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Supplemental Works

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Supplemental Works

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Rx Referral

Mobile Design

Role: UI Design and Engineer

Synopsis: Optum has an in-house home delivery pharmacy and multiple healthcare professional to patient touch points. Rx Referral allows the many healthcare professionals in the field to easily sign up existing members for home delivery pharmacy services. The goal is to save members some money on their prescriptions while increasing the growth of the pharmacy business.

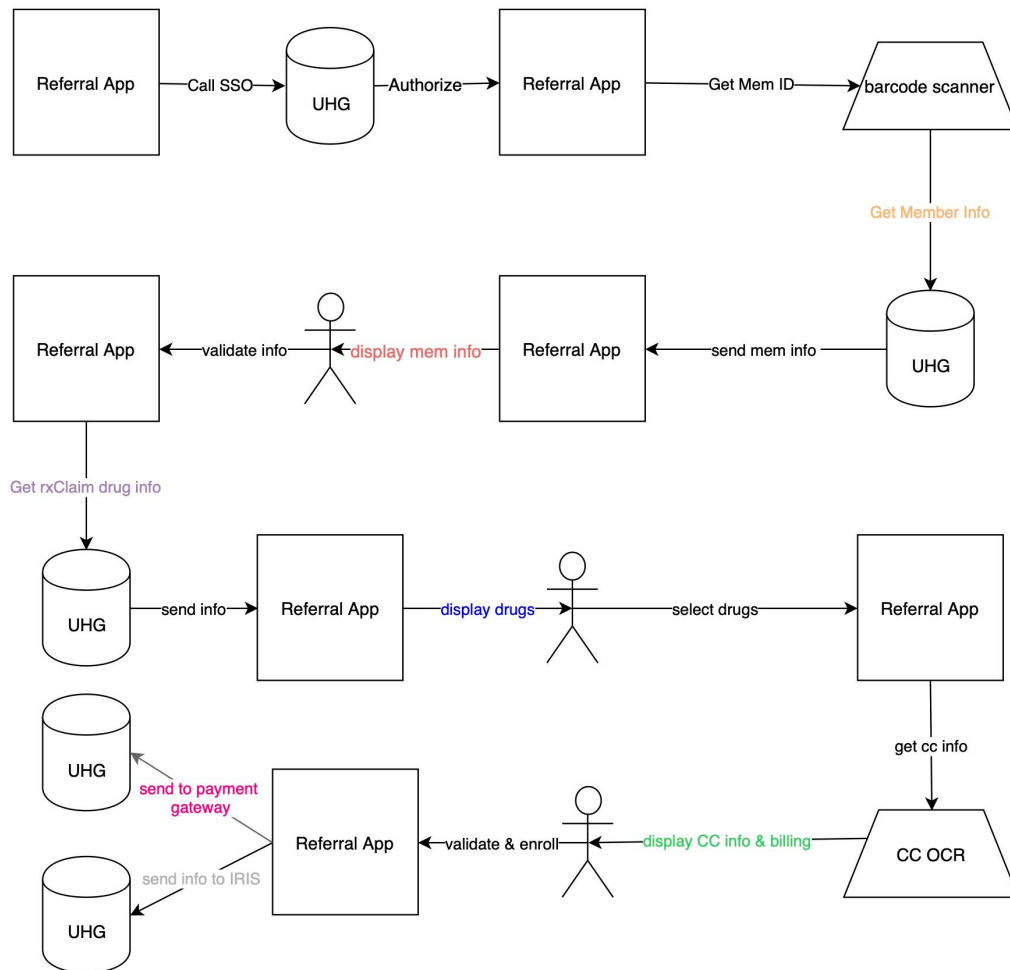
Details: Rapid prototype for a soft launch pilot, requiring both iOS and Android applications.

The application must be easy to use to reduce burden on user and the interaction between healthcare profession and potential member must be quick.

Tools: Apache Cordova, HTML, CSS, Framework 7, Draw.io

Rx Referral

With ease of use in mind, the following flow was designed to be a linear path with minimal input needed from the user. Data needs for both web services and UI display are mapped out within the flow.

