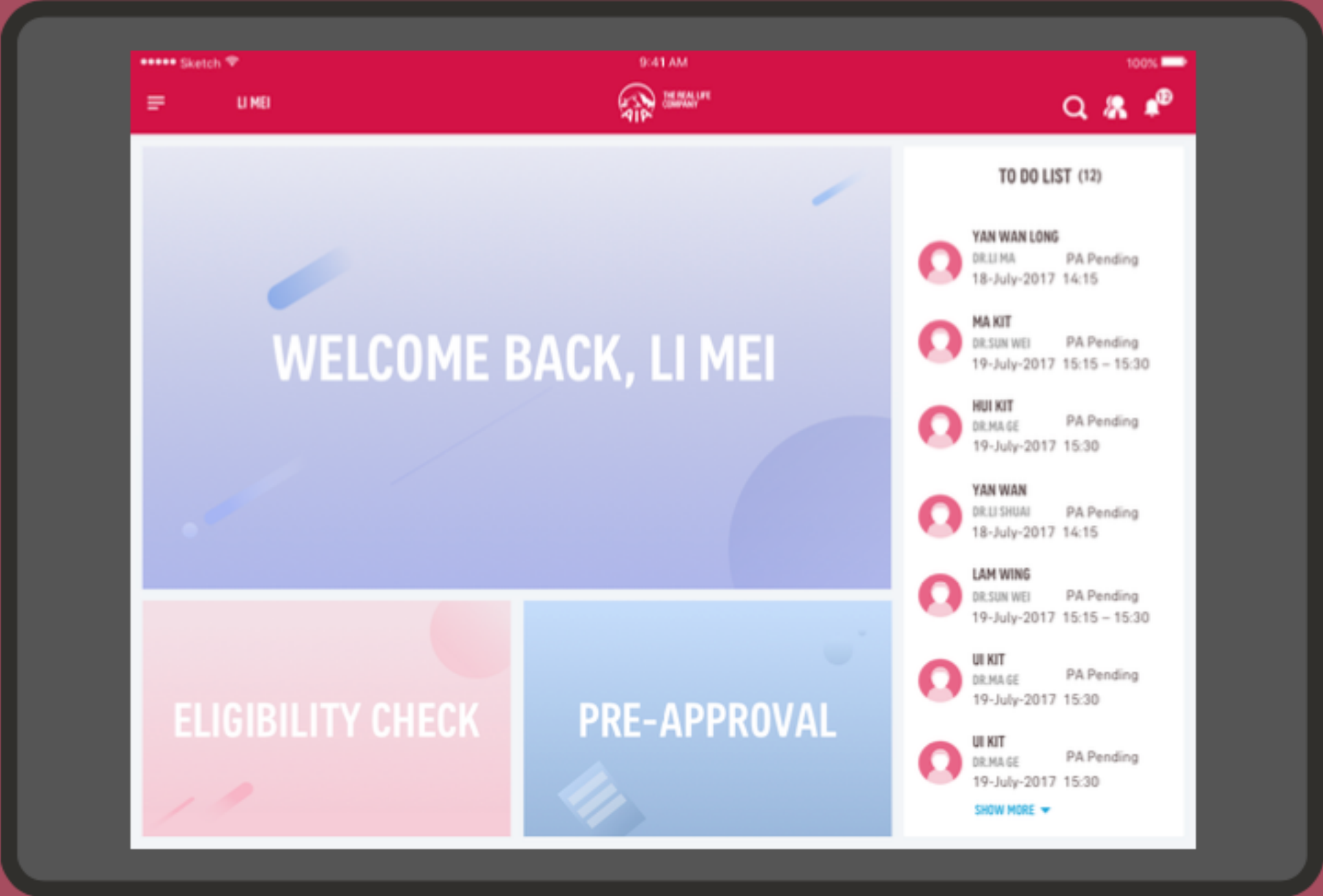# UX design for medical insurance management system for AIA
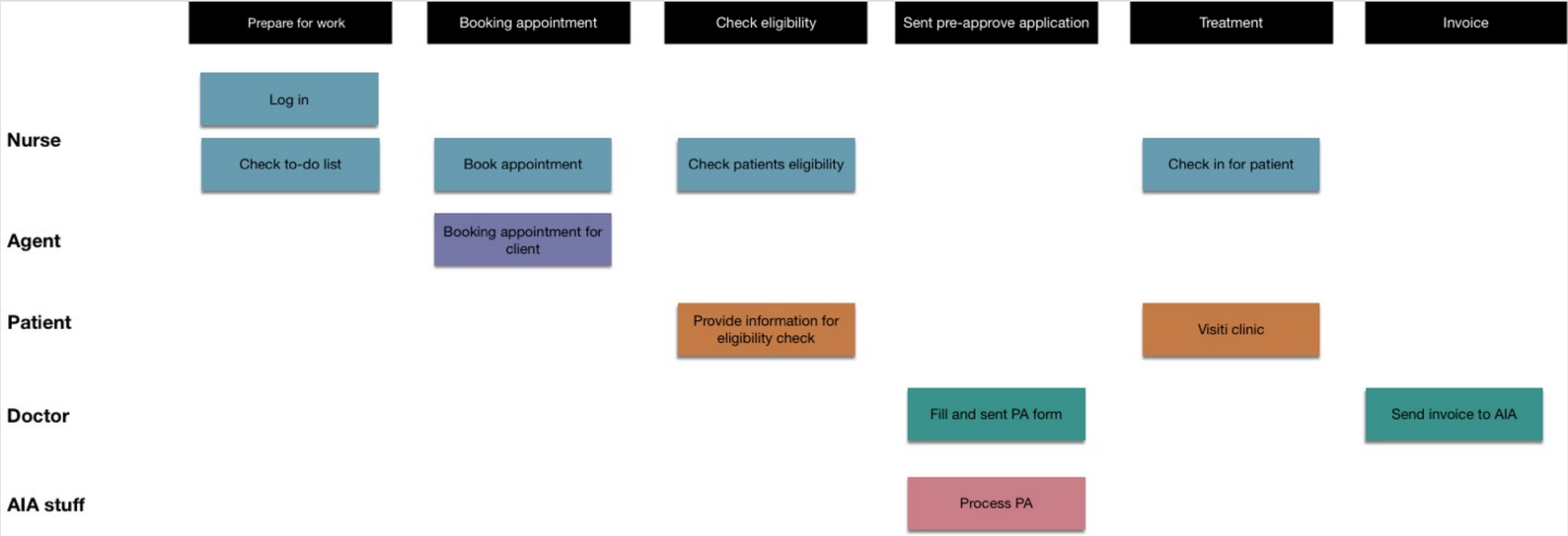
About the project

