**Milestone 1**

1. Who are the users?

UGA Students, UGA faculty and staff, Dependents of UGA faculty, staff and students, spouses and partners of UGA faculty, staff and students

1. Why is the problem important?

Health center does not currently have any means to connect directly to its patients with in a personalized mobile application.

1. What existing solutions are there to this problem?

- UGA health center portal/website

- UGA app mobile link

Overall Goal of Product:

Create an application that allows students an easy way to utilize their health center related information and set appointments.

Overall Summary:

Potential users would be current and future health center patients. Users not being targeted would include people not affiliated with UGA health center or UGA faculty, staff and students. Tasks expected to be performed through the application would include:

- scheduling/canceling appointments

- detailed service inquiry (list of services and specialties)

- service cost breakdown

- more information about healthcare providers

- insurance coverage verification

- requesting/renewing prescriptions

- pay account balance

- appointment reminders/updates (push notifications)

- secure messaging portal

Functionalities of the application will include:

- dual factor authentication

- single sign on

- insurance API

- payment functionality (Apple Pay)

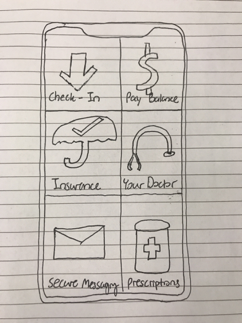
- UGA CAS

A brief survey that we conducted (by going to the University Health center and interviewing patients) revealed a high interest in use of a health center application that allows for the use of features such as electronic payment and cost analysis/breakdown. 100% of people surveyed used iOS operating system, therefore we will be designing the application with iPhone users in mind. Users surveyed all indicated that they are proficient with technology, the application will feature a simplistic layout featuring UGA school colors. Medium-Large text to allow for easier navigation within the application. Colors will contrast highly to provide for easier readability.

**Task Analysis**

Step 0: Identifying need of Health Services

* 1. Login
     1. Use login credentials(UGA ID)
        1. Input username
        2. Input password
           1. Select forgot username or password
           2. Receive email to reset account
     2. Receive verification code to users mobile device for 2 factor authentication
        + 1. Enter code from messages into designated area within application
          2. Hit enter to submit
  2. Select icon for service needed (ex: setting appointment)
     1. Navigate options for particular service using sub tabs (select “set appointment”)
        1. Select service needed or specify health problem
           1. Input more detailed information about ailment
        2. select date/appointment time/doctor using picker view
        3. Confirm appointment after selection
  3. Logout
     1. Cancel screen time and select log out
     2. Return to main login screen
     3. Display goes to sleep

**UGA Health Center Application Sample Home ScreenSample Survey completed by 12 UGA health center patients to pinpoint user needs:**

Circle one

**Age**: 18-25 26-45 46+ Prefer not to answer **Gender**: Male Female Prefer not to answer

How frequently do you go to the health center on average? (per semester)

If UGA had its own standalone health center app, would you use it?

Yes No

Do you have concerns with the patient portal / check-in process as it is now? If so, explain

Scale 1-5, 5 being most proficient, how savvy are you with technology?

How often do you log into your patient portal? (per semester)

What operating system do you use? (Apple iOS or Android)

Would you prefer to use a website or mobile application for health center purposes?

Would you be interested in electronic payment services at the Health Center? (ex Apple Pay)

Yes No

Do you know how much your services cost (ex Insurance, etc.) if not, would you be interested in a cost breakdown implementation within the app?