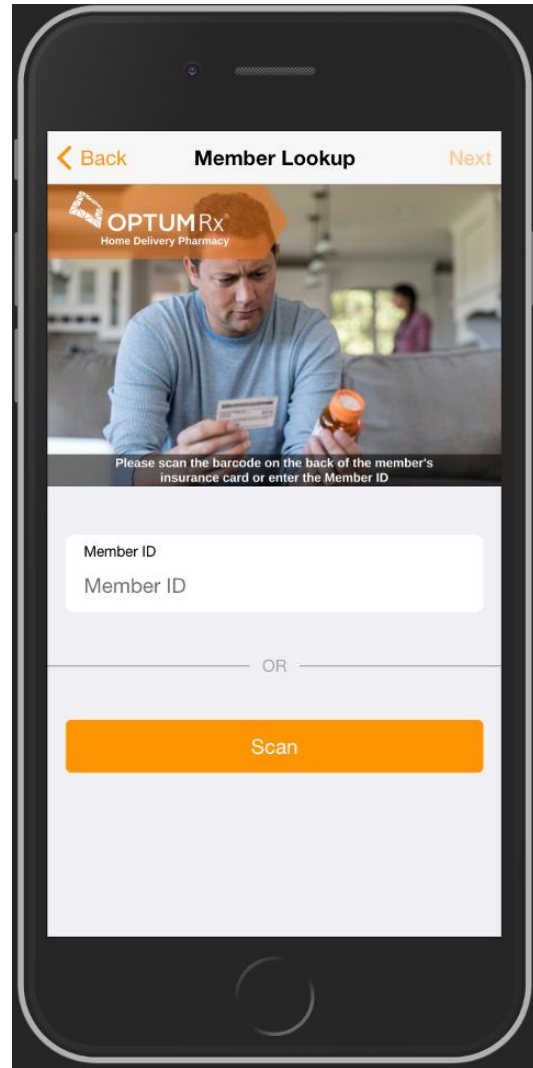
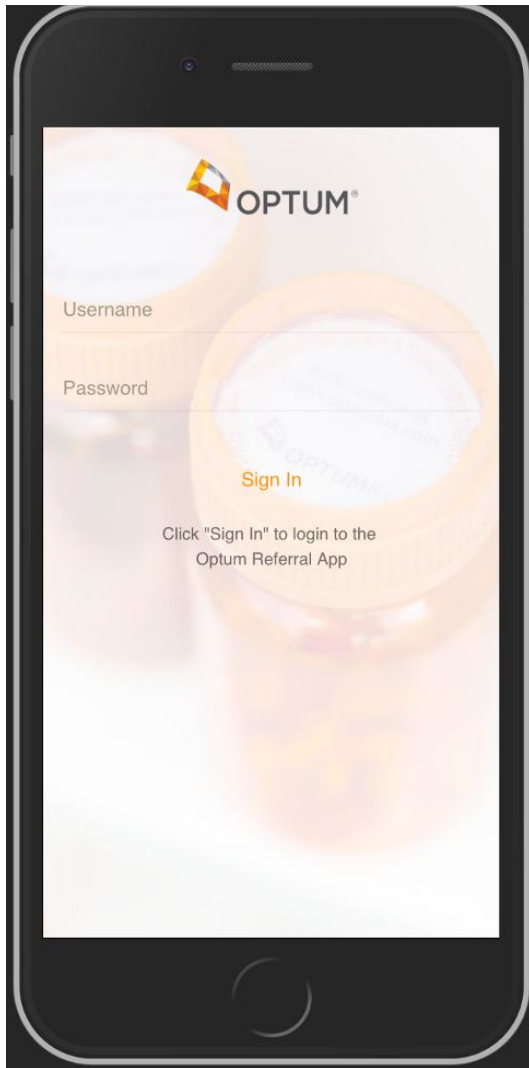


Get Member Info	Display Member Info	Get rxClaim drug info	Display CC Info & billing	Send info to IRIS
First Name	First Name	Drug Name	First Name	Member ID
Last Name	Last Name	Prescriber Name	Last Name	Address
Address	Address		Address	Phone
Phone	Phone	Display Drugs	Phone	Email
Email	Email	First Name	Email	Preferred Contact meth
	Preferred Contact meth	Last Name	Preferred Contact meth	Allergies
	Allergies	Empty field to add name	Allergies	Drug Names
		Send to Payment gateway	CC info	Prescriber Names
		CC info		Prescriber Address
		Billing Address		

Rx Referral

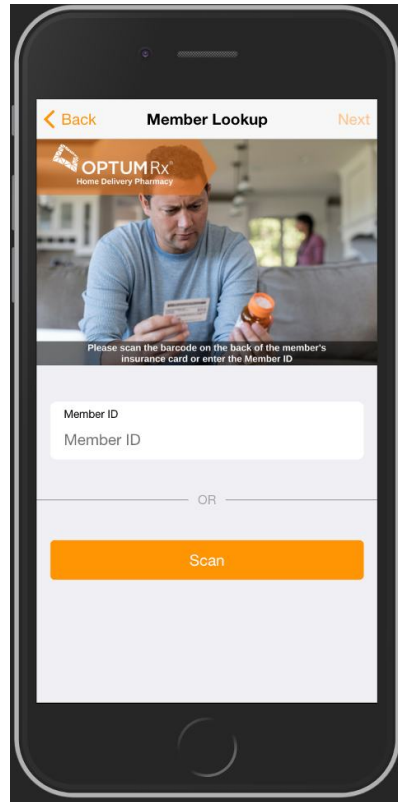
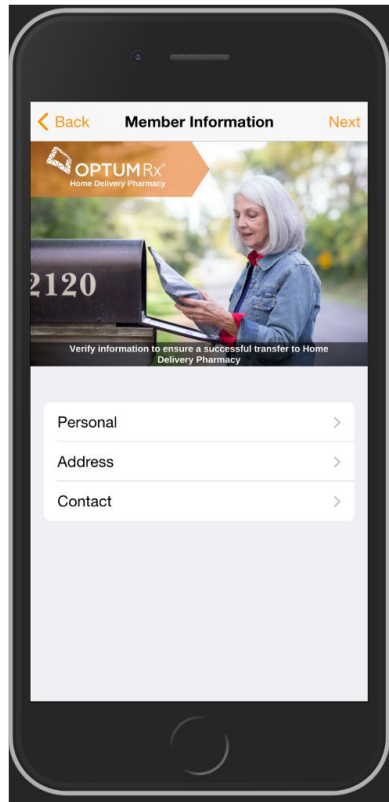
Mobile Design

