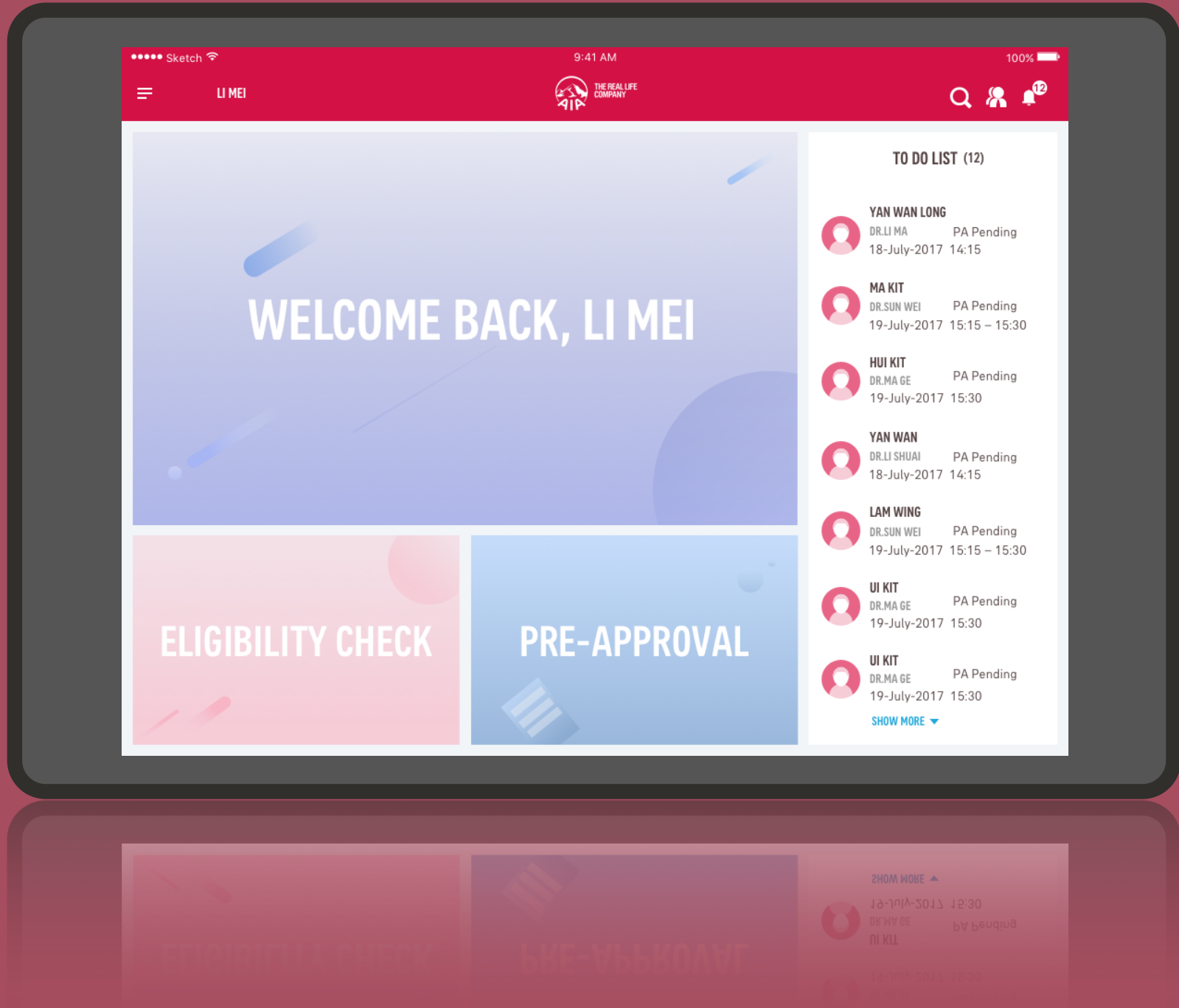


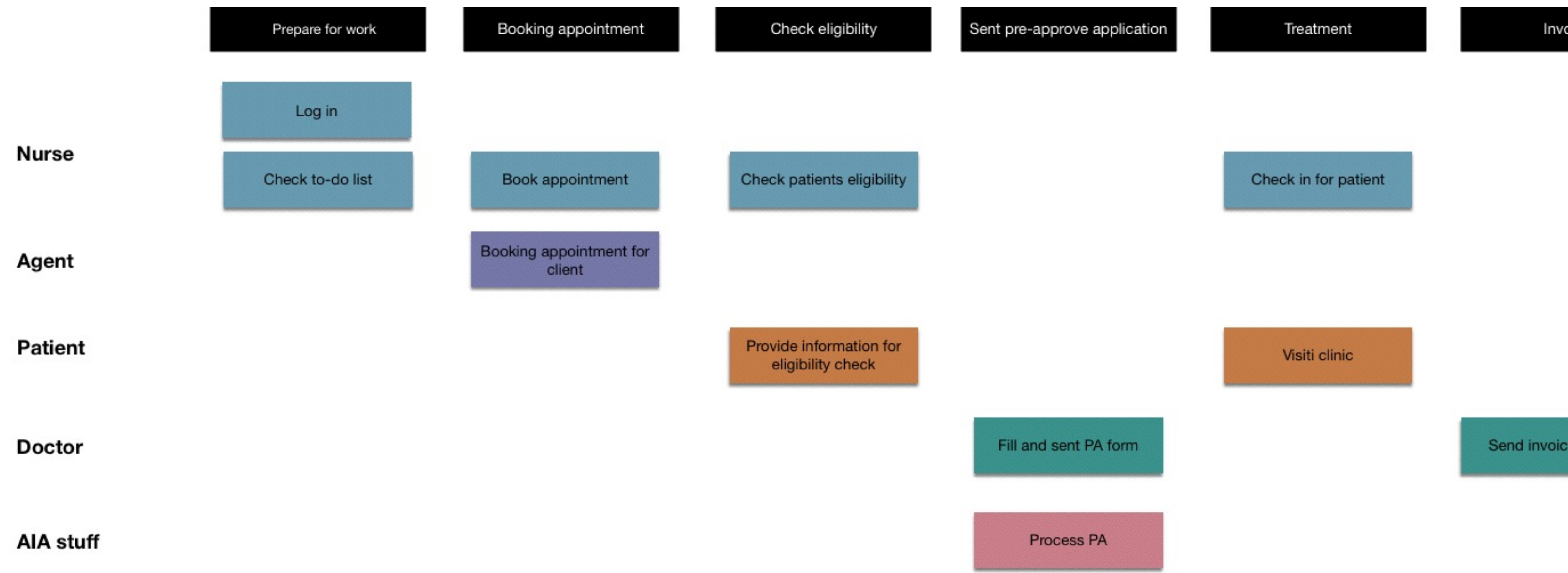
Designing information system for processing medical insurance



