



DESIGN THINKING

INNOVATION FOR DISADVANTAGED GROUP

GROUP 5

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*Healthcare
App for Elderly
People*



Evercare

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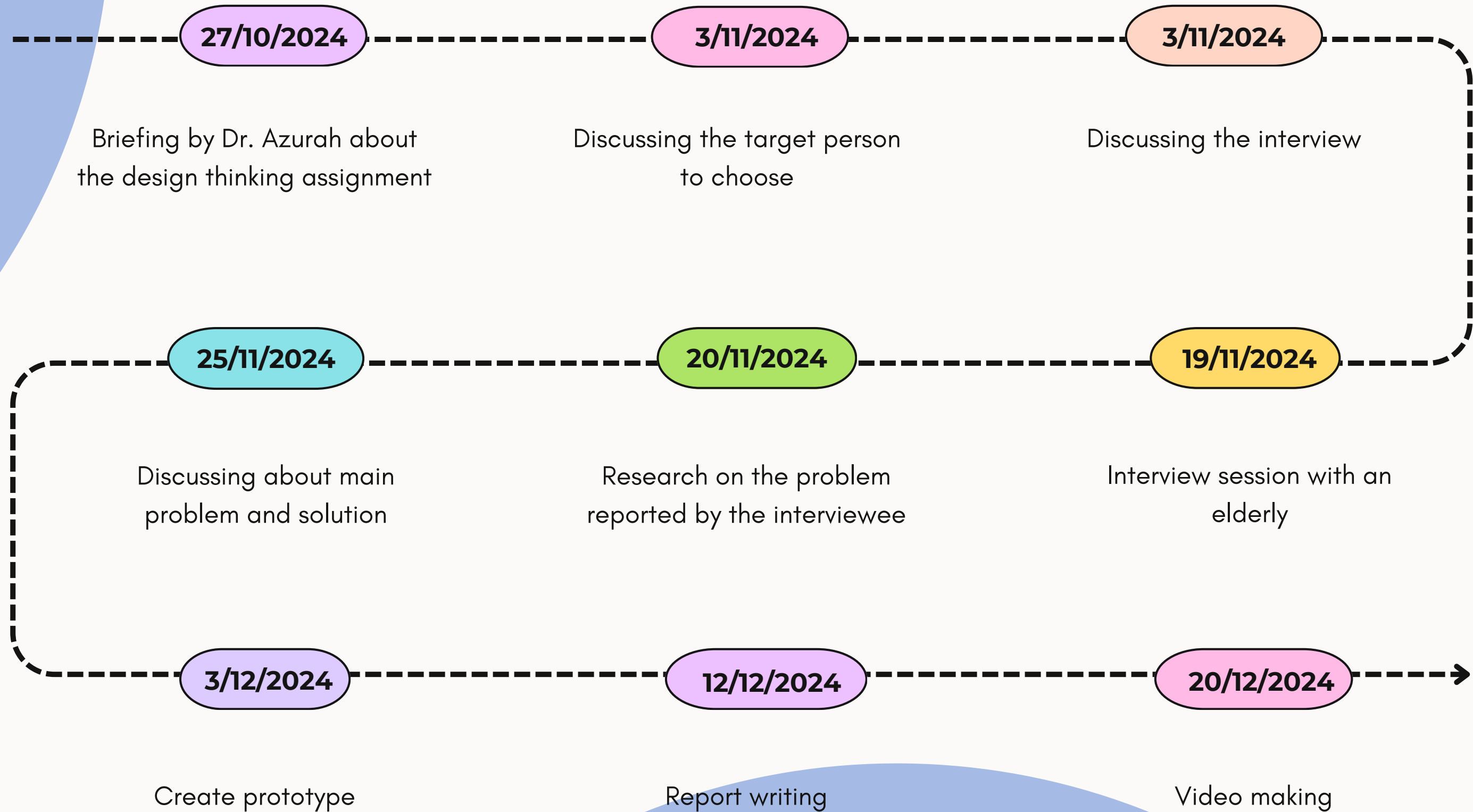
INTRODUCTION

A WONDERFUL APPLICATION THAT HAVE THE ABILITY TO SOLVE EACH PROBLEM OF ELDERLY PEOPLE IN MANAGING THEIR HEALTH.

BY UTILIZING MODERN TECHNOLOGY, “EVERCARE” PROVIDES COMPLETE HEALTHCARE SOLUTIONS THAT DESIGNED SPECIFICALLY BASED ON THE NEEDS OF ELDERLY PEOPLE TO ENSURE THEM TO LIVE AN INDEPENDENT LIFESTYLE



TIMELINE



Objectives

Understand challenges faced by elderly individuals in managing health and well-being.

Interviewee

- Name: Beh Ken Seong
- Shared **personal experiences** and challenges.

Empathy

Challenges Identified

- Insufficient **parking spots**.
- **Long queues** at healthcare facilities.

Desired Solution

- A healthcare app with:
- **Appointment booking** features
- Additional features that will improve their healthcare experience such as **AI chatbot, health monitoring features** and many more.

DEFINE

HEALTH MONITORING

- Blood Sugar
- Blood Pressure
- Cholesterol

CHALLENGES IN ELDERLY HEALTHCARE

ACCESSIBILITY

- Parking issues
- Long Queues

WELL-BEING

- Relaxation tools
- Sleep improvement

USER EXPERIENCE WITH TECHNOLOGY

- Difficulty navigating complex apps
- Need for simple and user-friendly interfaces

“How might we create a healthcare app that not only tracks vital health indicators but also simplifies access to services and incorporates relaxation tools to enhance the quality of life for elderly individuals?”

