

Provider User Experience Challenge – Mock Wireframes Document

Version 1.0

HealthViewX
Payoda Inc.

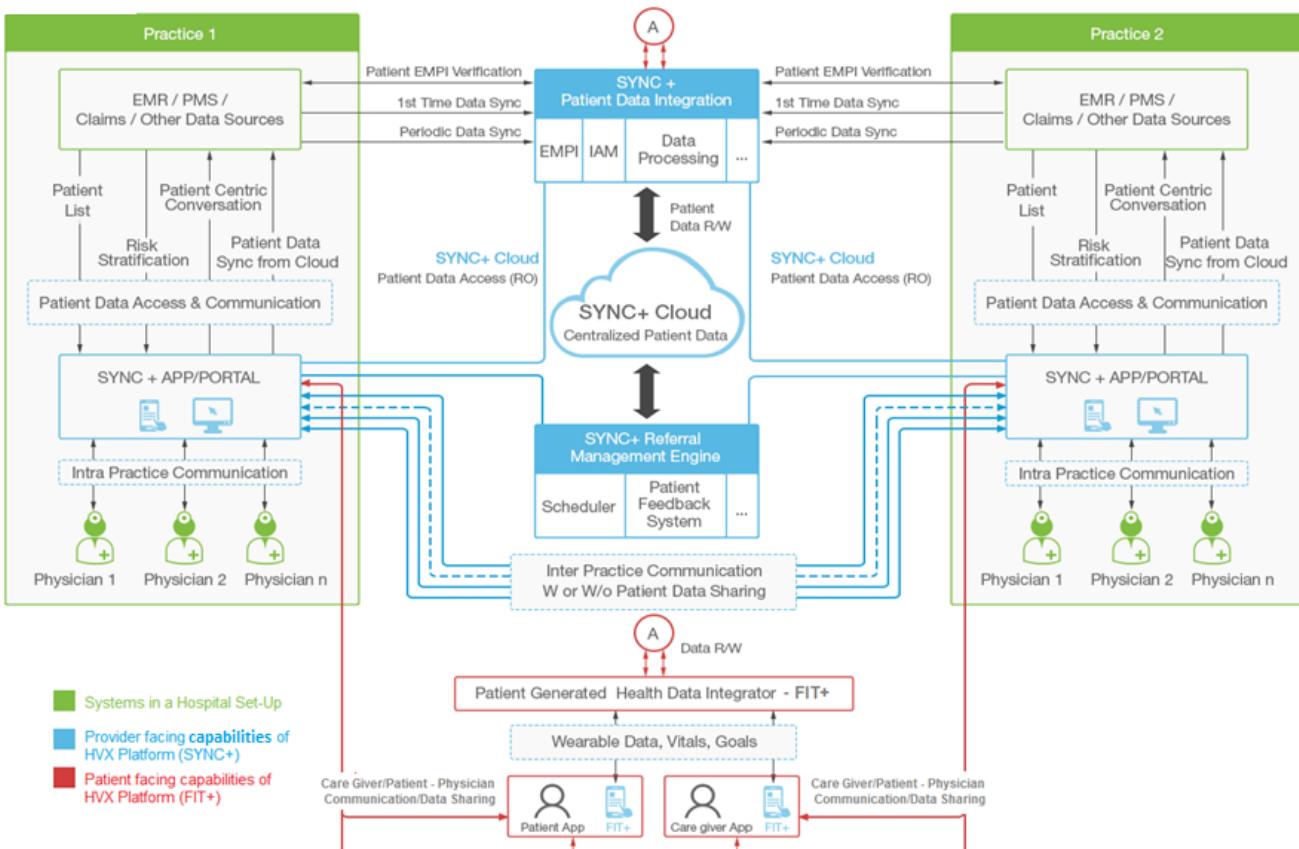
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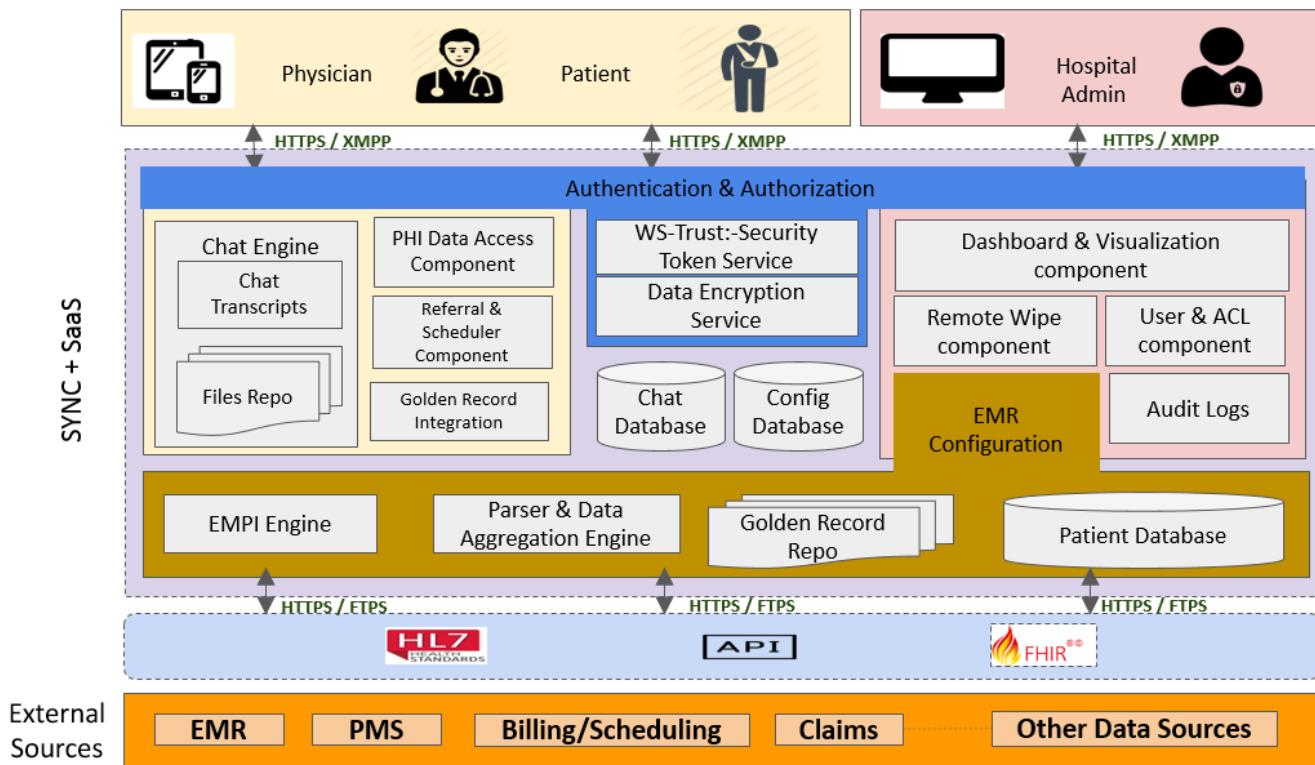
1. Solution Overview

Unified Patient Information Management Platform of HealthViewX enables providers to have a centralized patient database in cloud in order to view the unified patient information, provide care coordination with the right patient record during patient cross referrals and also have a secured data sharing platform to transfer patient's consolidated or specific medical record between physicians to ensure continuity of care. Additionally providers can also track referral loops with feedback information about the care provided from the referred specialists thereby closing the referral loops.

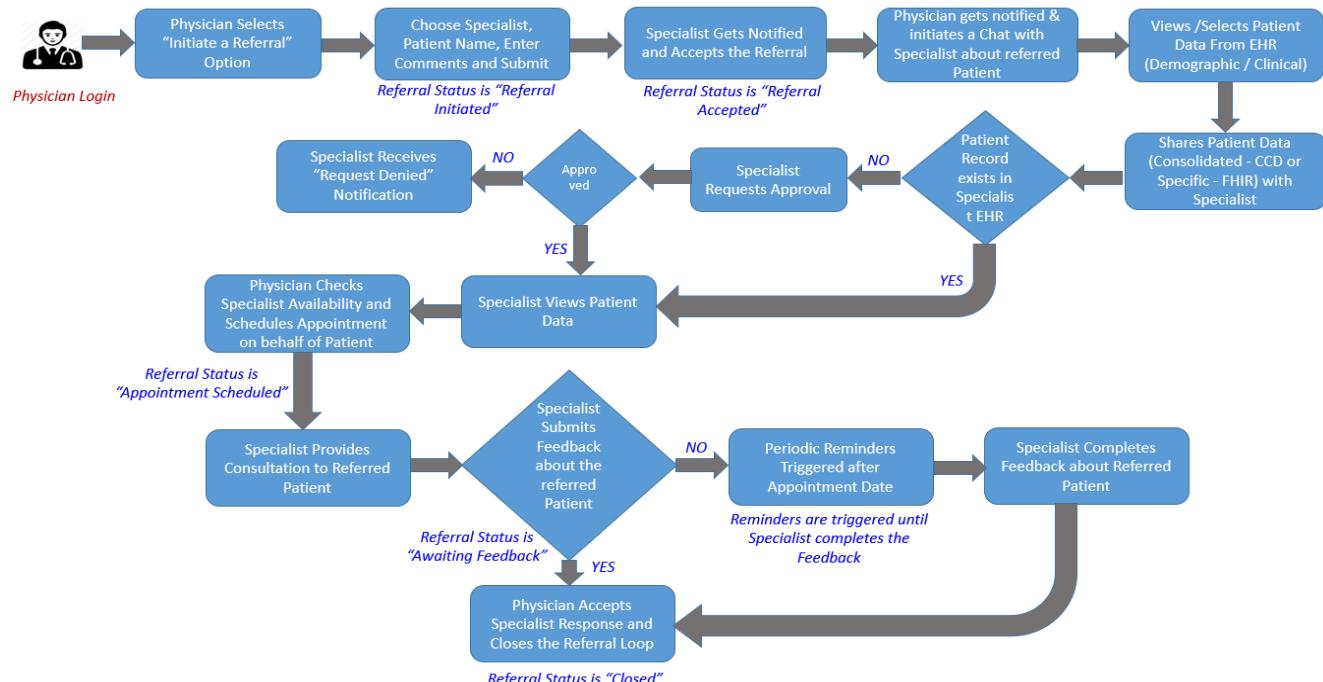
2. Solution Flow Diagram (Care Orchestration / Collaboration Platform)



3. Solution Architecture



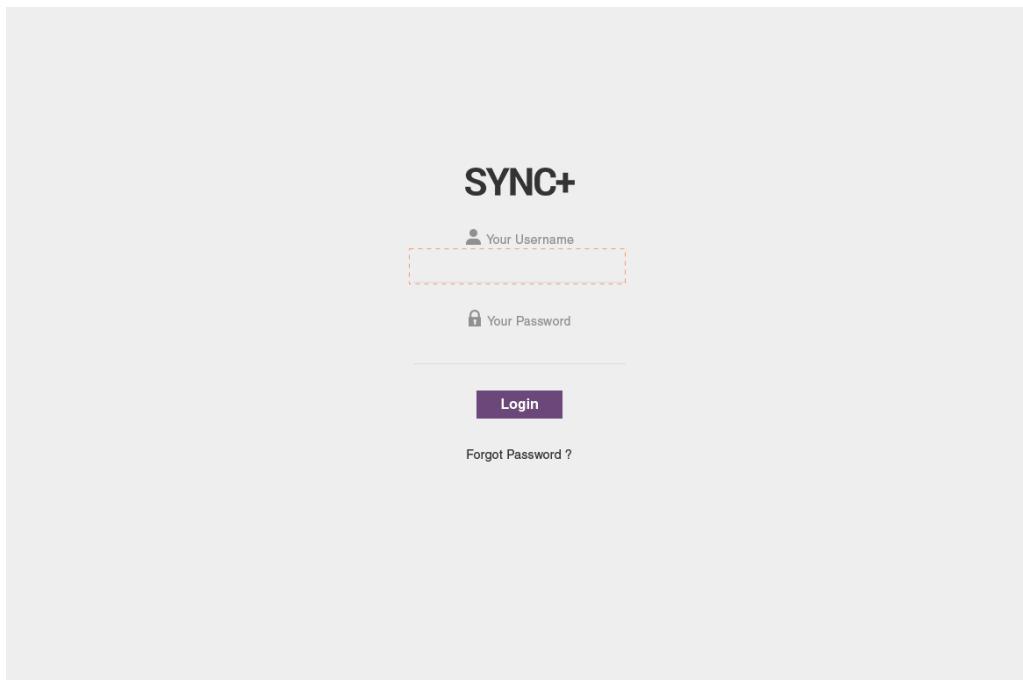
4. Solution Workflow



5. User Journey

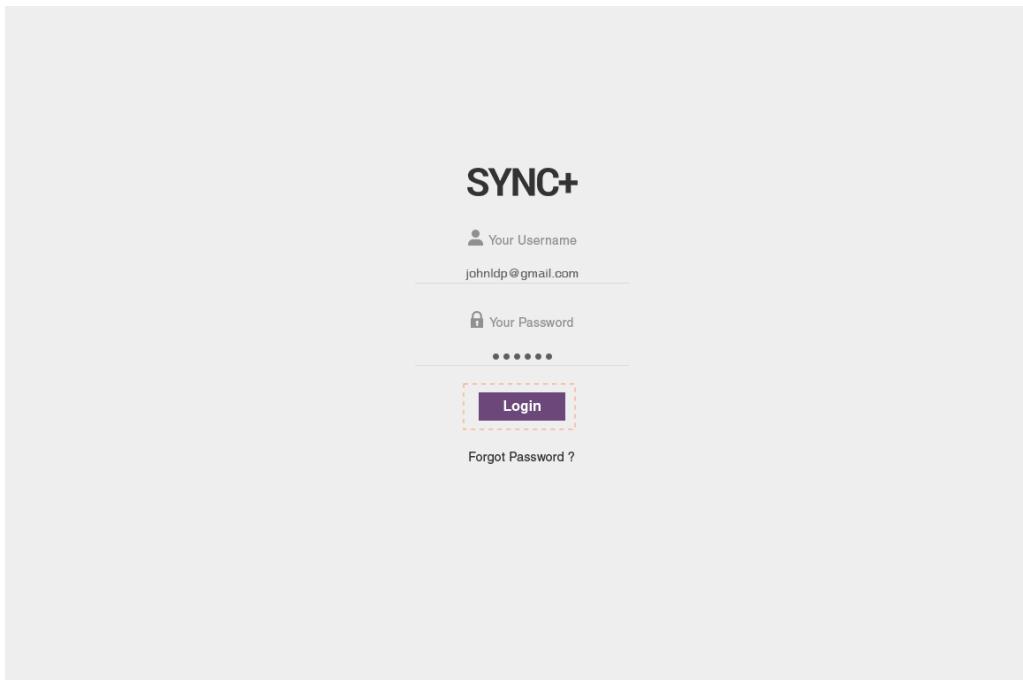
5.1 Hospital Admin Portal

Hospitals will be provided with the backend admin portal which can be managed by the hospital administrators. Following would be the workflow for a hospital admin within the Hospital Admin Portal.



5.1.1 Login

Hospital Admin Logs into the Sync+ admin portal with the credentials shared.



5.1.2 Settings Dashboard

Admin lands on the Hospital Settings Page where they can manage the Hospital Contact Information, Hospital Logo, View / Change / Renew the Subscription Plans.

The screenshot shows the HealthViewX Settings Dashboard. The top navigation bar includes a 'SYNC+' button, a notification bell with 2 notifications, and a user profile icon. The main content area is divided into sections:

- Hospital Settings:** Displays the Hospital ID **ID42FR8E4541E**. A placeholder box for the Hospital Logo is shown with an 'Upload Logo' button below it.
- Contact Information:** Lists the following details:

Hospital Name	Sample Hospital
Contact Person	Jack William
Email ID	info@samplehospital.com
Telephone Number	(xxx) xxx-xxxx
Fax	(xxx) xxx-xxxx
Address	142 Villa Drive, Elkhart, Indiana USA
Website	www.samplehospital.com
- Subscription Information:** Shows the Current Plan as **Platinum Plus+**, Activation Date as **10 Jan 2015**, Expiry Date as **09 Jan 2016**, and 186 Users. It also lists features: Feature A, Feature B, Feature C, Feature D, Feature E, Feature F, Feature G, and Feature H.

5.1.3 EMR Integration

Admin clicks on the “Settings” option and chooses EMR from the dropdown. Selects the interface API, HL7 or FHIR and enters Practice ID. Also admin can chose Synchronization settings based on their data transfer preference.

The screenshot shows the Sync+ Cloud Configuration interface for EMR Integration. On the left, there's a sidebar with various icons. The main area has a header "EMR Integration" and a dropdown menu showing "Athena". Below it, there are three radio buttons: "API" (selected), "HL7", and "FHIR". A "Practice ID" field is followed by a red dashed box highlighting the input field. "Provider ID" and "Department ID" fields are also present. At the bottom are "Test Connection" and "Update" buttons. On the right, under "Sync+ Cloud Configuration", there's a section for "Synchronization with Sync+" with radio button options for "Every Hour" (selected), "Every 4 Hour", "Every 8 Hour", and "Daily". It also shows "Last Sync time : Mar 31, 2016 10:15am" and "Next Scheduled Sync : Apr 31, 2016 11:15am". At the bottom right are "Save" and "Sync Now" buttons.

Hospital Admin fills the above information and clicks on “Test Connection” option to test the connection. Connection Status message is displayed as below.

The screenshot shows the SYNC+ Cloud Configuration interface for EMR Integration. On the left, there's a sidebar with various icons. The main area has tabs for 'Athena' and 'Sync+ Cloud Configuration'. Under 'Sync+ Cloud Configuration', there are sections for 'Synchronization with Sync+' and 'Sync+ History'. A central modal window displays the message: 'The test connection is **Successful**' with a 'Start Configuration' button highlighted by a red dashed box. At the bottom, there are buttons for 'Test Connection', 'Update', 'Save', and 'Sync Now'.

