	3	4	4	4	3	3	3.555555556
6	I thought there was too much inconsistency in this app.	3	5	4	5	4	5	4	5	3	4.222222222
7	I would imagine that most people would learn to use this app very quickly.	5	3	5	2	1	5	5	1	4	3.444444444
8	I found the app very cumbersome to use.	2	3	2	3	2	2	4	3	3	2.666666667
9	I felt very confident using the app.	4	5	4	5	5	4	5	4	4	4.444444444
10	I needed to learn a lot of things before I could get going with this app.	2	1	1	2	2	2	1	5	1	1.888888889
SUS Score		75	57.5	70	52.5	60	67.5	72.5	30	65	61.11111111

Modification

Change the prototype after the user test



Second user test

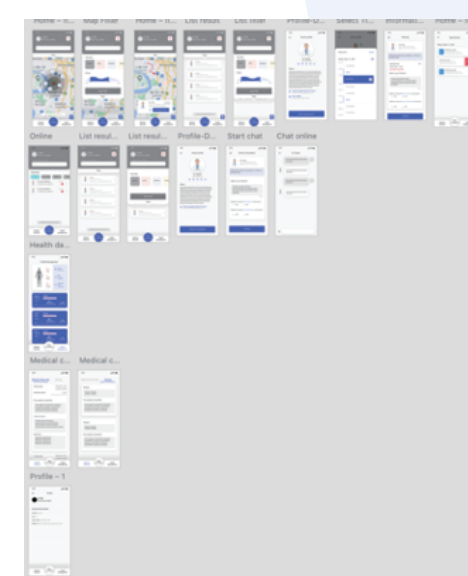
mainly for test the functional design and the rationality of the interaction design

	Questionnaire	RP 1	RP 2	RP 3
1	I think that I would like to use this app frequently.	4	5	4
2	I found the app unnecessarily complex.	1	2	1
3	I thought the app was easy to use.	4	3	1
4	I think that I would need the support of a technical person to be able to use this.	3	5	2
5	I found the various functions in this app were well integrated.	4	3	4
6	I thought there was too much inconsistency in this app.	3	5	4
7	I would imagine that most people would learn to use this app very quickly.	5	3	5
8	I found the app very cumbersome to use.	2	3	2
9	I felt very confident using the app.	4	5	4
10	I needed to learn a lot of things before I could get going with this app.	2	1	1
SUS Score		75	57.5	70

	Score
Total for each respondent	
Strongly Disagree	1
Disagree	2
Neither Agree nor Disagree	3
Agree	4
Strongly Agree	5

Final prototype

Change the prototype after the user test



Design Concept

Health ID is a patient-oriented application that allows patients to store their own medical records online, and this app supports patients to share their medical records between different hospitals with information privacy protection.

Main Function

Online consultation

Other Function

Medical record
Allergy and Medications
Health Management
Find nearby hospitals
Offline consultation

