



Care Connect

Doctor Channelling System

Care Connect – Doctor Booking Web App

"A web app that simplifies doctor appointment booking with a clean 3-step flow."

Overview

Problem Statement

Booking doctor appointments often requires physically visiting hospitals or calling during limited hours, which is inconvenient for:

- Busy professionals with limited free time.
- Elderly patients who struggle with travel.
- Families managing multiple dependents.
- Rural residents far from urban hospitals.

Goal

To create a **trustworthy, user-friendly, and accessible platform** where patients can easily register, search for doctors, and manage appointments without physically visiting the hospital.

My Role

- UX Research (personas, pain points, competitor analysis)
- Wireframing & UI Design (low-fi & high-fi)
- Responsive Design Implementation
- UX/UI Designer
- Prototype Creator
- Presenter

Tools

- Figma (wireframes, prototype, UI)
- Miro (brainstorming, journey map)
- Google Forms (survey)
- Notion (documentation)

Timeline

Care Connect- Project Timeline

Task	Week 1 (Jul 1–7)	Week 2 (Jul 8–14)	Week 3 (Jul 15–21)
UX Research & Personas	✓		
Wireframes & Design System	✓	✓	
UI Design (High-Fidelity Screens)		✓	✓
Testing & Feedback			✓

Research

Personas

Persona 1 – Amira (Busy Professional)

- **Age:** 28
- **Occupation:** Software Engineer
- **Location:** Colombo, Sri Lanka
- **Tech Comfort:** High

Bio: Amira works long hours and struggles to find time for hospital visits. She needs a fast, reliable way to book appointments after work.

Goals:

- Book an appointment in minutes.
- Receive instant confirmation.

Pain Points:

- No time to stand in queues.
- Frustrated with calling hospitals during limited hours.

Motivations:

- Convenience and efficiency.
- Ability to manage health without disrupting her busy schedule.
- Prefers digital-first solutions that save time.

Tech Behavior:

- Uses smartphone for most tasks (Android + iOS apps).
- Comfortable with mobile payments and online booking apps.
- Often accesses services late at night after work.



AMIRA

Age: 28
 Occupation: Software Engineer
 Location: Colombo, Sri Lanka
 Tech Comfort: High

Bio

Amira works long hours and struggles to find time for hospital visits. She needs a fast, reliable way to book appointments after work.

Goals

- Book an appointment in minutes
- Receive instant confirmation

Pain Points

- No time to stand in queues
- Frustrated with calling hospitals during limited hours

Tech Behavior

- Uses smartphone for most tasks.
- Comfortable with mobile payments and online booking apps.
- Often accesses services late at night after work.

Motivations

- Convenience and efficiency.
- Ability to manage health without disrupting her busy schedule.
- Prefers digital-first solutions that save time.

Persona 2 – Rahim (Elderly Patient)

- **Age:** 55
- **Occupation:** Retired Teacher
- **Location:** Galle, Sri Lanka
- **Tech Comfort:** Low

Bio: Rahim is retired and frequently needs medical checkups. He finds complex systems overwhelming and prefers simple interfaces.

Goals:

- Easily read and navigate the platform.
- Get appointment reminders without stress.

Pain Points:

- Not tech-savvy.
- Finds travel exhausting.

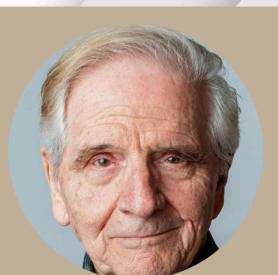
- Struggles with overly complicated booking systems.

Motivations:

- Wants independence in managing his own health.
- Desires reassurance through clear reminders and confirmations.
- Values trust and simplicity over advanced features.

Tech Behavior:

- Mostly uses a basic Android phone.
- Limited experience with apps; prefers clear step-by-step guidance.
- Relies on SMS reminders more than push notifications.



RAHIM

Age: 55
Occupation: Retired Teacher
Location: Galle, Sri Lanka
Tech Comfort: Low

Bio

Rahim is retired and frequently needs medical checkups. He finds complex systems overwhelming and prefers simple interfaces.

Goals

- Easily read and navigate the platform.
- Get appointment reminders without stress.

Pain Points

- Not tech-savvy.
- Finds travel exhausting.
- Struggles with overly complicated booking systems.

Motivations

- Wants independence in managing his own health.
- Desires reassurance through clear reminders and confirmations.
- Values trust and simplicity over advanced features.

Tech Behavior

- Mostly uses a basic Android phone.
- Limited experience with apps; prefers clear step-by-step guidance.
- Relies on SMS reminders more than push notifications.

