



Ahmedabad University

Section-2
CSE-519 Human Computer Interaction
Project report – 2
Submitted to Prof. Anurag Lakhlani
Date of submission: 02/03/2022

Team Name: prOviderS

Team Members-Detail:

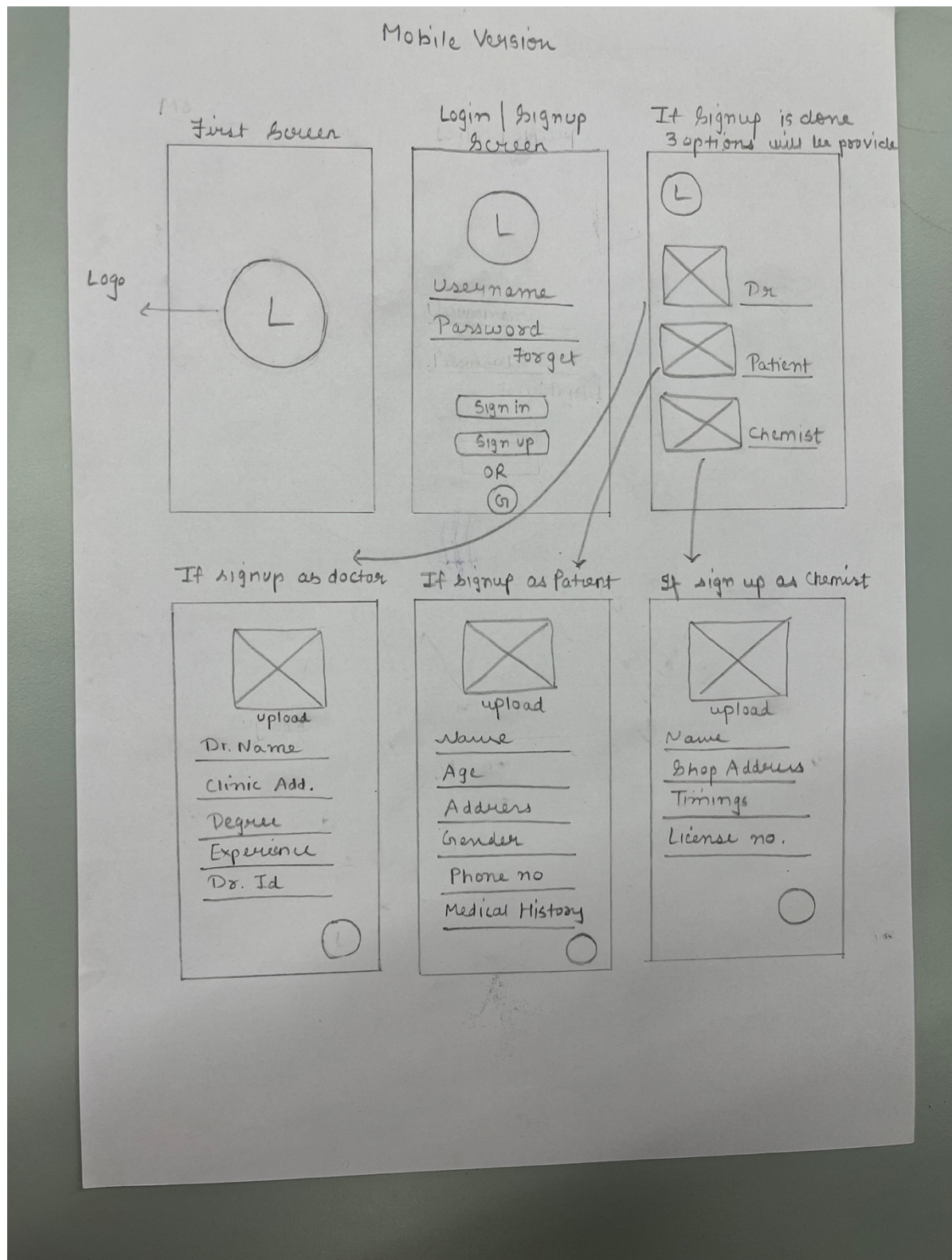
Name	Enrolment Number	Programme
Digvijaysinh Gohil	AU1940199	B-Tech CSE
Karan Shah	AU1940292	B-Tech CSE
Meet Jhaveri	AU1940284	B-Tech CSE
Pankil Sheth	AU1940280	B-Tech CSE

Project Details:

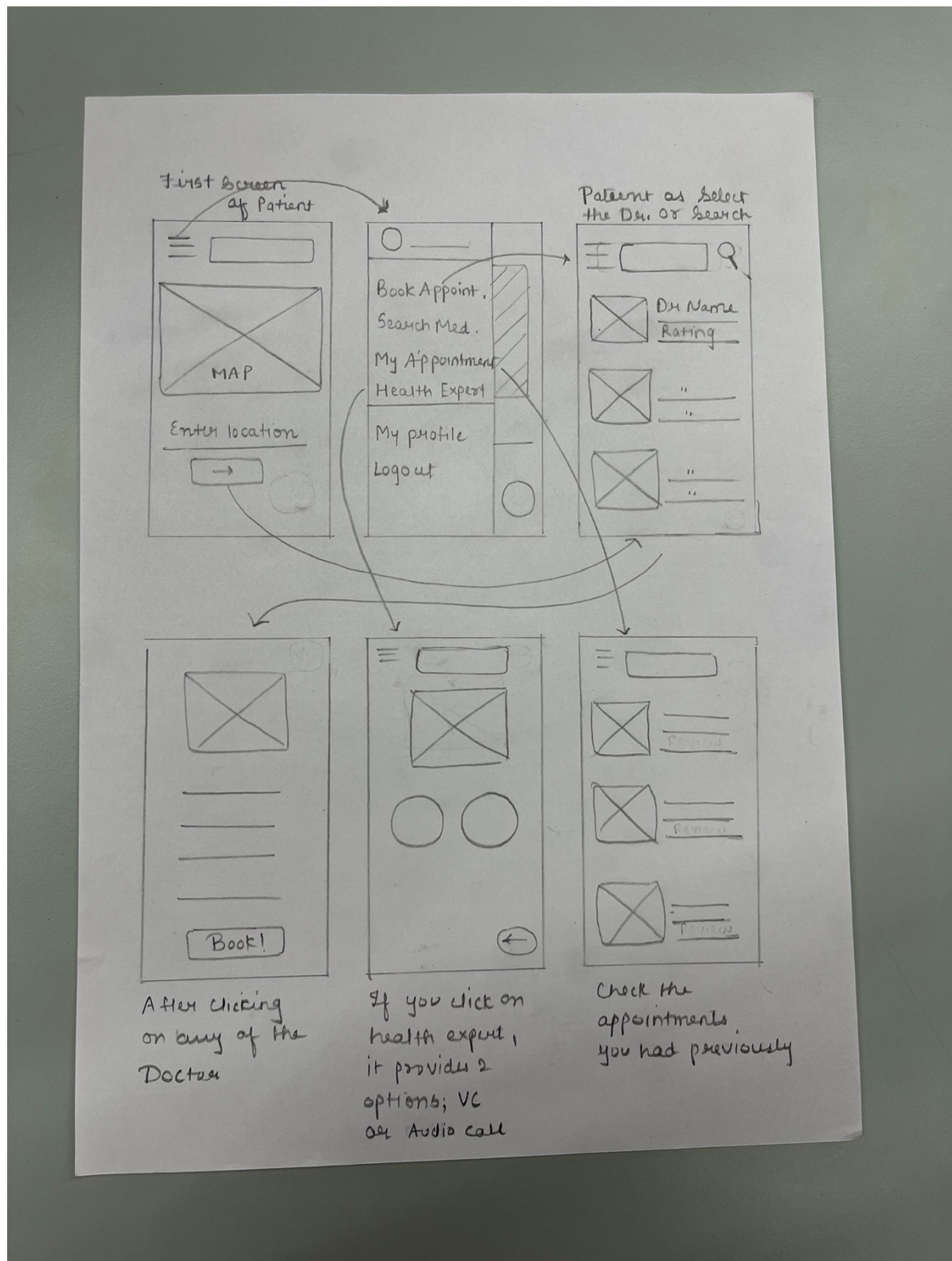
- Name of the Product: healOfy (Mobile Application)
- Focus of the project: Healthcare