SYNC+

EMR Integration

Athena

Sync+ Cloud Configuration

Synchronization with Sync+

Every Hour

Every 4 Hour

Every 8 Hour

Mar 31, 2016 10:15am

Apr 31, 2016 11:15am

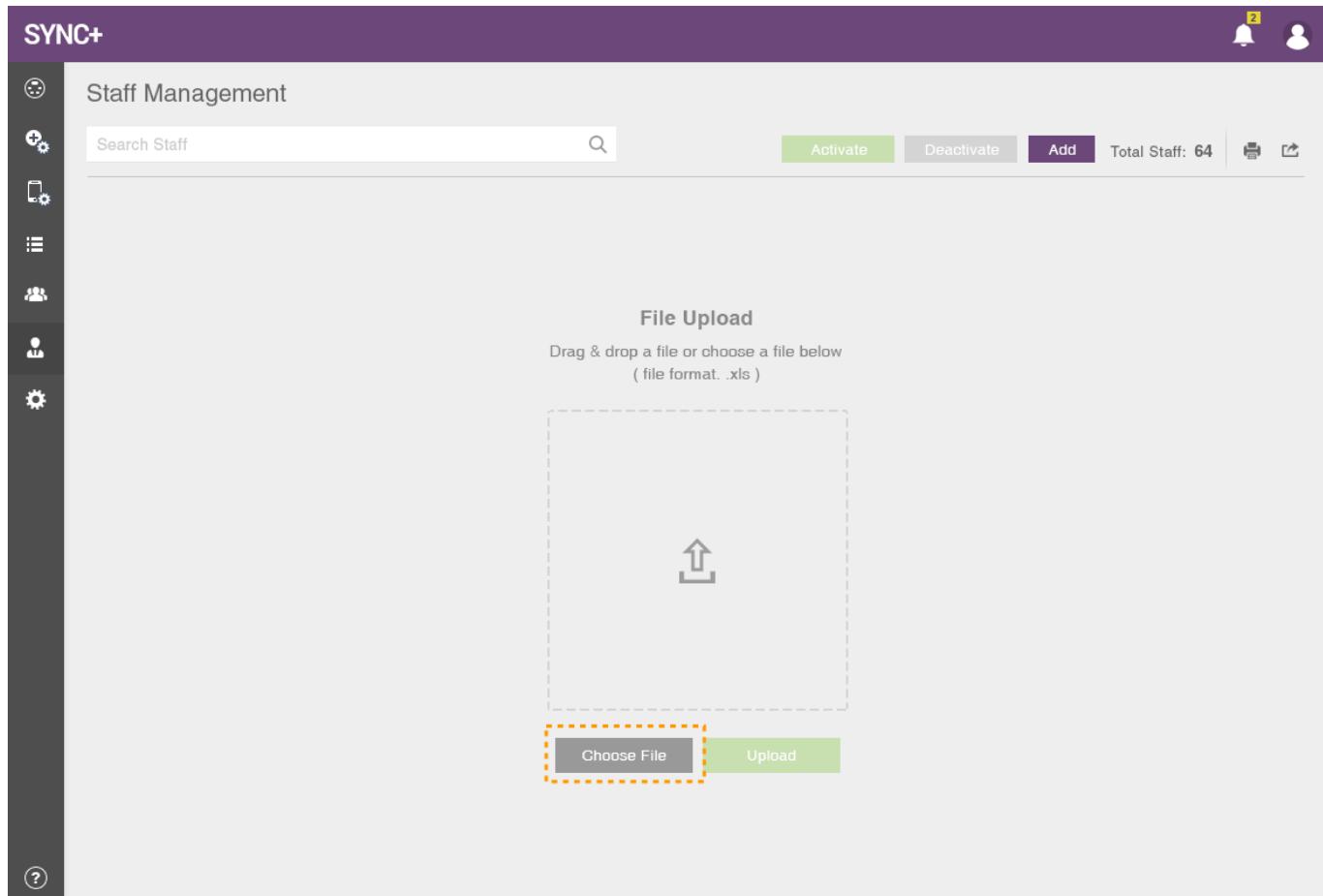
The test connection is
Successful

Start Configuration

Test Connection Update Save Sync Now

5.1.4 Users Upload

After EMR integration admin is required to onboard the hospital users who would be using the Sync+ app. Hospital Admin clicks on the Users Menu from left navigation. Chooses Bulk Upload Option and selects an excel file with users list from his / her local path. List gets uploaded to the Sync+ Portal.



SYNC+

Staff Management

Search Staff Activate Deactivate Add Total Staff: 64 Print Export

File Upload

Organize New folder

Name	Size	Item type	Date modified
Shape 2	2 KB	SVG Document	8/5/2015 12:19 PM
speedometer17	9 KB	PNG File	10/23/2015 4:00 PM
tick_icon	1 KB	SVG Document	9/15/2015 7:26 PM
unnamed (1)	4 KB	PNG File	3/28/2016 3:29 PM
unnamed (2)	7 KB	PNG File	3/28/2016 3:31 PM
unnamed	5 KB	PNG File	3/28/2016 3:24 PM
Usecase 2	62 KB	JPG File	2/5/2016 12:46 PM
Use-case-1---Story-...	1,372 KB	PNG File	1/20/2016 9:31 PM
view_eatwell_vue.bi...	933 KB	Adobe Acrobat D...	2/16/2016 8:58 PM
Vision	498 KB	PNG File	8/10/2015 2:56 PM
walking	4 KB	PNG File	2/17/2016 1:06 PM
Staff list	37 KB	OpenDocument S...	9/1/2015 3:05 PM

File name: Staff list All Files Open Cancel

Choose File Upload

SYNC+

Staff Management

Search Staff Activate Deactivate Add Total Staff: 64 Print Export

File Upload

Drag & drop a file or choose a file below
(file format: .xls)



C:\Users\john\Documents\staff list.xls

Choose File Upload

5.1.5 Users Activation

Admin selects all the users and clicks on “Activate”. Users will get activated and receive a mail in order to install the Sync+ App along with their login credentials.

The screenshot shows the SYNC+ Staff Management interface. On the left is a vertical sidebar with icons for Home, Settings, Staff, and Help. The main area has a title 'Staff Management' and a search bar. A table lists 10 staff members, each with a checkbox, Emp. ID, Username, Name, Designation, Department, Email, Mobile No., Status, and a 'Remote wipe' icon. Below the table is a navigation bar with page numbers 1 through 7.

	Emp. ID	Username	Name	Designation	Department	Email	Mobile No.	Status	Remote wipe
<input type="checkbox"/>	#0104	username1	Sample Name1	Doctor	Detarment1	sample.email@xyz.com	+1 248 458 5898	● Deactivate	
<input type="checkbox"/>	#0104	username2	Sample Name2	Doctor	Detarment2	sample.email@xyz.com	+1 248 458 5898	● Deactivate	
<input type="checkbox"/>	#0104	username3	Sample Name3	Doctor	Detarment3	sample.email@xyz.com	+1 248 458 5898	● Deactivate	
<input type="checkbox"/>	#0104	username4	Sample Name4	Doctor	Detarment4	sample.email@xyz.com	+1 248 458 5898	● Deactivate	
<input type="checkbox"/>	#0104	username5	Sample Name5	Doctor	Detarment5	sample.email@xyz.com	+1 248 458 5898	● Deactivate	
<input type="checkbox"/>	#0104	username6	Sample Name6	Doctor	Detarment6	sample.email@xyz.com	+1 248 458 5898	● Deactivate	
<input type="checkbox"/>	#0104	username7	Sample Name7	Doctor	Detarment7	sample.email@xyz.com	+1 248 458 5898	● Deactivate	
<input type="checkbox"/>	#0104	username8	Sample Name8	Doctor	Detarment8	sample.email@xyz.com	+1 248 458 5898	● Deactivate	
<input type="checkbox"/>	#0104	username9	Sample Name9	Doctor	Detarment9	sample.email@xyz.com	+1 248 458 5898	● Deactivate	
<input type="checkbox"/>	#0104	username0	Sample Name0	Doctor	Detarment0	sample.email@xyz.com	+1 248 458 5898	● Deactivate	

This screenshot shows the same Staff Management interface as the previous one, but the 'Activate' button is now highlighted with a dashed green box. The rest of the interface and data are identical to the first screenshot.

SYNC+

Staff Management

Search Staff 🔍

Activate | Deactivate | Add | Total Staff: 64 | 🖨️ 🖨️

<input type="checkbox"/>	Emp. ID	Username	Name	Designation	Department	Email	Mobile No.	Status	Remote wipe
<input type="checkbox"/>	#0104	username1	Sample Name1	Doctor	Detartment1	sample.email@xyz.com	+1 248 458 5898	Activate	wipe
<input type="checkbox"/>	#0104	username2	Sample Name2	Doctor	Detartment2	sample.email@xyz.com	+1 248 458 5898	Activate	wipe
<input type="checkbox"/>	#0104	username3	Sample Name3	Doctor	Detartment3	sample.email@xyz.com	+1 248 458 5898	Activate	wipe
<input type="checkbox"/>	#0104	username4	Sample Name4	Doctor	Detartment4	sample.email@xyz.com	+1 248 458 5898	Activate	wipe
<input type="checkbox"/>	#0104	username5	Sample Name5	Doctor	Detartment5	sample.email@xyz.com	+1 248 458 5898	Activate	wipe
<input type="checkbox"/>	#0104	username6	Sample Name6	Doctor	Detartment6	sample.email@xyz.com	+1 248 458 5898	Activate	wipe
<input type="checkbox"/>	#0104	username7	Sample Name7	Doctor	Detartment7	sample.email@xyz.com	+1 248 458 5898	Activate	wipe
<input type="checkbox"/>	#0104	username8	Sample Name8	Doctor	Detartment8	sample.email@xyz.com	+1 248 458 5898	Activate	wipe
<input type="checkbox"/>	#0104	username9	Sample Name9	Doctor	Detartment9	sample.email@xyz.com	+1 248 458 5898	Activate	wipe
<input type="checkbox"/>	#0104	username0	Sample Name0	Doctor	Detartment0	sample.email@xyz.com	+1 248 458 5898	Activate	wipe

Hospital Staff enabled
Successfully

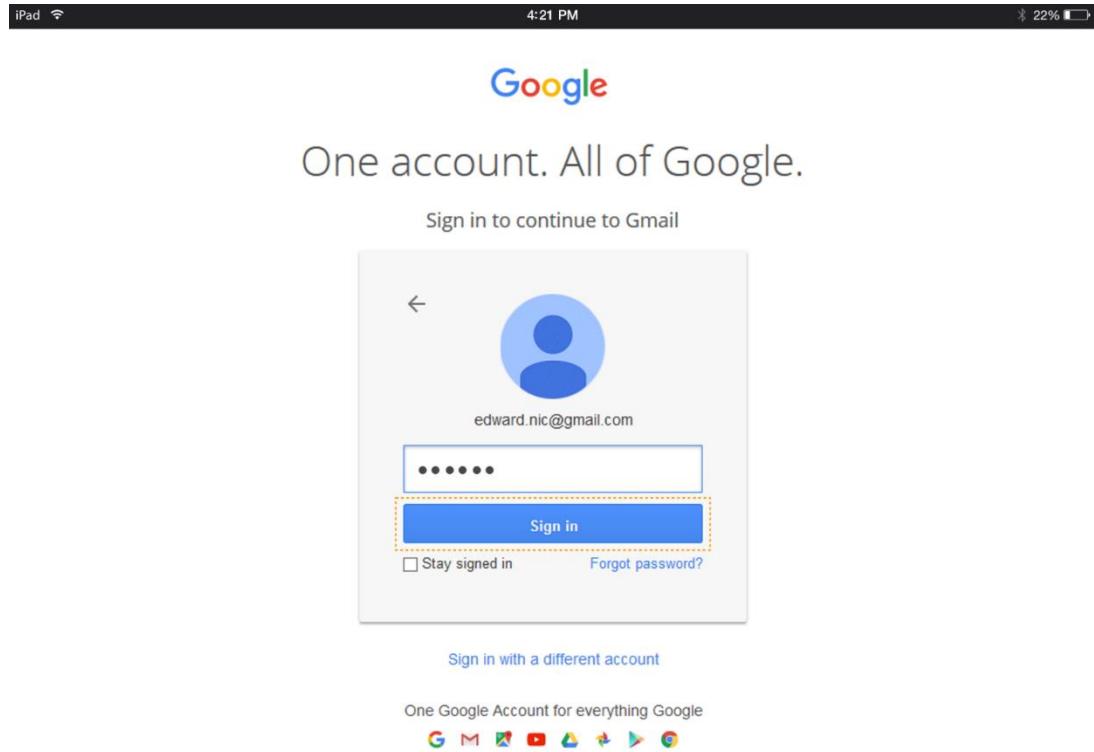
Ok

◀ 1 2 3 4 5 6 7 ▶

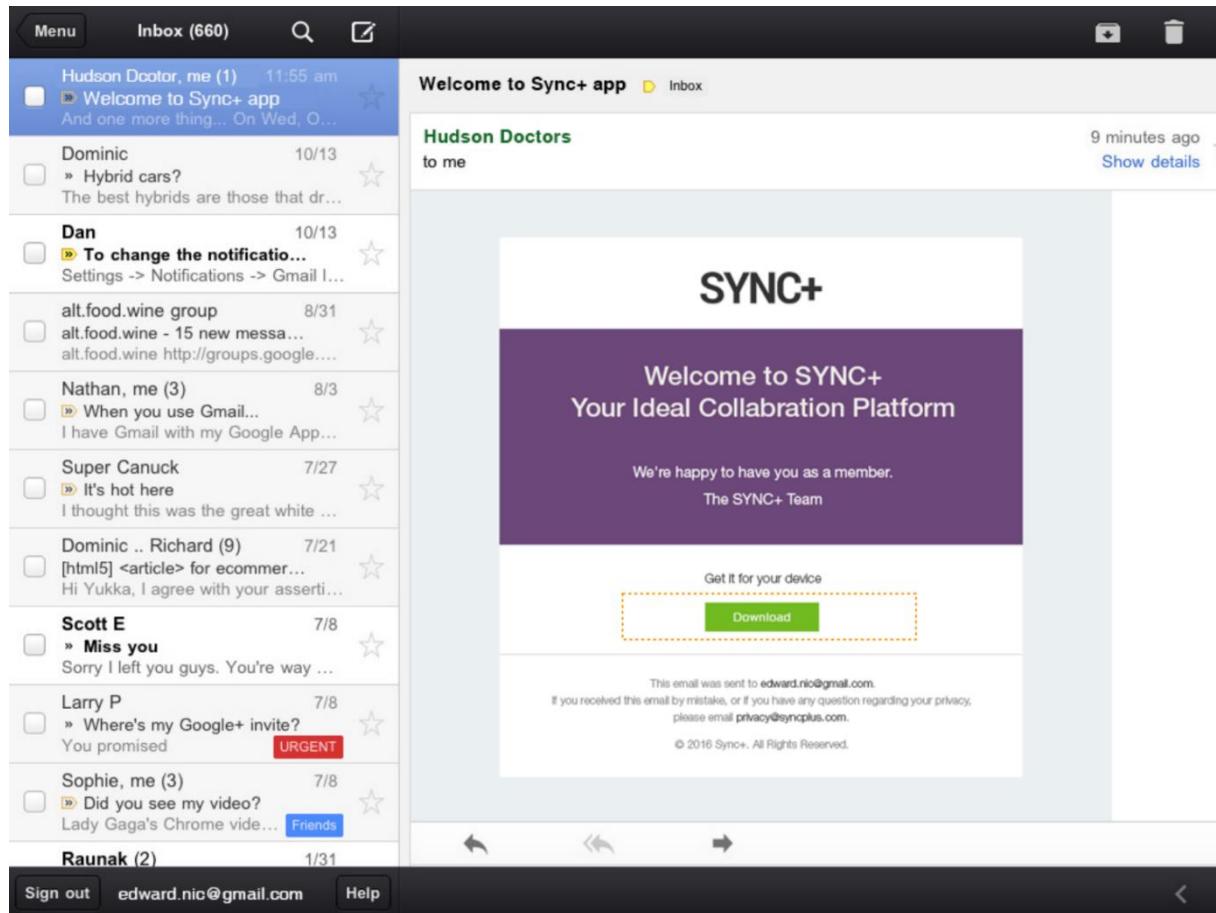
5.2 Physician Portal

5.2.1 Download / Install Sync+ App

Physician receives the app download link to their external email address.

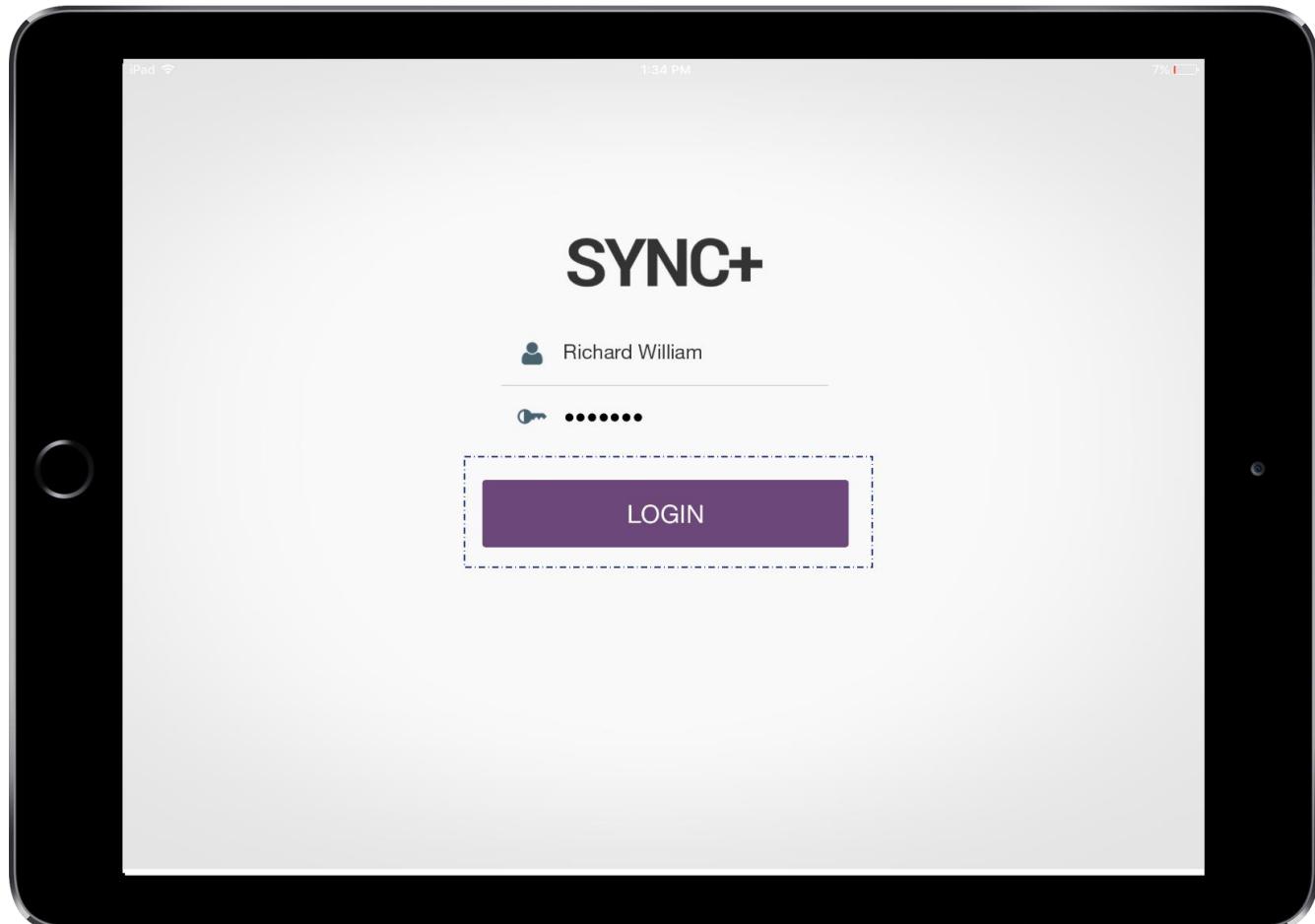


Clicks “Download” option within the Emailer. App gets downloaded and installed within their mobile device.