IDEATE

ADDRESSING THE ISSUES

After a few discussions were held, we all reached an agreement to develop an application to allow the elders to manage their health by including following key features:

KEY FEATURES

Appointment
Booking

Medication
Reminders

Emergency
Option

Medical
Centre

Disease
Detection
Using
Intergrated AI

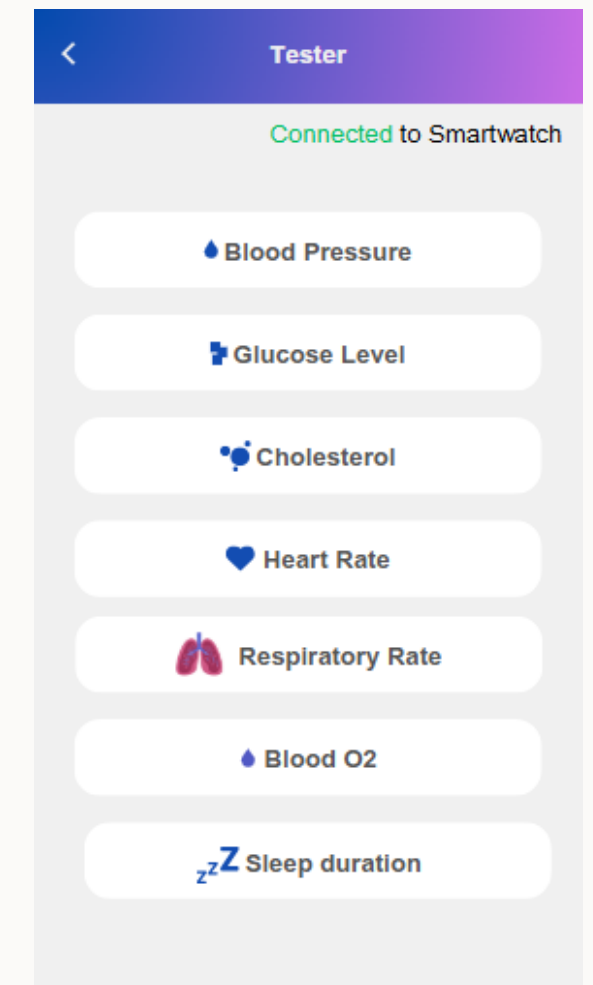
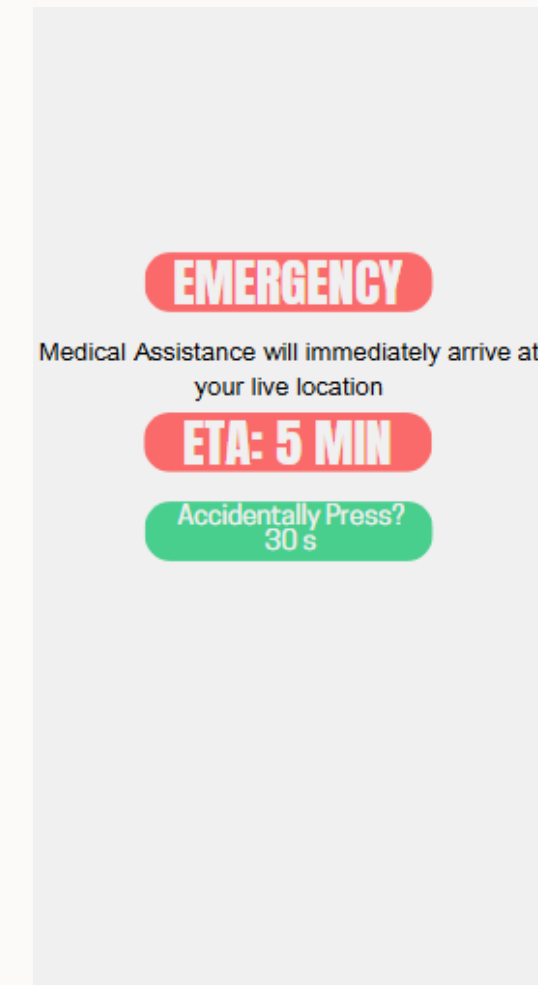
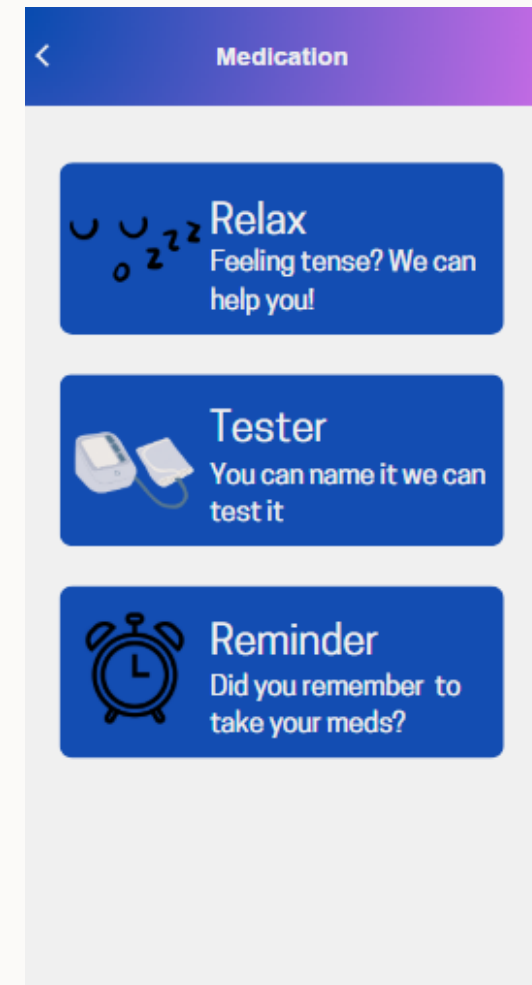
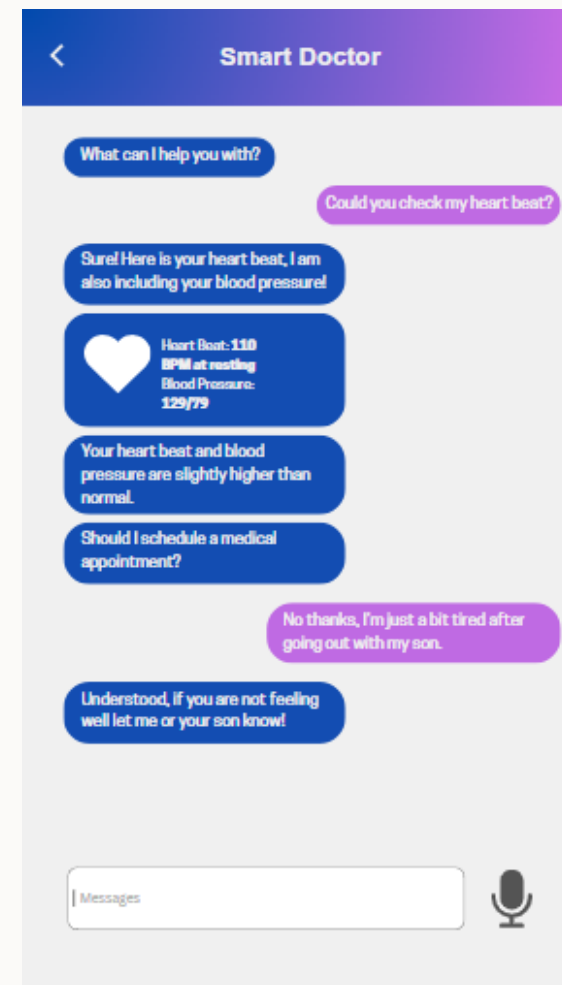
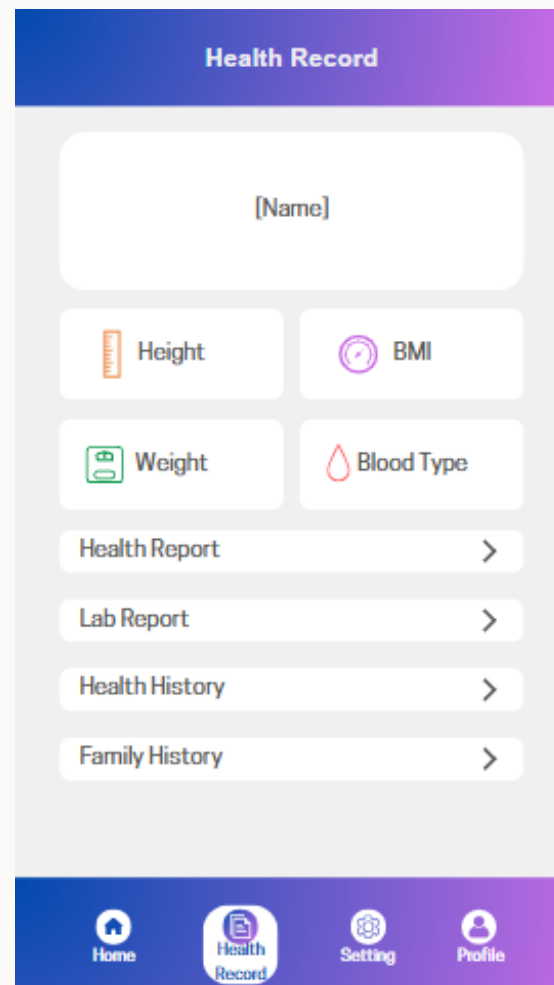
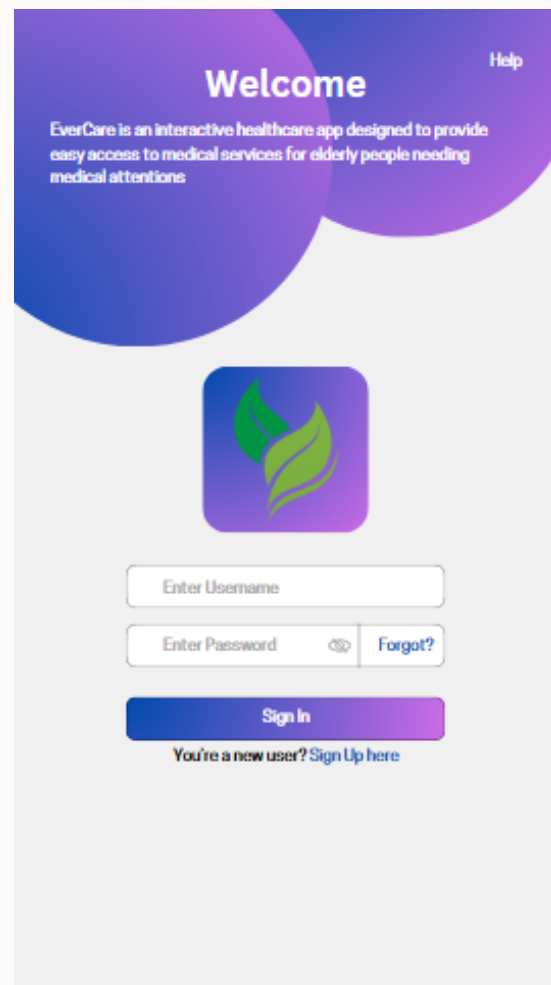
AI Chat Box