Examples of the designs:

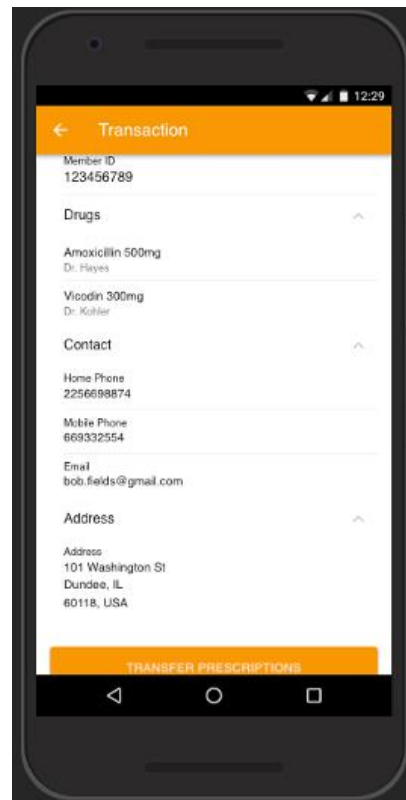
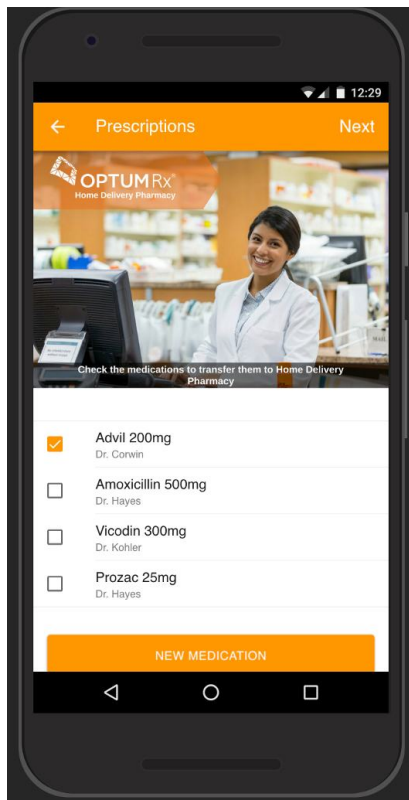