5.2.2 Login

Physician logs into the Sync+ App



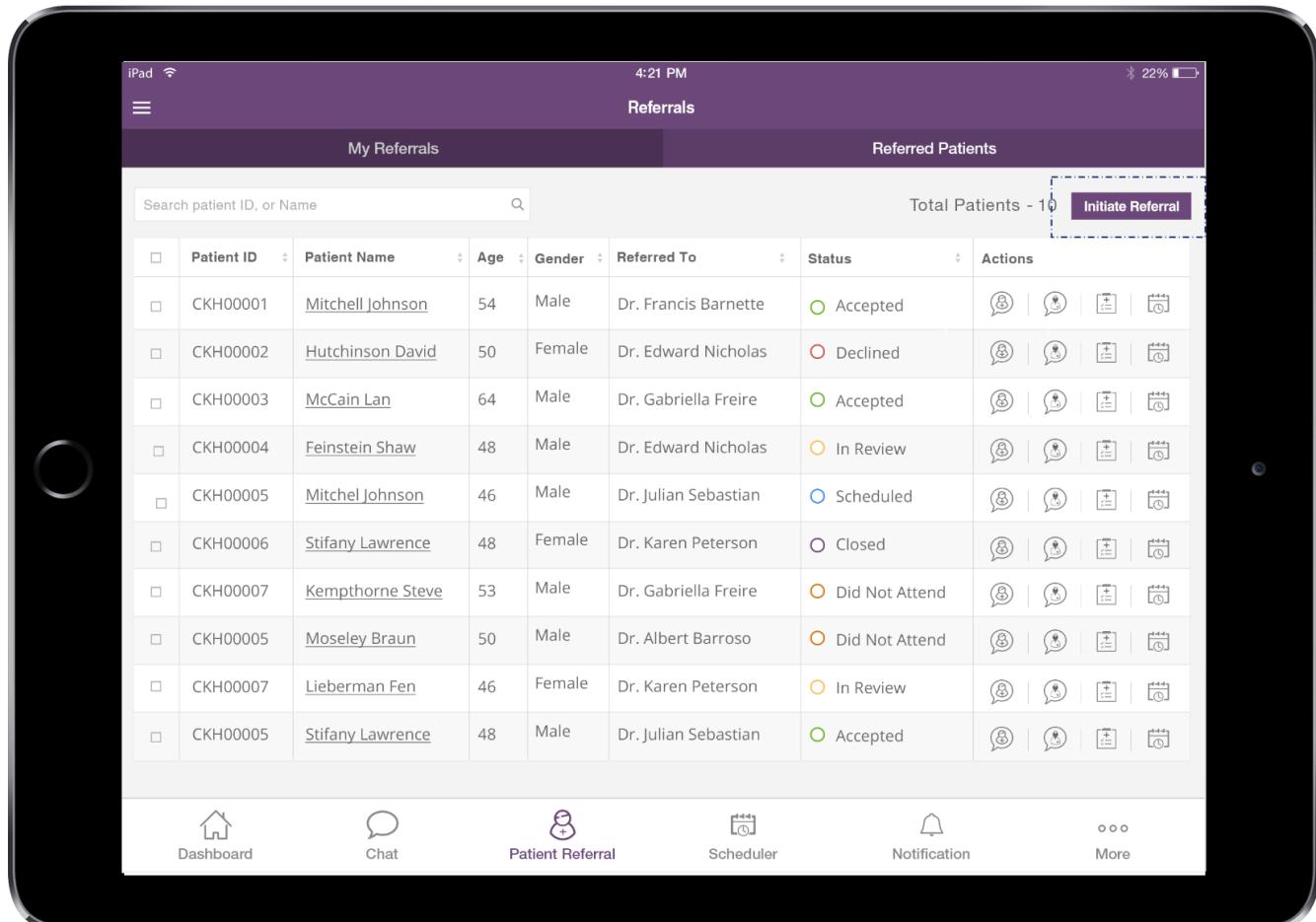
5.2.3 Chat History Screen

Physician Lands on the Chat History Screen. During first time login this screen will be blank.



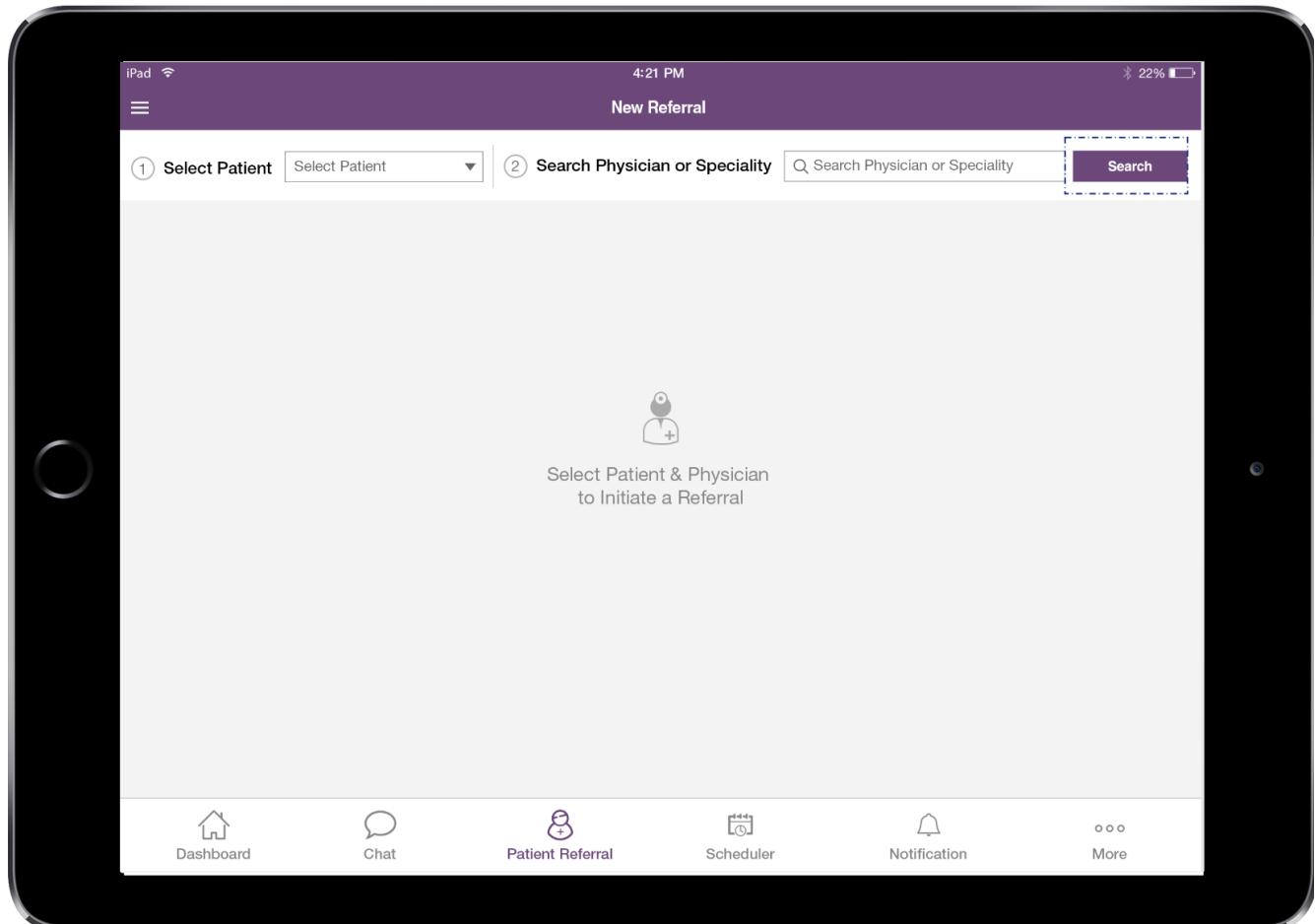
5.2.4 Patient Referral

Physician clicks on “Patient Referral” option which will have the list of patients who are referred by the Physician to other specialists (My Referrals) and also the list of patient other physicians have referred (Referred Patients)

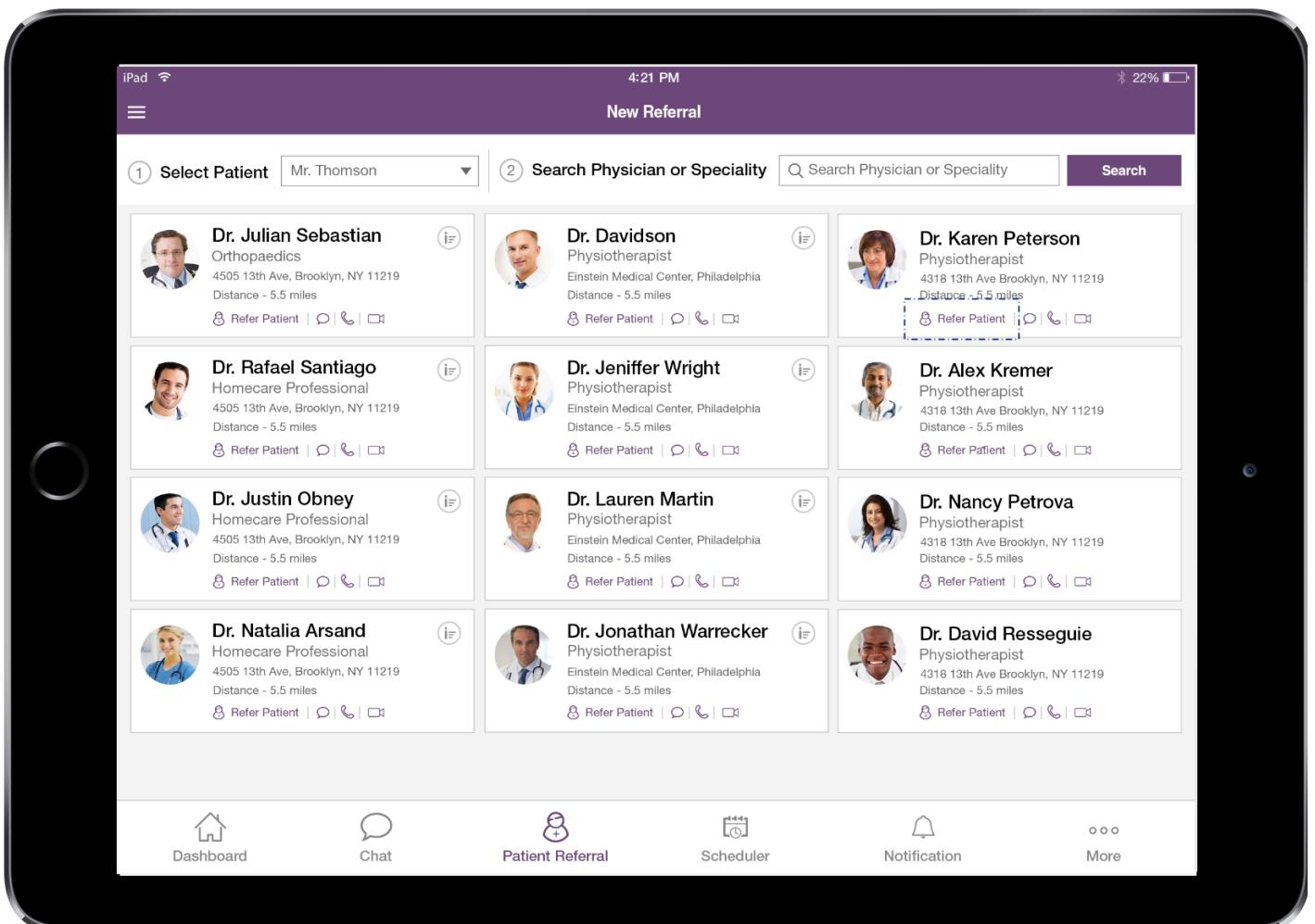


5.2.5 Initiate a Referral

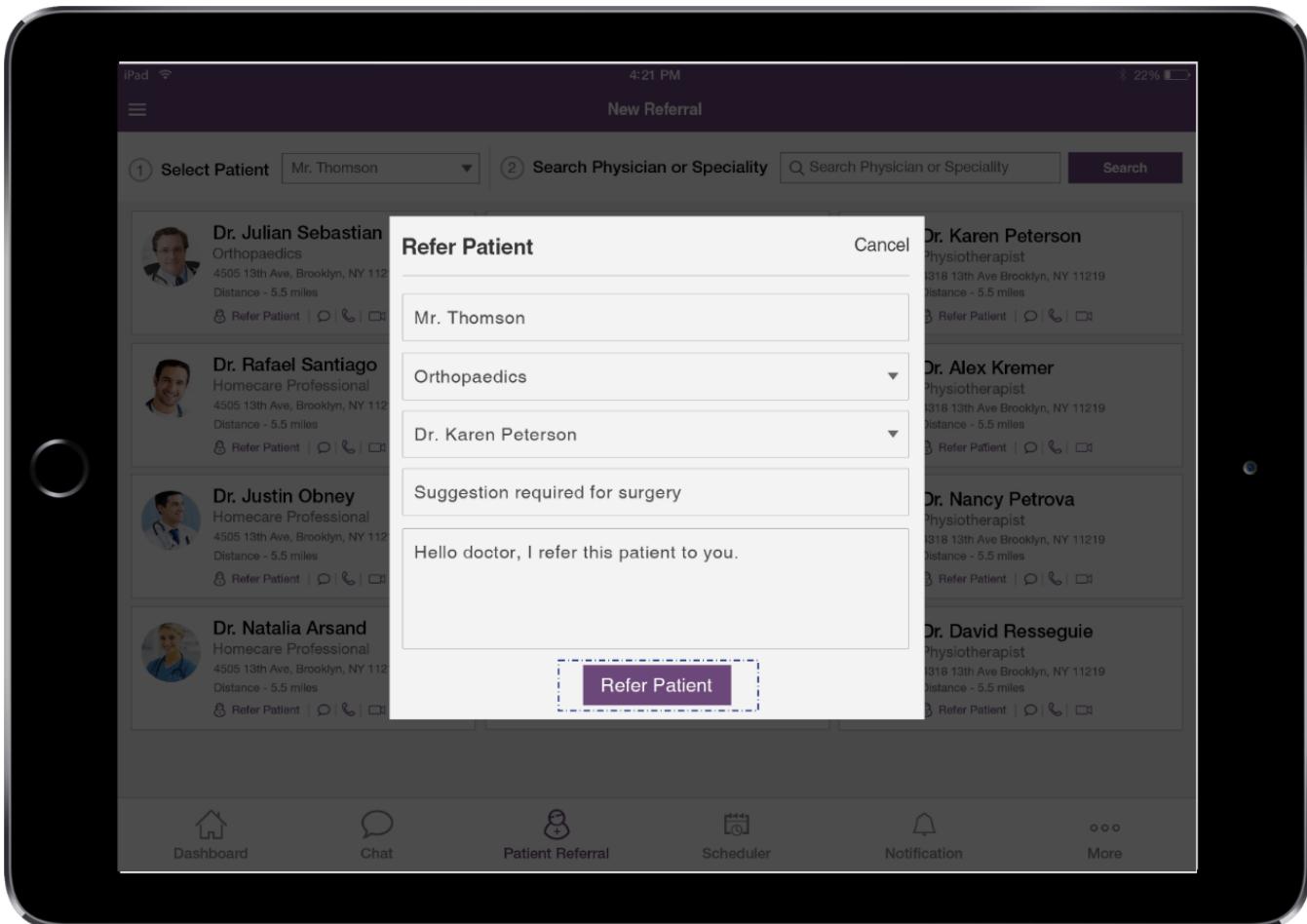
Physician clicks on “Initiate a Referral” option.



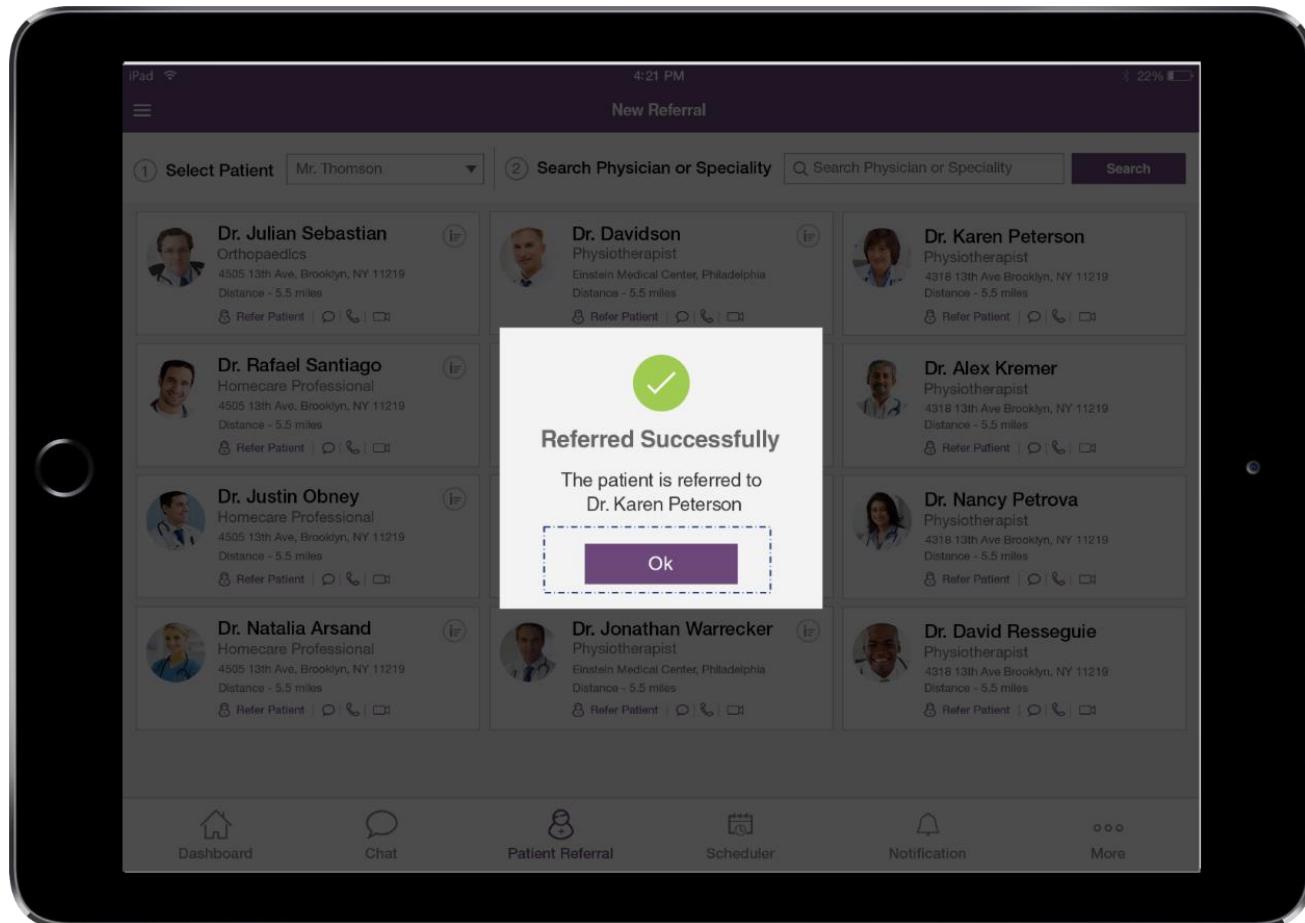
Selects Patient name and Specialist / Physician name and clicks Search option. Specialist list is displayed.



Physician clicks on “Refer patient” and fills the popup with referral details.

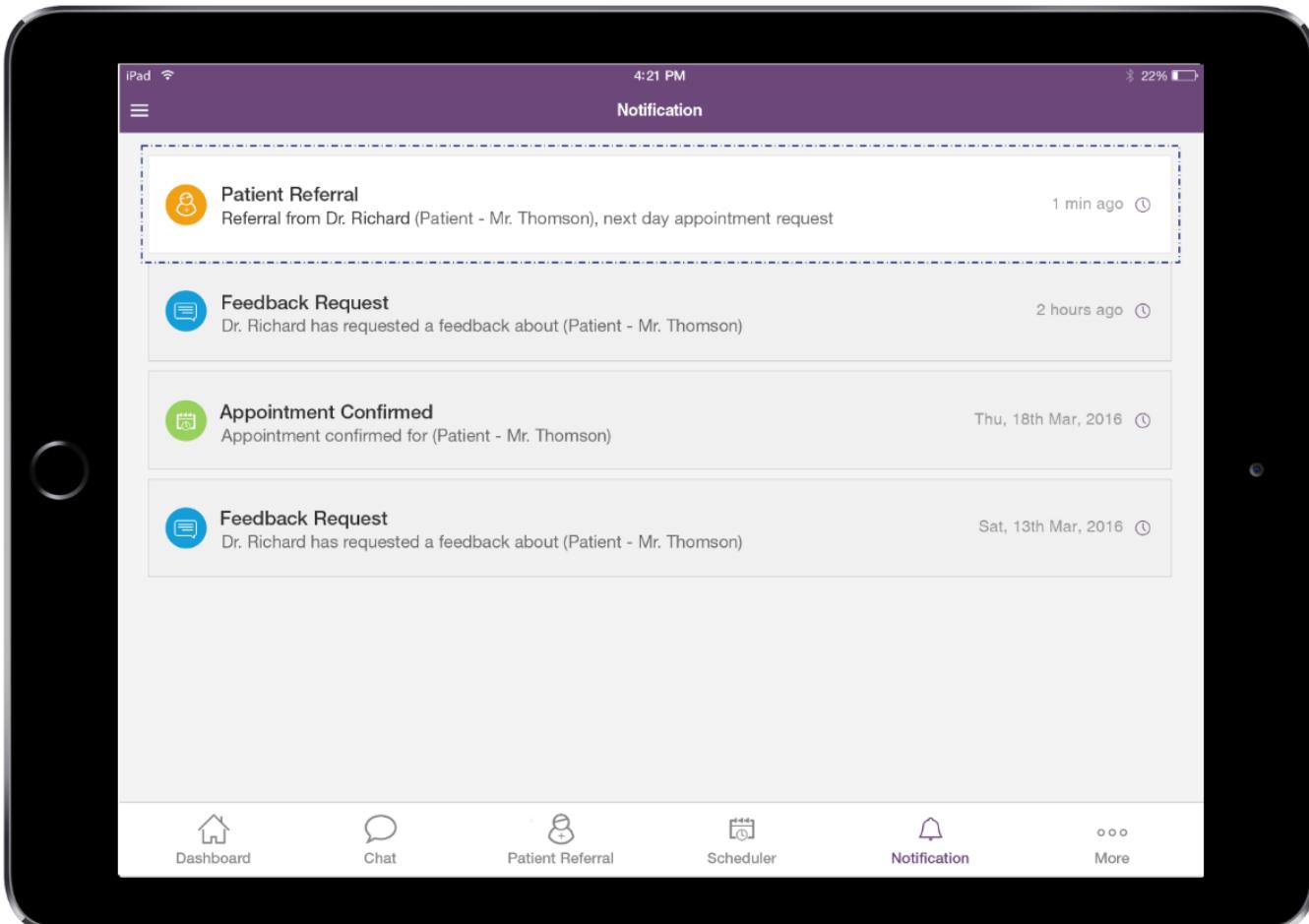


On submitting the form, success message is displayed.



