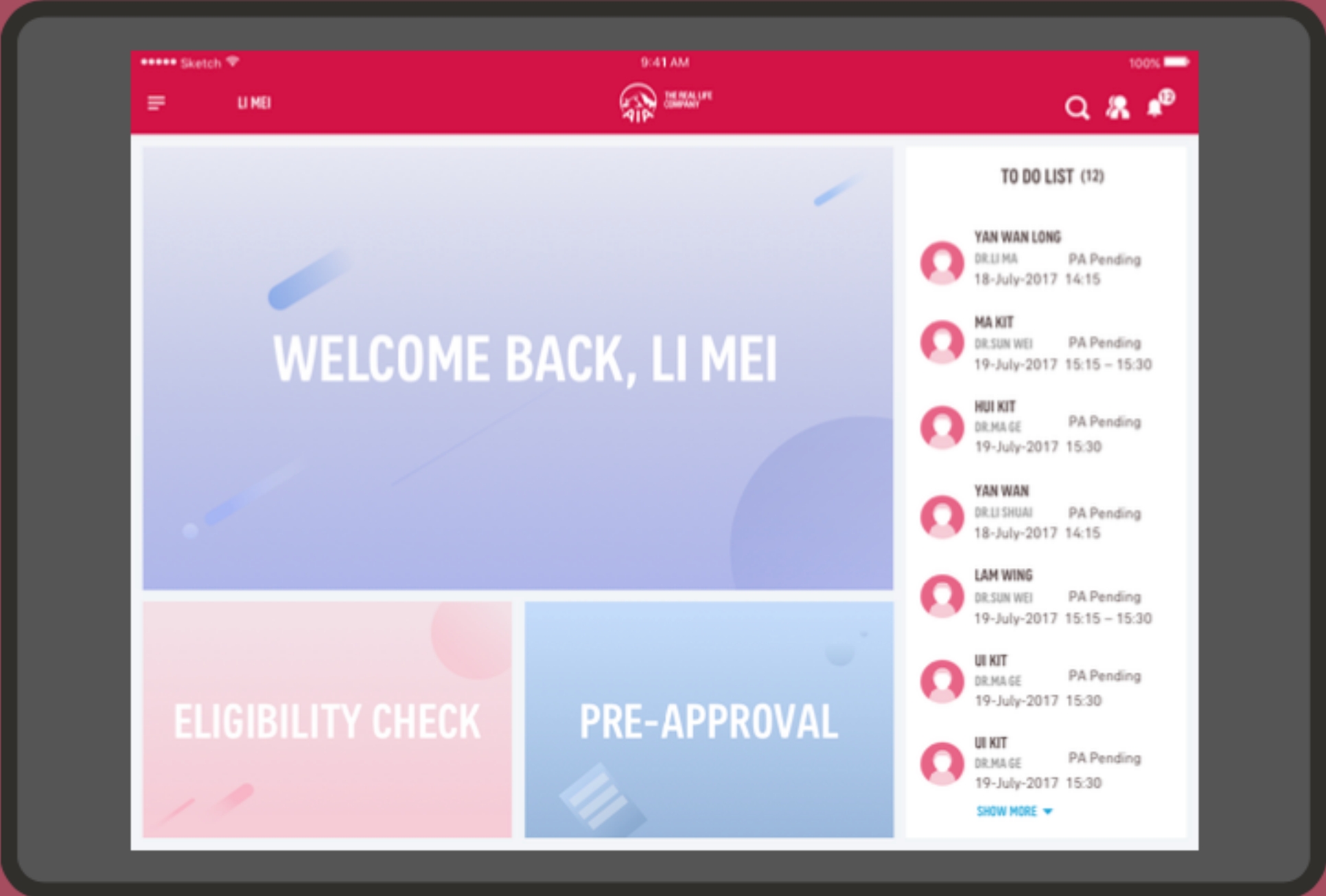


UX design for medical insurance management system for AIA



About the project

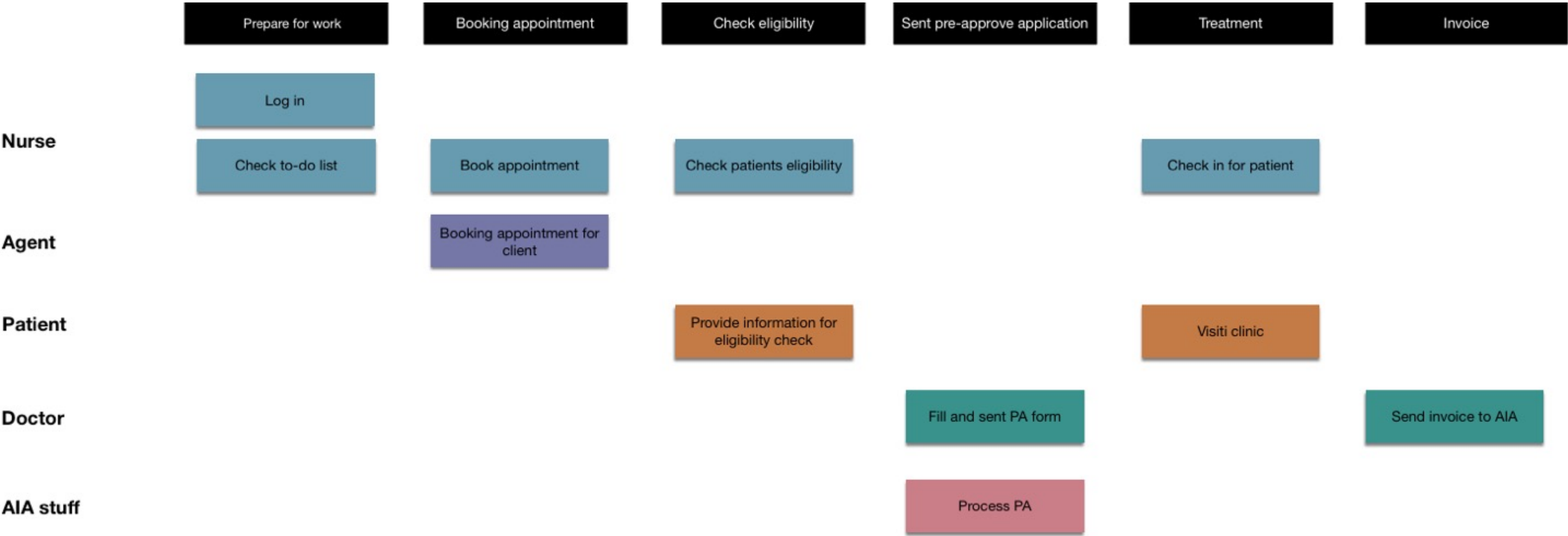
This is a project i participated while i was working as UX designer in AIAIT design center. We collaborated with business analysts from AIA HongKong office to design a system for process medical insurance with clinics.

这个项目里，我们和友邦保险香港的业务分析师合作，提供医疗保险处理系统的用户体验设计方案。

Mapping the user stories

Through mapping the **user stories** of different users, we gained overview of what users do **with system** and **with each other**.

