MediSQUAD

Requirement 2 - Milestone 3

**Testing Plan**

**Usability Specifications:**

1. Learnability
   1. Have user watch a demo, then have them do a guided demo, then record how long it takes for them to complete the demo on their own
2. Reliability
   1. Have user demo entire product, using all features. Count number of bugs present during full demo
3. Long-term use
   1. Follow up with users after x amount of time, ask if there are any bugs
4. Initial Expression
   1. Have user rate the outward appearance of the product on a 1-5 scale (5 being best) before demo; have them rate appearance again halfway through demo, followed by a final impression on the same scale after the demo

**Feature List:**

* **Log in** – User uses standard UGA Central Authentication Service to log in to system.
* **Forgot password** – If user forgets password, a password reset prompt will be emailed to the UGA email account on file.
* **Insurance** – User will be able to upload and delete photographs of their insurance card. The card will be kept on file in JPEG format for easy access during appointments, etc.
* **Prescriptions** – User will be able to view active and inactive prescriptions assigned to their persons. They will be able to see a picture of the bottle, pill, as well as dosage information, etc.
* **Make Appointment / Check in** - User will be able to book an appointment out of a list of available appointments. They will receive confirmation in their UGA email. Users will also be able to check in to their appointment using geolocation from the medical office they are in. They simply will have to verify their birthday using the month calendar provided.
* **View doctor** – Users will be able to view biographical information about their doctor, as well as search through a list of other doctors on staff and view their information as well.
* **Secure messaging** – Users will be able to write to their doctors and view secure messages through our messaging API.
* **Pay Balance** – Users will be able to pay their current balance using a multitude of means (credit, debit, apple pay, student accounts). Users can also view their bill in PDF format and save it.

**Initial Evaluation Plan**

**Benchmark tasks**: Users will be asked to execute a series of functionalities provided by the system:

* Log in
* Forgot password
* Uploading and saving insurance information
* Viewing current prescription information
* Booking an appointment
* Checking in for an appointment
* Viewing your doctor
* Searching for other doctors
* Writing a secure message to a doctor
* Viewing secure inbox messages
* Paying a balance through multiple means (credit, debit, apple pay, student accounts)

**Subjective questionnaires**: Users will be asked if they prefer the colors, layout, and design of the application.

Users will be asked to score the icons based on preferability.

Users will be asked if the application was easy to follow and to use.

Users will asked to rate the app out of 10.

**Interview questions:**

\*Can be completed using an online survey as well as individual interviews. We would like to avoid group bias or a single individual taking over the conversation.

The list of questions is, but not limited to:

Before:

Have you ever used an application to make an appointment?

How often do you make doctors appointments?

What is your age?

How experienced are you with phone applications?

After:

Did this application make it easy to make an appointment?

Would you use this application if available?

Is the user interface pleasing to look at & work with? Rate the UI design on a scale of 1–10 based on design preference?

Which feature of the web app is the most useful for you and why?

Would you recommend this app to your colleagues and friends?

**Other evaluation techniques:**

“Living Labs” – Not appropriate because this application can be tested in a phone session

“Between-subjects study design” and “Within-subjects study design” – Appropriate because we have multiple interfaces