Health Test

Health History

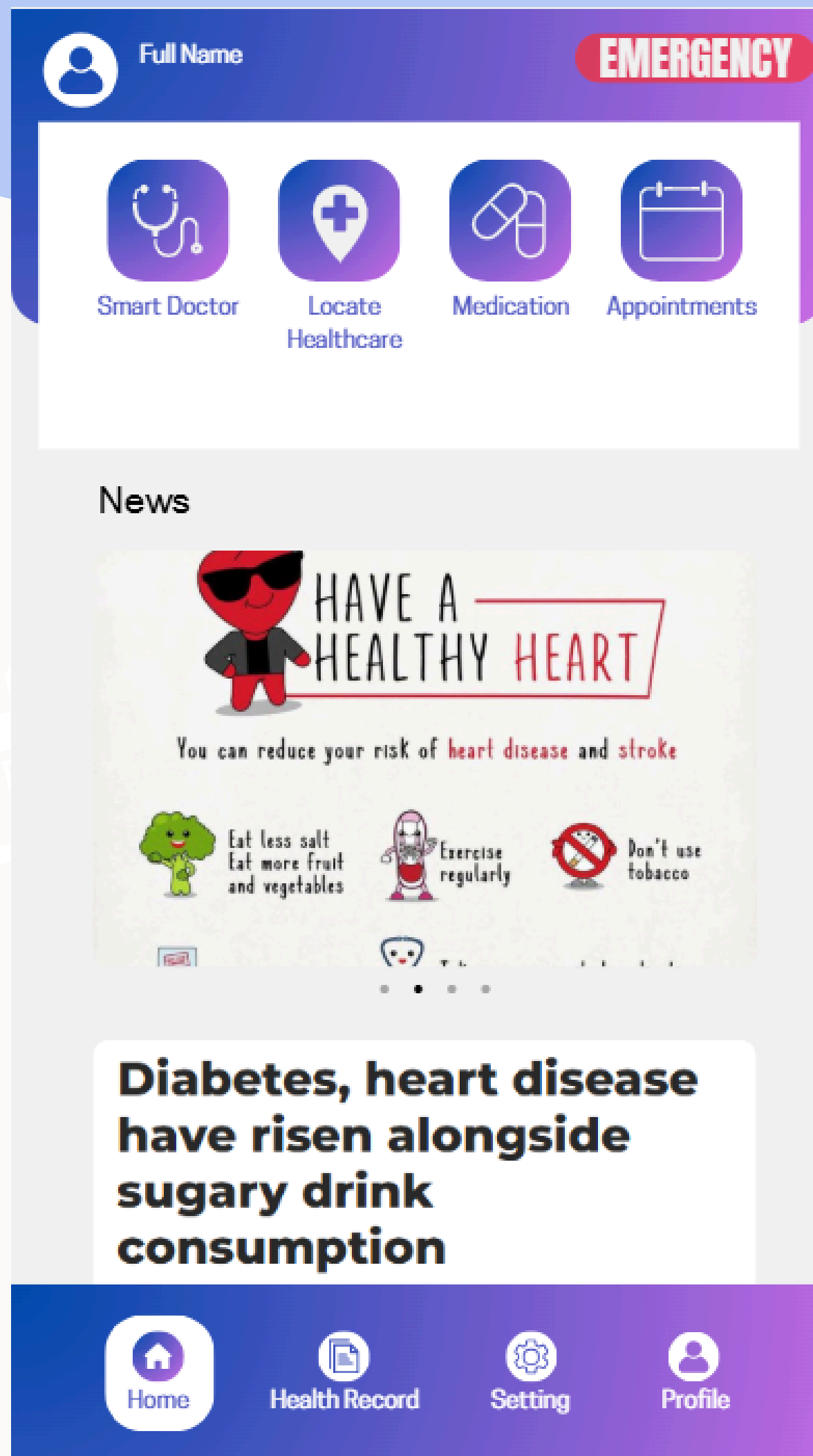


PROTOTYPE



TEST



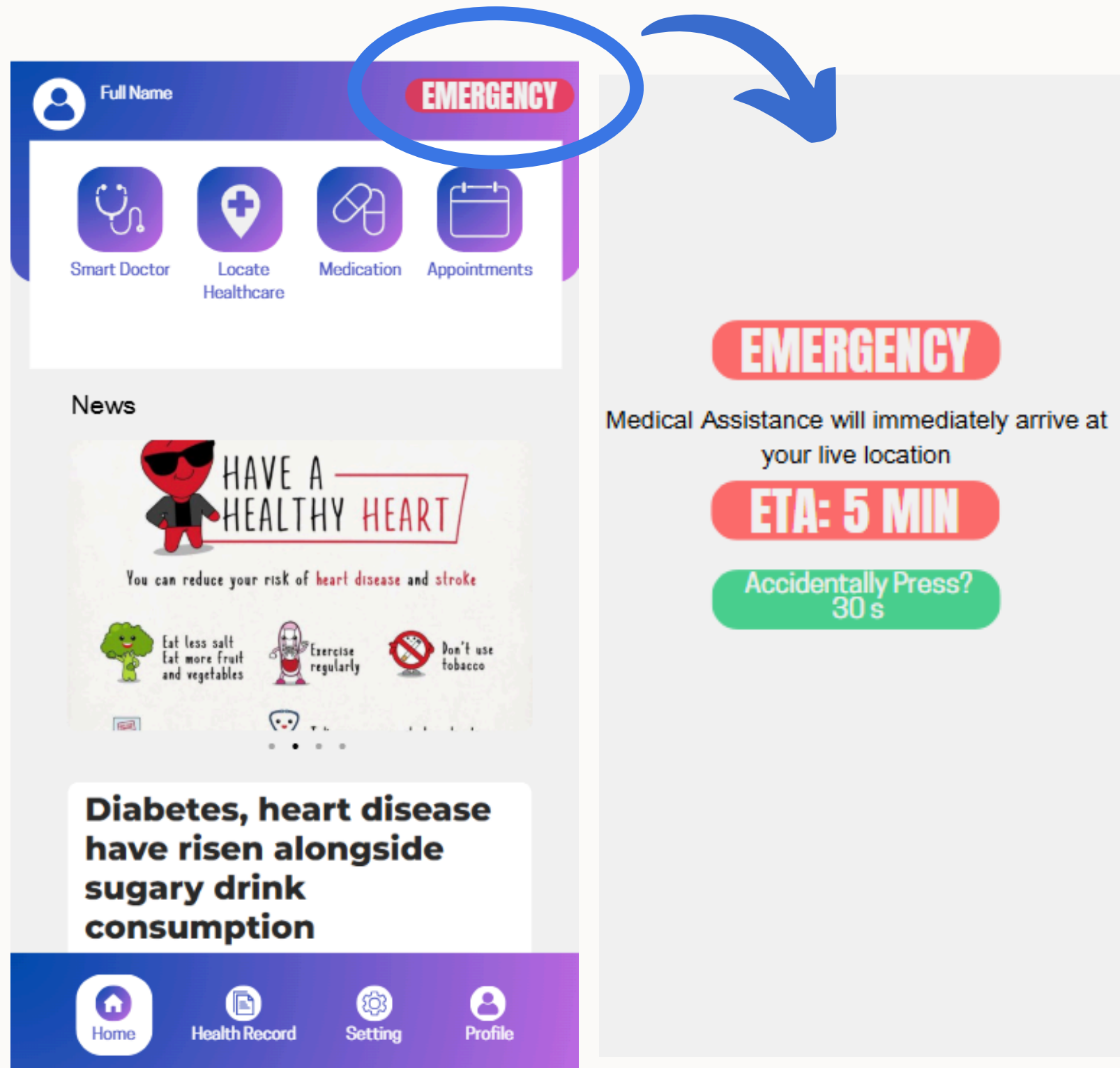


TEST

Dashboard



TEST

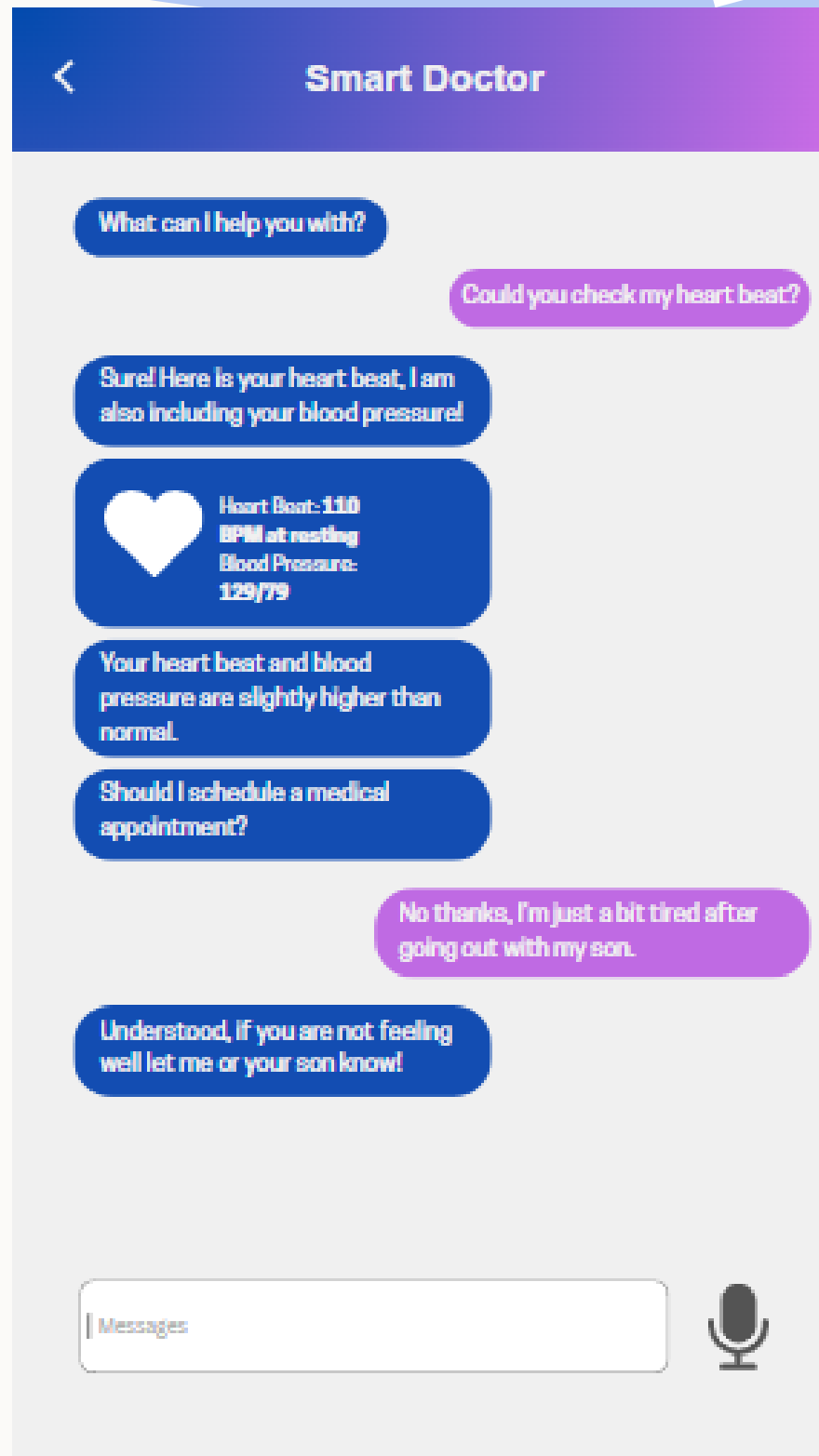


Emergency Option

- Appear when the user presses the emergency button on the **upper right side of the home page**.
- Immediately **alert the medical assistant** at the **nearest clinic or hospital**