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。



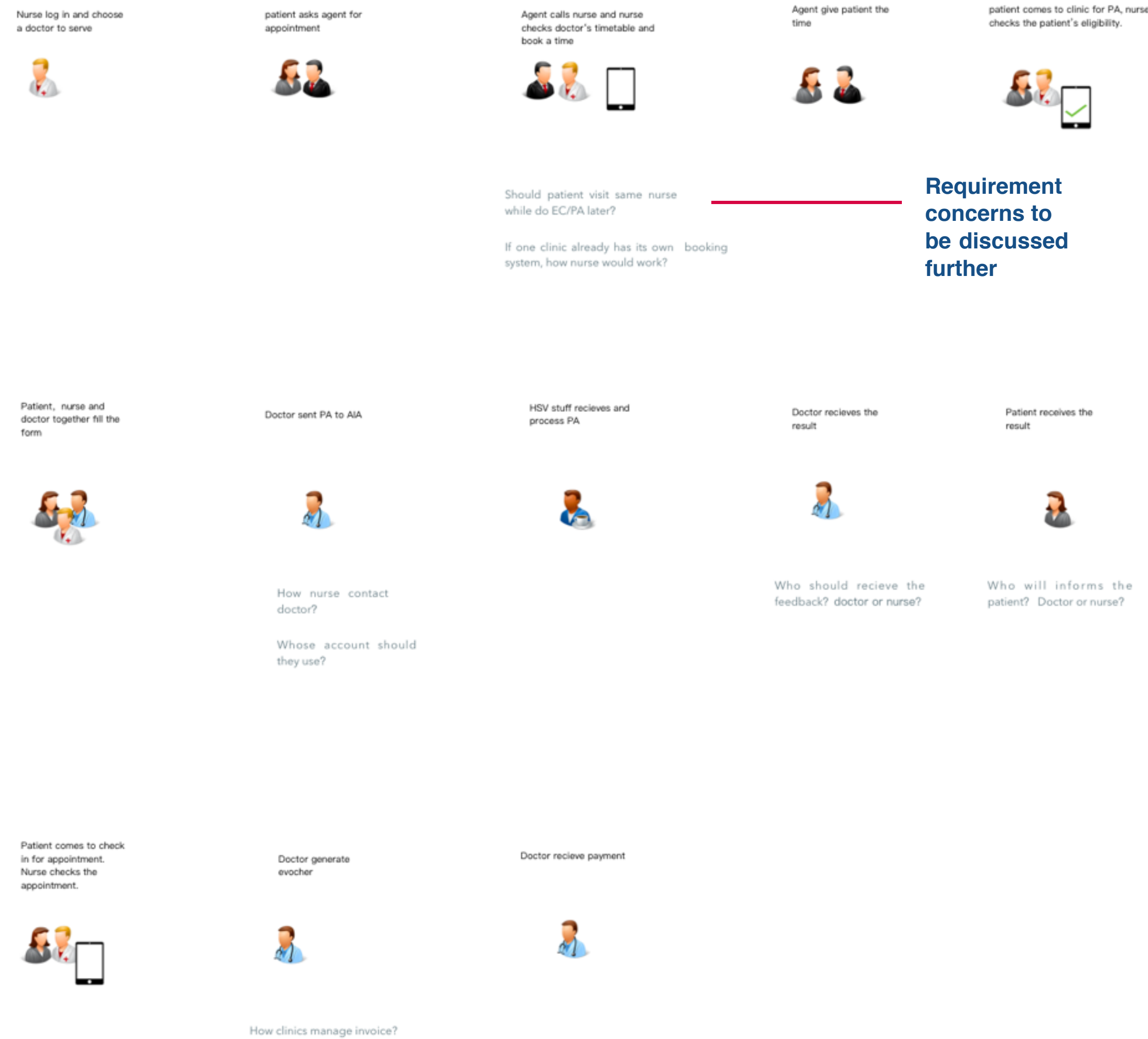
THE REQUIREMENT ANALYSIS

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。



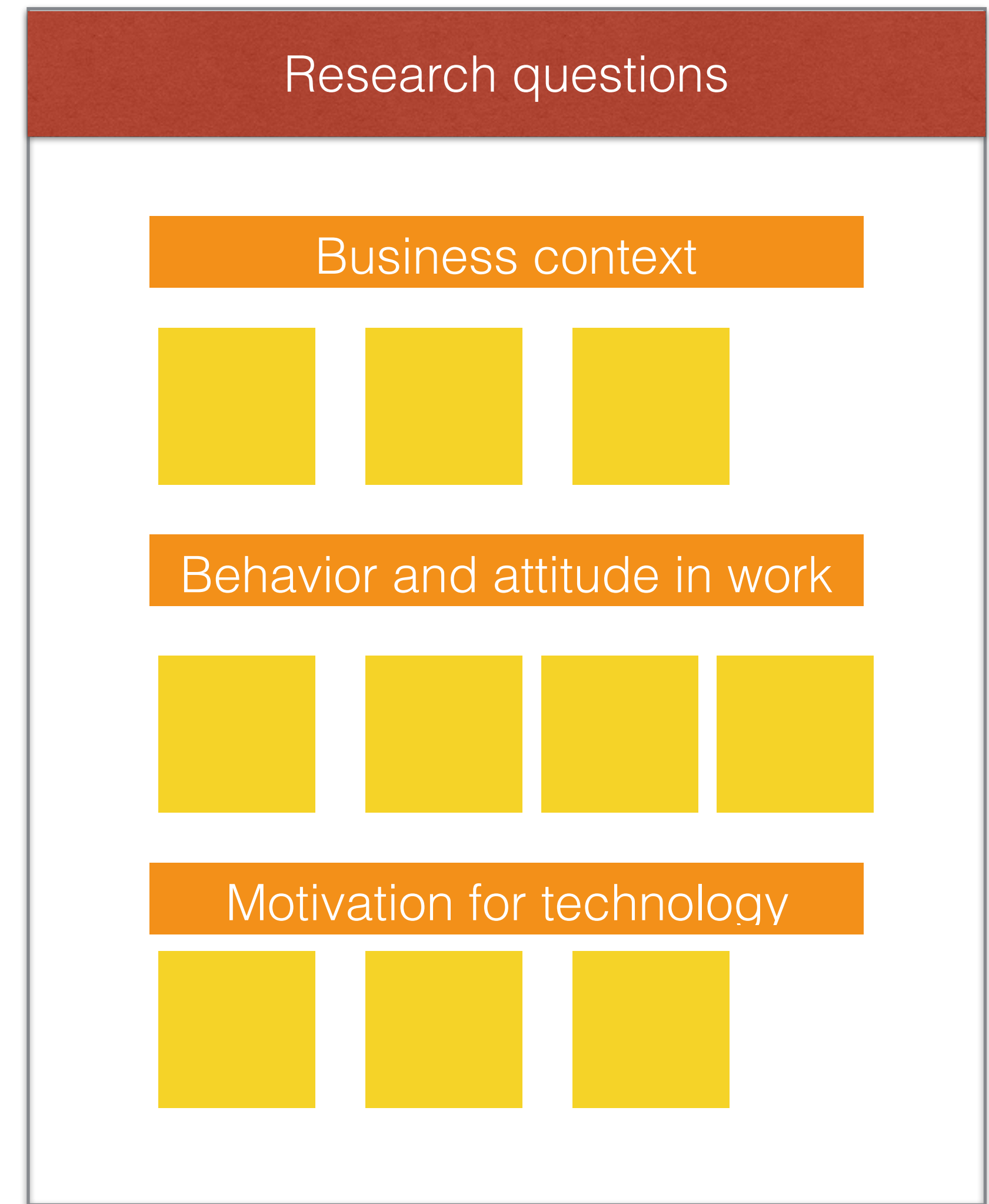
User interview

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**

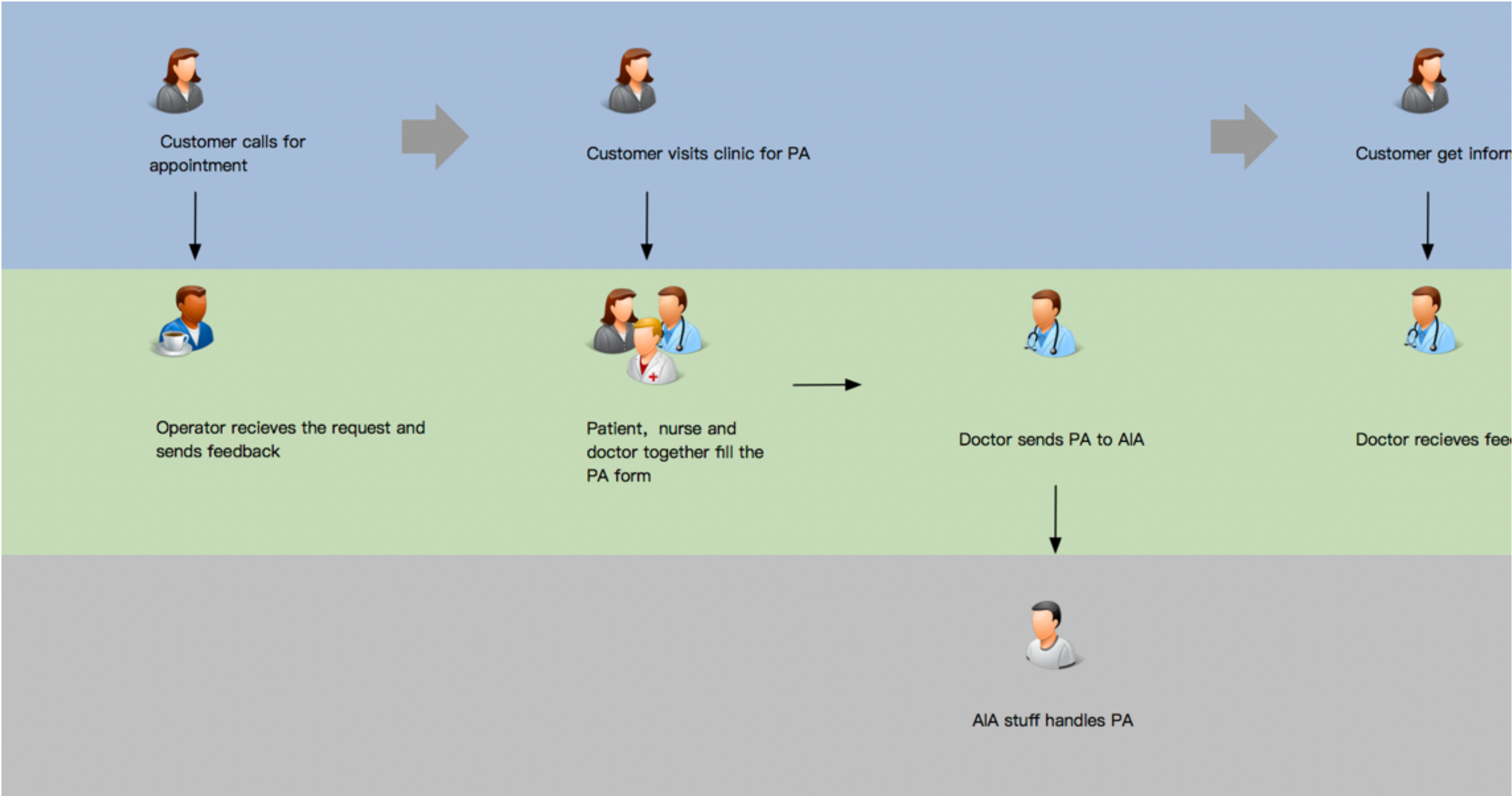
针对 4 个主要用户角色，我设计了 4 分访谈问卷，分析业务需求和探索设计机遇。



THE SOLUTION

Service blueprint

A new service blueprint was defined according to **organizational background**, **business requirements** and **technical constrain**. The role of agent was delete from the blueprint.




