

# HealthSync

Phase 1 Report – User and Task Analysis

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# Project's idea description

- The **HealthSync** app aims to help young people to be more mindful and organized regarding their health. To do that we want to provide a place where they can check and keep track of important medical information (vaccination records, medication, medical appointments, exam results...), in a way that is much more appealing and interactive for that age group, than the most well known apps used for similar purposes, by integrating with those features a lot of interactivity, and community aspects.

# Related apps / services / systems



# Questionnaire - Highlights

## Sample Size and Demographics:

- Sample size: 22 participants
- Predominant age group: 18-25
- Predominant gender: male

## Preferred Device:

- 59.1% of the participants prefer to use smartphones
- 36.4% of the participants prefer to use computers

## Healthcare App Usage:

- 18.2% have never used them
- 89.4% found the app easy to navigate through

## Patient Data Importance:

- 90.9% of the participants find useful to have all their medical data in just one app

## Notification and custom notes:

- 90.9% of the participants found helpful to have notifications to remind them to take medication on time
- 68.2% participants think that sometimes it would be useful to be able to take custom notes about medical appointments in the app

## Communication:

- 40.9% of the participants prefer to meet with healthcare professionals in person, while 31.8% prefer to text chat with them
- 31.8% of participants find it useless to be capable to communicating with each other through the app while other 31.8% consider this feature ot be of small importance

## Engagement:

- 40.9% of participants agree there is a lack of “fun factor” in this kind of apps

# PACT Analysis

## People:

- **Technological expertise:** Different levels of technological proficiency
- **Health awareness:** Some may have limited health knowledge

## Activities:

- Managing medications and reminders.
- Scheduling medical appointments.

## Context:

- **Environment:** App should work seamlessly at home, school, and clinics.

## Technologies:

- **Smartphones:** useful for receiving notifications to remind users to take the prescribed medication and managing a schedule with all the medical appointments and exams.

# Sarah Johnson



Age: 32

Education Level: BBA (Bachelor of Business Administration)

Occupation: Marketing Manager

Family: Single, No children

Location: London, UK

Preferred devices: Mobile Phone

Responsible

Organized

## Lifestyle

Sarah is a busy working professional who values her health and well-being. She's well-educated and tech-savvy, always looking for convenient solutions to manage her health and medical-related tasks efficiently. She lives in a bustling city and has a hectic work schedule, often making it challenging to keep track of her medical appointments, prescriptions, and vaccination records.

## Needs

- Sarah wants a centralized platform to store and manage her health records, including vaccination cards, test results, and prescription details.
- She needs a feature that sends her reminders for upcoming medical appointments and allows her to schedule appointments conveniently through the app.
- Easy access to her COVID-19 vaccination certificate is essential for travel and attending events. She wants to store this digitally within the app.
- Integration with her calendar app will help her see her medical appointments and health-related tasks alongside her work and personal commitments.

## Pain Points

- Sarah frequently visits various healthcare providers, leading to a pile of paperwork that's hard to organize. She often struggles to locate her vaccination card, test results, and prescription information when needed.
- With her busy life, Sarah often forgets to schedule medical appointments in advance. She needs a reminder system to keep her appointments in check.
- Sarah has a few prescription medications she takes regularly. She often forgets to refill them and sometimes misses doses due to her hectic schedule.
- With the ongoing COVID-19 pandemic, Sarah needs easy access to her vaccination records and COVID-19 certificates for travel and access to certain venues.

# Richard Anderson



Age: 65

Occupation: Retired

Family: Married, 2 children

Location: Birmingham, UK

Preferred devices: Computer

Lazy

Patient

Caring

## Lifestyle

Richard is a retired individual who has spent most of his life working in the construction industry. He lives in a suburban neighborhood and is enjoying his retirement by pursuing hobbies like gardening, woodworking, and spending time with his grandchildren. Richard grew up in a time before smartphones and modern technology became widespread, so he may not be as tech-savvy as younger generations.

## Needs

- Richard needs a straightforward and user-friendly app that helps him manage his medical appointments, prescriptions, and health records without being overly complicated.
- He wants an app that sends reminders for taking medications and refilling prescriptions to ensure he stays on top of his health.
- An option to track and manage the healthcare needs of his family members would be valuable.
- The app should be easy to use, with clear instructions and support for users like Richard, who may not be tech-savvy.

## Pain Points

- As he's getting older, Richard must manage various health-related appointments, medications, and regular check-ups. Keeping track of all these can be overwhelming.
- Richard is not as comfortable with smartphones and computers as younger generations. He often finds it challenging to use apps and digital tools.
- He's also concerned about the health of his family members, including his spouse and children, and wants to keep track of their medical records and appointments.

# Activity Scenario 1

Sarah Johnson has been planning a trip to visit her family in another country. Before traveling, she needs to access her COVID-19 vaccination certificate, which can be found in the *HealthSync* app.

Sarah takes out her iPhone and opens the app to access her vaccination records.

Sarah sees her COVID-19 vaccination certificate listed. She opens it to view the certificate.

Sarah decides to save a digital copy of the certificate to her phone's gallery for easy access while traveling. She also shares a screenshot of the certificate with her airline's app as it's required for her flight.

While in the app, Sarah notices that her COVID-19 certificate will expire soon. She goes to the app's calendar and adds a reminder for herself to schedule the booster shot appointment when she gets back home.

With her COVID-19 certificate saved and a reminder set for her booster shot, Sarah feels well-prepared for her upcoming trip. She appreciates the convenience of having all her health-related information in one place with the *HealthSync* app.

# Activity Scenario 2

One morning, Richard Anderson is sipping his coffee and looking at his handwritten calendar, where he's noted down upcoming medical appointments for himself. He realizes that he needs a more efficient way to manage these appointments and receive timely reminders.

Richard picks up his smartphone, opens the *HealthSync* app and enters the details of his next doctor's appointment. He adds the date, time, location, and purpose of said appointment.

Richard sets reminders to be sent to his smartphone. He chooses to receive a reminder one day before, two hours before, and 30 minutes before each appointment, ensuring he doesn't forget.

After adding the appointments, he sees a calendar view that displays all the appointments in a clear and organized manner.

Richard notices that he made a mistake in the location of his appointment. He taps on the appointment, edits the location, and saves the changes.

Over the next few days, Richard receives reminders on his smartphone about the upcoming appointments. He appreciates the convenience and peace of mind that the app provides.

On the day of the appointment, Richard arrives at the respective healthcare facilities on time, thanks to the timely reminders from *HealthSync*.

After the appointment, Richard updates the app with any relevant information provided by the healthcare providers, such as prescription details or next appointment dates.

Richard feels relieved that he no longer needs to rely on handwritten notes and can easily manage his family's medical appointments with *HealthSync*. He's pleased with how user-friendly and reliable the app has been in simplifying this aspect of his life.

# Functionalities and tasks

- ✓ **Digital Exam Results:**  
Instant access to exam results through the app.
- ✓ **Medical Appointment Scheduling:** A streamlined system to schedule medical appointments.
- ✓ **Comprehensive Calendar:**  
A feature-rich calendar to track past and upcoming appointments, serving as both a visual checklist and contributing to the badge system.