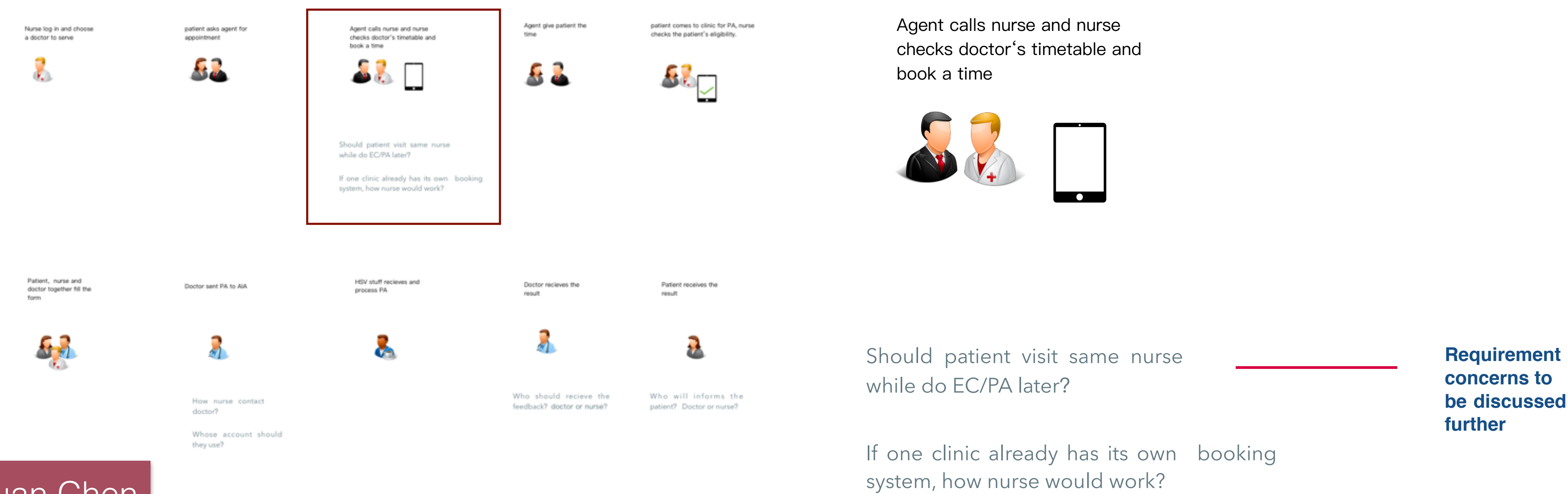
通过用户体验地图，我们可以大致了解不同用户如何与系统和彼此相互影响。



User scenario analysis

I **zoomed in to the details** of how user would interact with each other and the system **in real life context** by building up scenarios.
A list of system requirements and concerns have been identified.

