



Team 4

# Care Connect +

Supervisor –  
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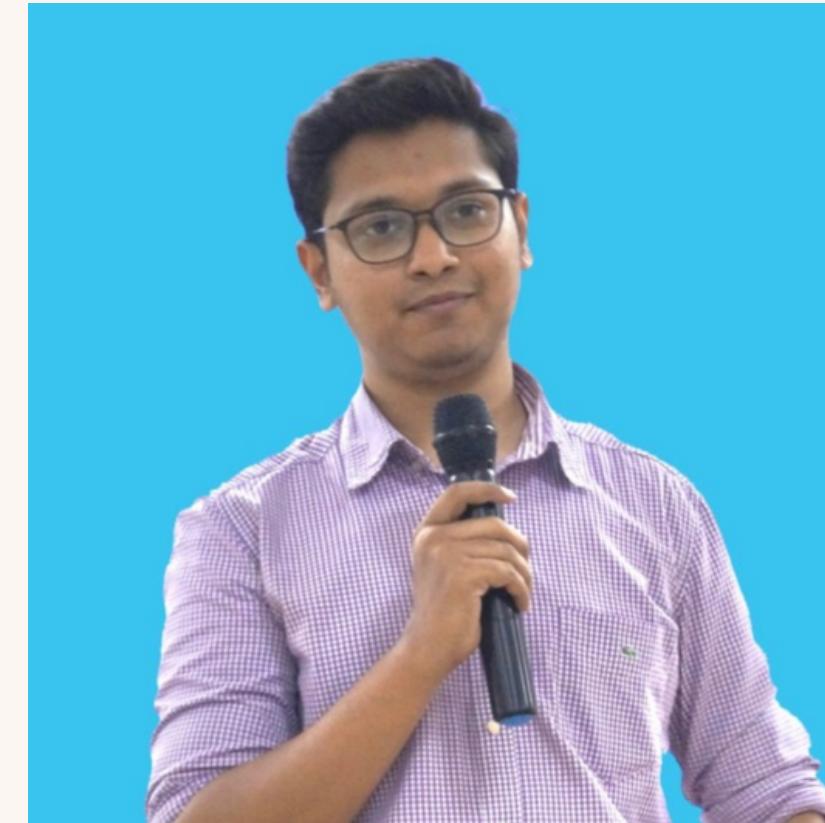
# Our Team:



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# Problem Statement:

Everyone needs a seamless experience when engaging with businesses online, especially patients worried that they might be sick. It's essential for people to have easy access to detailed information about doctors, including their specialties, credentials, patient reviews, and office locations.