Rx Referral

Mobile Design



iOS Designs



Android Designs

Budgeteer

Mobile Design

Role: UX Designer

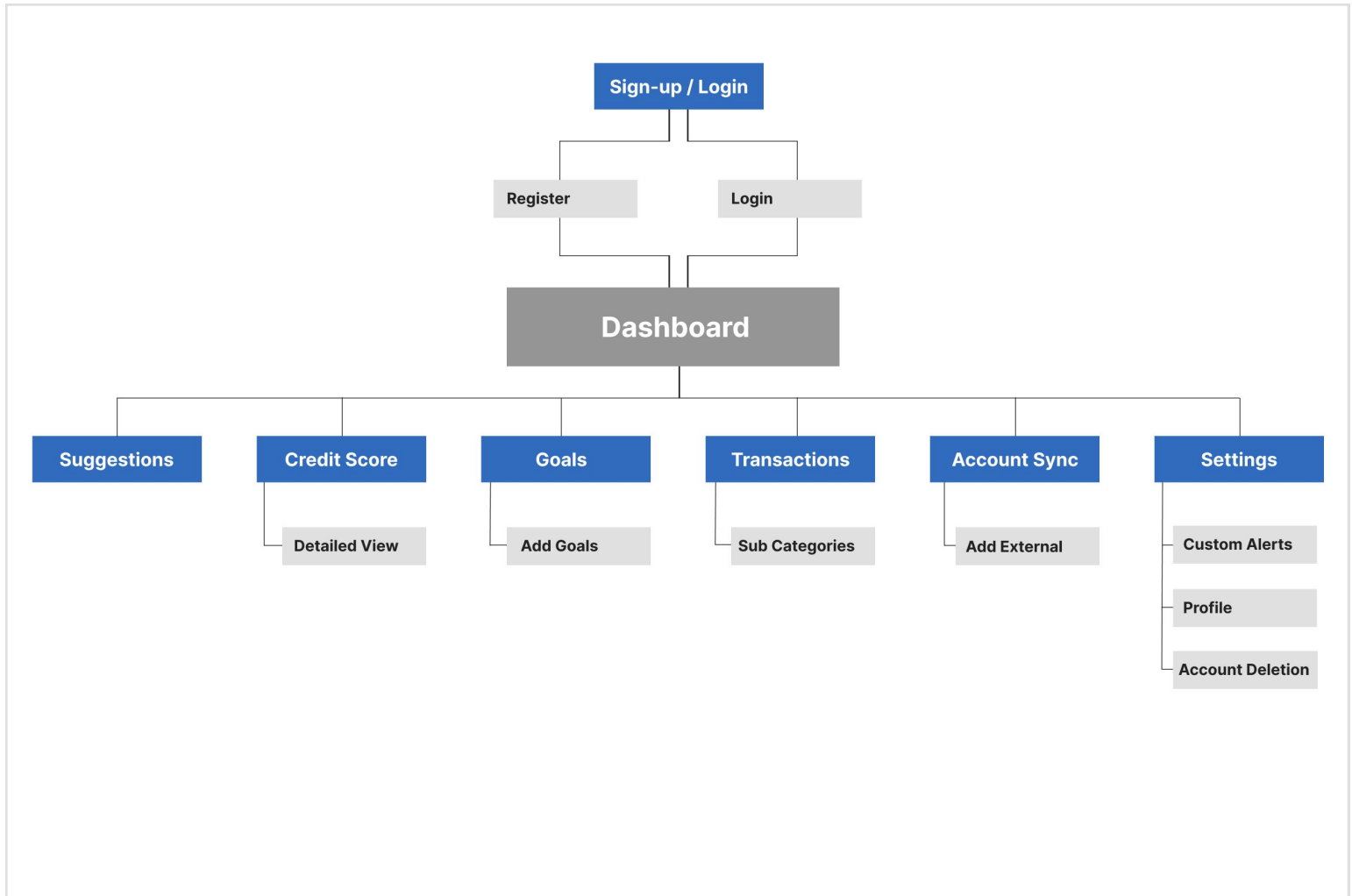
Synopsis: Budgeteer is a mobile financial management application focused on aiding the average consumer through transparency of current spending habits, goal tracking, and personalized suggestions.