Persona 3 – Nirmala (Rural Mother of Two)

- **Age:** 35
- **Occupation:** Homemaker

- **Location:** Anuradhapura, Sri Lanka
- **Tech Comfort:** Medium

Bio: Nirmala lives far from the nearest hospital and manages healthcare for her children. Rescheduling appointments is especially difficult.

Goals:

- Book appointments remotely.
- Reschedule without visiting the hospital.
- Save time on unnecessary travel.

Pain Points:

- Hospital 40 km away.
- Difficulty rescheduling when kids fall sick.
- Limited access to reliable booking options.

Motivations:

- Needs reliable healthcare access for her children.
- Wants to save travel time and costs.
- Seeks flexibility in booking and rescheduling appointments.

Tech Behavior:

- Uses a mid-range smartphone with 4G internet.
- Familiar with apps like WhatsApp, Facebook, and mobile banking.
- Prefers simple, mobile-responsive designs with offline accessibility.



Nirmala

Age: 35

Occupation: Homemaker

Location: Anuradhapura,
Sri Lanka

Tech Comfort: Medium

Bio

Nirmala lives far from the nearest hospital and manages healthcare for her children. Rescheduling appointments is especially difficult.

Pain Points

- Hospital 40 km away.
- Difficulty rescheduling when kids fall sick.
- Limited access to reliable booking options.

Goals

- Book appointments remotely.
- Reschedule without visiting the hospital.
- Save time on unnecessary travel.

Motivations

- Needs reliable healthcare access for her children.
- Wants to save travel time and costs.
- Seeks flexibility in booking and rescheduling appointments.

Tech Behavior

- Uses a mid-range smartphone with 4G internet.
- Familiar with apps like WhatsApp, Facebook, and mobile banking.
- Prefers simple, mobile-responsive designs with offline accessibility.

Pain Points

- Difficulty finding doctors by specialization and city.
- Lack of mobile-responsive hospital booking systems.
- Long waiting times and no easy rescheduling.
- Poor communication (no clear notifications or reminders).

Competitor Analysis

Competitors Analyzed:

- **Doc990 (Sri Lanka):** Good doctor availability and SMS reminders, but cluttered UI and slow mobile site.
- **MyDoctor.lk:** Offers chat with doctors but lacks clean navigation and modern UI.

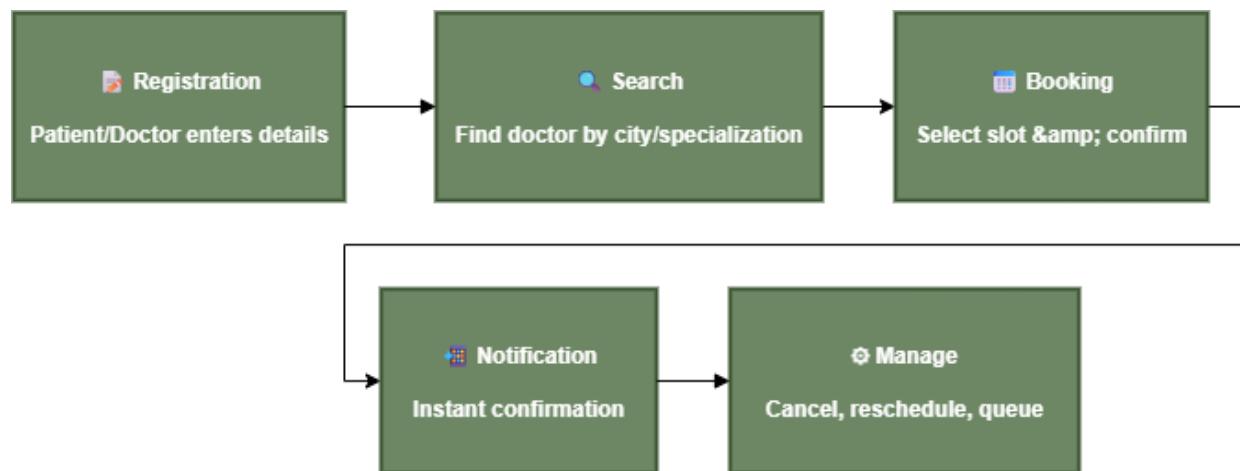
- **Practo (India):** Strong search and filter options, but too feature-heavy for simple appointment booking.

Care Connect's Edge:

- Cleaner, **3-step booking flow**.
- Focus on **readability and simplicity** for elderly + rural users.
- Strong **mobile-responsive design** unlike most Sri Lankan competitors.

