



# 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:**

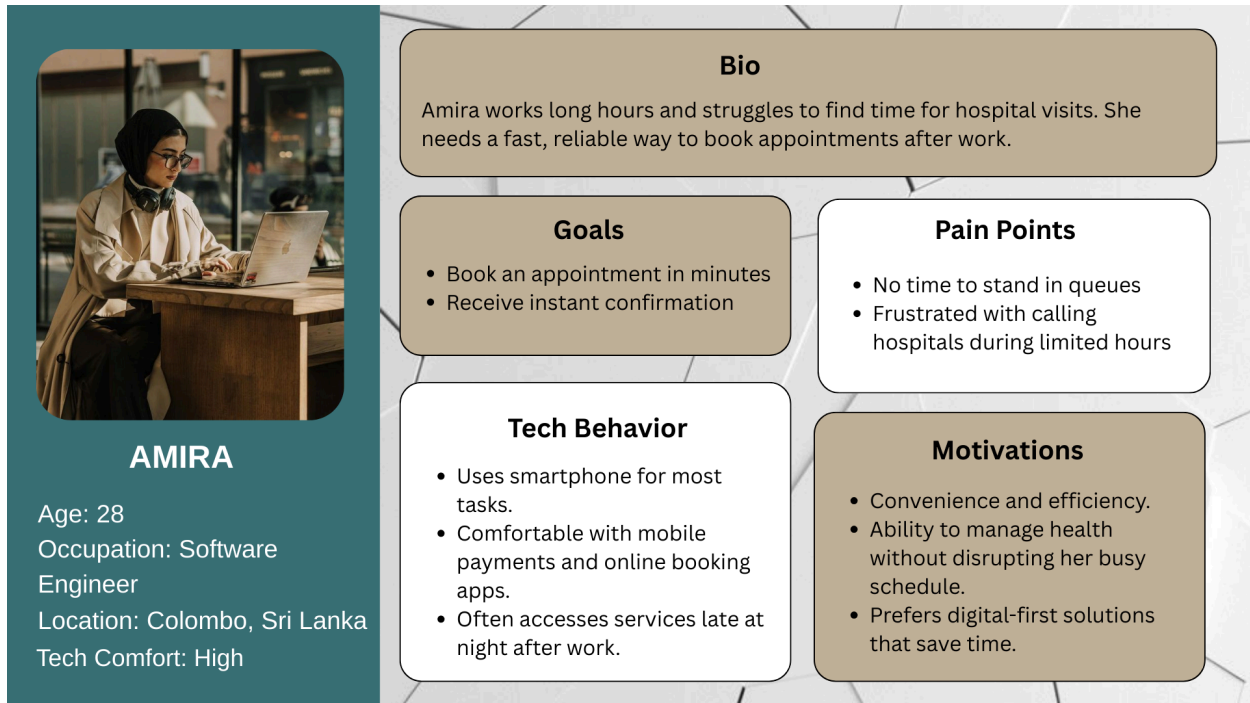
- No time to stand in queues.
- Frustrated with calling hospitals during limited hours.

**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.



## 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.

#### Goals

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

#### 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

- 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.