Tools: Figma, FigJam

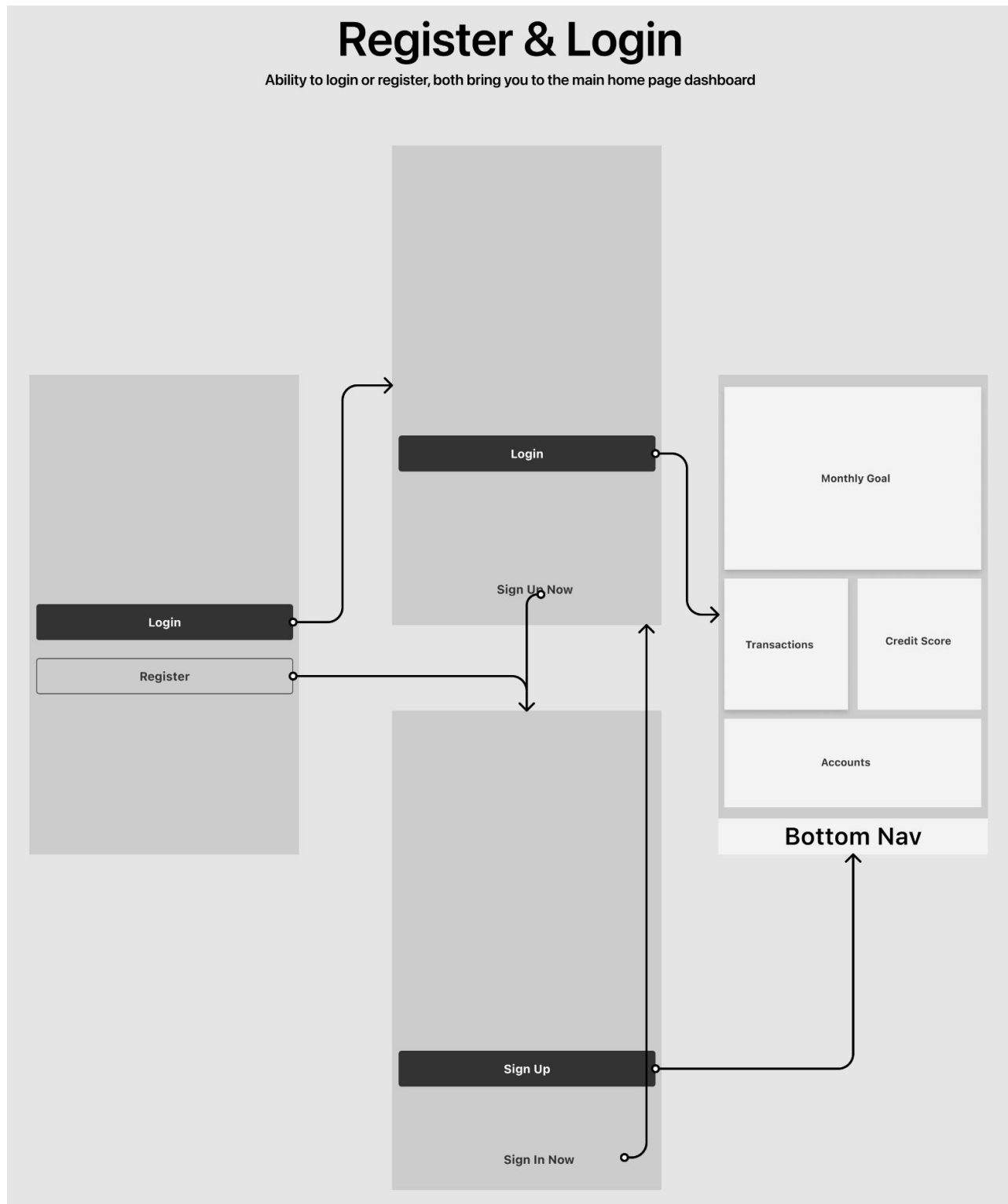
Budgeteer

Mobile Design

Example of the sitemap

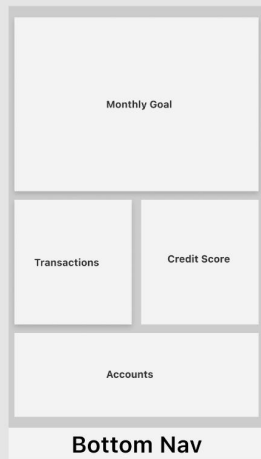


Examples of low-fidelity wireflow:



Dashboard - Home Page

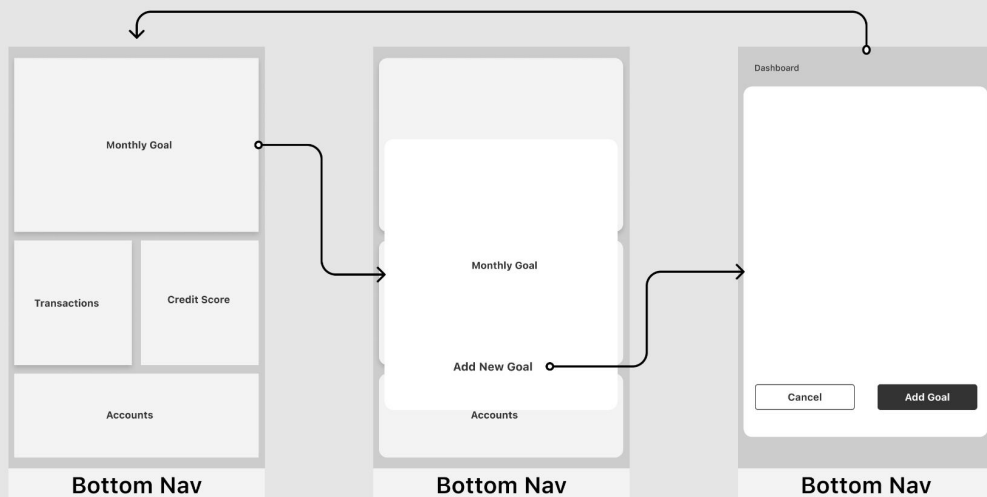
This is the main page of the application, most navigation starts from this page