我们深入分析用户场景，确定系统需要解决的问题和需要进一步确认的业务需求。



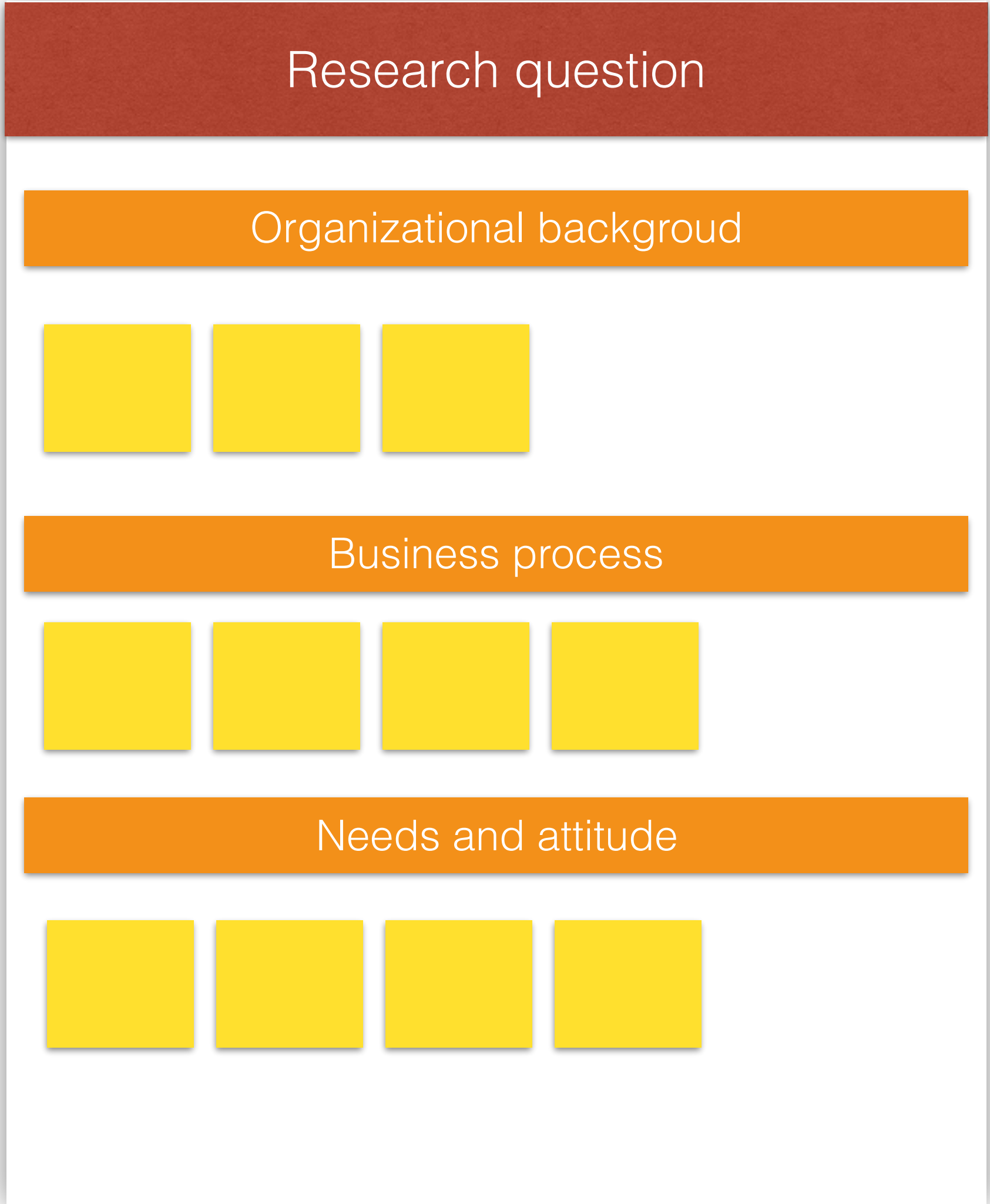
User interview

I designed **four different questionnaires** for **doctor, nurse, agent** and **AIA stuff**.

Our interviews aim to reach following objectives:

- **Understand how a doctor/nurse/operator/AIA works**
- **Understand how a clinic works**
- **Discover doctor and nurse’s motivation and needs in using AIA’s system**
- **Explore how a new system can be integrated into clinics**
- **Gather information to our concerns towards the current design of system**