1. Paper-Pen Design:

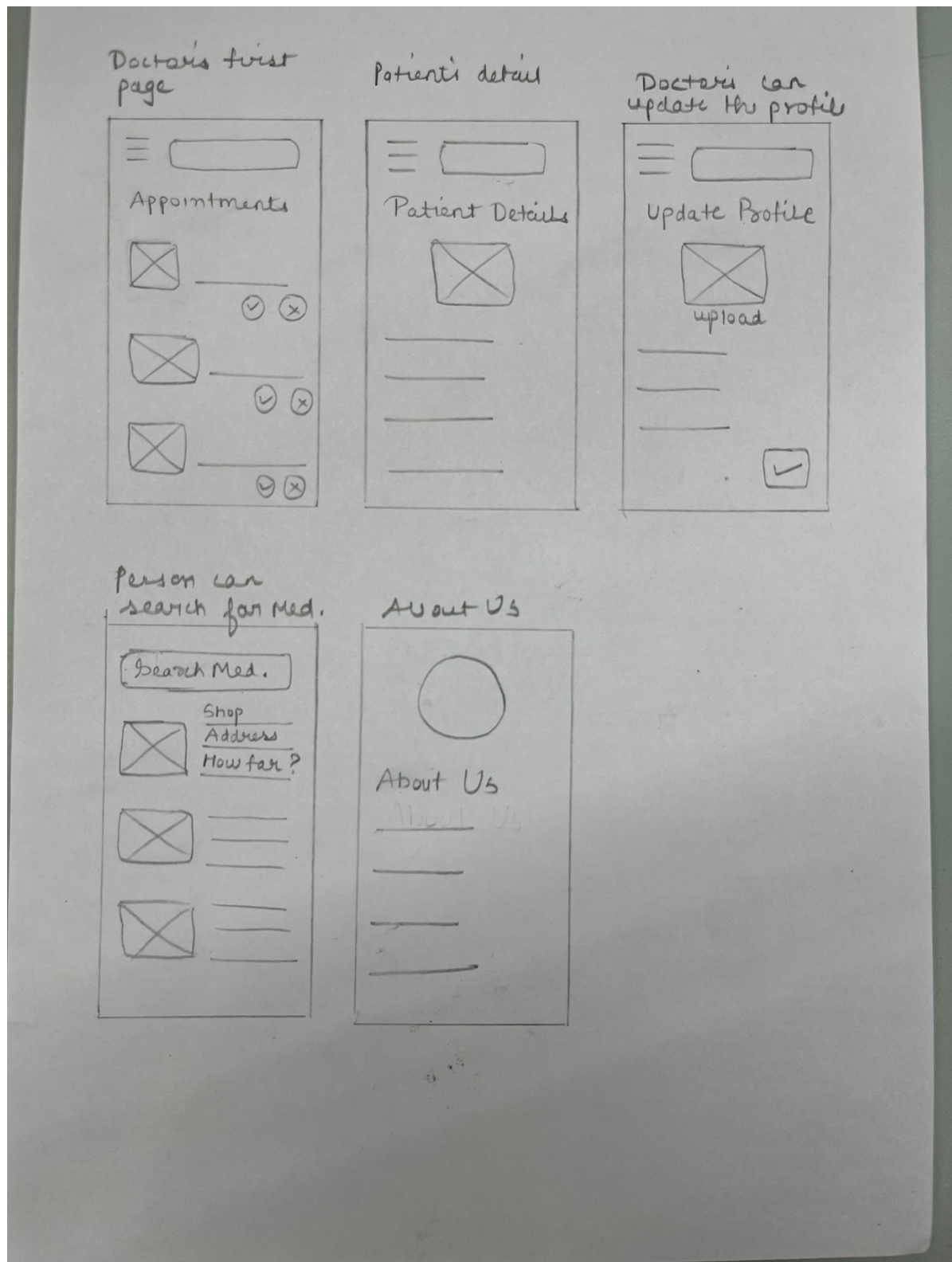
1.1 Design (6-frames):



1.2 Design (6 frames in total):




1.3 Design (5-frames in total):




2. Persona Development:

2.1 Persona:



Name: Swayam Mehta
Age: 25
Location: Delhi
Marital Status: Single



PERSONALITY

- Prototyping
- Interviewing
- Design Thinking
- Empathy
- Coding

BIO

Swayam recently started his new start-up "healTech". He moved over from the corporate world and is still getting used to all the changes, particularly the paperwork. He is excited to bring a user-centric perspective to the medicine world with the help of technology.

Outside of the office he's a sports-mad psychology grad. He enjoys reading blogs on innovations in medical science and will also go to tech conferences if they're nearby. He is also associated with "Sahaj" charitable trust which helps kids who have autism.

