**DATA COLLECTED**

This comprehensive overview represents the insights gathered from participants who engaged with healthcare apps, including Practo and Maple, web-based healthcare services and individual hospital/clinic websites. During the initial phase of our study, participants were assigned specific tasks within these applications, and their feedback provided valuable insights for enhancing the overall user experience. Key findings sorted task wise from their feedback include:

**Finding a Doctor and Booking appointment:**

During our research, we met a participant called Uday, who had been assigned with booking an appointment via the Maple app. When he opened the app, he was sent to another page, but locating the "Book Appointment" section proved challenging. Uday began exploring several options on the app, hoping to find the right button. After a few minutes , our researcher asked about his experience. "Why did you click the 'Ask a Question' button?". Uday said that he imagined there was a 'Book Appointment' option underneath it, or that it would take him to a page where he could request an appointment. This finding emphasized the importance of user-friendly navigation as well as the need for visible and intuitive design elements in healthcare apps. Users like Uday may make assumptions about button functionality, underlining the significance of clear and simple appointment booking options.

During our interviews, participants emphasized the necessity of improved search filters and sorting options. They proposed filters based on specialization, ratings, location, availability, and appointment mode to increase the precision of doctor searches. The importance of comprehensive physician profiles was underlined. When choosing a healthcare practitioner, users underlined the value of past evaluations, professional experience, specialties, and noteworthy accomplishments. While some platforms had this, they weren’t very easy to interpret. These tons of information needs to be efficiently summarized using aggregators and highlighting icons.

**Communication:**

Participants suggested adding functions that would let users book, postpone, and cancel appointments as well as safely transmit vital health information.

Users recommended adding a chat window to enable direct connection with medical professionals in addition to these features. In order to increase accountability and transparency, they also want to be able to rate and evaluate appointments.

**Building a Profile:**

Building a resourceful profile can be tedious and medical terms can be difficult to understand for everyday users. We found users of Maple and Practor asking us what some of the user input fields meant while filling up their data. They also tried looking up medical terms online. We asked them if helpful prompts like a question mark icon or a “Learn More” next to the input field could have been more helpful and everyone agreed. We also observed most people skipping important profile fields because the questionnaire was too long. We realized dividing the questionnaire to build profiles into mandatory fields and optionals would help.

Senior participants during their interviews expressed desire for less fancy text styles and more simple clear text styles accompanied with audio and visual aids would help them navigate through the app seamlessly.

**Managing Chronic Conditions:**

After booking an appointment through hospital websites most participants met with short single line confirmation emails or notes. Most first time users weren’t exactly sure of the need for any other steps that could help them. In order to improve the post-appointment process's efficiency and informational value, participants requested post-booking sites that included checklists, cancellation alerts, and unambiguous instructions to the doctor's office.

Users also asked for the ability to add family members and pre-approved emergency contacts to online appointments, which would be especially helpful in an emergency. None of the platforms had this option.

These participants' input will be a great source of information for improving the functionality and general usability of healthcare applications. The goal of these enhancements is to increase the apps' usability and efficacy in catering to the various demands of healthcare users.

Apps like Practor or Maple did not offer the option of recurring appointments.

**Graphs**:

The following are the graphs obtained through post interview surveys:

Forms response chart. Question title: If you're a patient, have you used any healthcare or telemedicine apps before?
. Number of responses: 11 responses.Forms response chart. Question title: How do you prefer to consult with healthcare professionals?
. Number of responses: 11 responses.