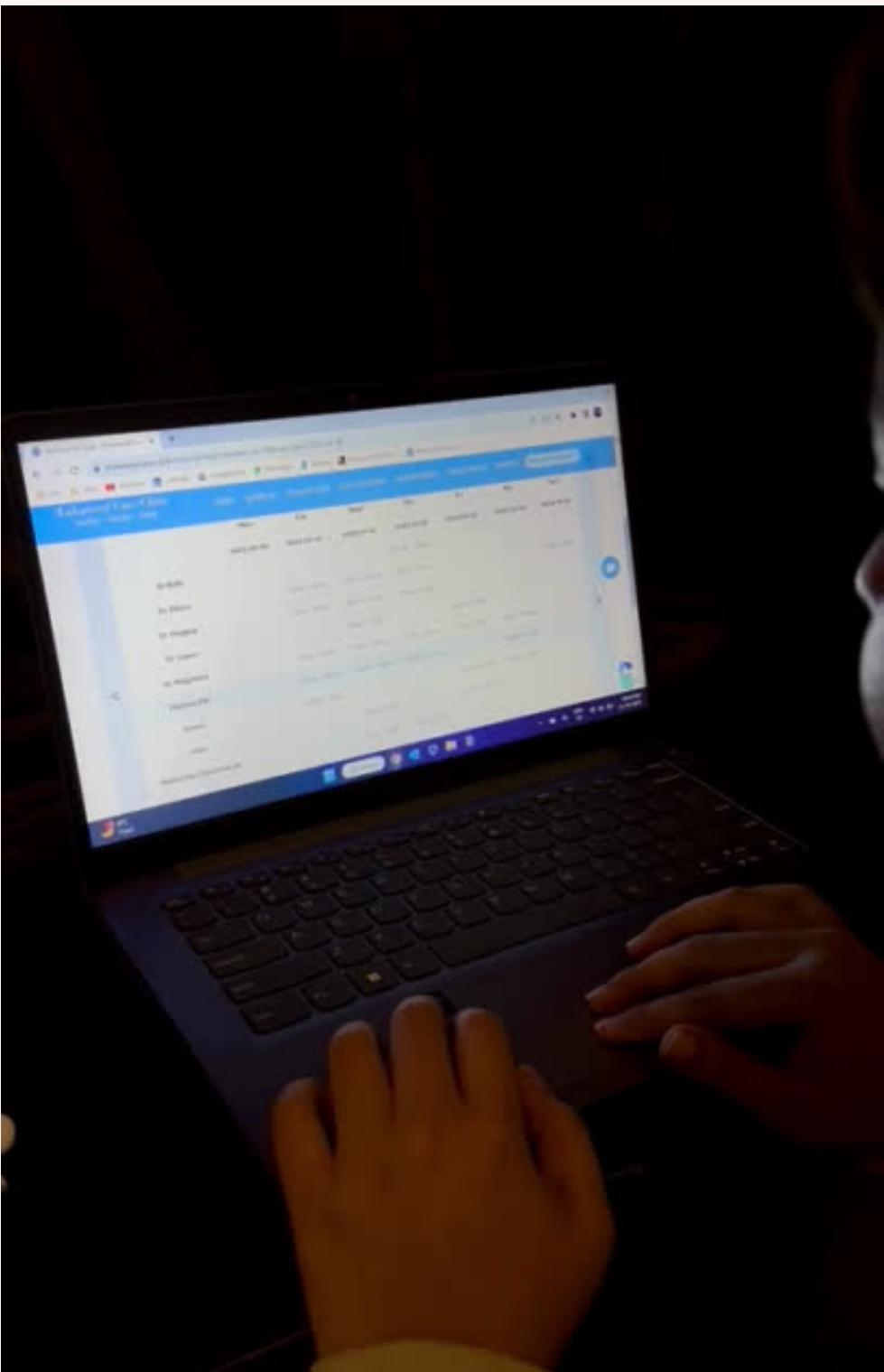
Traditional methods of booking appointments, such as calling clinics, can be time-consuming and frustrating. An app can streamline the booking process, allowing users to see available time slots and choose the one that suits them best.



# Methodology

- 1 Participant Access Plan
- 2 User Needs Assessment
- 3 Low Fidelity Prototype
- 4 Heuristic Evaluation
- 5 Usability Testing
- 6 Final Prototype





LFP

Share

Design Prototype

Page FSF5FS 100%

Local variables

Local styles

Shaiz Akhtar Mohammad

Ashok

?

**Medical History**

Upload Picture

What is your name?

Date of birth

Sex

Height

Weight

Address

Do you have any current or past medical conditions? If yes, please specify

Have you had any surgeries in the past?

Do you have any known allergies?

Do you take any prescribed medications?

Have you had any immunizations?

Do you have any other medical records?

**Lifestyle Factors**

Do you drink alcohol?

Do you smoke cigarettes?

Do you use drugs or other substances?

Are you sexually active?

On average, how much sleep do you get?

Are you aware of any medical conditions in your family history?