Process

User Journey



Wireframes

Home page



CARE CONNECT

Home My Bookings Appointments About Us Contact

Login

Smart Hospital Booking with Care Connect

Register, search, book and manage – everything in one smart system.

Buttons

Buttons

Buttons

Buttons

Buttons

Search Specialization

mm/dd/yyyy

City/Hospital

Buttons

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About us



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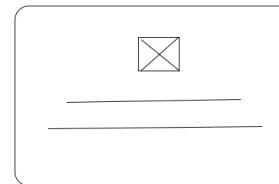
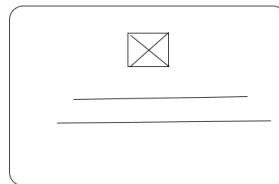
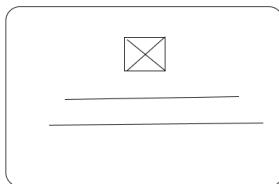
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About Care Connect

Our Vision

Our Mission

Meet Our Team



Want to experience smarter healthcare?

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Patient Signup



CARE CONNECT

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Patient Sign Up

Full Name

Email

Mobile

Password

Button

Already have an account? [Login](#)

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Doctor Signup



CARE CONNECT

[Home](#) [Doctors](#) [Appointments](#)

[Login](#)

Doctor Registration

Full Name

Email Address

Phone Number

Specialization

Hospital/Clinic

Years of Experience

Brief Profile

Button

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Find Doctors



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Home My Bookings Appointments About Us Contact

Login

Find Doctors

Doctor Name

Speacialization

City/ Hospital

Available Date

Button

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Book appointment



CARE CONNECT

Home Doctors My bookings Contact

Login

Book Your Appointment

Full Name

Contact Number

Email Address

Hospital

Doctor

Date

Preferred Time

Sign In

Book Appointment

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Payment portal

The screenshot shows a web-based payment portal for 'CARE CONNECT'. At the top, there is a logo and navigation links for Home, Doctors, Appointments, Request Refund, Contact, and a prominent 'Login' button. The main interface is divided into two main sections: 'Appointment Summary' on the left and 'Payment Gateway' on the right.

Appointment Summary: This section contains four horizontal lines for displaying appointment details.

Payment Gateway: This section includes fields for Cardholder Name, Card Number, Expiry Date, and CVV. It also features an 'Or Choose Method' section with buttons for UPI and NetBanking, and a large 'Pay Now' button at the bottom.

At the bottom of the page, there are links for Terms of Service, Privacy Policy, and Help, followed by a copyright notice: © 2025 CARE CONNECT. Designed for Smart Healthcare Solutions.

My bookings page



Current Bookings

Doctor	Specialization	Date	Time	Status	Actions

Previous Bookings

Doctor	Specialization	Date	Time	Status	Actions

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Reschedule appointment



Reschedule Your Appointment

New Date

New Time

Reason For Rescheduling

Buttons

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Request Refund

The screenshot shows a web application interface for requesting a refund. At the top left is the "CARE CONNECT" logo with a cross icon. To its right are navigation links: Home, Appointments, About us, Contact, and a "Login" button. The main content area has a title "Request Refund". Below it are several input fields: "Appointment ID" (empty), "Full Name" (empty), "Email Address" (empty), "Reason For Refund" (empty), "Payment Method" (empty), and a "Button" (empty). At the bottom of the page, there are links for "Terms of Service | Privacy Policy | Help" and a copyright notice: "© 2025 CARE CONNECT. Designed for Smart Healthcare Solutions."

CARE CONNECT

Home Appointments About us Contact Login

Request Refund

Appointment ID

Full Name

Email Address

Reason For Refund

Payment Method

Button

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Appointment queue



CARE CONNECT

[Home](#) [Appointments](#) [About Us](#) [Contact](#)

[Login](#)