this page will appear in most flows as the starting point

Goals

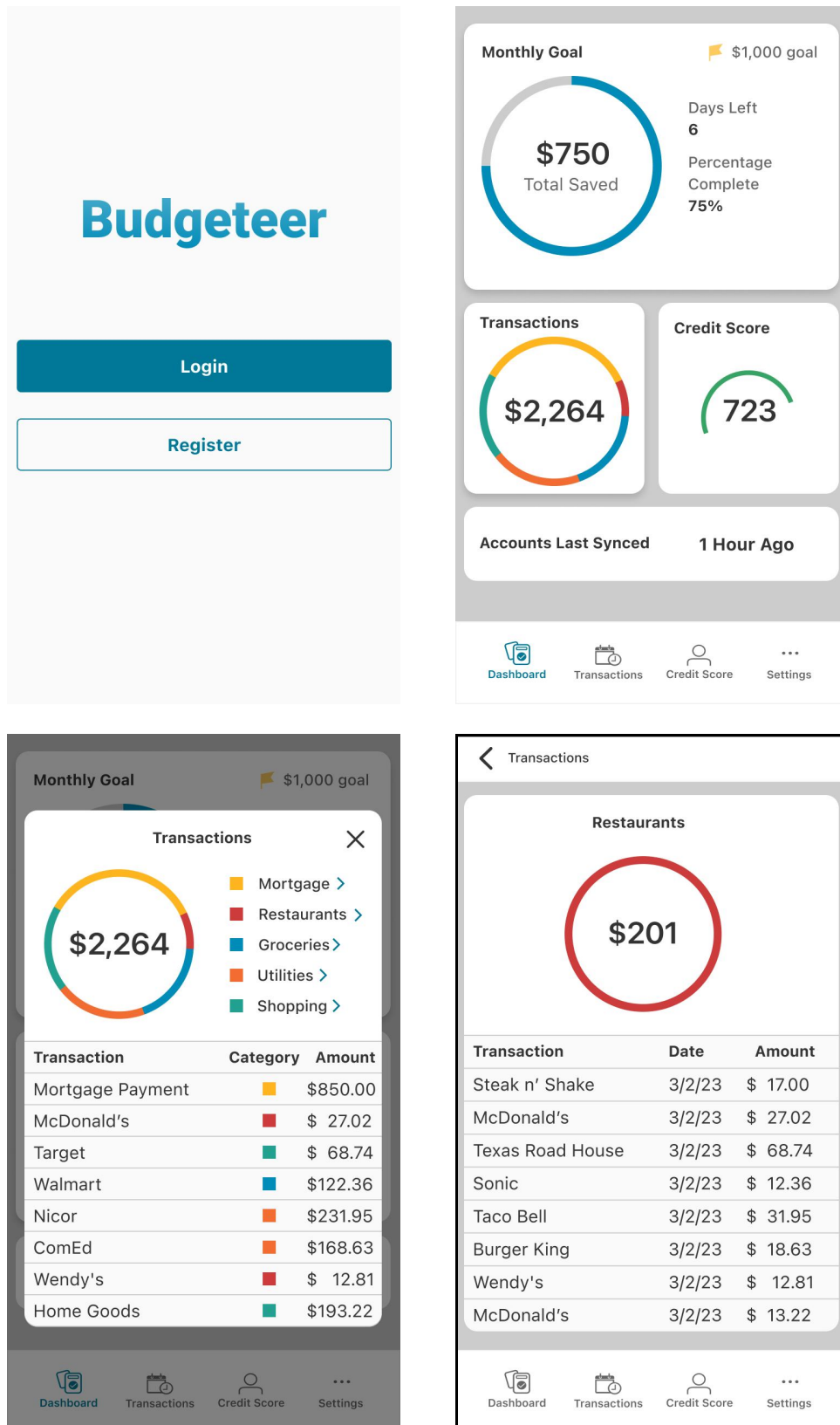
From the dashboard you can click to drill into the Goals section