**SAVE**

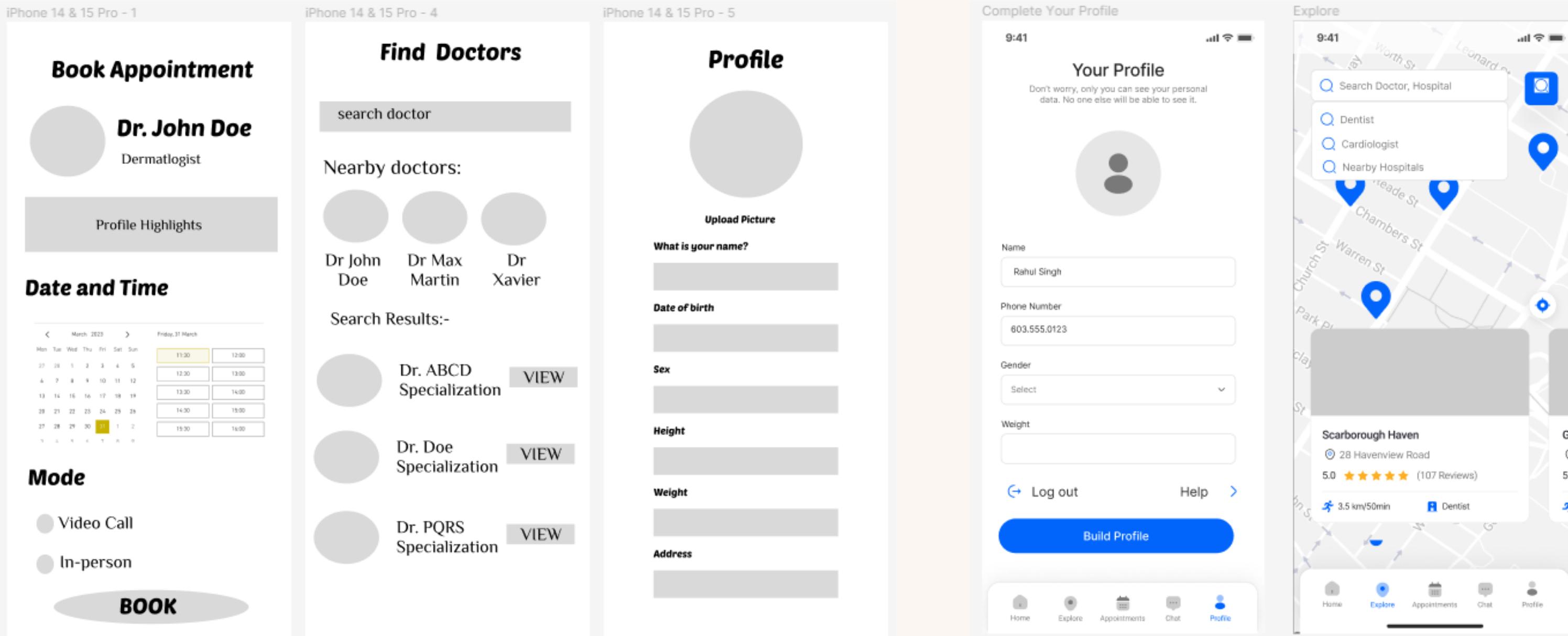
This interface is a digital form for building a profile. It includes sections for medical history and lifestyle factors. The medical history section asks for personal information like name, date of birth, sex, height, weight, and address, along with questions about medical conditions, surgeries, allergies, medications, immunizations, and other records. The lifestyle factors section asks about alcohol, cigarette, and drug use, sexual activity, sleep patterns, and family medical history. A large 'SAVE' button is located at the bottom right.

Issue #1

# Navigation Bar Missing

## Low Fidelity Prototype Analysis

Lack of navigation among different screens through a common menu was identified during the early stages of development. All participants struggled and hence it was one of the first issues that was solved after low fidelity prototype analysis was conducted