5.2.6 Specialist Acceptance

Specialist receives a notification about the referral.



Selects the referred patients whose referral status is “Waiting”.

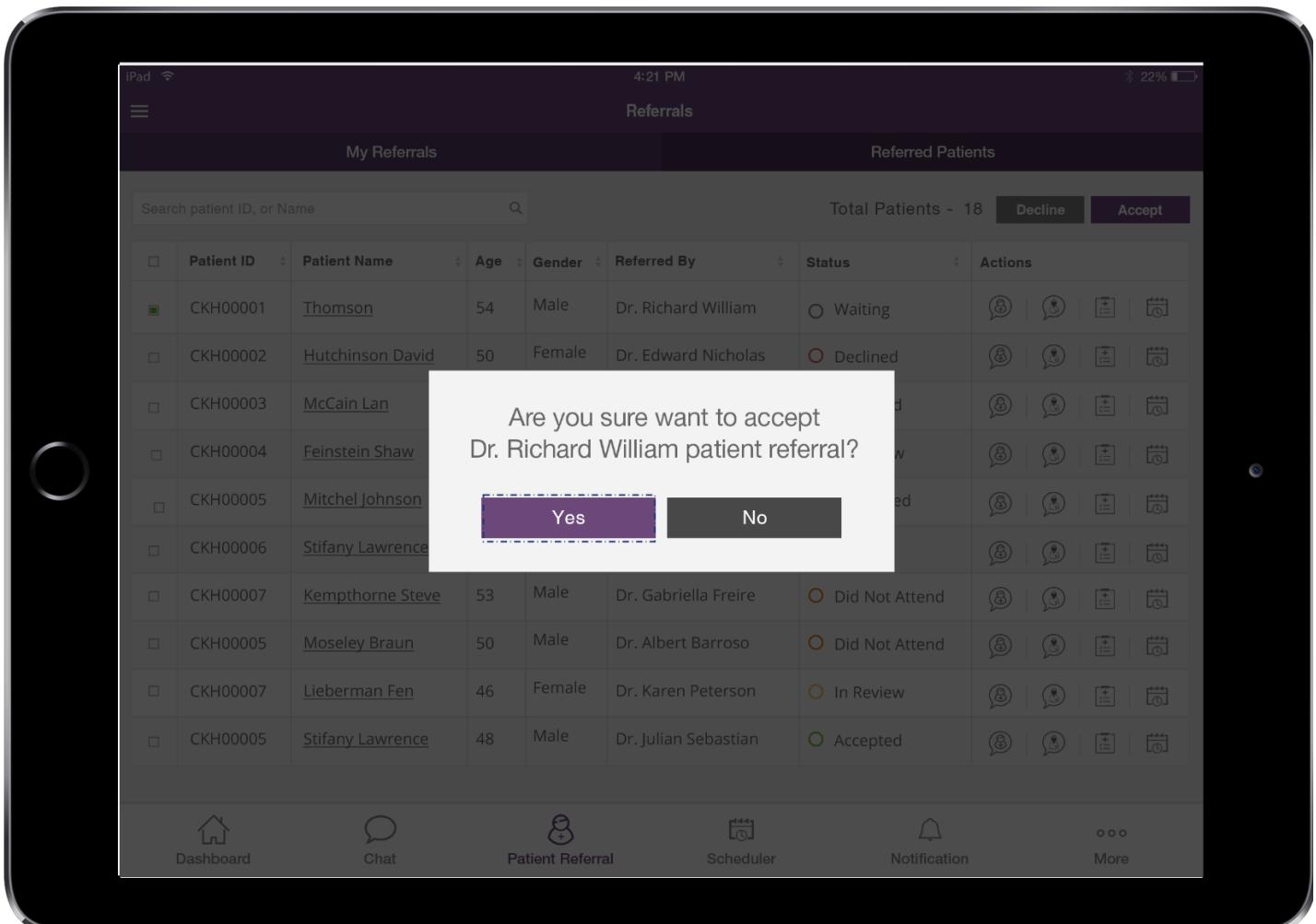
Referrals

Total Patients - 18

	Patient ID	Patient Name	Age	Gender	Referred By	Status	Actions
<input type="checkbox"/>	CKH00001	Thomson	54	Male	Dr. Richard William	Waiting	Call Message Calendar Details
<input type="checkbox"/>	CKH00002	Hutchinson David	50	Female	Dr. Edward Nicholas	Declined	Call Message Calendar Details
<input type="checkbox"/>	CKH00003	McCain Lan	64	Male	Dr. Gabriella Freire	Accepted	Call Message Calendar Details
<input type="checkbox"/>	CKH00004	Feinstein Shaw	48	Male	Dr. Edward Nicholas	In Review	Call Message Calendar Details
<input type="checkbox"/>	CKH00005	Mitchel Johnson	46	Male	Dr. Julian Sebastian	Scheduled	Call Message Calendar Details
<input type="checkbox"/>	CKH00006	Stifany Lawrence	48	Female	Dr. Karen Peterson	Closed	Call Message Calendar Details
<input type="checkbox"/>	CKH00007	Kempthorne Steve	53	Male	Dr. Gabriella Freire	Did Not Attend	Call Message Calendar Details
<input type="checkbox"/>	CKH00005	Moseley Braun	50	Male	Dr. Albert Barroso	Did Not Attend	Call Message Calendar Details
<input type="checkbox"/>	CKH00007	Lieberman Fen	46	Female	Dr. Karen Peterson	In Review	Call Message Calendar Details
<input type="checkbox"/>	CKH00005	Stifany Lawrence	48	Male	Dr. Julian Sebastian	Accepted	Call Message Calendar Details

Dashboard Chat Patient Referral Scheduler Notification More

Accepts the Referral.



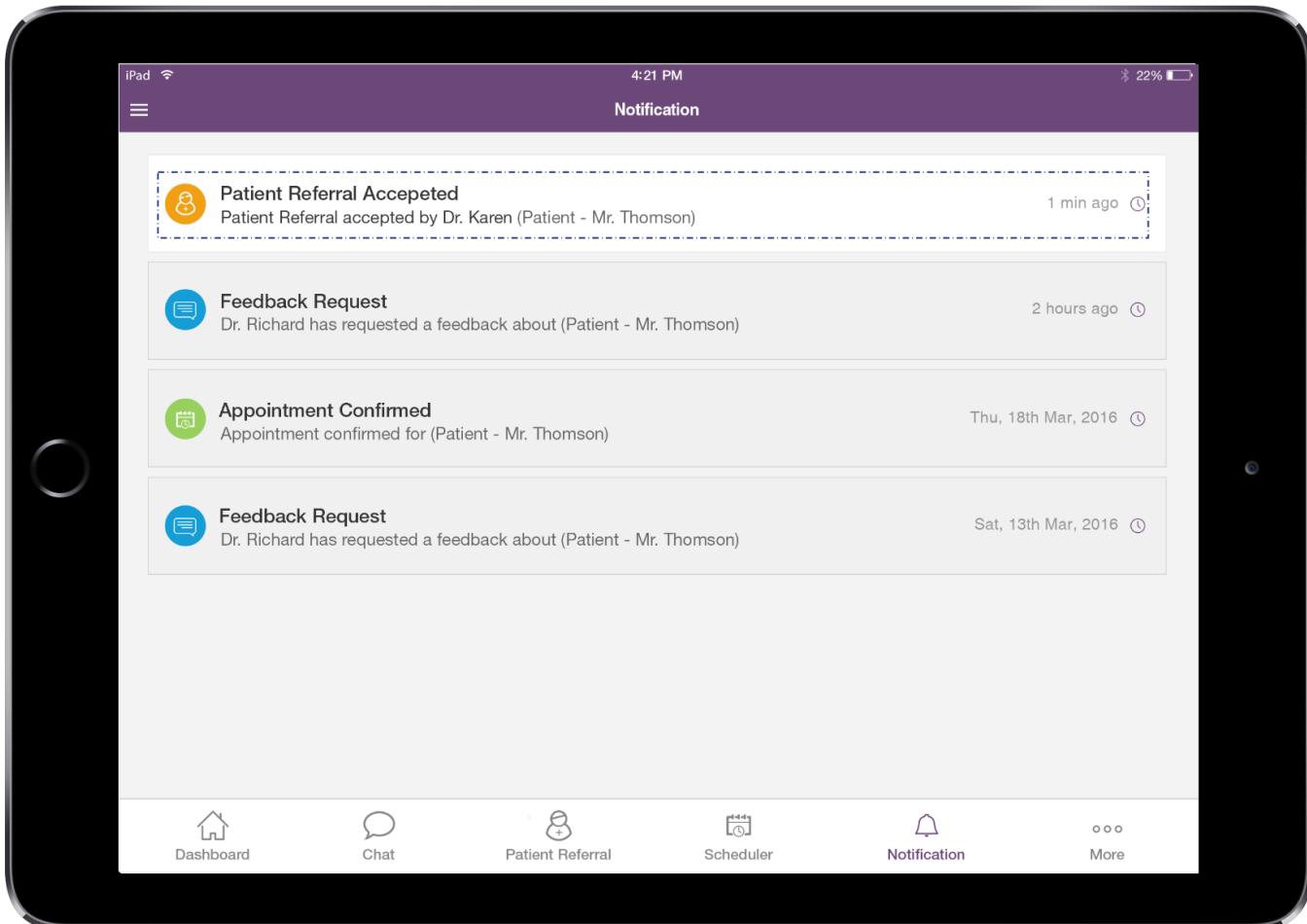
Referral status is changed to “Accepted”

The screenshot shows the 'Referrals' section of the HealthViewX app. At the top, there's a search bar with placeholder text 'Search patient ID, or Name'. Below it is a table with columns: Patient ID, Patient Name, Age, Gender, Referred By, Status, and Actions. The table contains 10 rows of data. The 'Actions' column for each row includes icons for messaging, calling, scheduling, and viewing details. A total count of 'Total Patients - 18' is displayed above the table. At the bottom of the screen is a navigation bar with icons for Dashboard, Chat, Patient Referral (highlighted in blue), Scheduler, Notification, and More.

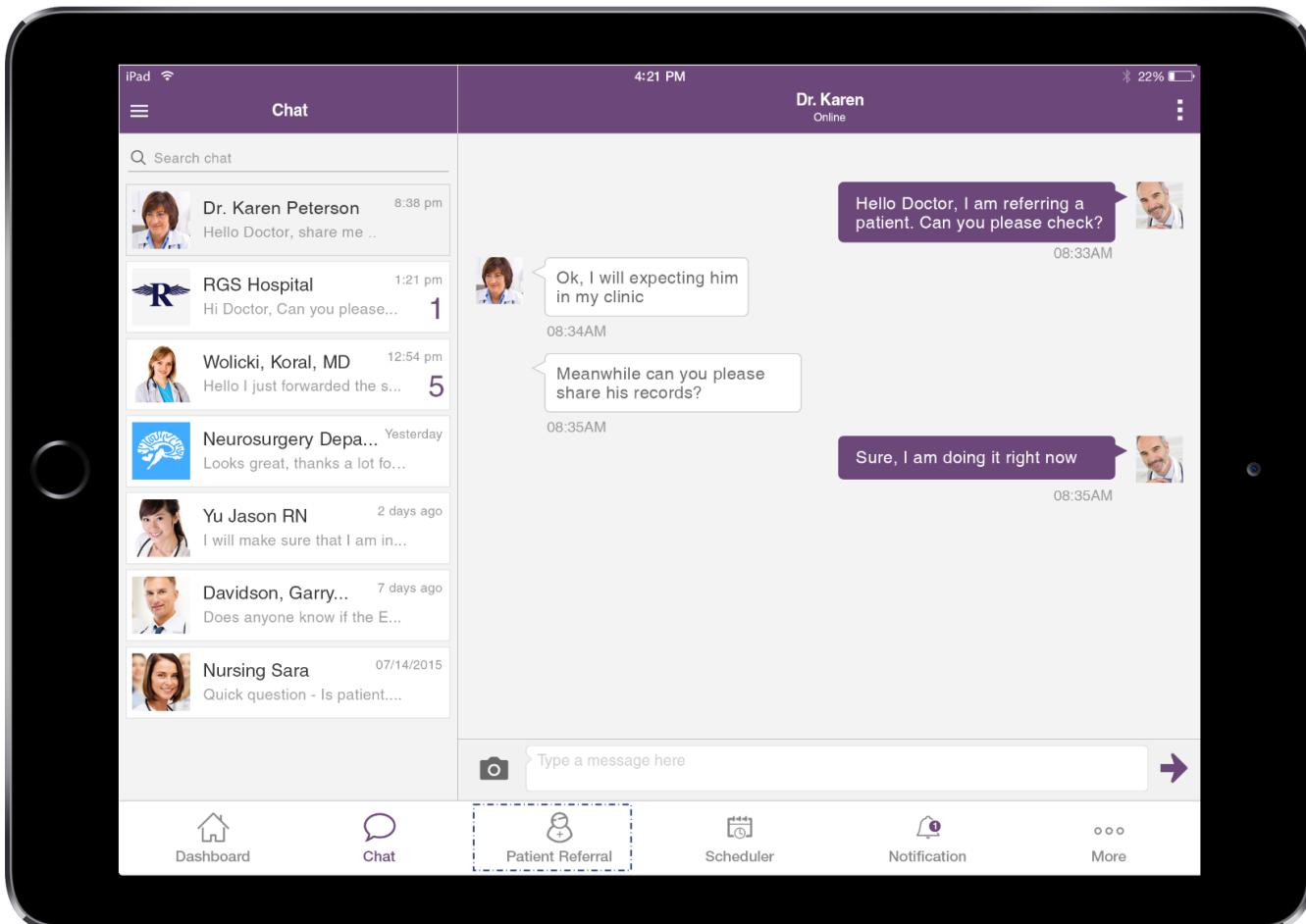
Patient ID	Patient Name	Age	Gender	Referred By	Status	Actions
CKH00001	Thomson	54	Male	Dr. Richard William	Accepted	[Icons]
CKH00002	Hutchinson David	50	Female	Dr. Edward Nicholas	Declined	[Icons]
CKH00003	McCain Lan	64	Male	Dr. Gabriella Freire	Accepted	[Icons]
CKH00004	Feinstein Shaw	48	Male	Dr. Edward Nicholas	In Review	[Icons]
CKH00005	Mitchel Johnson	46	Male	Dr. Julian Sebastian	Scheduled	[Icons]
CKH00006	Stifany Lawrence	48	Female	Dr. Karen Peterson	Closed	[Icons]
CKH00007	Kempthorne Steve	53	Male	Dr. Gabriella Freire	Did Not Attend	[Icons]
CKH00005	Moseley Braun	50	Male	Dr. Albert Barroso	Did Not Attend	[Icons]
CKH00007	Lieberman Fen	46	Female	Dr. Karen Peterson	In Review	[Icons]
CKH00005	Stifany Lawrence	48	Male	Dr. Julian Sebastian	Accepted	[Icons]

5.2.7 Physician Notified

Physician gets notified on the acceptance of referral by the specialist.

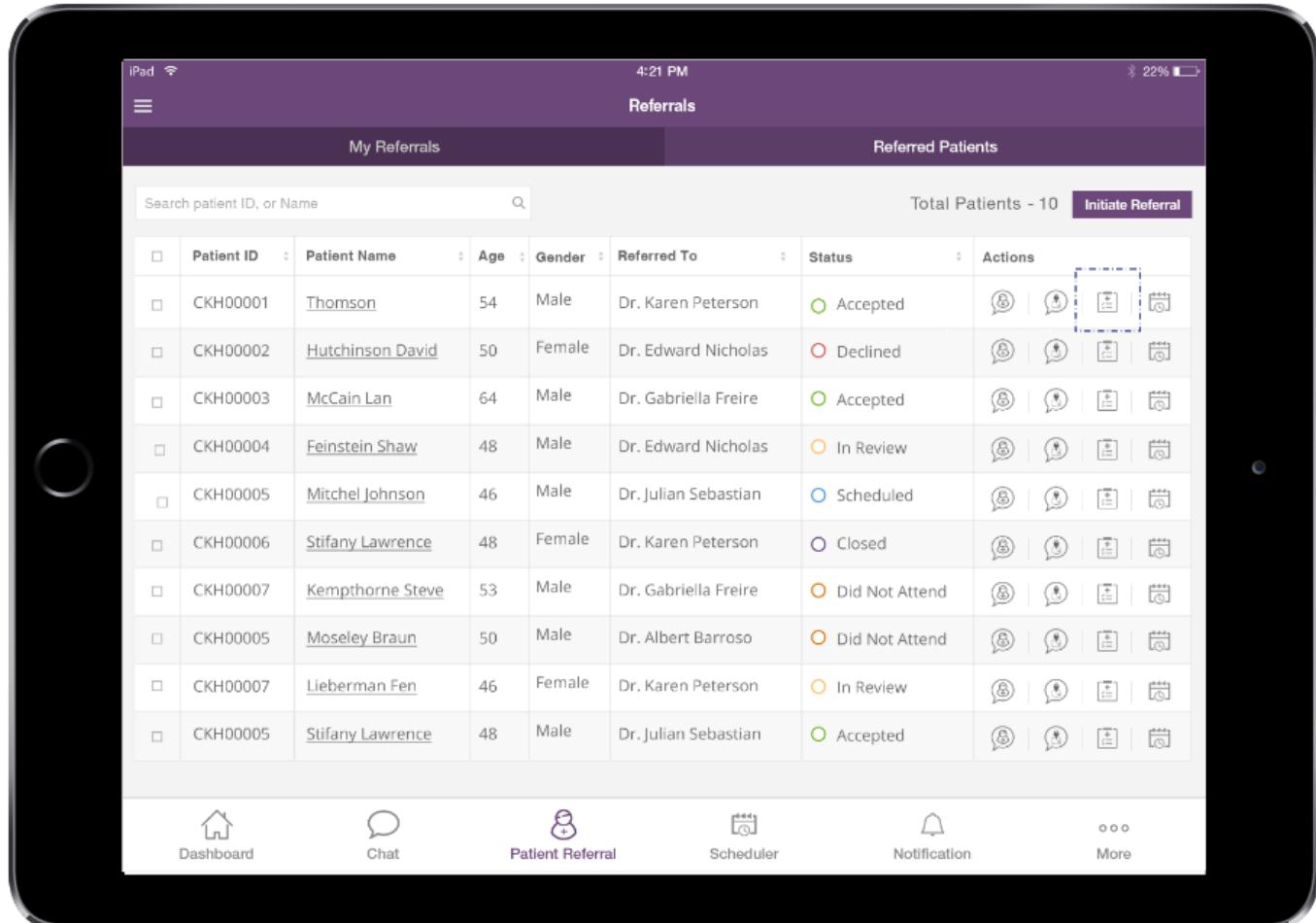


Physician initiates a chat with the Specialist.