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。考虑到保险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。

THE REAL LIFE COMPANY

← HOME PAGE

123

SEARCH FOR AVAILABLE TIME


Doctor Specialty

General

Clinic Location

Name

SEARCH

THE REAL LIFE COMPANY

← HOME PAGE

123

CHOOSE A TIME

14/12/2017

12/12/201712/13/201712/14/201712/15/201712/16/2017

Gender

Lam Chi Wan
Hong Kong Island
M

09:0011:0014:00

Lee Emily
Hong Kong Island
F

09:0010:0011:0015:00

Wong Peter
Hong Kong Island
M

09:00

14/12/2017

12/12/201712/13/201712/14/201712/15/201712/16/2017

All gender

Lam Chi Wan
Hong Kong Island
M

09:0011:0014:00

Lee Emily
Hong Kong Island
F

09:0010:0011:0015:00

Wong Peter
Hong Kong Island
M

09:00

SOLUTION

Invoice management

User can browser and filter invoices from different status and sources.

用户可以根据账单状态和来源，分类浏览订单，并根据客户姓名和账单生成时间搜索账单。

Name

Li Mei

Start from

To

States

ALL

SEARCH

ALL

TO BE PROCESSED

PROCESSED

✓

ALL

FROM PA

FROM EC

Insured Name

CHAN TAI MAN

Date Of Servise

12/12/2017

Fee

898

State

PENDING

Insured Name

CHAN TAI MAN

Date Of Servise

12/11/2017

Fee

898

State

REJECTED

Insured Name

CHAN TAI MAN

Date Of Servise

12/01/2017

Fee

898

State

PAID

THE SOLUTION

UX REPORT

UX solutions were documented.

更多解决方案在报告中展现。