## 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.

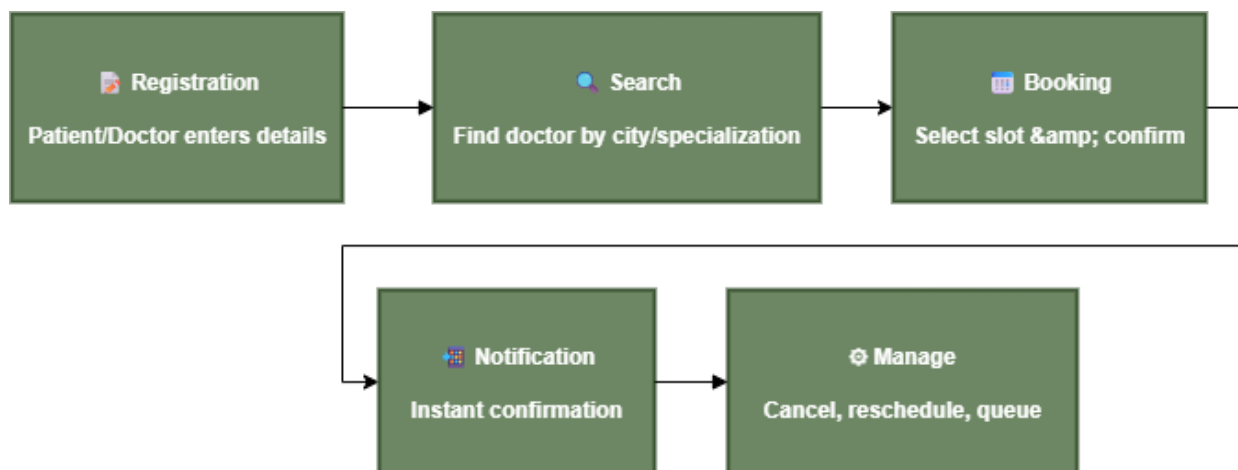
- **Practo (India):** Strong search and filter options, but too feature-heavy for simple appointment booking.

#### 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





# 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



## About Care Connect

### Our Vision

### Our Mission

## Meet Our Team



Want to experience smarter healthcare?

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## Patient Signup

 CARE CONNECT

Home Doctors Appointments 

Login

Patient Sign Up

Full Name

Email

Mobile

Password


Button

Already have an account? [Login](#)

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## Doctor Signup

 CARE CONNECT

HomeDoctorsAppointments

Login

Doctor Registration

Full Name

Email Address

Phone Number

Specialization

Hospital/Clinic

Years of Experience

Brief Profile

Button

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Find Doctors


**CARE CONNECT**

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

Login

### Find Doctors

Doctor Name

Specialization


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

Book Appointment

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## Payment portal

 CARE CONNECT

Home Doctors Appointments Request Refund Contact

Login

Appointment Summary

Payment Gateway

Cardholder Name

Card Number

Expiry Date

CVV

Or Choose Method

UPI


NetBanking

Pay Now

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## My bookings page

 **CARE CONNECT**

HomeDoctorsAppointmentsContact

Login

Current Bookings

Doctor	Specialization	Date	Time	Status	Actions
--------	----------------	------	------	--------	---------


Previous Bookings

Doctor	Specialization	Date	Time	Status	Actions
--------	----------------	------	------	--------	---------

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## Reschedule appointment

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HomeFind DoctorsAppointmentsContact

Login

Reschedule Your Appointment

New Date

New Time


Reason For Recsheduling

Buttons

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## Request Refund

 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



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Appointment Queue Overview

Total

Ongoing

Completed

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Contact us

 CARE CONNECT

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### CONTACT OUR TEAM

Your Full name

Your Email Address

Subject

Your Message

Button

### Get in Touch

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Login in (doctor/ patient)

CARE CONNECT

Login

Sign In

Email or Phone Number

Password

☐ Remember Me

Button Button

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## 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

Search

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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](#)

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## Login Page



## 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

Enter your name

Contact Number

Email Address

example@email.com

Hospital

Doctor

Date

mm/dd/yyyy

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

Reschedule



## Reschedule Your Appointment

New Date

mm/dd/yyyy

New Time

Enter Your Full Name

Reason For Recsheduling

Enter Your mail

Confirm Reschedule

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Request Refund



## Request Refund

Appointment ID

Full Name

Email Address

Reason For Refund

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

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



Send Message

### Get in Touch

Colombo, Sri Lanka

+94 77 123 4567

[support@careconnect.lk](mailto:support@careconnect.lk)

[www.careconnect.lk](http://www.careconnect.lk)

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

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## 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)