我设计了 4 份问卷向医生、护士、保险代理和保险处理职员收集业务和用户需求。

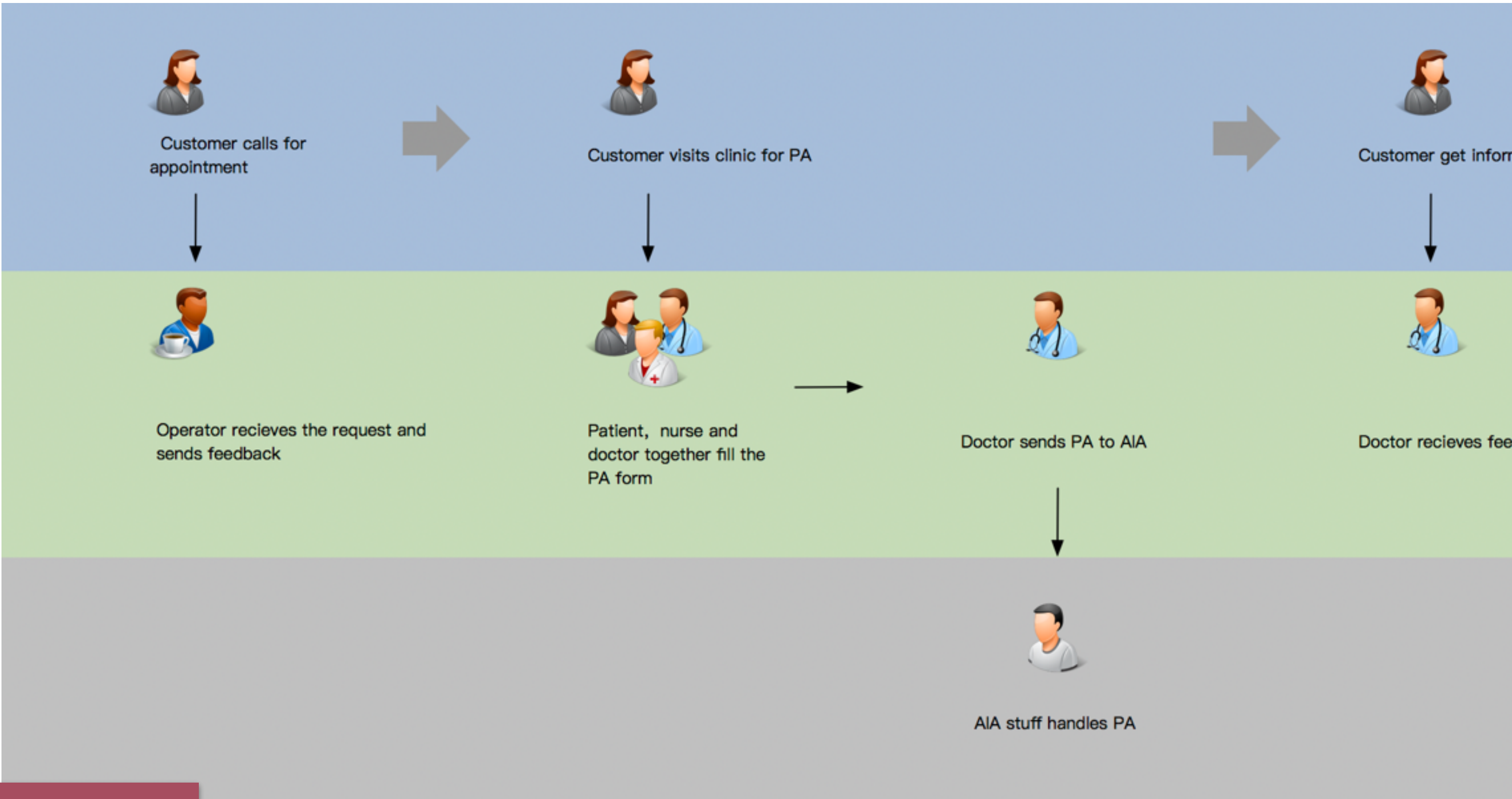


THE SOLUTION

Service blueprint

A new service blueprint was defined according to **organizational background**, **business requirements** and **technical constrain**.