Budgeteer

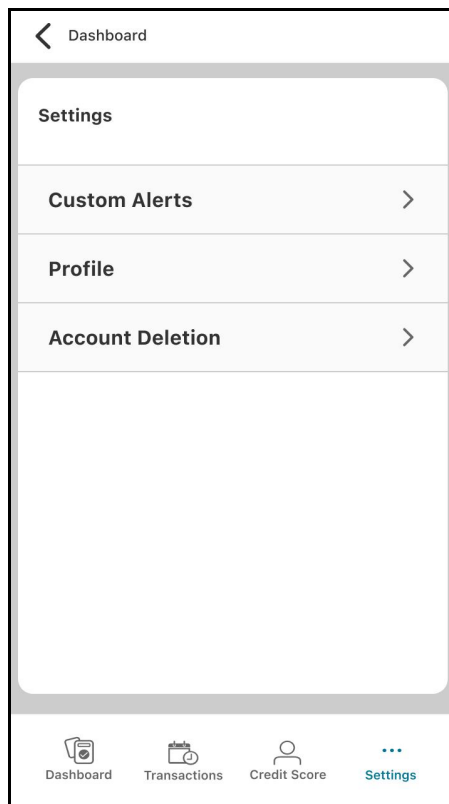
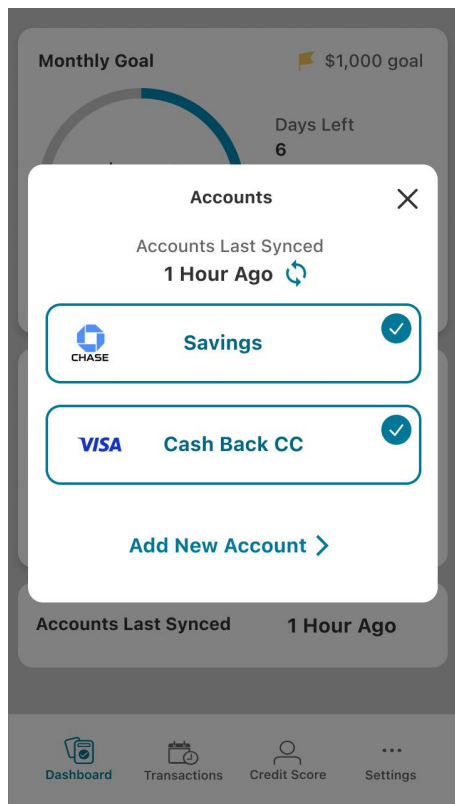
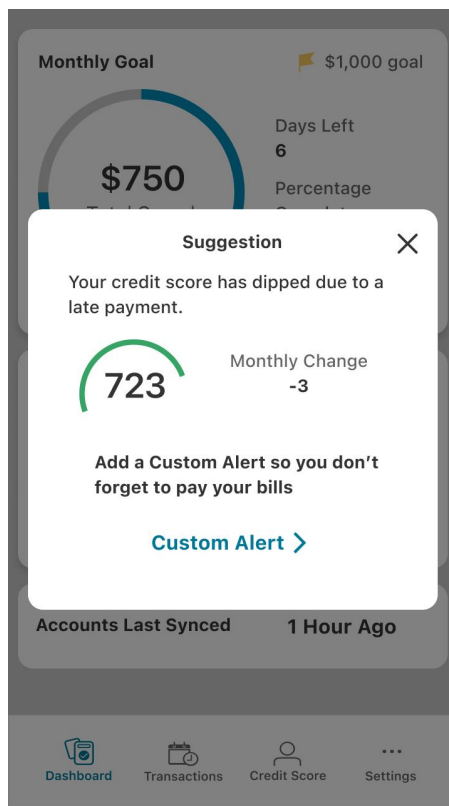
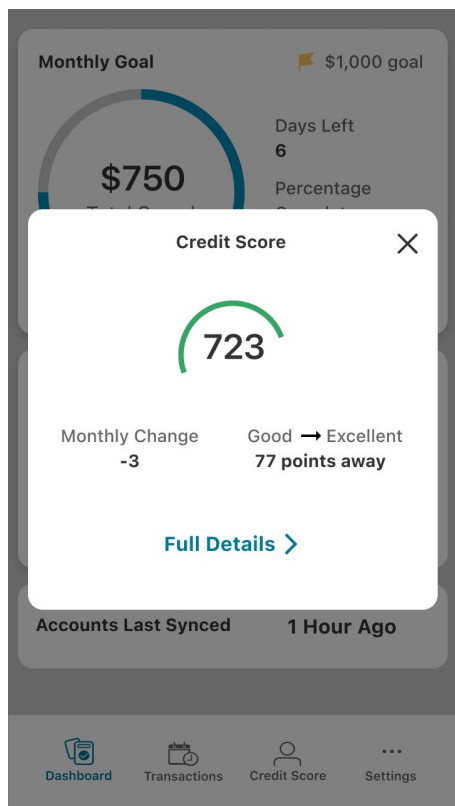
Mobile Design

Examples of high-fidelity wireframe



Budgeteer

Mobile Design



Dashboards

Desktop Design

Role: UX Designer

Synopsis: Multiple dashboards were designed during my time at Optum

Pharmacy Central

A landing page for all pharmacy central users. Aggregates data from multiple sources so that they never need to leave the pharmacy central suite of applications.

Call Disposition

A metrics dashboard to track call volume, call type, and call reason for the different pharmacist phone lines.

Patient Profile

Search and review patient specific information to make clinical decisions.

Health Hub

IoT aggregator dashboard for patients to store health related data. Clinicians review and monitor this data to help make personalized clinical decisions.

Tools: Figma, FigJam

Dashboards

Desktop Design


Pharmacy Central

Optum

Pharmacy Central

Welcome!


9:12am

 Albert Koch

65.57 APR

Schedule

Up Next

 10:15am - 12:30pm
PVS E

Friday, April 12

8:00am - 10:00am

PVM+

2 Hours

10:15am - 12:30pm

PVS E

2.5 Hours

1:00pm - 3:00pm

PVS I

2 Hours

3:15pm - 4:15pm

PVS I

1 Hour


4:15pm - 5:00pm


PVS E


45 Mins


Team Player


"Amazing team player for outstanding work."





 PVM


 PVM+

 PVS E

 PVS I

 Verbal Rx

 Profile



Announcements

CS

John I. Song | Mgr HD Pharmacy

Today's focus is ABC. Also please take some time to review document XYZ.

Today

CS

Timothy T. Tranplin | Mgr HD Pharmacy

Lorum ipsum content of the

Today

CS

Timothy W. Worth | Bus Process Consultant

I wonder what kind of updates they would even have to be putting here

Thur Apr 5th

CS

Catherine M. Smithing | Mgr HD Pharmacy

Here is another subject announcemet apparently these people got a lot to say.