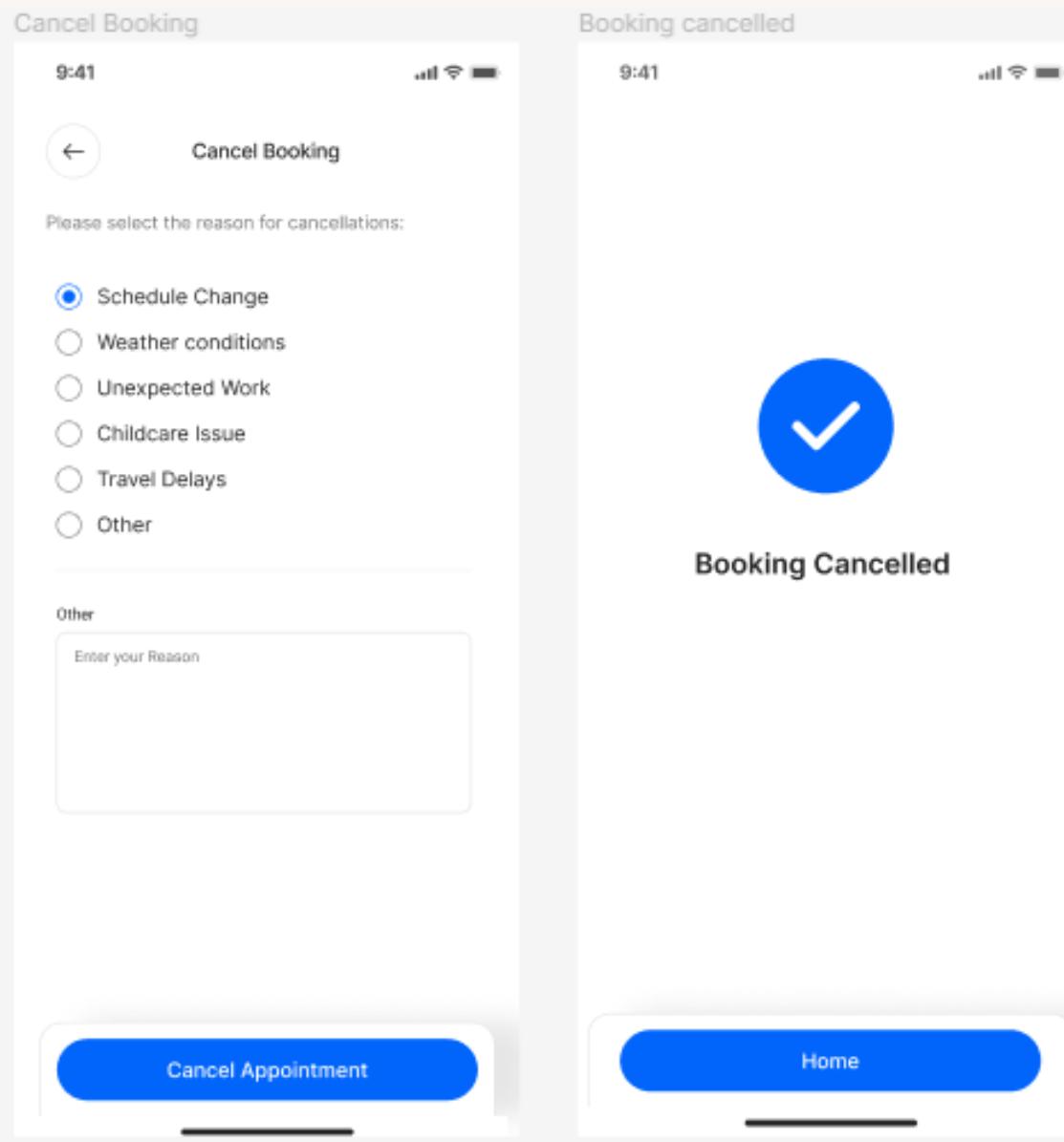


Issue #2

# Cancel Appointment

## Heuristic Evaluation

Cancel appointment button was added at the bottom center of the screen keeping up with the rest of the screen buttons. Clicking on that button leads users to a new screen where they can add the reason for cancellation and submit cancel the appointment.