通过对保险公司和诊所**组织背景**，**业务需求**和**技术背景**的理解，我们重新定义了不同用户和系统交互的方式。

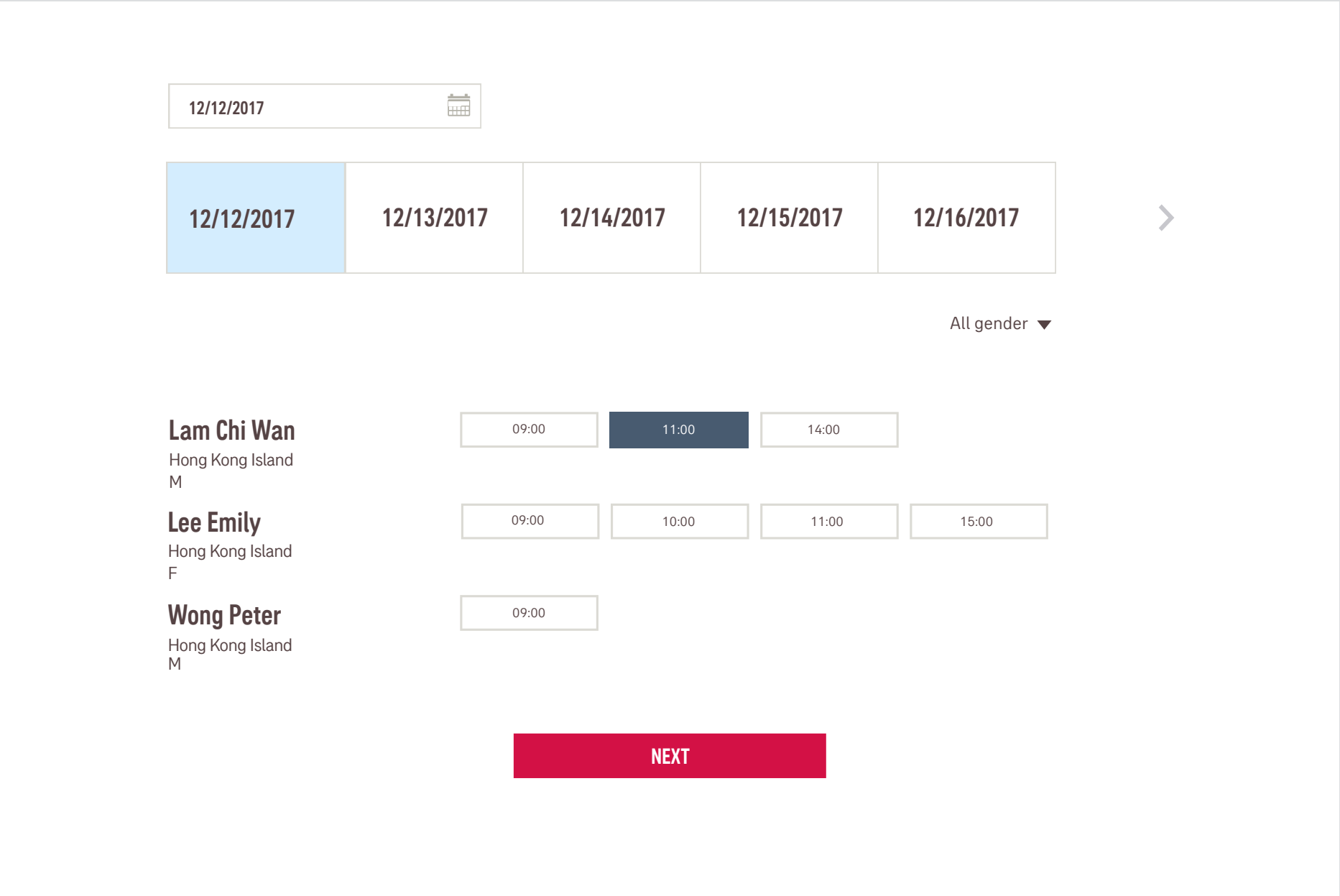
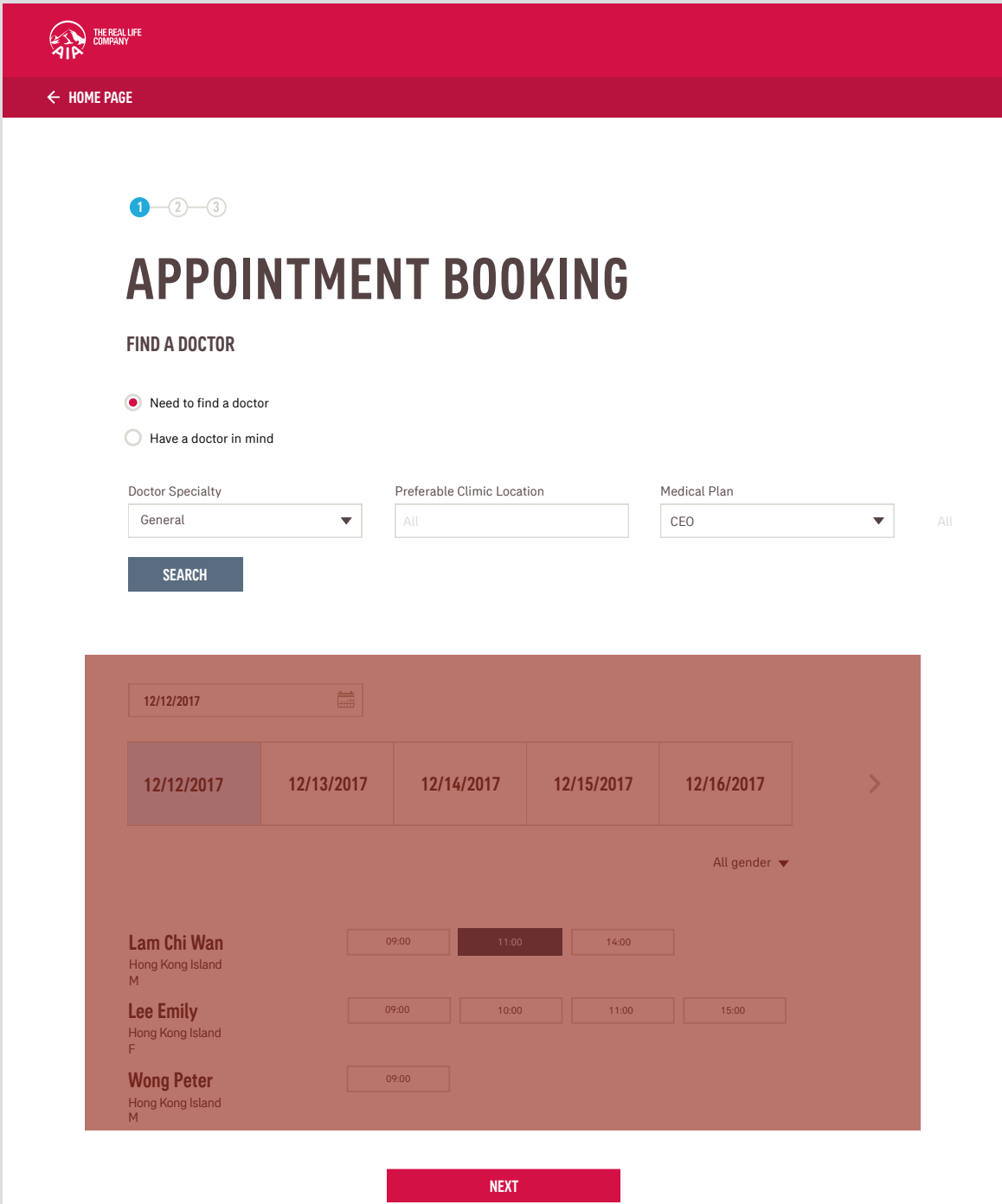


