

Task list

1. Please check your medical records
2. Please check your health data
3. Search for a cardiologist near your location
4. Please make an appointment with this cardiologist and transmit your medical record and health data
5. Please check the appointment record
6. Please check the notification
7. Please check your drugs time
8. Find the chat page

Observation Results:

Participant 1:

- It's hard to find a doctor on the Map
- It takes a while to find Notification
- Searching for nearby doctors and searching for doctors concept confusion

Participant 2:

- The participant was confused about the step of clicking Health Data link on the home page back to My page.
- Find a nearby doctor directly by clicking search for a doctor without using the search bar to find a nearby doctor.
- The function of transferring data is not conspicuous
- For the task on the chat page with the doctor, the participant clicks on the Search for a Doctor on the homepage

Participant 3:

- Participant did not know whether to select Map or Search for Doctor on the home page when searching for nearby doctors

Participant 4:

- Participant thought the map would help them to search for the nearby hospitals rather than doctors.
- More than three doctors were from the same hospital on the map, then the doctor's avatars were clustered together on the map and the participant could not see the information.

Participant 5:

- The homepage contents are not clearly distinguished, the participant need to click in to try to know the specific function for each link.
- The appointment history cannot be found.

Participant 6:

- The search bar on the homepage were ignored.
- Participant did not know what contents were covered in the notification.
- Unable to search for the hospital through this doctor to find other doctors

Participant 7:

- Participants didn't know how to check health data. he hesitated when he clicked on the health data area on the homepage.
- Don't know how to find a nearby doctor.

Participant 8:

- Hesitated to click the search box or the button "search for a doctor" to find a nearby doctor.
- At the beginning, he didn't know where the data was transferred. He clicked on the appointment interface and found out that it was one of the steps in the appointment of the data book.

Participant 9:

- The participant couldn't find the Notification interface. she thought it was in my, so she didn't find it at first.
- He didn't know how to use the map to find a doctor