5.2.8 Views Patient Data

Physician selects a Patient and views their data which is fetched from EMR.

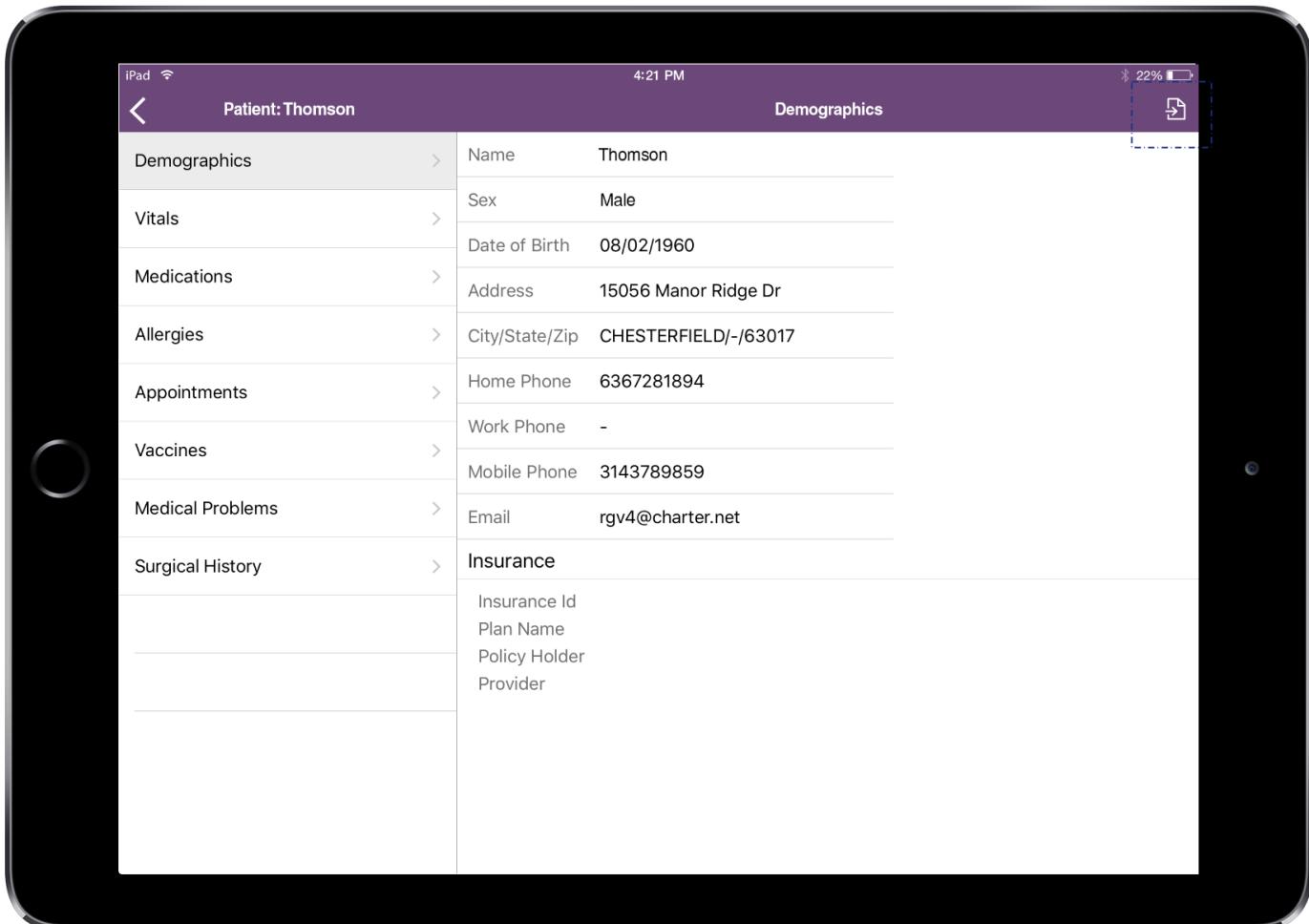


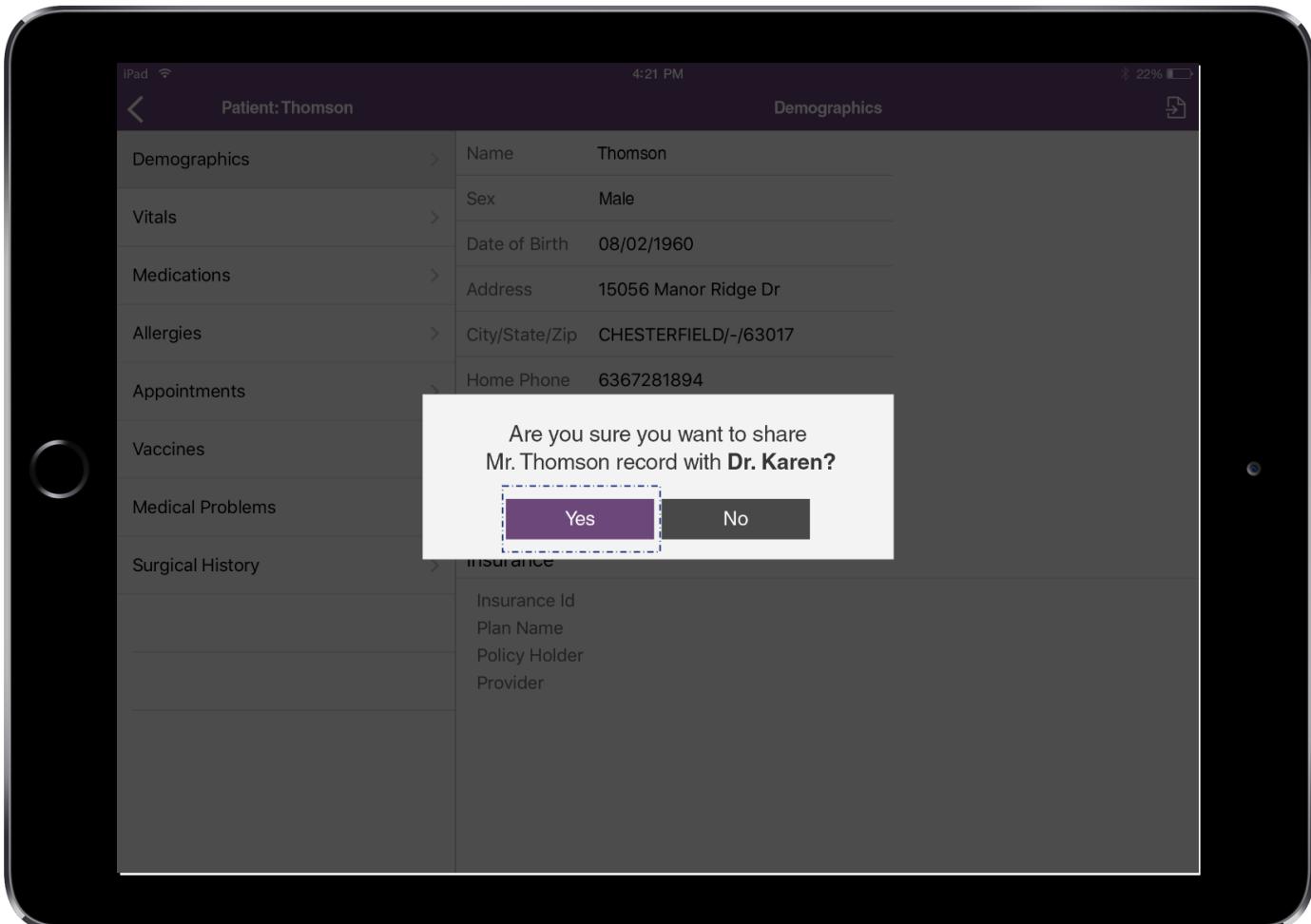
The screenshot shows a mobile application interface on an iPad. The top status bar indicates the device is an iPad with signal strength, battery level at 22%, and the time is 4:21 PM. The main screen title is "Patient: Thomson". On the right side of the screen, there is a purple header bar with the text "Demographics" and a small edit icon. The left side features a sidebar with a list of patient categories: Demographics, Vitals, Medications, Allergies, Appointments, Vaccines, Medical Problems, and Surgical History. Each category has a disclosure arrow to its right. The main content area displays detailed information for the "Demographics" category, including Name (Thomson), Sex (Male), Date of Birth (08/02/1960), Address (15056 Manor Ridge Dr), City/State/Zip (CHESTERFIELD-/63017), Home Phone (6367281894), Work Phone (-), Mobile Phone (3143789859), and Email (rgv4@charter.net). Below this, under the "Insurance" section, there are four empty fields: Insurance Id, Plan Name, Policy Holder, and Provider.

Demographics	
Name	Thomson
Sex	Male
Date of Birth	08/02/1960
Address	15056 Manor Ridge Dr
City/State/Zip	CHESTERFIELD-/63017
Home Phone	6367281894
Work Phone	-
Mobile Phone	3143789859
Email	rgv4@charter.net
Insurance	
Insurance Id	
Plan Name	
Policy Holder	
Provider	

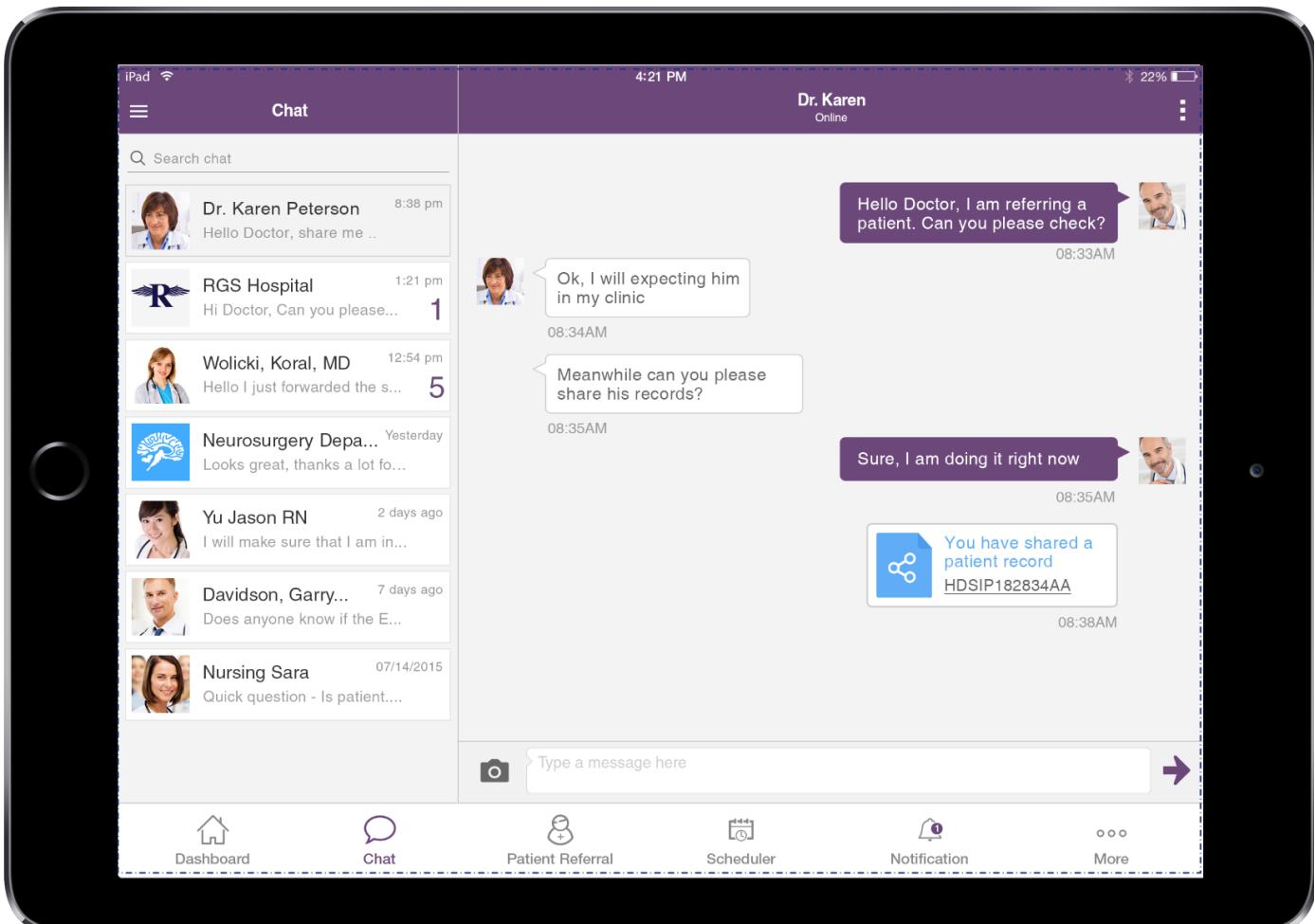
5.2.9 Share Patient Data to Specialist

Physician can either select the consolidated data (CCD) to be shared or select a specific data such as either Demographic or Vitals, etc., and share it with the referral physician.



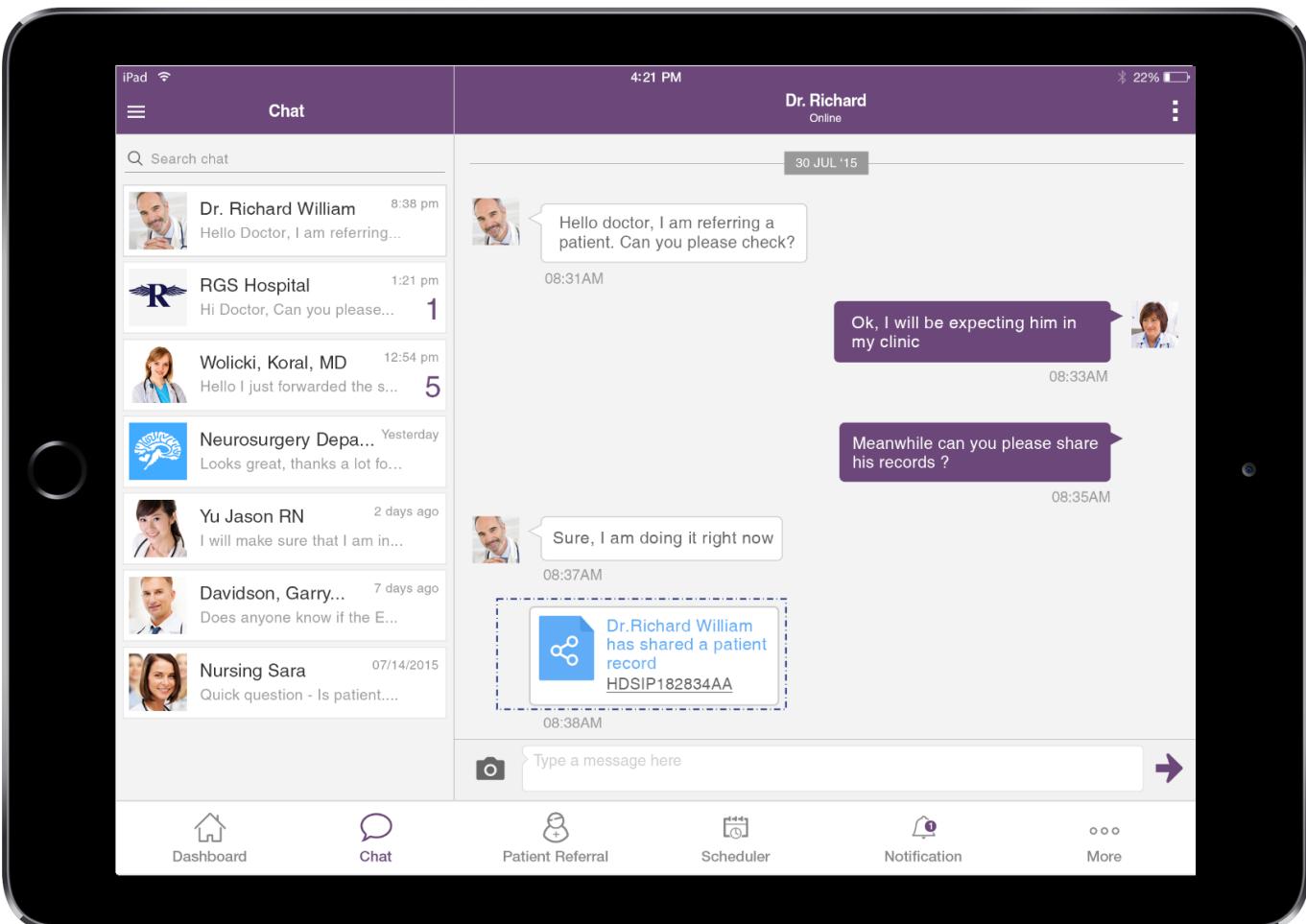


CCD Document gets shared.