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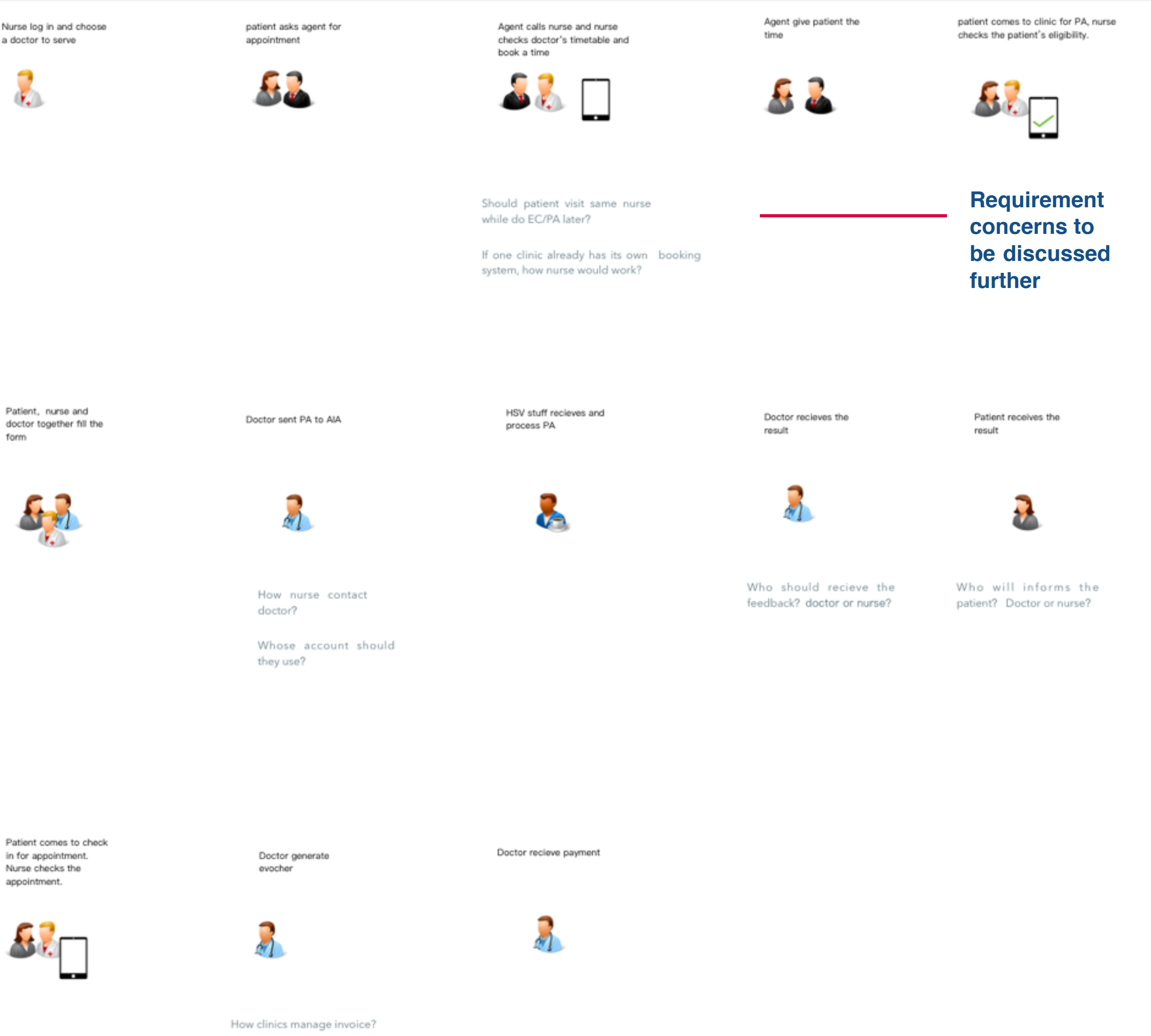
这个项目里，我们和友邦保险香港的业务分析师合作，提供医疗保险处理系统的用户体验设计方案。