Motivations

IMPACT	<div></div>	PROMOTION	<div></div>
TEAMWORK	<div></div>	USER NEEDS	<div></div>

Goals

- Introduce user focused mentality and methods into medical science world with help of technology.
- Improve buffers and interface design in user centred applications
- To deliver user centred solutions and ease the complications in user centred apps.

Behavior

Coding

Structured work

Designing prototypes

Meetings

User Experience




Quote

"I want to help the medical world grow with technology to deliver great user experiences"

Interests

• Database Trends	• BLOGS/ FORUMS
• Coding	• PSYCHOLOGY
• Medical Science	• Sports

Frequently used apps

2.2 Persona:



Name: Preksha Patel
Age: 28
Location: Haryana
Marital Status: Married



PERSONALITY

- Tech lover
- Data driven
- Design Thinking
- Punctuality
- User oriented

BIO

Preksha recently started a new company SOS_US which provides applications to clients as per their requirements. She moved over from the regular 9-5 job and is still getting used to all the changes, particularly the paperwork. She's excited to start her own company and she is more inclined towards solving medical problems of fatal diseases through technology.

Outside of the office she's a movie critic as well. She enjoys watching sci-fi/tech based movies and will sometimes go to tech solution in medical field conferences if they're nearby.

Motivations

IMPACT



TEAMWORK



PROMOTION



USER NEEDS



Goals

- To give patients easy access to the nearby doctors of the specified doctor.
- To provide online support of mental health professionals through application
- Grow the company SOS_US

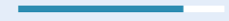
Frustrations

- Not meeting deadlines
- Dealing with non punctual team members who are skilled
- Unrealistic expectations of clients.

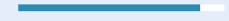
“I want to digitize the whole medical world using technology”

Behavior

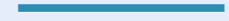
Leadership



Prototyping



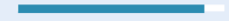
Designing features



Meetings



User testing



- CREDIBILITY
- COLLEAGUES
- TECHNOLOGY
- BLOGS/ FORUMS
- DATA SCIENCE
- MEDICAL SCIENCE

Frequently used apps



2.3 Persona:



Name: Shalini Shah
Age: 24
Location: Mumbai
Marital status: Unmarried



PERSONALITY

- Designing
- Prototyping
- Critical Thinking
- Leadership
- Coding

BIO

Shalini recently started a new job as a UX design in a pharmaceutical company. She moved over from the start-up world and is still getting used to all the changes. She's excited to bring a user-focused perspective to the design department but nervous because she's the company's first UX designer

Outside of the office she has a minor in business analytics. She enjoys reading blogs related to design thinking and will sometimes go to big data conferences if they're nearby.

Motivations

IMPACT	<div></div>	PROMOTION	<div></div>
TEAMWORK	<div></div>	USER NEEDS	<div></div>

Goals

- Introduce user focused mentality and methods into traditional company landscape
- Improve usability of chemist's customer facing interfaces
- To spread awareness of the need of UX designers by growing a team.

Frustrations

- More structured processes rather than creative
- Dealing with clients who aren't creative and rigid
- Team members wasting time during office hours

Behavior

Kindness	<div></div>
Writing specs	<div></div>
Designing features	<div></div>
Team Meetings	<div></div>
User testing	<div></div>

Interests

• CREDIBILITY	• BLOGS/ FORUMS
• COLLEAGUES	• PSYCHOLOGY
• TECHNOLOGY	• UI TRENDS


Frequently used apps

		
Figma	Canva	Zoom


Quote


"I want to help my team deliver great user experiences"

2.4 Persona:




Name: Raj Verma
Age: 22
Location: Hyderabad
Marital Status: Unmarried




 **PERSONALITY**





- Sensitivity
- Problem solving
- Design Thinking
- Empathy
- Coding


 **BIO**

Raj is a freelancer who takes projects on web development and also working as a UI UX designer. He believes in the strong idea of design which can portray so many things about the goal of the company/client. He has left his traditional job and currently he is freelancing for big companies which are related to healthcare.


Outside of his coding world, he is also a singer and a table player. He enjoys listening tech podcasts and will sometimes go to UI-UX-related conferences if they're nearby.

 **Motivations**

IMPACT		Technology	
Self Belief		USER NEEDS	

 **Goals**





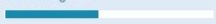
- Create mental health awareness using interactive websites.
- Improve user experience on healthcare websites.
- Grow his clients

 **Frustrations**

- Clients disturbing personal time frame
- Lack of creativity in clients' demands
- Insensitive behavior of people regarding mental health.