Appointment Queue Overview

Total

Ongoing

Completed

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Contact us



CONTACT OUR TEAM

Your Full name

Your Email Address

Subject

Your Message

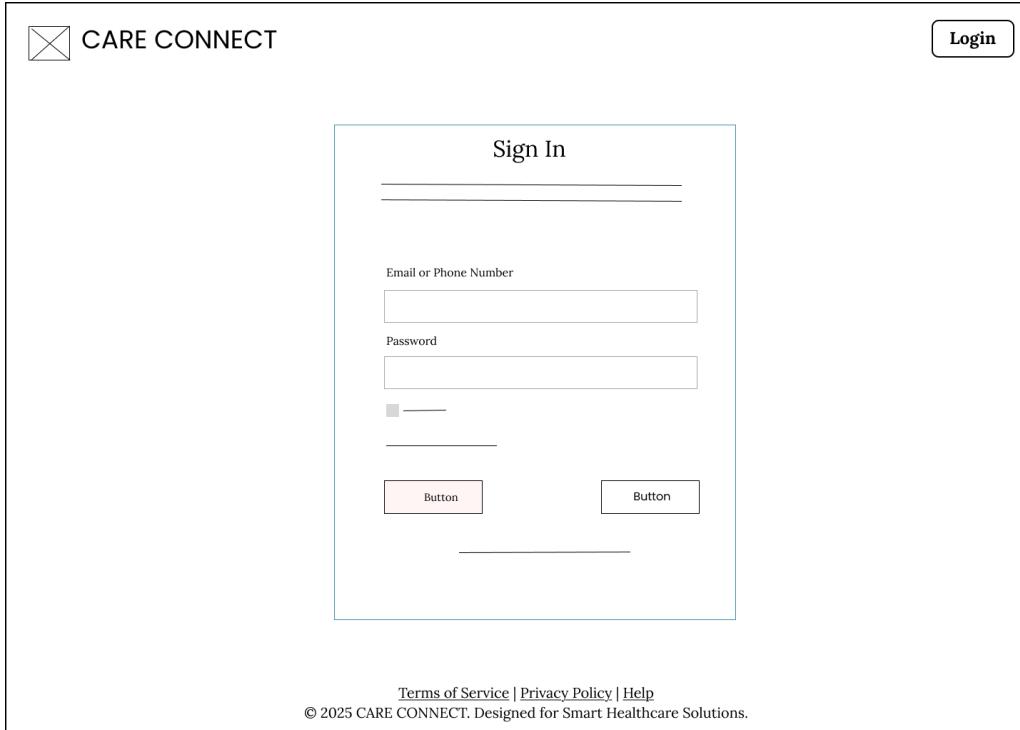
Button

Get in Touch

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Login in (doctor/ patient)



Design System

1. Color Palette

- **Primary Background (Dark)**: #0A0F24 → Used for homepage, header, footer.
- **Primary Text**: #FFFFFF → White text on dark background.
- **Secondary Background**: #FFFFFF → Clean white for internal page backgrounds.
- **Navigation Button**: #1F4555 → Used for navbar buttons and links.
- **CTA (Search / Book Buttons)**: #448CAC → Highlighted call-to-action.
- **Success State**: #28A745 → Green (e.g., booking confirmed).
- **Error State**: #DC3545 → Red (e.g., invalid input).
- **Neutral Gray**: #6C757D → For placeholders, disabled text, borders.

2. Typography Hierarchy

Font Family: *Lora* (serif, elegant for headings and inputs). Paired with *sans-serif* system font for balance if needed.

- **App Name (Logo/Brand):**
 - Font: Lora Bold
 - Size: 24 px (desktop), 20 px (mobile)
 - Color: #FFFFFF on dark header
- **Headings (H1–H3):**
 - H1: 28 px, Bold, #0A0F24
 - H2: 22 px, Semi-Bold, #1F4555
 - H3: 18 px, Medium, #1F4555
- **Body Text:**
 - 16 px, Regular, #0A0F24 on light background, #FFFFFF on dark background
- **Navigation Links:**
 - 17 px, Medium, #FFFFFF (default)
 - Hover: #448CAC underline
- **Buttons:**
 - 16 px, Semi-Bold, White text on primary button color
- **Form Labels:**
 - 14 px, Medium, #0A0F24
- **Input Text:**
 - 16 px, Regular, #0A0F24

3. Button Styles

- **Default:**

- Background: #1F4555 (nav) or #448CAC (CTA)
- Text: White, 16 px, Semi-Bold
- Border radius: 6 px
- Padding: 12 px top-bottom, 24 px left-right
- **Hover (Nav Links):**
 - Text: #448CAC
 - Decoration: Underline
- **Hover (CTA Buttons):**
 - Background: Darker shade of #448CAC
 - Cursor: Pointer
- **Disabled:**
 - Background: #6C757D
 - Text: #E0E0E0

4. Form Field Styles

- **Labels:** 14 px, Medium, #0A0F24, placed above inputs.
- **Input Fields:**
 - Background: White
 - Border: 1 px solid #6C757D (light gray)
 - Height: 44 px, Width: 320–400 px
 - Padding: 12 px left-right
 - Font: 16 px, Lora Regular, #0A0F24
- **Focus State:**
 - Border: 2 px solid #448CAC
 - Shadow: subtle glow (optional)
- **Error State:**

- Border: 2 px solid #DC3545
- Helper Text: 12 px, Red under field

5. Spacing & Grid System

- **Grid:** 12-column grid, 1140 px max content width (centered).
- **Gutter:** 20 px between columns.
- **Margins:** 80 px top/bottom for main sections.
- **Spacing System:**
 - Small = 8 px
 - Medium = 16 px
 - Large = 32 px
 - Extra Large = 64 px

UI Designs (Final Screen)

Screenshot (Mockups)

Home Page



Smart Hospital Booking with Care Connect

Register, search, book and manage – everything in one smart system.