- In some cases where users accidentally press the button, they have 30 seconds to cancel it.



TEST

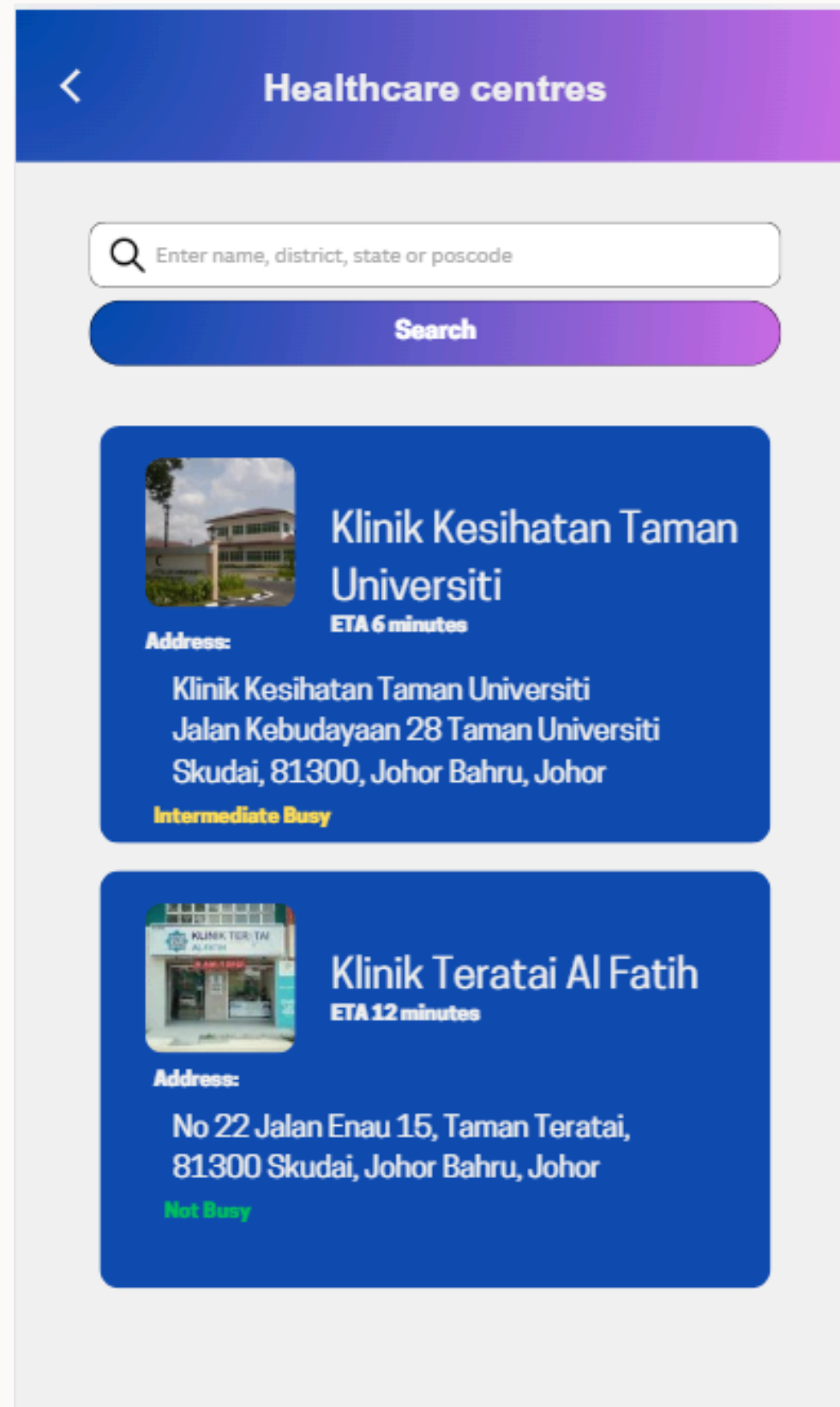


Artificial Intelligence (AI) Chat Box

- Enables user to ask any questions regarding the app or their health concerns
- Can detect the heart rate and blood pressure of the user through the linked smartwatch
- Can give medical advice based on the symptoms or illness that the user experiences