Huan Chen

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。

	Prepare for work	Booking appointment	Check eligibility	Sent pre-approve application	Treatment	Invoice
Nurse	Log in					
	Check to-do list	Book appointment	Check patients eligibility		Check in for patient	
Agent		Booking appointment for client				
Patient			Provide information for eligibility check		Visiti clinic	
Doctor				Fill and sent PA form		Send invoice to AIA
AIA stuff				Process PA		

Huan Chen

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.

通过建立用户场景，我分析**在真实场景下，从病人找保险代理人预约看病时间**到**医生向保险公司发送账单**的整个过程，分析业务需求和系统需求，**列出需要进一步通过调研和会议确认的地放**。

Huan Chen

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。

Huan Chen

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。
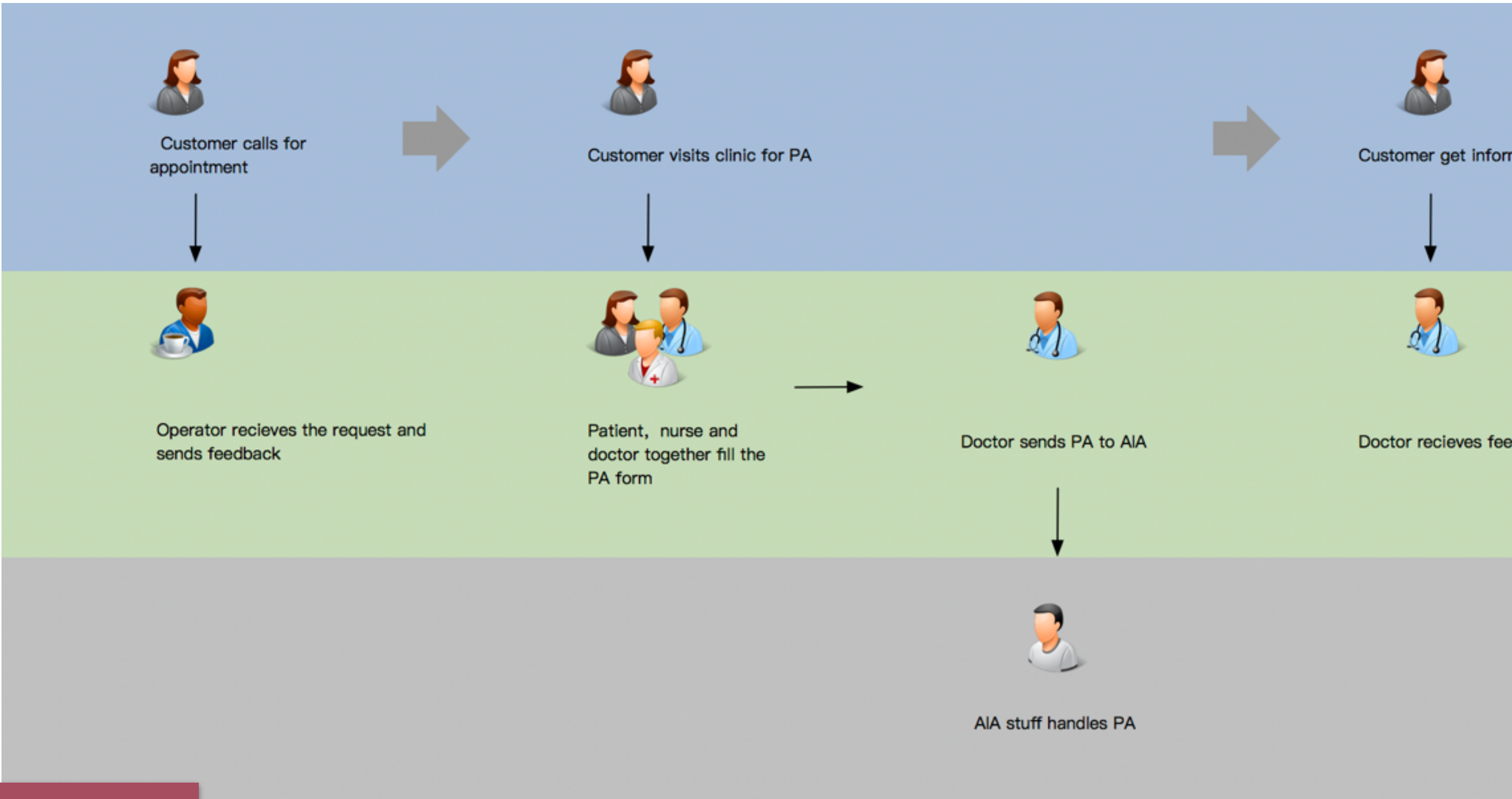
Huan Chen