[Register Patient](#)

[Register Doctor](#)

[Find Doctors](#)

[Book Appointment](#)

[View Queue](#)

Search Specialization

mm/dd/yyyy

City/Hospital

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patient Sign up page



Patient Sign Up

Full Name

Email

Mobile

Password

[Create Account](#)

Already have an account? [Login](#)

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Doctor Signup



Doctor Registration

Full Name

Email Address

Phone Number

Specialization

Hospital/Clinic

Years of Experience

Brief Profile

Optional

Register Doctor[← Back to Home](#)[Terms of Service](#) | [Privacy Policy](#) | [Help](#)

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Login Page



CARE CONNECT

Login

Sign In & SAVE

15% OFF on Service Fee

If you already have an account, please sign in to continue.

Email or Phone Number

Password

Keep me signed in

[Forgot password?](#)

[Back](#)

[Sign In](#)

Not yet registered? [Sign Up](#)

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Find Doctors



Find Doctors

Doctor Name

Enter doctor's name

Speacialization

Select Specialization

City/ Hospital

Enter Location

Available Date

mm/dd/yyyy



Search

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Book Appointment



Book Your Appointment

Full Name

Contact Number

Email Address

Hospital

Doctor

Date

Preferred Time

 [Sign In](#)

Book Appointment

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Payment Portal



Appointment Summary

Doctor:

Hospital:

Date & Time:

Consultation fee:

Payment Gateway

Cardholder Name

John M.Doe

Card Number

1234 56789 10123 456

Expiry Date

mm/ yy

CVV

123

Or Choose Method

[UPI](#)

[NetBanking](#)

Pay Now

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Reschedule



Reschedule Your Appointment

New Date

 mm/dd/yyyy

New Time

 Enter Your Full Name

Reason For Rescheduling

 Enter Your mail

Confirm Reschedule

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Request Refund



Request Refund

Appointment ID

Enter Your Appointment ID

Full Name

Enter Your Full Name

Email Address

Enter Your mail

Reason For Refund

Explain your reason clearly

Payment Method

Select Payment Method

Submit Request

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My bookings Page



Current Bookings

Doctor	Specialization	Date	Time	Status	Actions

Previous Bookings

Doctor	Specialization	Date	Time	Status	Actions

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Appointment Queue



Appointment Queue Overview

Total

Ongoing

Completed

Total

Ongoing

Completed

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About us



About Care Connect

Care Connect is a smart hospital booking platform designed to bridge the gap between patients and healthcare providers. Our mission is to deliver a fast, reliable, and secure way for patients to find the right doctors, book appointments, and manage their healthcare journey – all in one place.

Our Vision

To revolutionize healthcare access through digital transformation, making it efficient, inclusive, and patient-focused.

Our Mission

To provide a seamless, tech-driven platform that empowers users to search, schedule, and manage medical appointments with ease and confidence.

Meet Our Team



Dr. Nadeesha Fernando
Chief Medical Officer



Ruwan Perera
Lead Software Engineer



Shalini Jayawardene
Healthcare Advisor

Want to experience smarter healthcare?

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Contact us



CONTACT OUR TEAM

Your Full name

Your Email Address

Subject

Your Message

 Send Message

Get in Touch

Colombo, Sri Lanka
+94 77 123 4567
support@careconnect.lk
www.careconnect.lk

Our support team is available 24/7 to assist with your inquiries or booking concerns. We care for your care.



Prototype Link (Figma)

<https://embed.figma.com/proto/O9fwYfoTuEV7z1OC0zKpea/Untitled?node-id=283-31&t=pDWXvVtXxLLuYitN-1&embed-host=notion&footer=false&theme=system>

Impact & Reflection

- Reduced booking steps from 6 → 3
- Created an accessible design suitable for all age groups
- Learned how trust and clarity drive UX in healthcare products

Future Enhancements

- Add payment integration flow in prototype
- Add push notifications (appointment reminders)
- Enable multi-language UI (Sinhala & Tamil)