Team Big 3 - 1
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Overview:

We have all been sick before, and it is the kind of thing that can happen at any time in life. The need for medical attention sometimes comes by surprise, such as a 911 call or a follow-up appointment. Many people visit hospitals every year for diverse reasons, and knowing the context of a patient's condition is vital for proper treatment.

In response to this challenge, my partner and I have put together a plan that will make appointments with doctors much easier to come by and more efficient. By enabling patients to easily locate nearby clinics or hospitals and book their appointments within the shortest time possible, we aim to make it unnecessary for patients to call 911 when they are not having an emergency. This app also tries to simplify the complexity of getting hold of doctors' appointments, thereby reducing some stress that usually accompanies such circumstances.

Characteristics of the Users:

Individuals seeking medical advice are the app's main target audience, including all age groups, from youth to senior citizens. Clients need to get in touch with medical consultants within no time, be it for scheduled appointments, follow-ups, or any emergency cases. Furthermore, users may have different doctor preferences based on specialty, location, availability of doctors, and patient reviews. The application must also be accessible to people with disabilities so that it can accommodate everyone, be easy to use, and navigate through.

The Application:

- **Application name:** M.A.P.S (Medical Appointment Planning System)

- **What it is:** M.A.P.S (Medical Appointment Planning System) is a user-friendly app designed to simplify the process of scheduling medical appointments. It's just like booking hotels online, M.A.P.S will help you quickly locate and schedule an appointment with a variety of doctors who specialize in different fields so that you can get treatment at a time when it's needed by a few taps.

- **Features:**
  M.A.P.S will have the following features incorporated into the application. Such features are as follows:

  - **Doctor Search and Filter**
    - This would let the user search on doctors or specialists based on specialty, location, availability, and ratings.
  - **Appointment Booking**

- - - Users can book appointments with their chosen doctors directly through the app, selecting available time slots that suit their schedule.
    - ○ **Appointment Reminders**
      - ■ The app will send notifications to remind the user of their upcoming appointments, ensuring that they never miss the appointment.
    - ○ **Doctor Profile**
      - ■ Detailed profiles for each doctor, including qualifications, experience, patient reviews, and consultation fees
    - ○ **User Ratings and Reviews**
      - ■ User can leave reviews and rate their experience with doctor

Questions about the Application

- ● **Who are the potential users?**
  - ○ The potential users of this application are individuals seeking medical consultations, including patients of all ages who need to book appointments with doctors or specialists.
- ● **What tasks do they seek to perform?**
  - ○ Users seek to find and book appointments with doctors, receive reminders for their appointments, and review detailed profiles and ratings of doctors to make informed decisions.
- ● **What functionality should any system provide to these users?**
  - ○ The application should provide an easy-to-use interface for searching and filtering doctors, booking appointments, receiving reminders, viewing detailed doctor profiles, and leaving ratings and reviews.
- ● **What constraints will be placed on your eventual design?**
  - ○ The design must be accessible to users of all technical levels; it should also consider how usable the design is for people with disabilities like color blindness. Moreover, the design needs to be responsive to various sizes of screens so as to be used on mobile and tablet devices.

  - ○ Although we would have preferred to include further functionalities like prescription integeration and insurance integration, we opted for a narrower scope in order to minimize complexity and make sure that it becomes a user-centric experience.
- ● **What criteria should be used to judge if your design is a success or not?**
  - ○ We consider that a design is successful if it is user-friendly, allows users to easily book and manage appointments, receives positive feedback from users, and shows high user engagement and retention rates. Additionally, the app should have minimal technical issues and provide a seamless experience across both phones and tablets.

Implications

Implementation of M.A.P.S. is not limited to usability but has far-reaching effects. The app will help simplify and streamline the process of scheduling medical appointments, which in turn will reduce the burden on emergency services by directing non-emergency cases to the appropriate medical care. This will result in better use of healthcare resources, which may lead to improved public health outcomes. While we aimed to add more features and make the app even more user-friendly and accessible, doing so would have increased complexity. We wish we had more time to incorporate these additional functionalities.