TEST

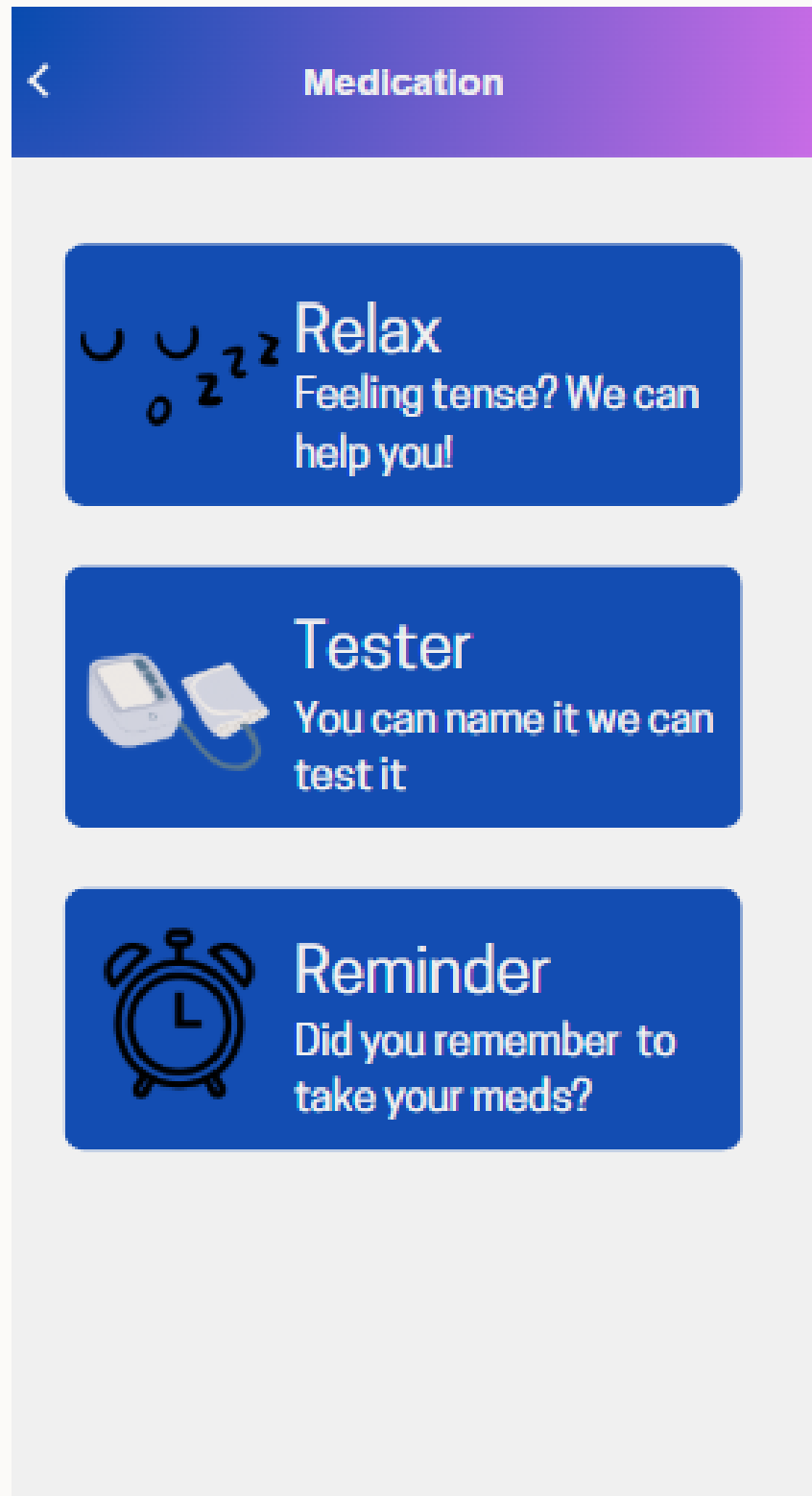


Healthcare Centres

- Location of the closest clinics or hospitals in case the user wants to visit for health check-ups
- Inform the user whether the healthcare center is busy or available for a visit.
- Making it easier for users to visit and eliminating the need to wait long at the centre