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。
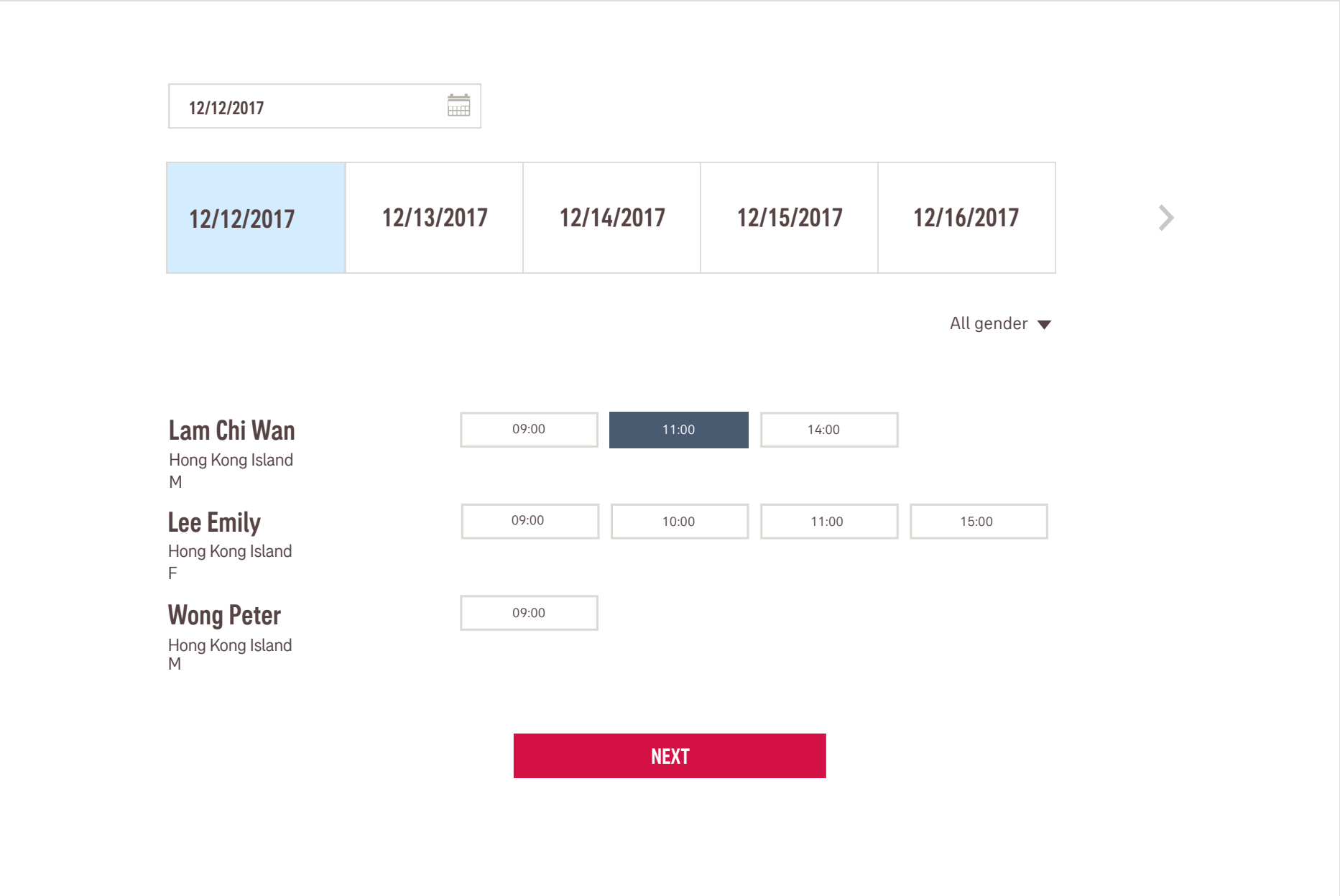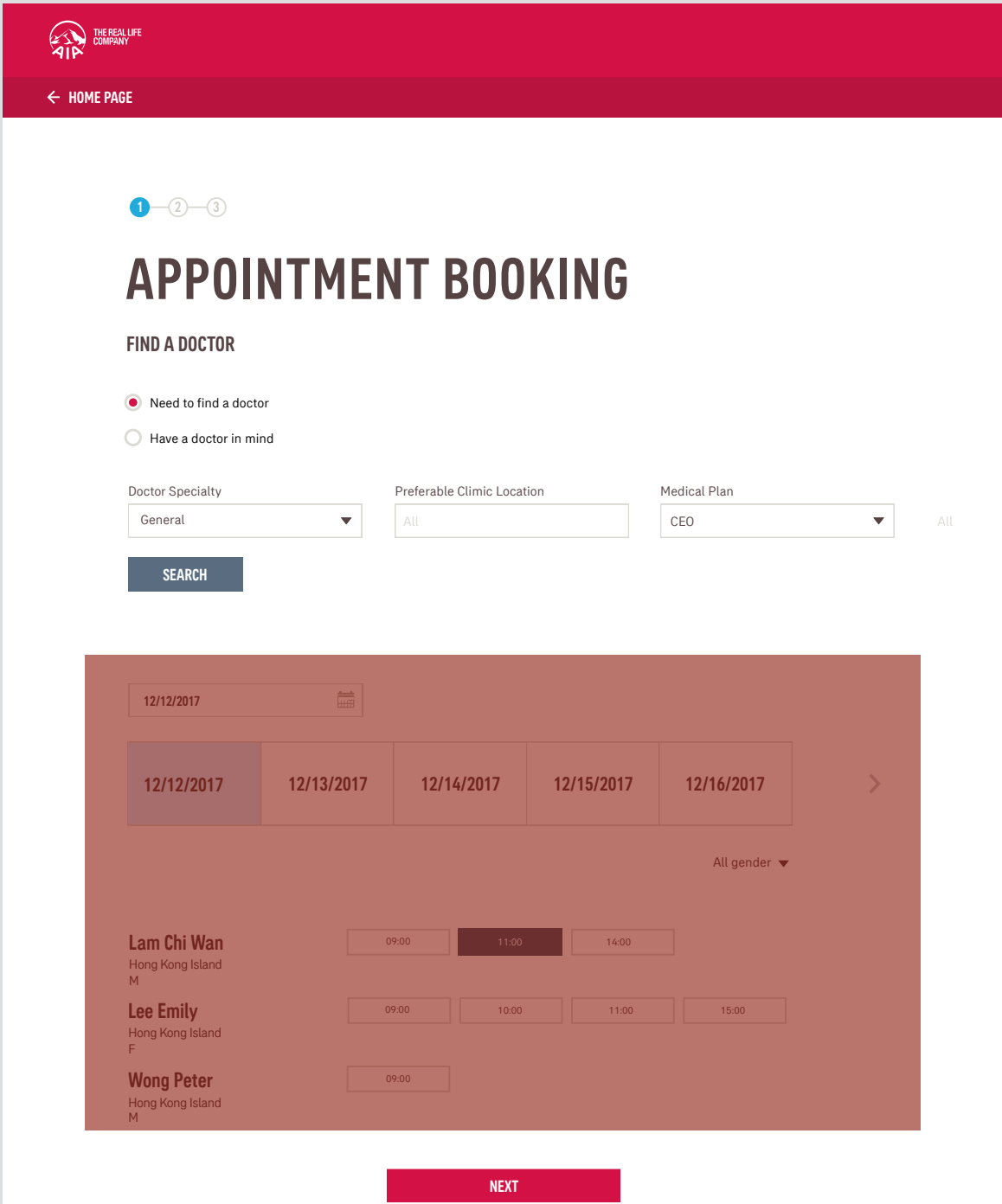
Huan Chen