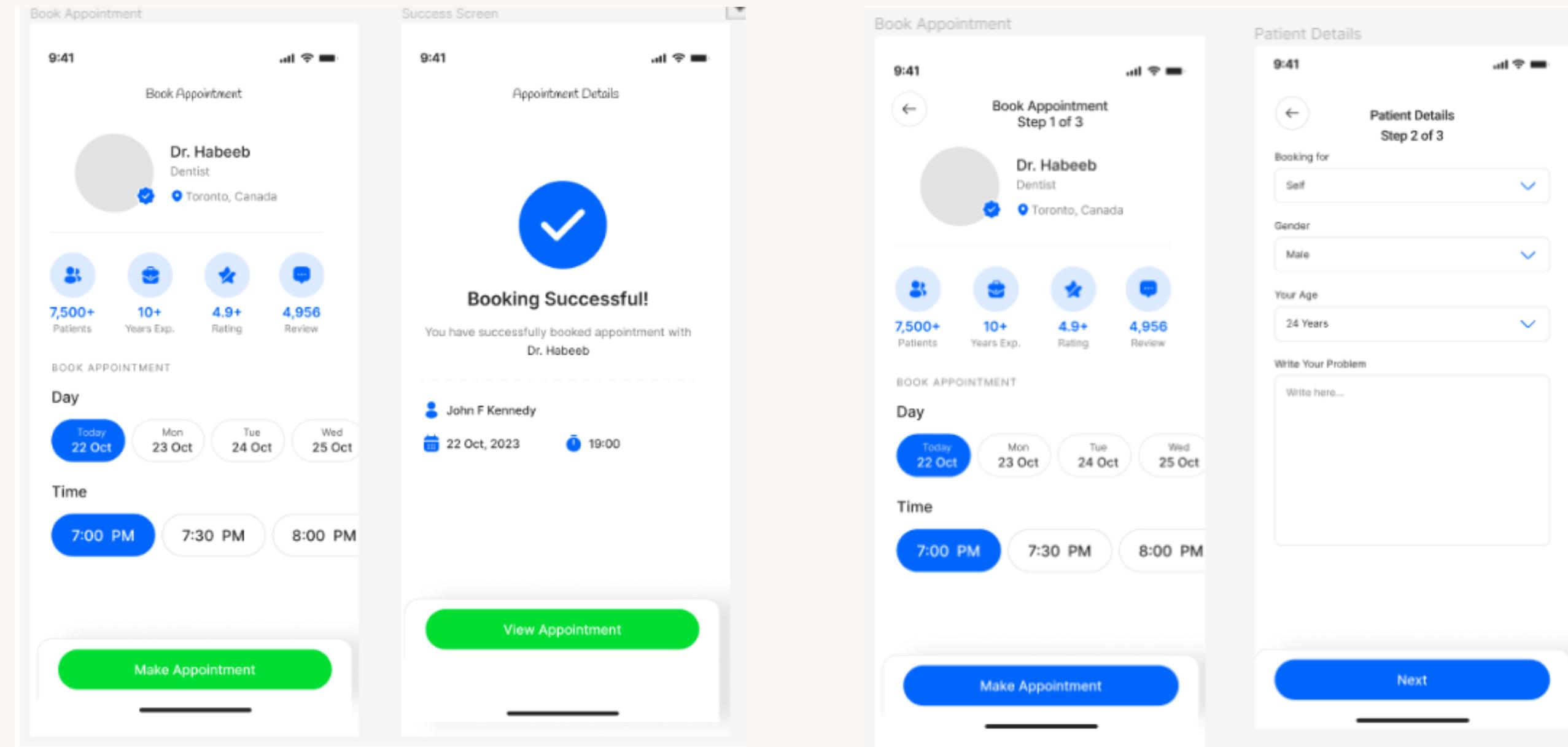


Issue #3

# Notes for doctors

## Heuristic Evaluation

An additional step is created just before the final step of appointment booking. This page has appropriate input fields where users get the freedom of choosing whom they want to book an appointment for and also add notes describing the problem they are facing