TEST



MEDICATION

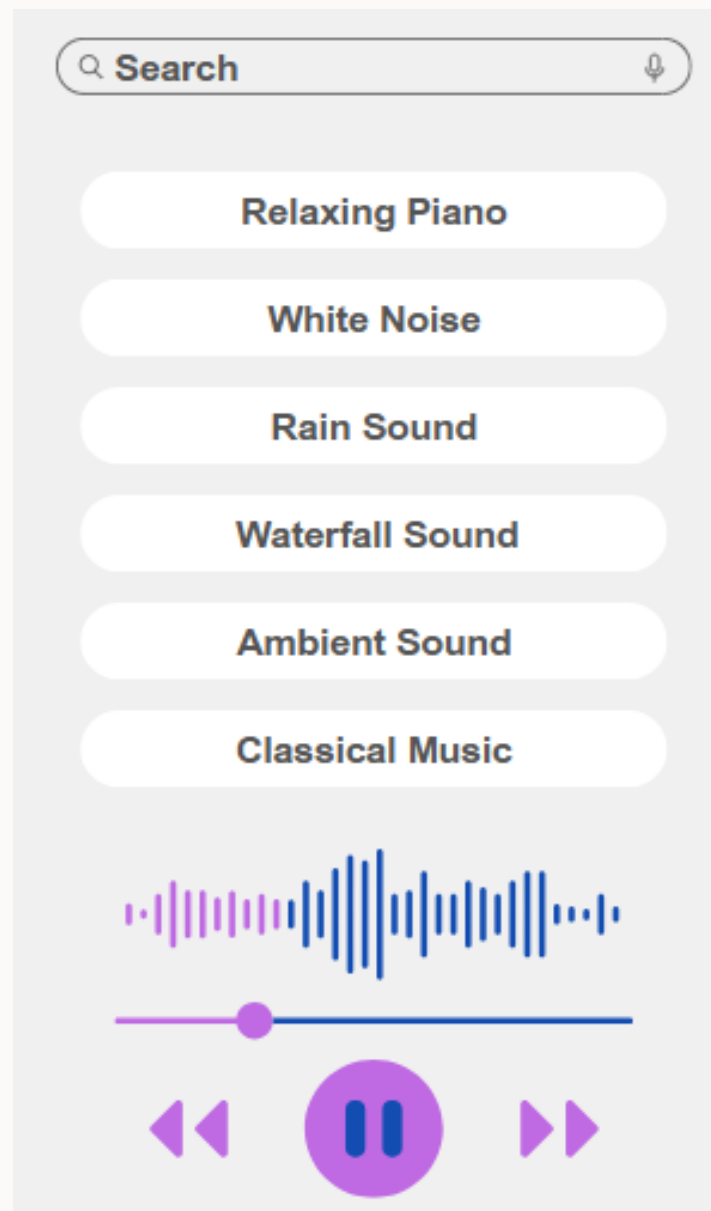
Helps the user in various ways such as

- relaxing methods
- tester
- medication intake reminder



TEST

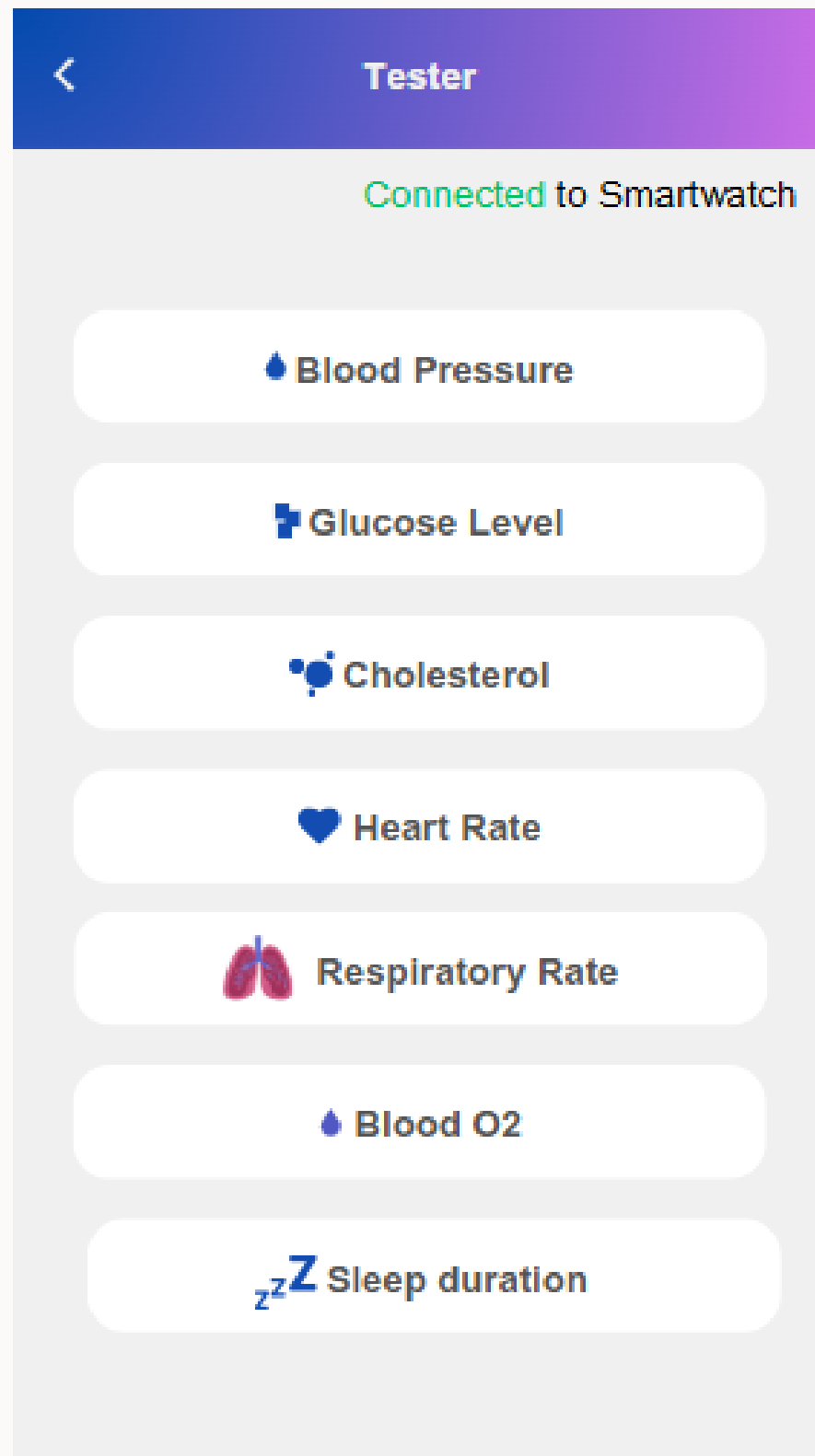
Relax



- Helps the user to [relax through music](#)
- Users can choose from a variety of sounds or music to help them fall asleep or simply relax and unwind.



TEST



Tester

- Users can [track their heart rate](#) and much more here
- This feature is linked to the user's smartwatch for accurate result



TEST

Reminder



**Amlodipine
(Hypertension)**
12 tablet(s) left
9.00 p.m



**Glipizide
(Diabetes)**
32 tablet(s) left
8.00 a.m



**Alendronate
(Osteoporosis)**
22 tablet(s) left
8.00 a.m

Add Medicine

- Assist the user by reminding them of medication intake
- Convenient for users who tend to forget to take them



TEST

Appointment

- This feature offers many types of appointments that may be available for users.
- Users need to select an appointment that they want to book
- Shows the user the closest health center where they can book the appointment
- Ask the user to select the available time slot based on the user's convenience.
- Automatically schedule the appointment for users.

Appointments

Select a service

- Outpatient Treatment**
Treatment for non-emergency cases
- Health Checkup**
Routine checkup for blood pressure, blood sugar level and consultation
- Dietary Consultation**
Personalized nutritional advice to support health and manage medical conditions
- Diabetes & Hypertension Screening**
Consultation and screening on diabetes and hypertension and treatment if needed
- Dental Check Up**
Dental services for examination, consultation and treatment

Appointments

Dietary Consultation
Please choose a health centre:

- Klinik Kesihatan Taman Universiti**
Address: Klinik Kesihatan Taman Universiti, Jalan Kebudayaan 28 Taman Universiti, Skudai, 81300, Johor Bahru, Johor
- Klinik Teratai Al Fatih**
Address: No 22 Jalan Eneau 15, Taman Teratai, 81300 Skudai, Johor Bahru, Johor

Appointments

Dietary Consultation:
Klinik Teratai Al Fatih

Sunday, 22 December 2024
Please choose the available time slot:

- 9.00 a.m.
- 10.00 a.m.
- 11.00 a.m.
- 12.00 p.m.
- 2.00 p.m.