“People ignore design that ignores people.”


Behavior


Designing features	
Communication	
Coding features	
Sensitivity	
User testing	


Influences

- UI TRENDS
- BLOGS/ FORUMS
- Medical sector
- Mental Health
- TECHNOLOGY

Frequently used apps


Figma


Google Calendar


Zoom

3. Scenario Description:

Scenario-3.1: For Patients

A scenario for the patients to find doctors and chemist and to live a healthy lifestyle surveyed through talking with few members on the University campus. How to do that? By creating a system that connects patients with doctors and chemist effortlessly.

The app allows patient to connect with a specialist or a clinical doctor and helps them to effortlessly find a doctor who is experienced and good with people. The patients' needs to find such doctor in their neighborhood as finding a good doctor which has clinic 10-15 Kms away is not practical. Further it is important that the patient can know the waiting time period or have an appointment to reduce the waiting time. If patient can have reviews of the doctor that can help as well.

Scenario-3.2: For Patients

Second scenario for the patients could to be find the medicine prescribed by the doctors. In some rare cases the medicine is not available in some chemist stores. That's when our app comes in.

The patient sometimes can have a rare or uncommon disease and finding its medicine immediately can be a headache. In such scenarios it is important for the patient to find the correct medicines and do so as easily as possible.

Scenario-3.3: For Doctors

A scenario for the doctors to expand their work and network by getting registered on the app and help the patients in living a better and healthy lifestyle.

In general, for doctors who do not have a clinic in recognized places, it is difficult for them to find patients or sometimes it is hard for them to find new patients. Also, further the word of mouth is not enough to have more patients coming in. And to manage incoming patients efficiently through a system like appointment. Further if they can get reviews from the patient, they consulted in order to improve themselves.

Scenario-3.4: For Chemist

Running a chemist shop and managing it is tough task. Sometimes having the medical store right next to clinic can be very beneficial but it is difficult if that is not the case.

The chemist store needs to have an online presence on the internet, where they can make themselves available for the potential consumers. It also makes it easy for the consumers if they can precheck if the said store has a medicine or not and can save a lot of time for patient and the chemist and can boost the sales of the chemist store.

Scenario-3.5:

Living a healthy lifestyle is goal for all of us, but unfortunately, we do not have the necessary knowledge required for the this.

It is important for us a human to not fall sick many times. It can be helped by the fact that if we get medical advice and nutrition advice daily than it will affect our health positively. Further if they need special attention a one-on-one session can be arranged.

4. Use case Description:

Use case-4.1:

A use for the patient to search for the doctors in its vicinity and get an appointment or to contact them before going in. They can also look into the reviews to get an idea about the doctor.

1. Patient can select the doctor from the list which is displayed in order of best to worst as per the ratings **or** Patient can do a filtered search also for the doctors and specialist.
2. They can choose the doctor.
3. They can book appointments for the visit.
4. They can view the exact address of the clinic or hospital on the map so it is easier for them to find.

Alternative:

2. If the time they want is already booked by someone,
 - 2.1 Then they need to select some other time.
 - 2.2 Else they have to change the doctor.

Use Case-4.2:

A use case for the patients to search for the chemist around them and find the exact medicine they are looking for.

1. Patient can search for the exact medicine they are looking for.
2. Patient can find the chemist nearest to them on the map and easily navigate through to the store.
3. Chemist can make themselves available by listing themselves for business.
4. Patient can bookmark the chemist store for future use.

Alternative:

1. If the medicine enters is not available
 - 1.1 It will show the similar medicines.
 - 1.2 Else you can try for some other medicine.

Use Case-4.3:

A use case for the doctors could be to increase their network and get feedback from their patient and also to have a system that can manage their appointments.

1. Doctors manage the appointments they receive on the app.
2. They can accept or reschedule based on the severity and their schedule.
3. They can look at the feedback provided by the patients.
4. They can provide the health advise in the app through the special section if needed.

Alternative:

2. If the doctor is not free for accepting the appointment,
 - 2.1 Then it will show a message of unavailability of doctor.

Use Case-4.4:

A use case for the patients is that he/she can consult the health expert even online.

1. The users can go to the section named as “Consult health expert”.
2. The users can go for the request of video call for one-to-one interaction.
3. After the consulting time ends, user can provide feedback

Alternative:

- 2.1 If the user wants to communicate through text, then he/she can ask his/her questions through the medium of chat.