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。

Huan Chen

UX REPORT

UX solutions were documented.　　用户体验解决方案报告。
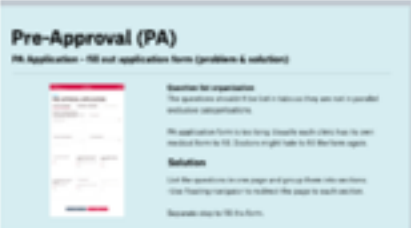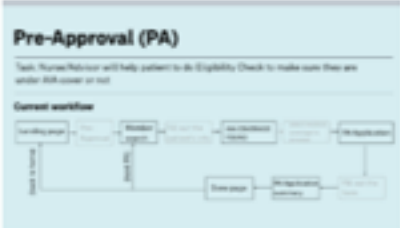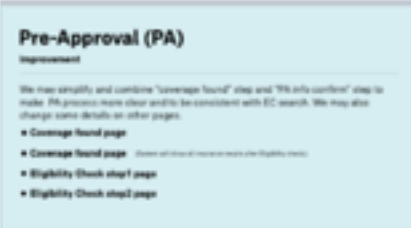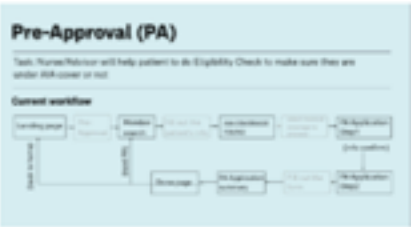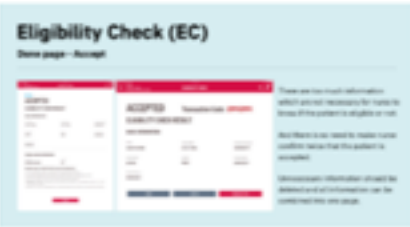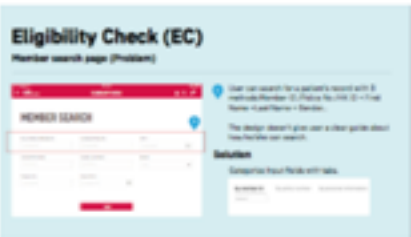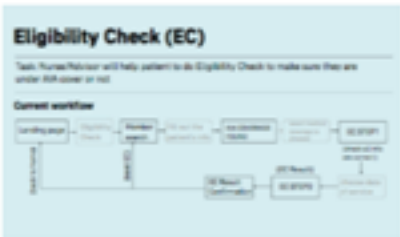
Appendix
Iteration of design

Iteration 1

Iteration 2

Iteration 3

Huan Chen

Appendix
Interview working sheet

Huan Chen