Monday, 23 December 2024
Please choose the available time slot:


- 9.00 a.m.
- 10.00 a.m.
- 11.00 a.m.
- 12.00 p.m.
- 2.00 p.m.


TEST





Health Record

[Name]

 Height

 BMI

 Weight

 Blood Type

Health Report >

Lab Report >

Health History >

Family History >

Home

Health Record

Setting

Profile

Health Record

- Store all **health information** of the user for easier use of the app
- This feature enables users to **keep track of their health records** and doctors to know their health history for a more accurate and effective diagnosis.



TEST



Family Medical History

Please tick if your family has any following conditions :

- ☐ Hypertension
- ☐ Diabetes
- ☐ Stroke
- ☐ Heart Disease
- ☐ Cancer
- ☐ Mental Illnes
- ☐ Tuberculosis
- ☐ Hypercholesterolemia
- ☐ Other:



Health History

Please tick if you have any following conditions :

- ☐ Hypertension
- ☐ Diabetes
- ☐ Stroke
- ☐ Arthritis
- ☐ Osteoporosis
- ☐ Pneumonia
- ☐ Alzheimer
- ☐ Parkinson's Disease
- ☐ Kidney and Urinary Tract Disorders
- ☐ Dental and Oral Health Issues
- ☐ Heart Failure
- ☐ COPD
- ☐ Vision and Hearing Impairments
- ☐ Other:

Health History

- Ask users about their health history and **family medical history**
- **Easier to determine** the risk of getting any potential diseases

PROBLEMS



Consider their
pain as normal
and did not seek
health check-ups

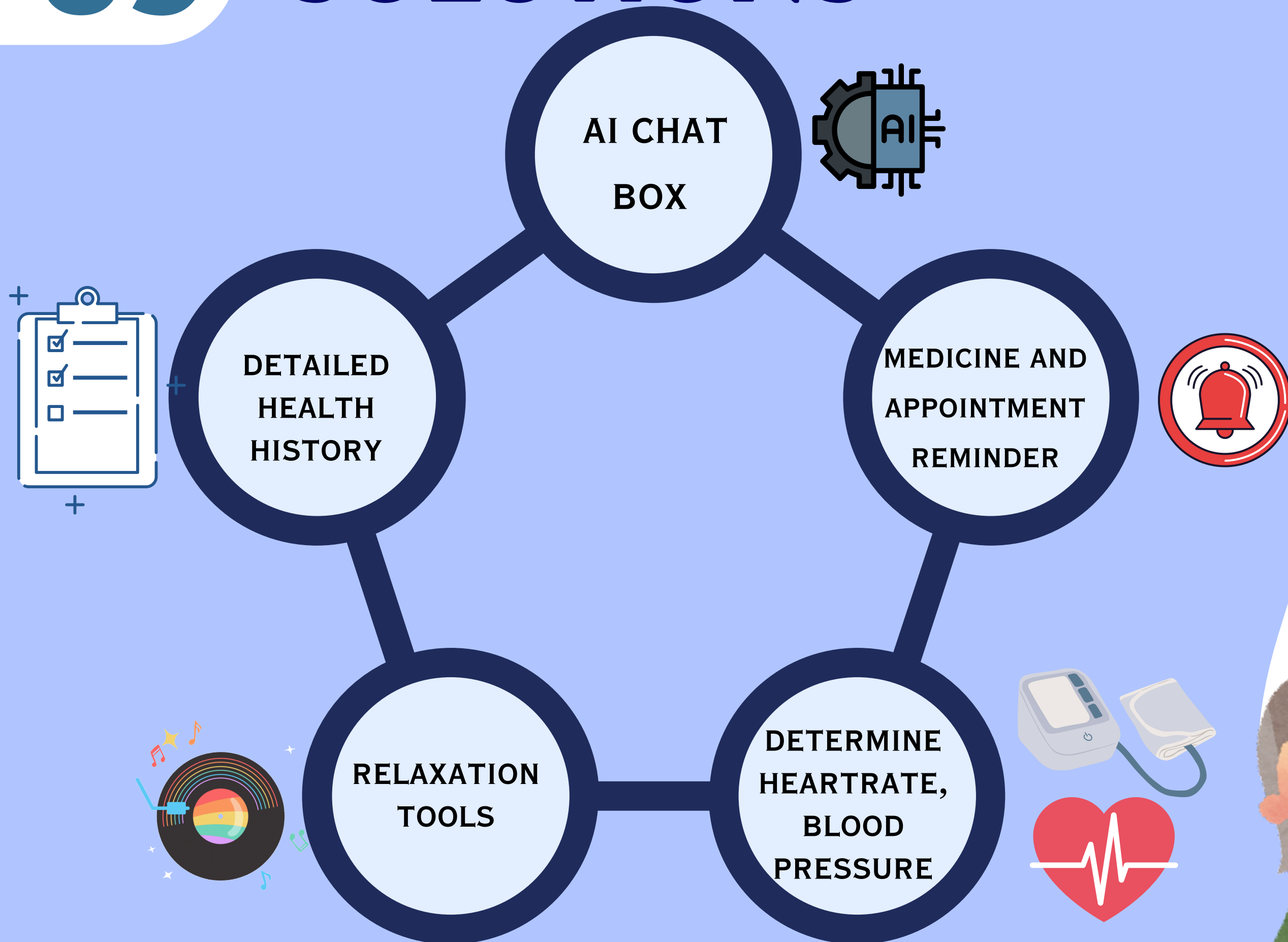
Transportation
issues

Long queues
can exhaust
them



09

SOLUTIONS



CONCLUSION

All in all, working on the EVERCARE app has been an eye-opening experience for our team. It allowed us to learn more about the [difficulties elderly people have to deal with](#) on a daily basis, such as keeping track of appointments, managing their health, and providing healthcare services. By applying the design thinking approach, we gained a deeper understanding of these issues and developed a useful and significant solution.

We developed an app with features like medication reminders, symptom analysis, an AI chatbot, and even an emergency alert system to [help elderly people live simpler lives](#) through brainstorming and teamwork between each member. Despite obstacles like juggling hectic schedules and few in-person meetings, we managed to overcome them with cooperation and effective communication with each other.

This project reminded us of the power of technology to improve lives and gave us valuable skills that we'll carry forward in our future careers. Most importantly, it showed us the importance of empathy and creating solutions that truly make a difference.

**THANK YOU FOR
LISTENING~**