SOLUTION

Doctor appointment booking process

User can switch between days and see all available time of available doctors in one page.

一天内所有可供预约的医生和时间都一页内列出。考虑到客户选择的日期内可能没有适合的时间，客户服务人员可以在选定的时间和前后的 2 天快速切换。



Huan Chen

SOLUTION

Invoice management

User can browser and filt invoices from different status and sources.
用户可以通过病人姓名，看病时间搜索账单，并可以通过处理阶段和来源浏览账单。

Name

Li Mei

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To

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TO BE PROCESSED

PROCESSED

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Date Of Servise

12/12/2017

Fee

898

State

PENDING

Insured Name

CHAN TAI MAN

Date Of Servise

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Insured Name

CHAN TAI MAN

Date Of Servise

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898

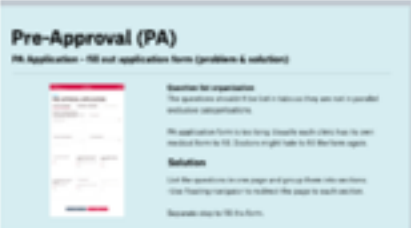
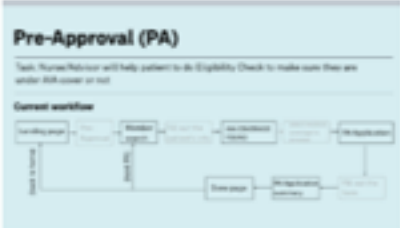
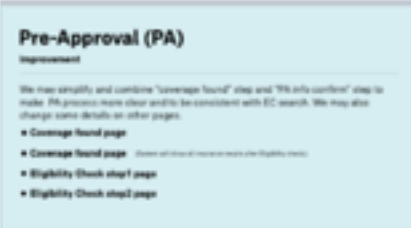
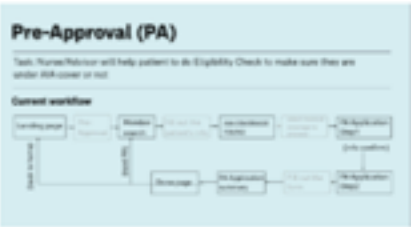
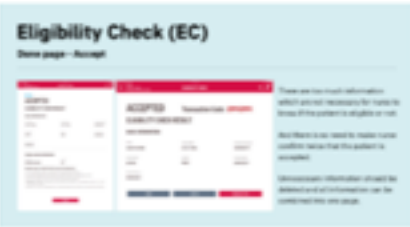
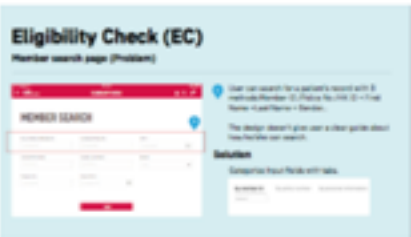
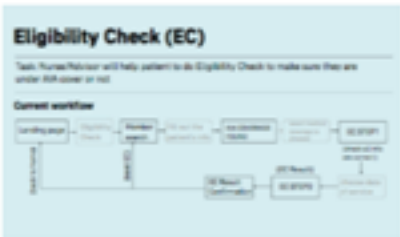
State

PAID

THE SOLUTION

UX REPORT

UX solutions were documented. 用户体验解决方案报告。



Appendix

Iteration of design

医生预约界面的迭代过程

[illegible]

← HOME

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APPOINTMENT BOOKING

CHOOSE AVAILABLE TIME FOR PATIENT


12/12/2017 12:00pm	12/13/2017	12/14/2017	12/15/2017	12/16/2017
-----------------------	------------	------------	------------	------------

Contact Person

 Preferred Contact
 Agent
 Patient Symptoms

Relationship
 Insured
 Remark

Contact No.



UNIVERSITY OF
MARYLAND
MEDICAL CENTER

[← HOME PAGE](#)

1

2

3

APPOINTMENT BOOKING

FIND A DOCTOR


Doctor Specialty

General

Clinic Location

Name

SEARCH



DE PAUL LIFE
CENTER

← HOME PAGE

1

2

3

APPOINTMENT BOOKING

CHOOSE A TIME

14/12/2017

from
to

<

12/12/2017

12/13/2017

12/14/2017

12/15/2017

12/16/2017

>

All gender ▾

Lam Chi Wan
Hong Kong Island
HK

09:00

11:00

14:00

Lee Emily
Hong Kong Island
HK

09:00


10:00

11:00

15:00

Wong Peter
Hong Kong Island
HK

09:00



TUMS

THE UNIVERSITY OF
MICHIGAN

←

HOME

1

2

3

APPOINTMENT BOOKING

FIND A DOCTOR

Need to find a doctor

Have a doctor in mind

Doctor Specialty

General

Preferable Clinic Location

All

Medical Plan

CED

SEARCH

12/12/2017

Book

08:00

12/12/2017

12/13/2017

12/14/2017

12/15/2017

12/16/2017

All gender

Lam Chi Wan

Hong Kong Island

PH

Lee Emily

Hong Kong Island

F

Wong Peter

Hong Kong Island

PH

09:00

11:00

14:00

09:00

10:50

11:00

15:00

09:00

NEXT

Iteration 1

Huan Chen

Iteration 2

Iteration 3

Appendix

Interview working sheet

Agent					
Participant name					
Location					
Moderator					
Photographer					
Participant Background					
Age		Gender			
Years of working					
Topic	Participant quote		Interpretation	Design consideration	
Work in general					
Appointment booking					
Needs/motivation/ attitude					