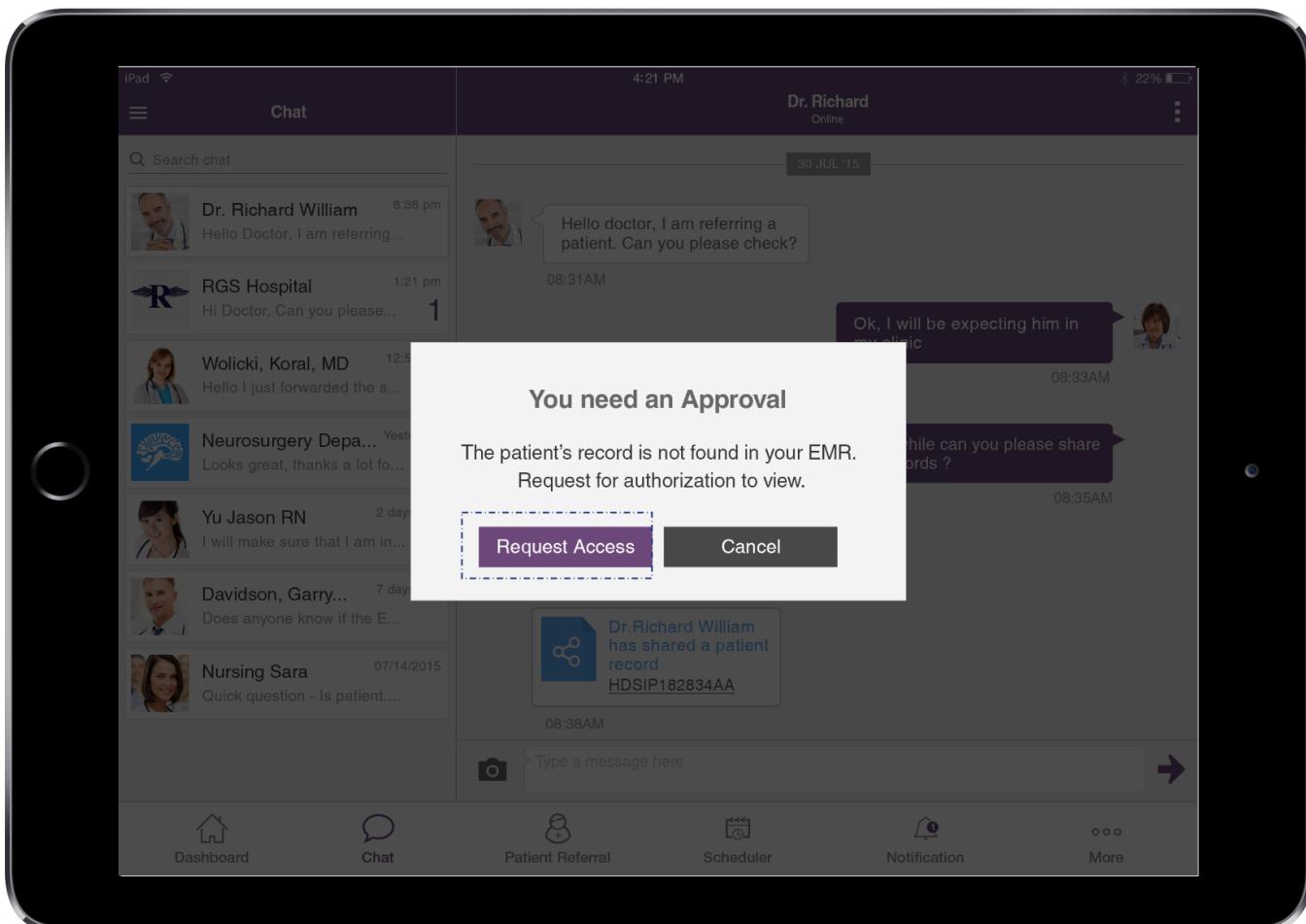


5.2.10 Request Access from Specialist

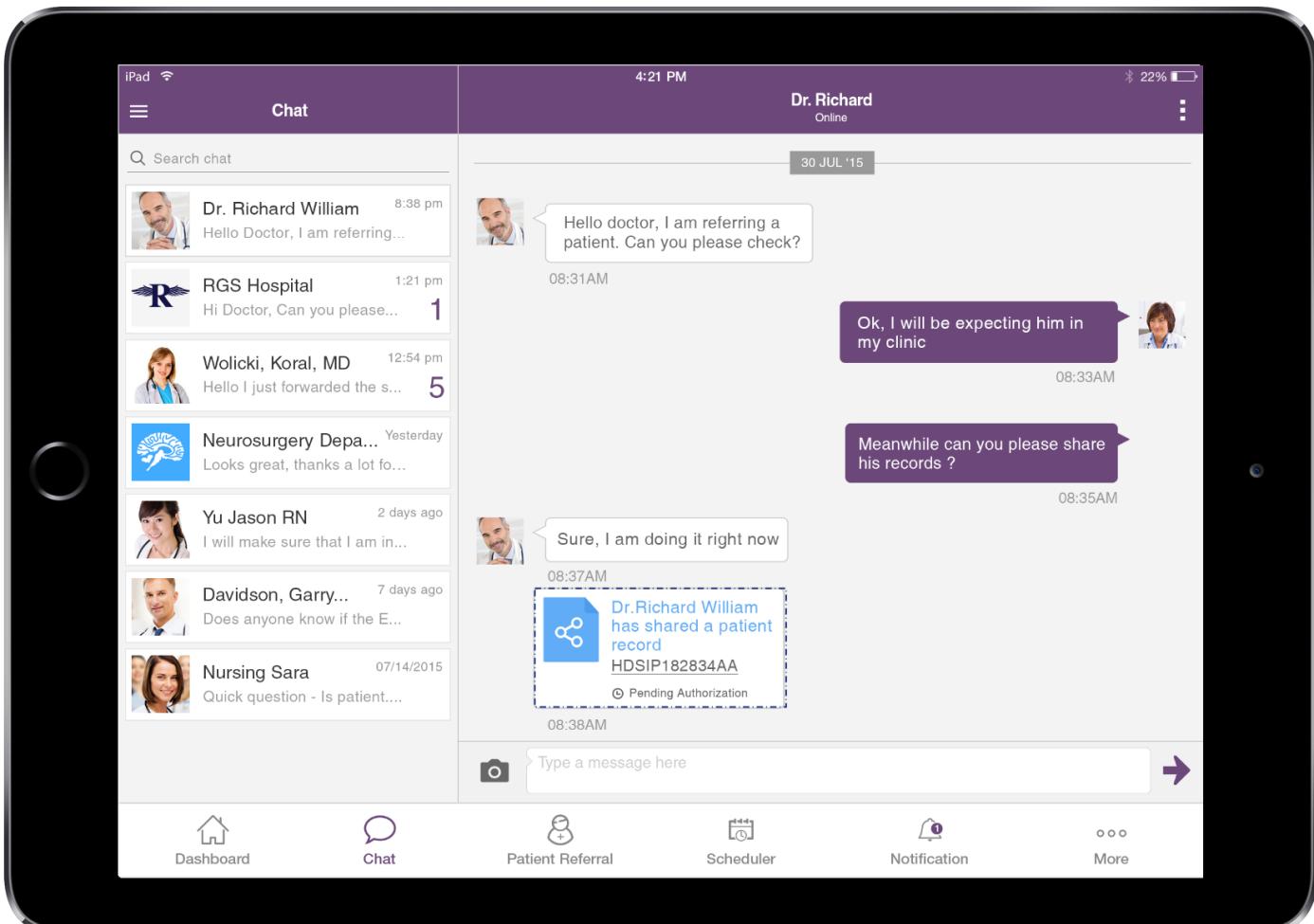
Specialist receives the patient record and clicks in order to open the same.



If the Patient records exists in his/her EMR, the patient data is displayed. In case if it is not available in Specialist EMR, he/she requests access to Physician.

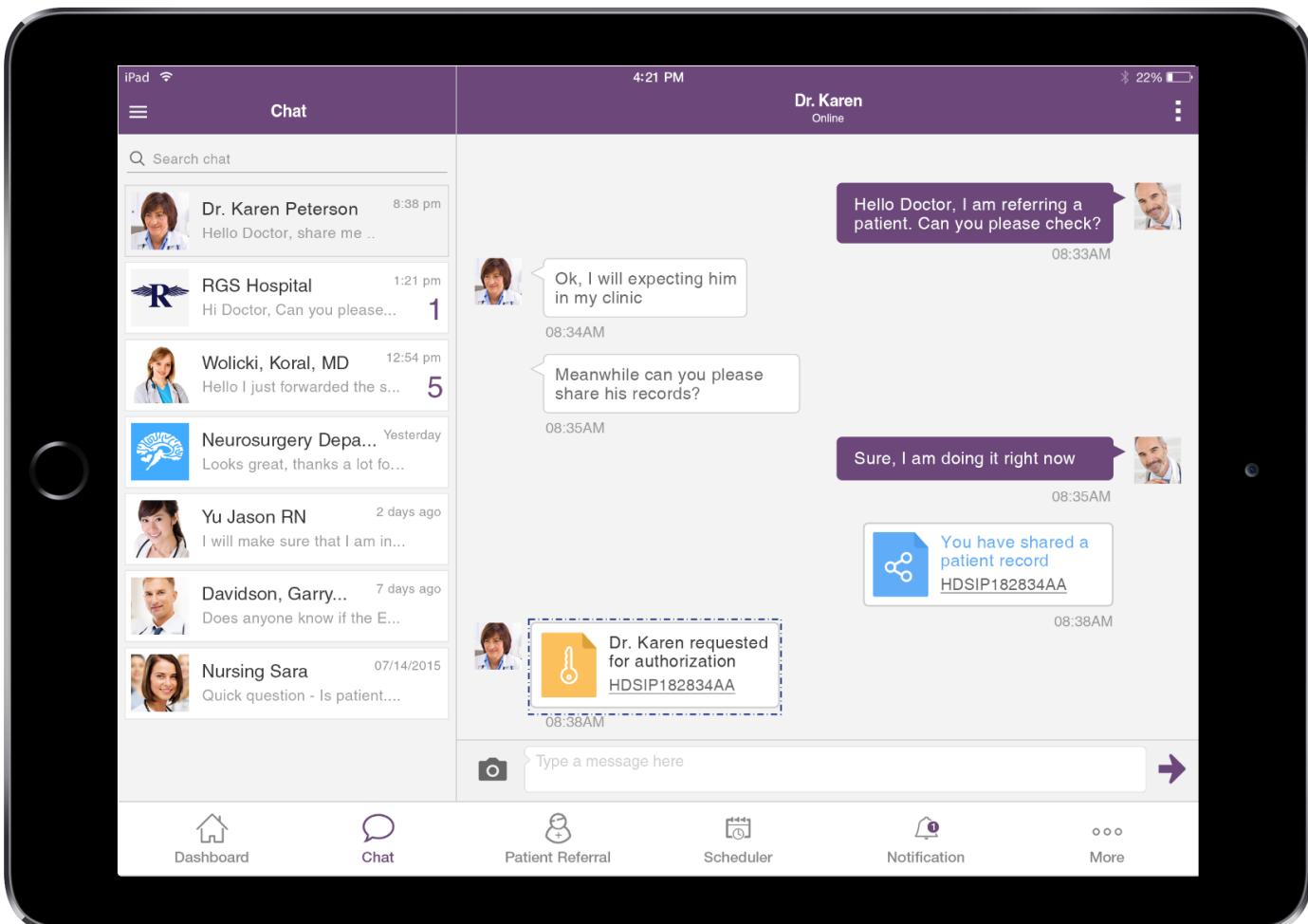


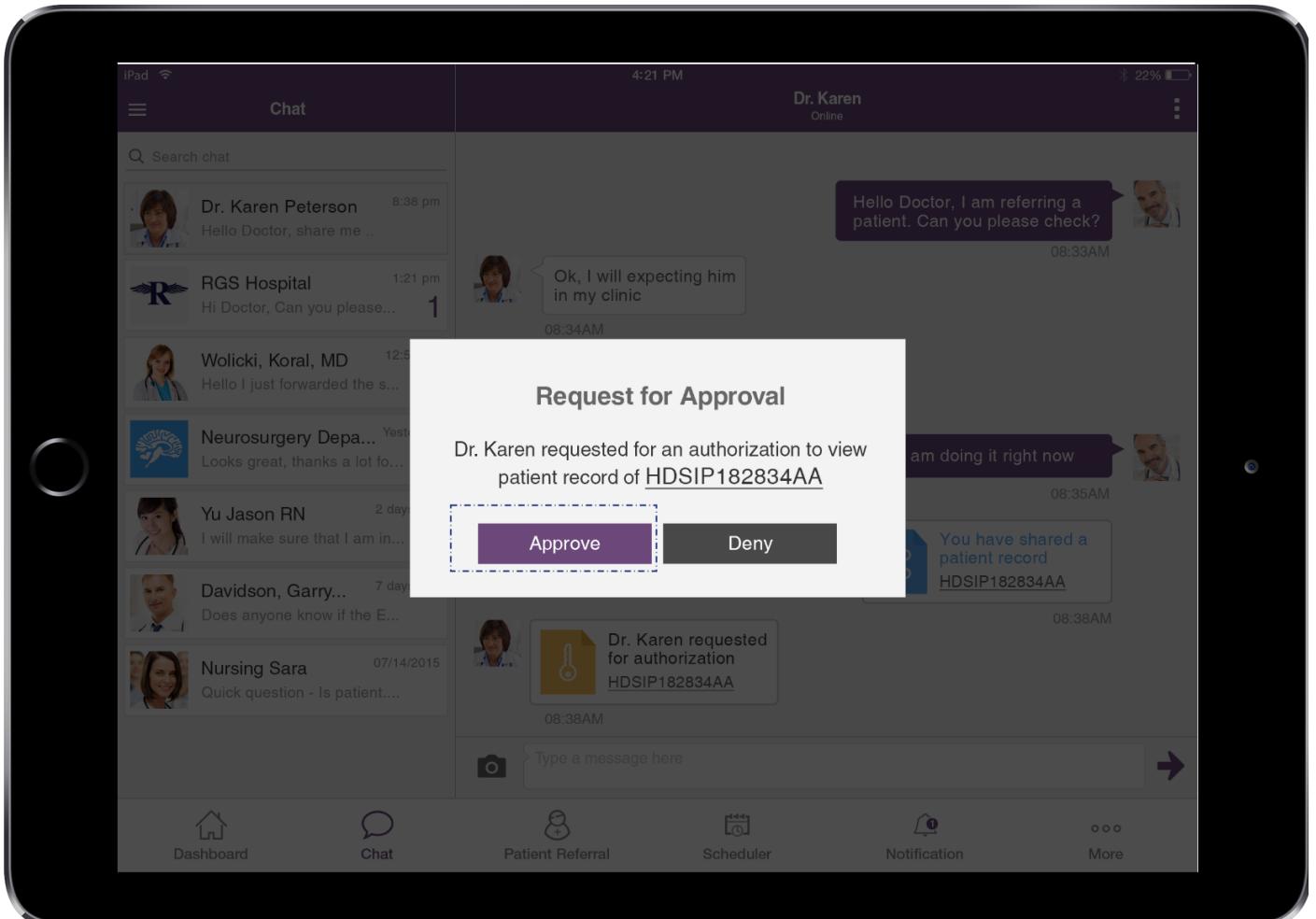
Document status would get changed to “Pending Authorization” which will be awaiting Physician approval.



5.2.11 Approval by Physician

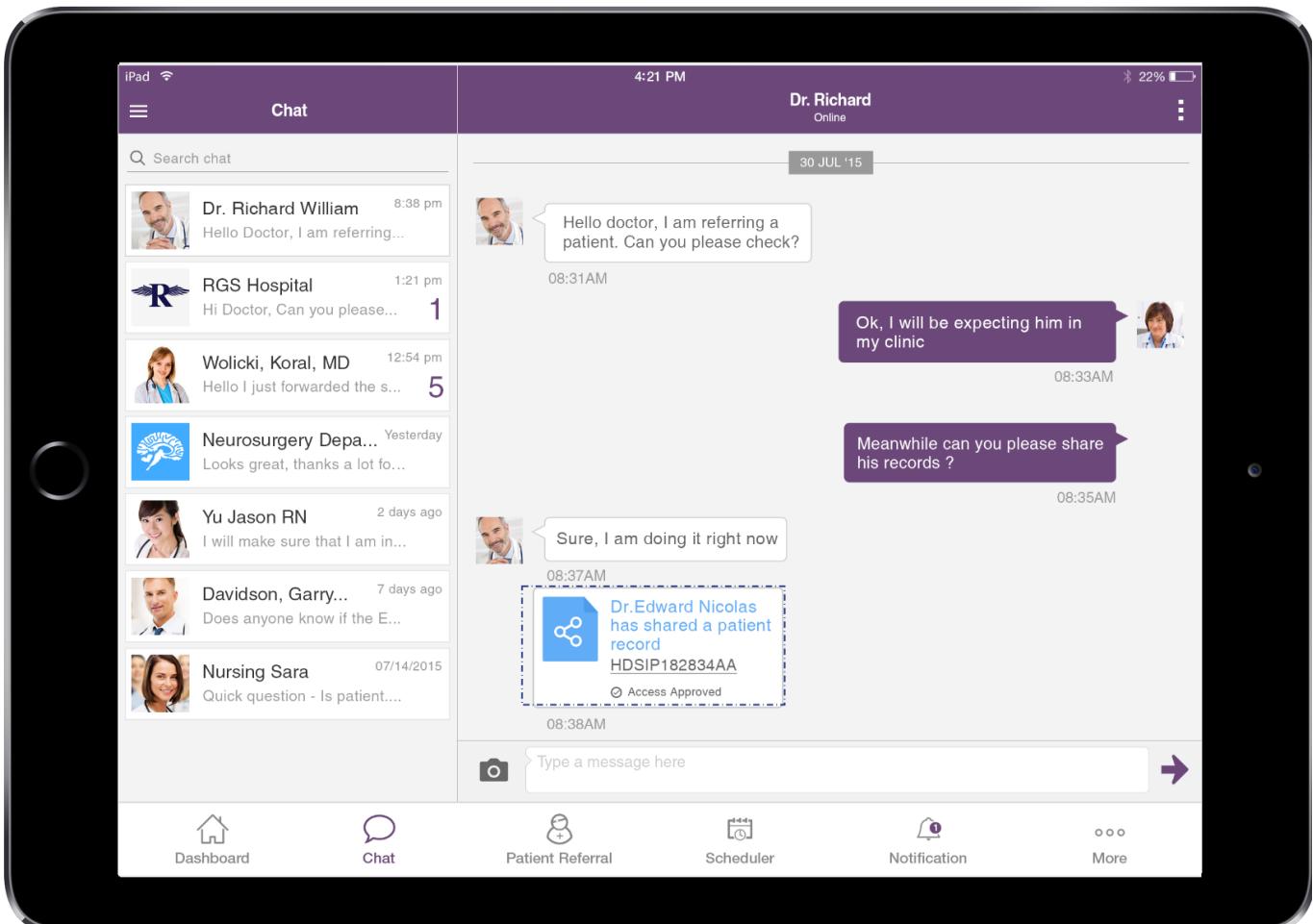
Physician receives the request from Specialist and approves / rejects the request.





5.2.12 View Patient Record (Specialist)

On approval document status is changed to “Access Approved”.



iPad 4:21 PM * 22% 

CCD:Thomson 2016/03/03

Thomson

Date Created : Wed Mar 10, 2016 at 12:55 PM From: Edward Nicolas To : Richard Simmons M.D.

Patient Demographics

Name	Gender	Date of Birth	Id Number	Address/Phone/Email
Thomson	Male	August 2nd, 1960	1117	Address : 15056 Manor Ridge Dr, Chesterfield, 63017 Home+6367281894 Mail : rgv4@charter.net

Race	Marital Status			Language
White	Married			Unknown

Tables of Contents

Payers	Problems	Family History	Social History	Allergies	Adverse Reaction	Alerts	Medications	Immunizations	Vital Signs	Results	Encounters
--------	----------	----------------	----------------	-----------	------------------	--------	-------------	---------------	-------------	---------	------------

Payers

Type	Date	Identification Numbers		Payment Provider	Subscriber
Medicare Primary	Male	Policy Number: 684157642B	PayID:00801	Medicare	Eric Thomson

Problems

Date	ICD9 Code	Description	Provider	Status
Onset: 04/25/2000	436	Cerebrovascular Disease Acute III - Defined	George T. Cuthbert, M. D.	Chronic
Onset: 04/25/2000	429.2	Cardiovascular Disease Unspec	George T. Cuthbert, M. D.	Chronic

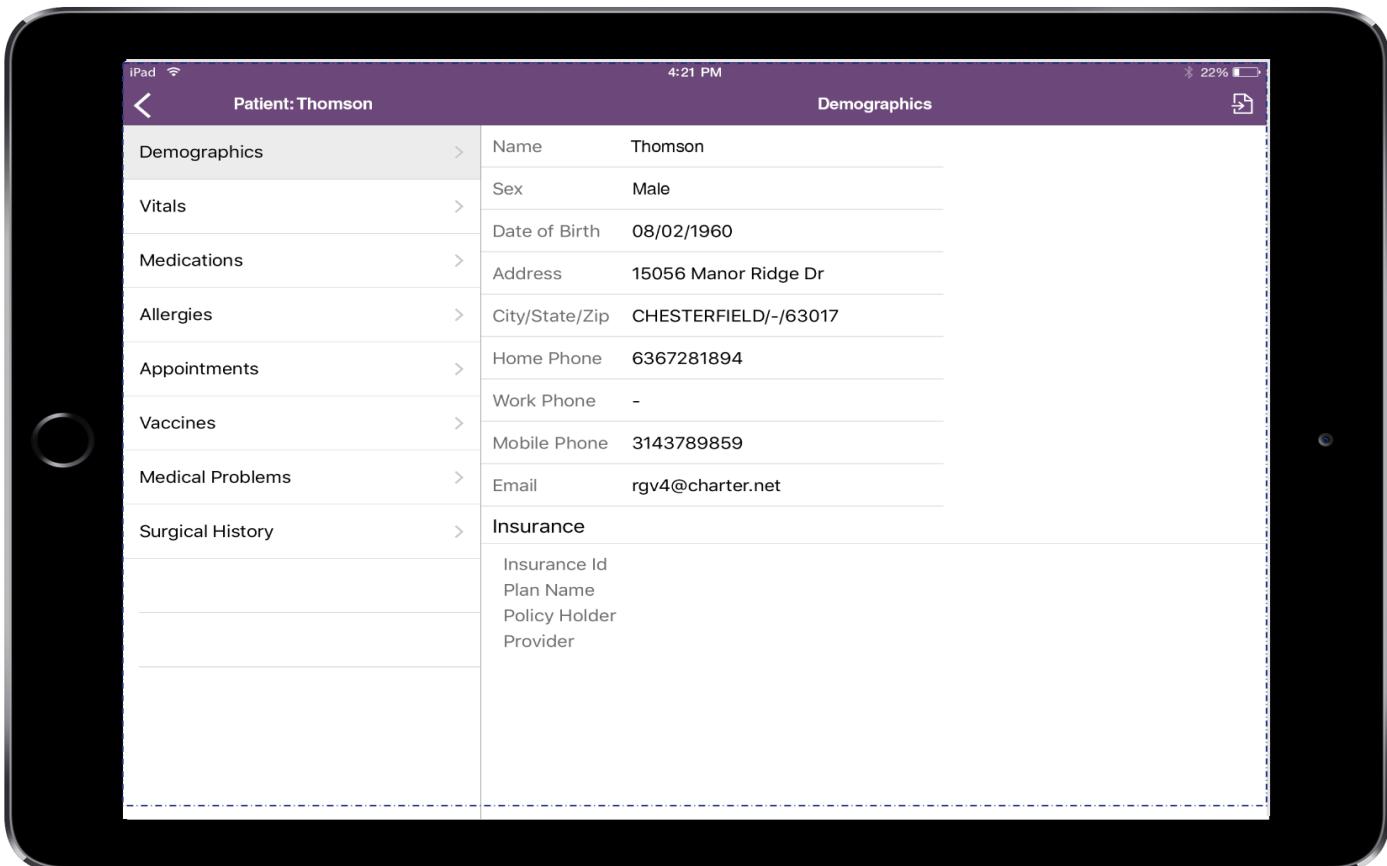
Problems

Date	Family Member(s)	Problems	Comments
	General	Osteoporosis	
	Father	Chronic Obstructive Pulmonary Disease (COPD)	