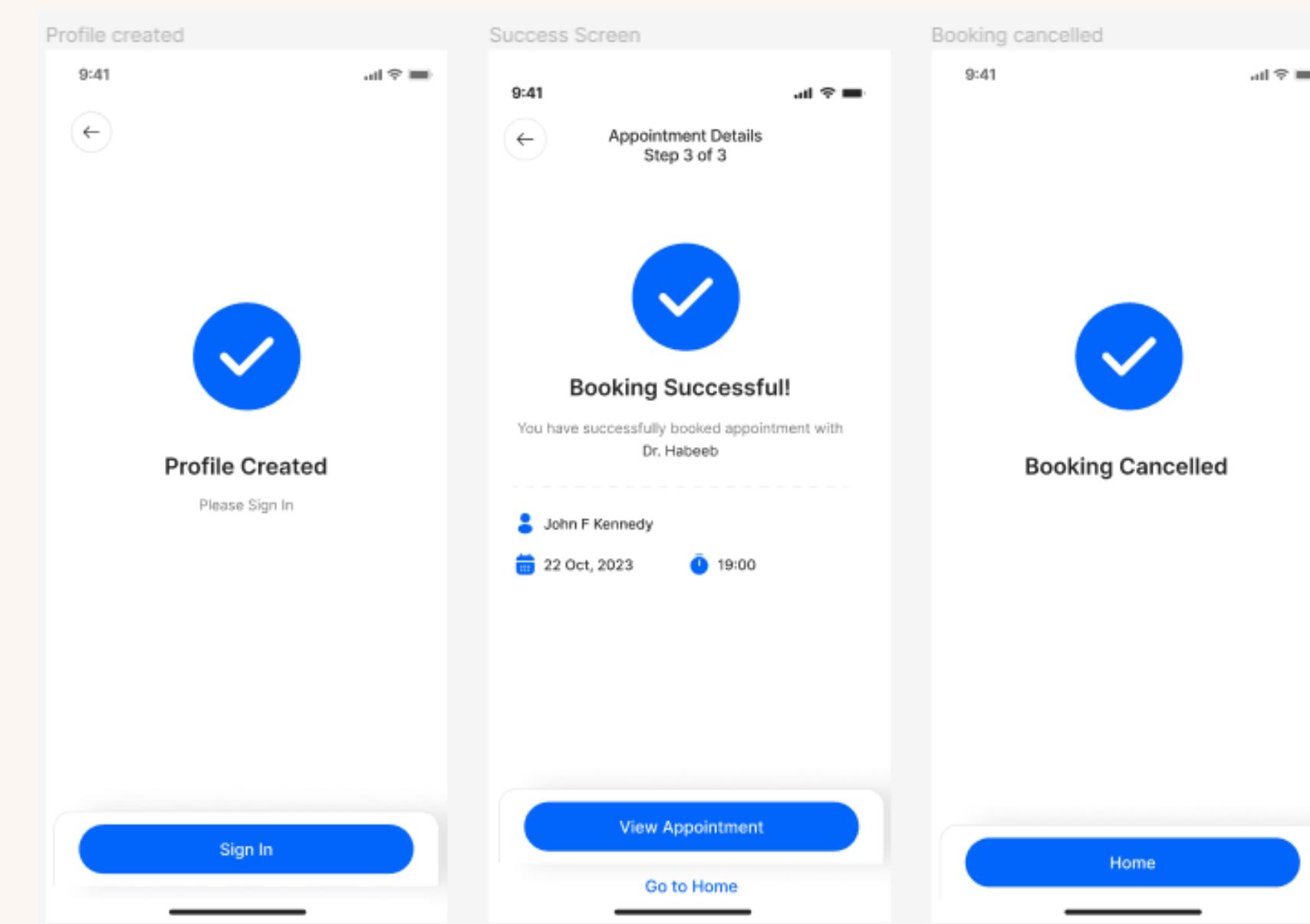


Issue #4

# Confirmation Screens

## Usability Testing

An additional step is created just before the final step of appointment booking. This page has appropriate input fields where users get the freedom of choosing whom they want to book an appointment for and also add notes describing the problem they are facing



# Final Prototype:

Redirect to Figma:

<https://www.figma.com/file/UJ4F6bOLmMgJUSJe5NvX2s/Redesigned-Prototype?type=design&node-id=0%3A1&mode=design&t=1xh0XQBE8TpO2E67-1>



# 9.3

## User Task Completion Score

Redirect to Data Collection Sheet:

[https://docs.google.com/spreadsheets/d/1FdQ6cC8u\\_PpPoYdiJN53Bpy5lgXBlrJw  
/edit?usp=drive\\_link&ouid=108200905972309449416&rtpof=true&sd=true](https://docs.google.com/spreadsheets/d/1FdQ6cC8u_PpPoYdiJN53Bpy5lgXBlrJw/edit?usp=drive_link&ouid=108200905972309449416&rtpof=true&sd=true)

# Conclusion: Issues Remaining

01.

Online  
Consultation

02.

Doctor's  
Interface

03.

Integration with  
Calendar and  
Health apps

# Takeaways

- UX is more than just talking to the users
- No Prototype is perfect
- For healthcare, diversity is crucial
- Environment impacts user proficiency



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# Thank you!

Questions?