Create New Add to Existing

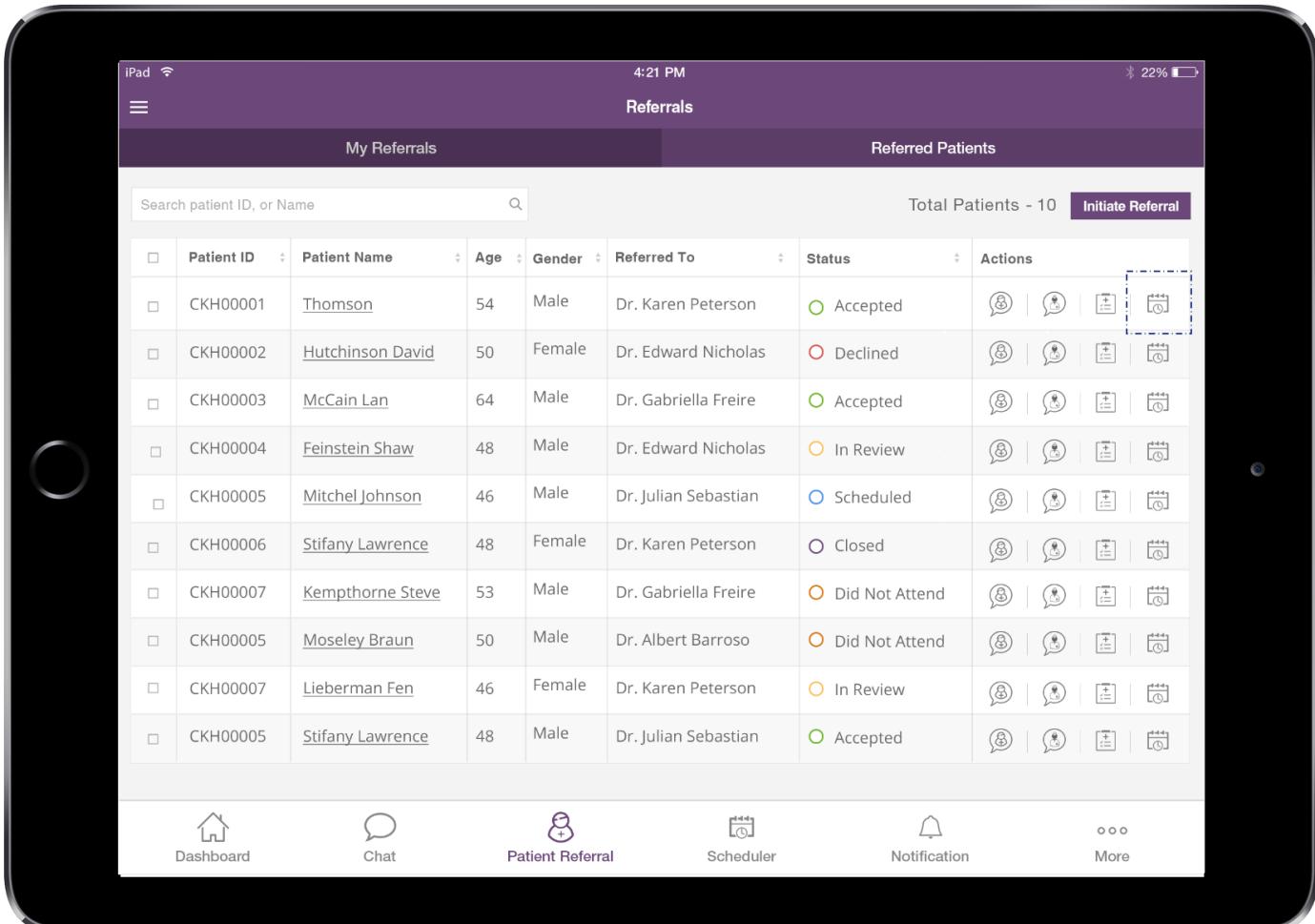
5.2.13 Sync with EMR

If required Specialist creates a new patient record within his EMR.



5.2.14 Physician Appointment Scheduling

Post sharing the patient details, physician schedules an appointment request on behalf of patient with Specialist. Physician views the Specialist calendar.

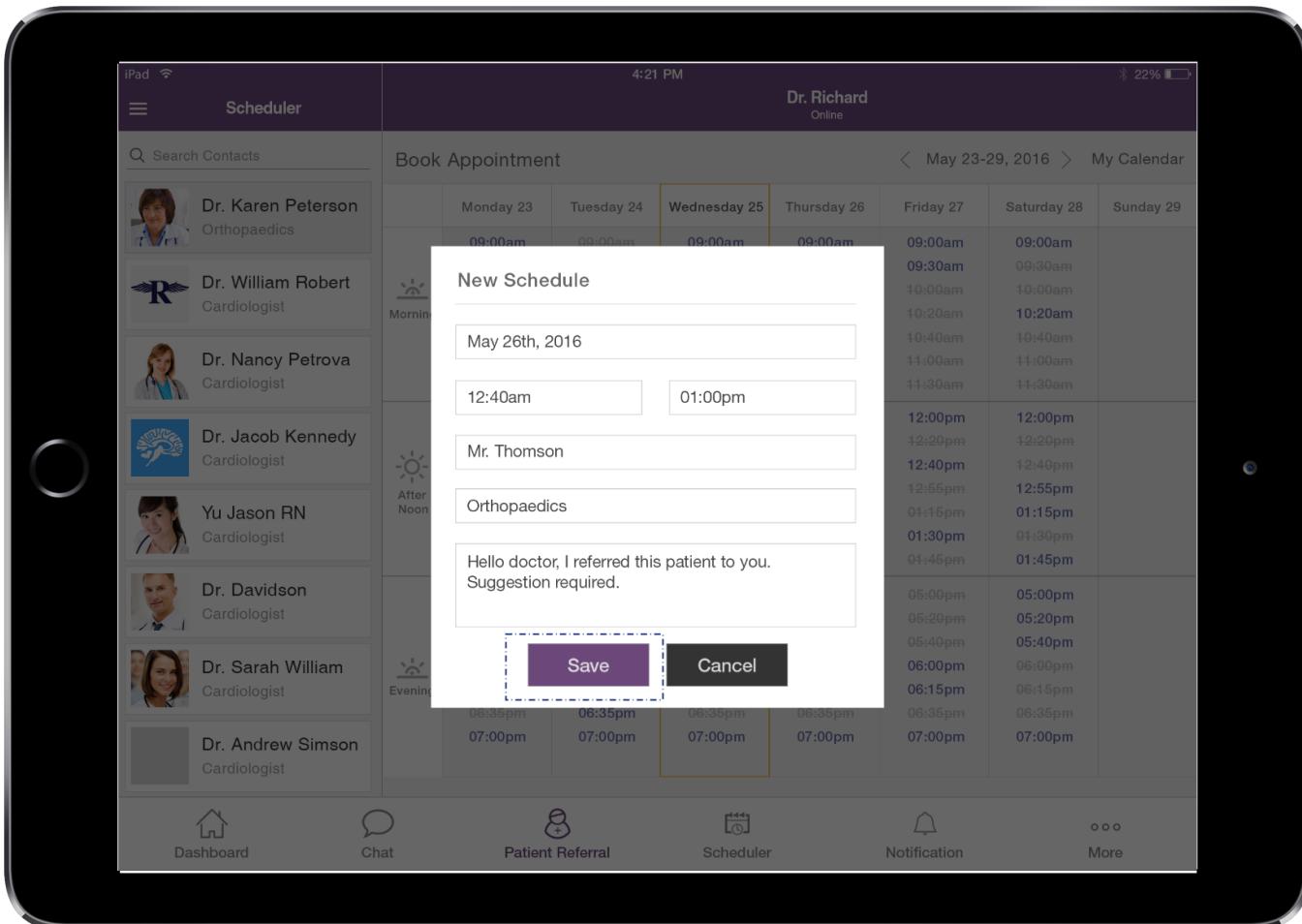


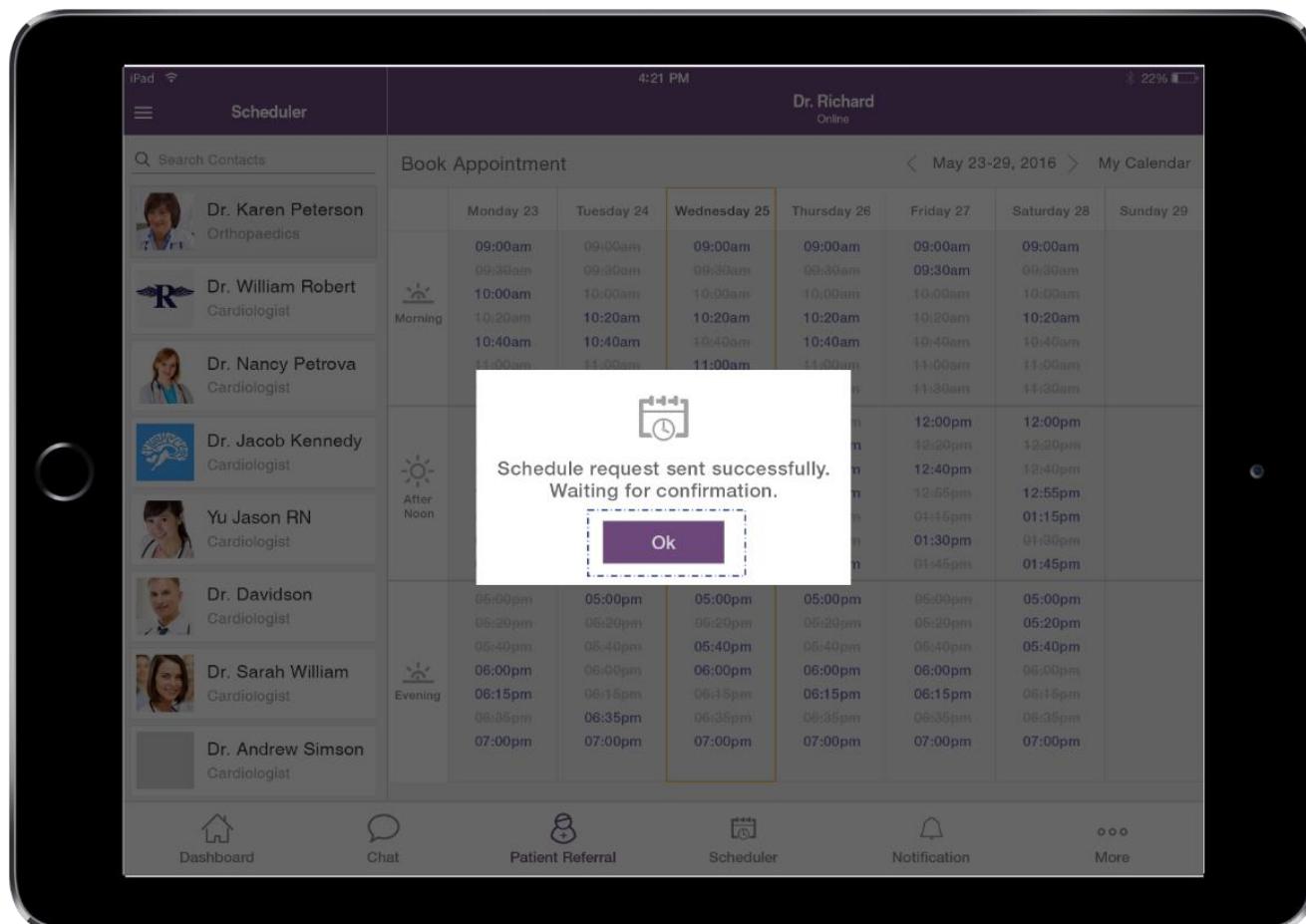
The screenshot shows a mobile application interface for scheduling appointments. At the top, there's a purple header bar with the text "Scheduler" and "Dr. Richard Online". Below this is a search bar labeled "Search Contacts". The main area is titled "Book Appointment" and shows a grid of appointment slots for "Wednesday 25". The grid is organized by time (09:00am to 07:00pm) and day (Monday 23 to Sunday 29). The slots are color-coded by time of day: Morning (light blue), Afternoon (yellow), and Evening (orange). A specific slot at 12:40pm on Wednesday is highlighted with a dashed orange border. The bottom of the screen features a navigation bar with icons for Dashboard, Chat, Patient Referral, Scheduler, Notification, and More.

	Monday 23	Tuesday 24	Wednesday 25	Thursday 26	Friday 27	Saturday 28	Sunday 29
Morning	09:00am	09:00am	09:00am	09:00am	09:00am	09:00am	
	09:30am	09:30am	09:30am	09:30am	09:30am	09:30am	
	10:00am	10:00am	10:00am	10:00am	10:00am	10:00am	
	10:20am	10:20am	10:20am	10:20am	10:20am	10:20am	10:20am
	10:40am	10:40am	10:40am	10:40am	10:40am	10:40am	10:40am
	11:00am	11:00am	11:00am	11:00am	11:00am	11:00am	11:00am
	11:30am	11:30am	11:30am	11:30am	11:30am	11:30am	11:30am
After Noon	12:00pm	12:00pm	12:00pm	12:00pm	12:00pm	12:00pm	
	12:20pm	12:20pm	12:20pm	12:20pm	12:20pm	12:20pm	
	12:40pm	12:40pm	12:40pm	12:40pm	12:40pm	12:40pm	
	12:55pm	12:55pm	12:55pm	12:55pm	12:55pm	12:55pm	12:55pm
	01:15pm	01:15pm	01:15pm	01:15pm	01:15pm	01:15pm	01:15pm
	01:30pm	01:30pm	01:30pm	01:30pm	01:30pm	01:30pm	01:30pm
	01:45pm	01:45pm	01:45pm	01:45pm	01:45pm	01:45pm	01:45pm
Evening	05:00pm	05:00pm	05:00pm	05:00pm	05:00pm	05:00pm	
	05:20pm	05:20pm	05:20pm	05:20pm	05:20pm	05:20pm	
	05:40pm	05:40pm	05:40pm	05:40pm	05:40pm	05:40pm	
	06:00pm	06:00pm	06:00pm	06:00pm	06:00pm	06:00pm	06:00pm
	06:15pm	06:15pm	06:15pm	06:15pm	06:15pm	06:15pm	06:15pm
	06:35pm	06:35pm	06:35pm	06:35pm	06:35pm	06:35pm	06:35pm
	07:00pm	07:00pm	07:00pm	07:00pm	07:00pm	07:00pm	07:00pm

Below the grid are six navigation icons: Dashboard, Chat, Patient Referral, Scheduler, Notification, and More.

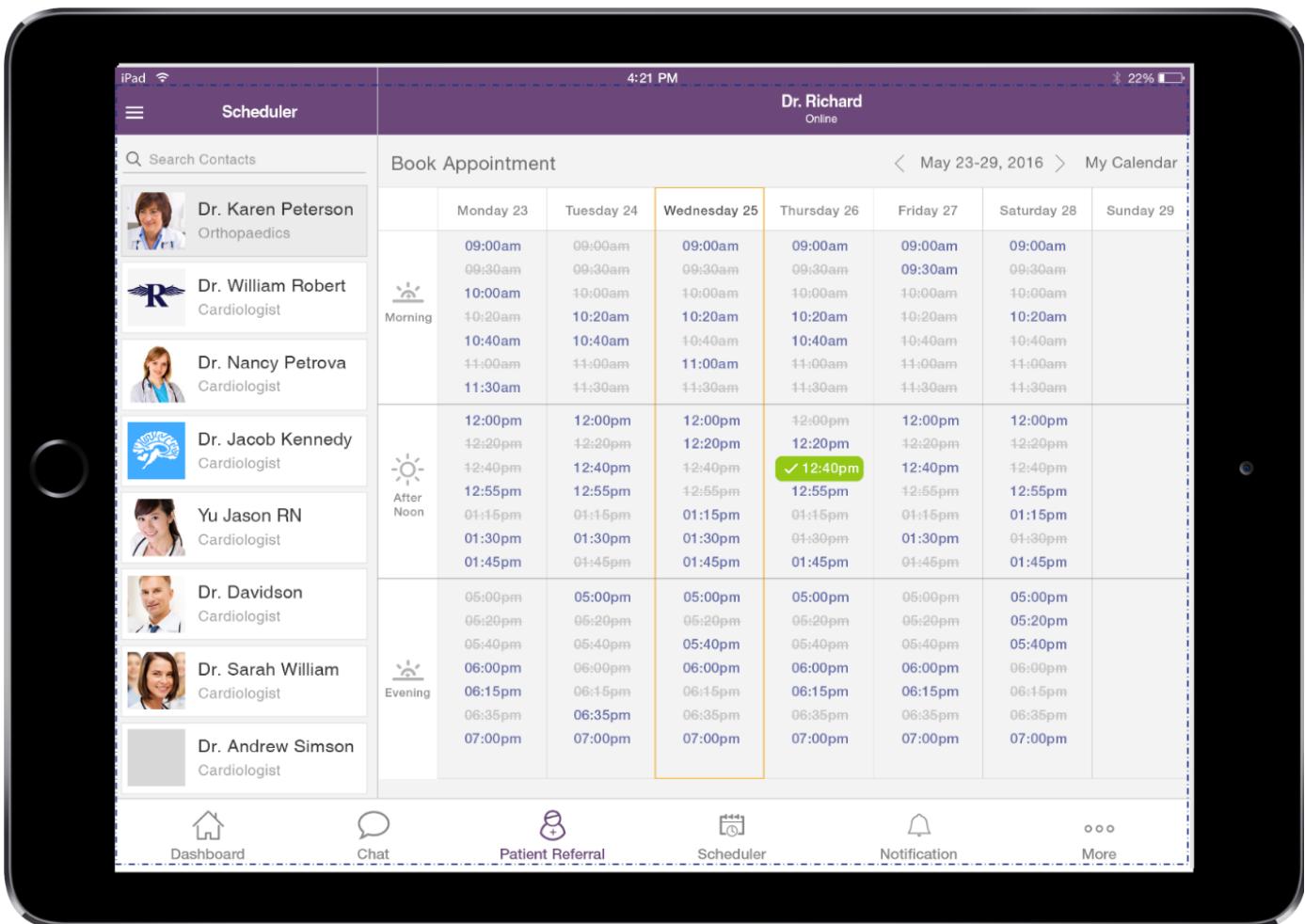
Chooses a timeslot and place an appointment request.





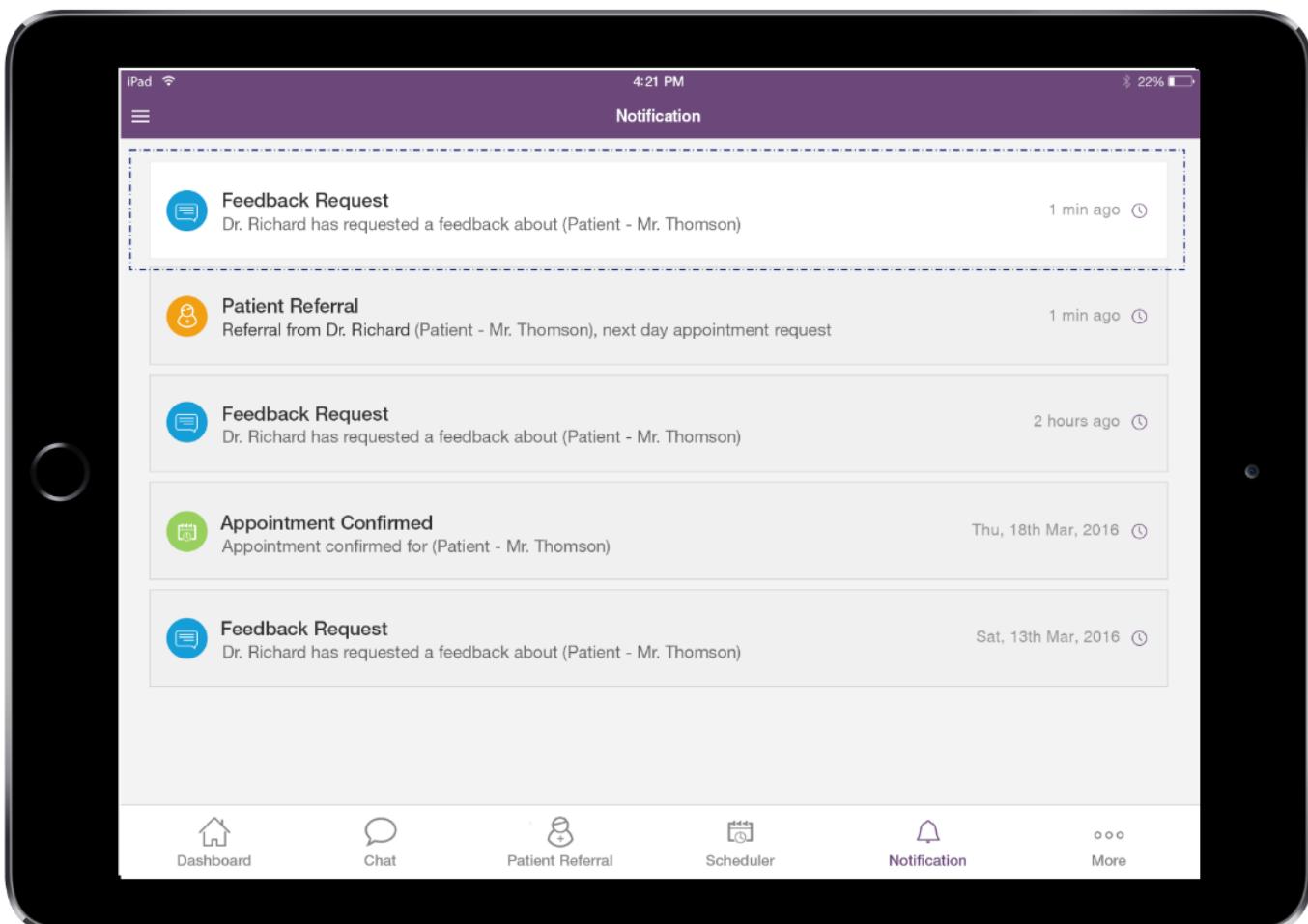
5.2.15 Specialist Appointment Confirmation

Specialist accepts the appointment which is indicated within the Physician calendar below.

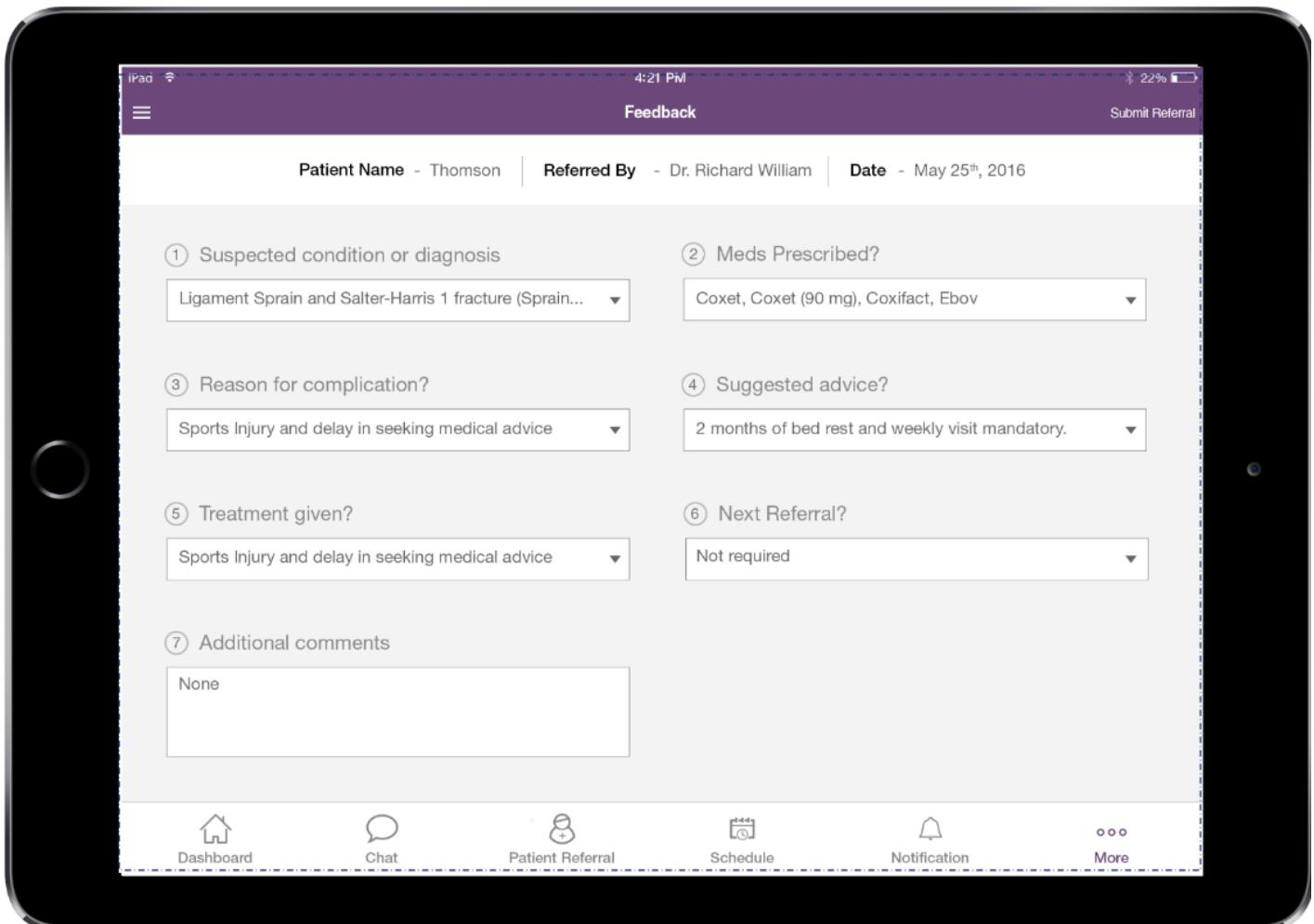


5.2.16 Feedback Notification

Specialist will be required to fill the feedback form post consultation with the referred patient. In case if has not filled the feedback form reminders would be triggered for the same.

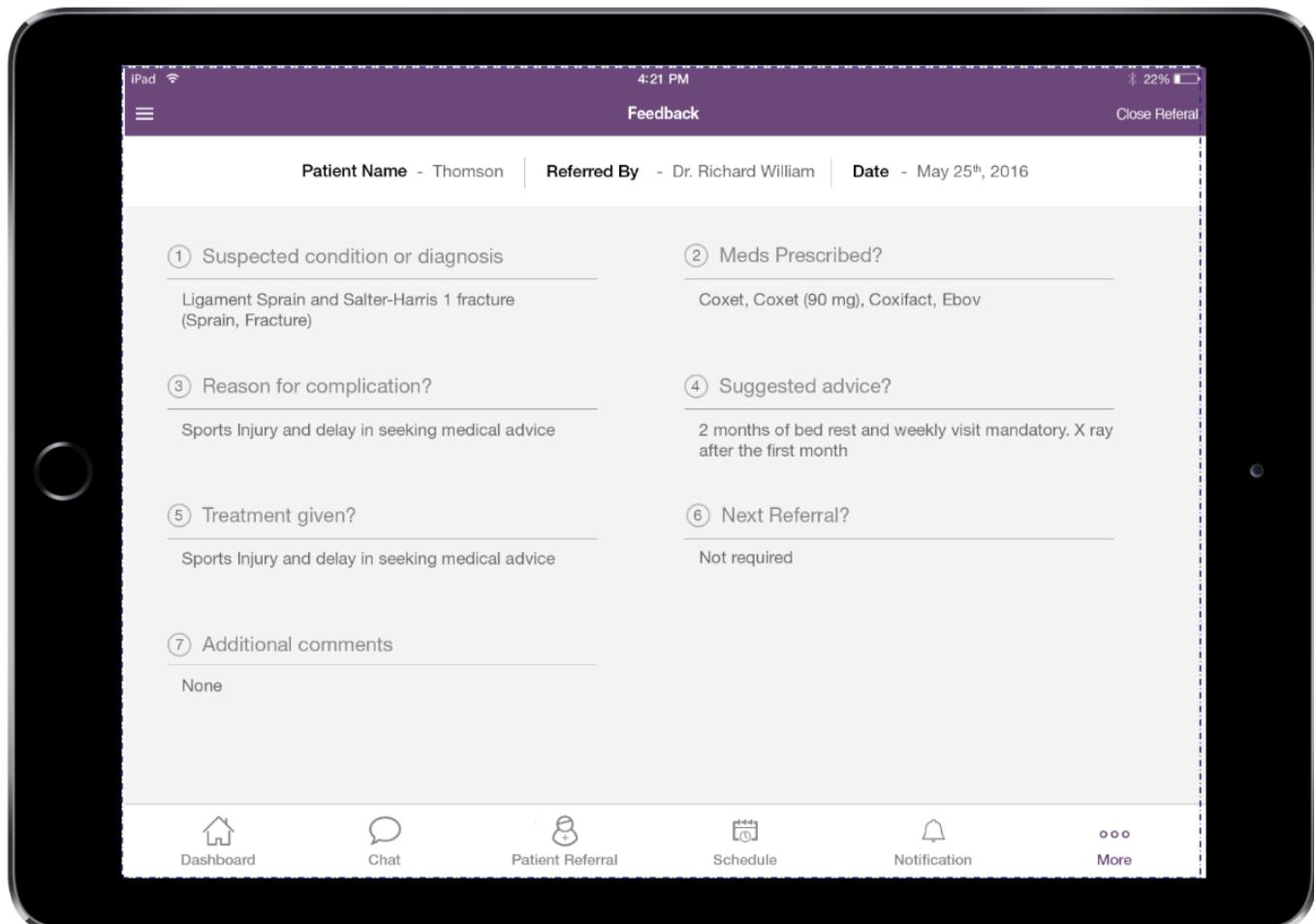


Specialist fills the feedback f

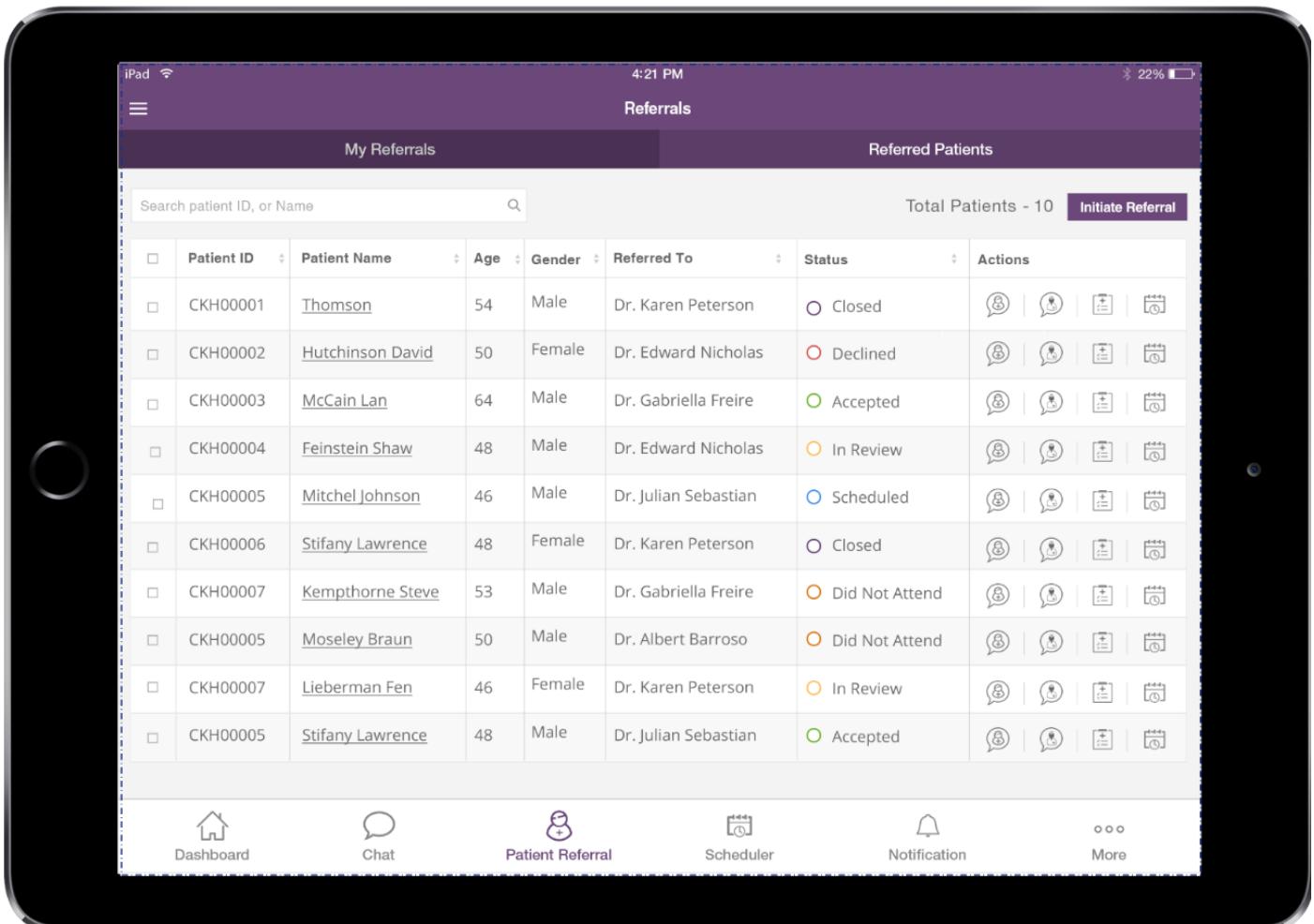


5.2.17 Referral Closure

Physician views the feedback form. Clicks on “Close Referral”



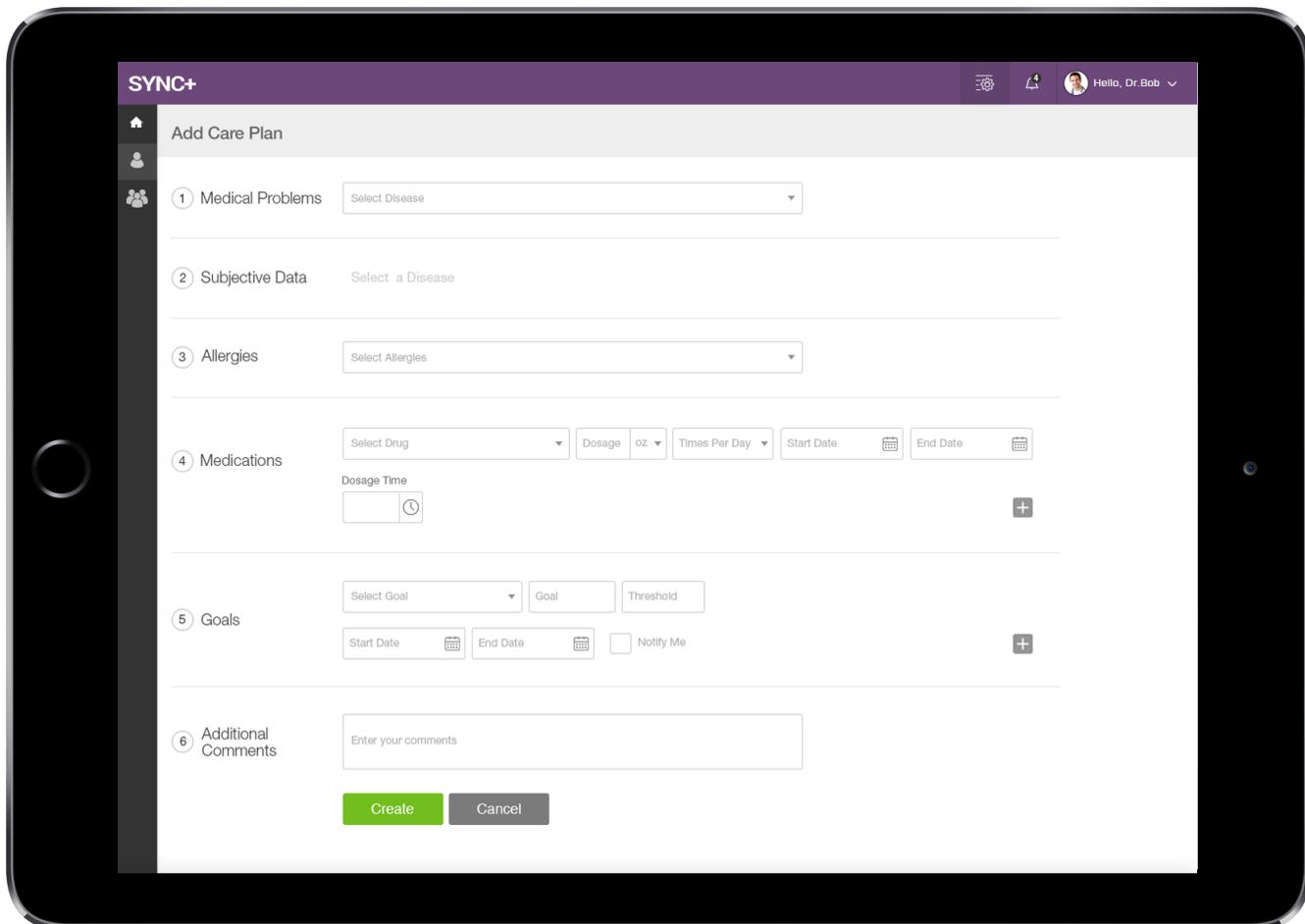
Referral status is changed to “Closed”.



5.3 Care Plan Creation

Physicians can create a care plan for their patients and push them to Consumer App (Fit+) based on which goals will be set and adherence can be tracked.

Create Plan screen will be as shown below:



Also patient centric app will enable patients to create goals and track them with the help of wearables, home health devices which can also be shared with their physicians and caregivers.