Thur Apr 5th

CS

Christina C. Ruggert | Mgr HD Pharmacy

We need to figure out how often they will have announcements n display how long

Wed Apr 4th

Quick Links

Pharmacy Central

[Pharmacist Letter](#)

[Work Instructions](#)

[Navigator](#)

[SNP](#)

Optum Applications

[Work Instructions](#)

[Medispan](#)

[Navigator](#)

[SNP](#)

Pharmacist

[NPI Lookup](#)

[PDMP](#)

[Rems Oncology](#)

[OPEX](#)

Score Card

App	APR	Hours
PVS E	63.53	52.75
PVS I	73.53	39.97
PVM	57.55	38.20
PVMP	74.00	28.50

Monthly Achievements

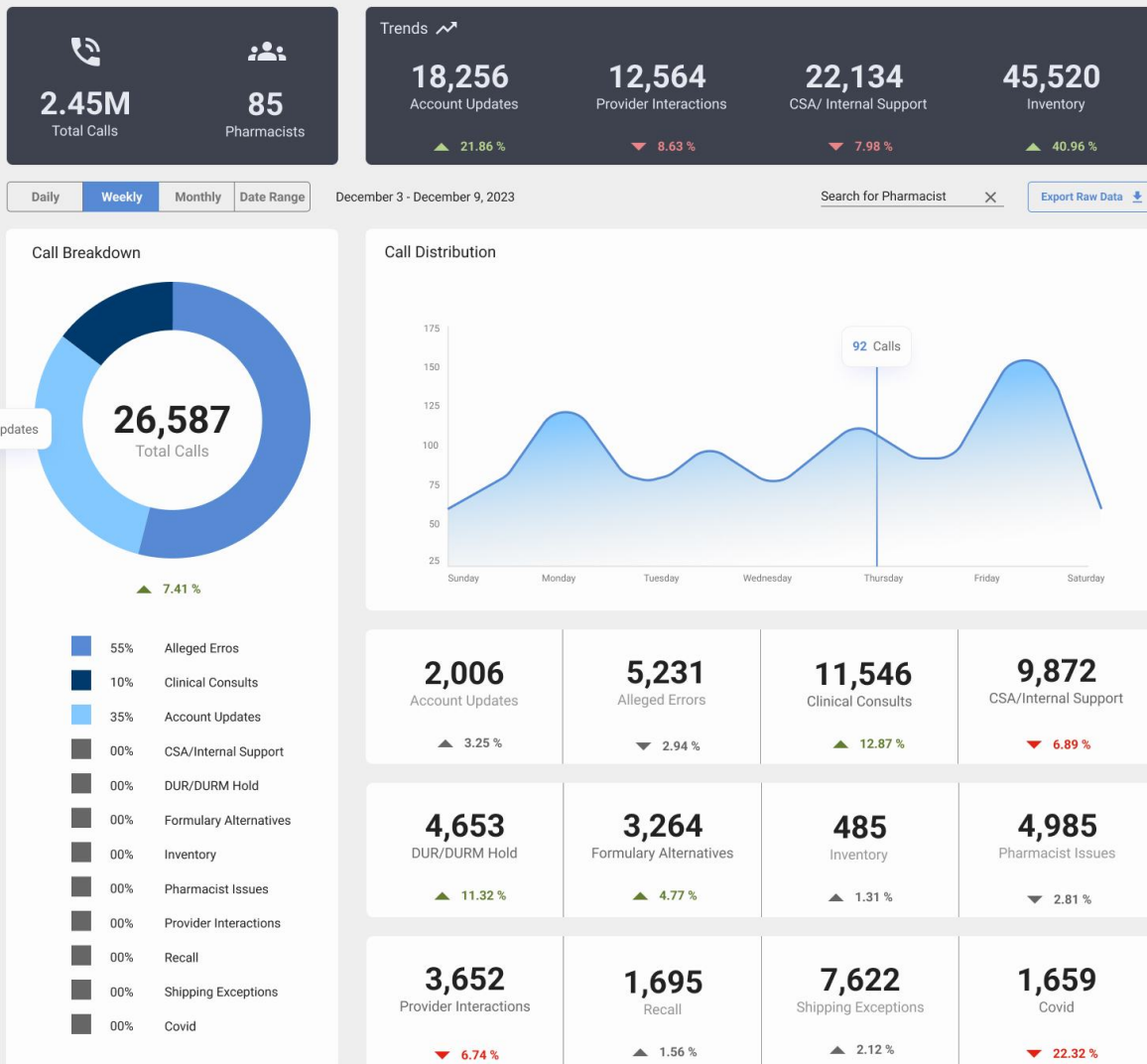
Achievement	Count	Trend
PVS Rx Verified	12,002	+2 ▲
PVM Rx Verified	32,110	-
MD Comms Sent	1,002	-12 ▼
Action Items Resolved	4,002	+8 ▲
Action Items Resolved	4,002	+8
Action Items Resolved	4,002	+8

Dashboards

Desktop Design

Call disposition

LOB Name Call Disposition Dashboard



Dashboards

Desktop Design

Patient Profile

Optum

Patient Profile

Search

Clear

Judy

First Name

Cheu

Last Name

MM/DD/YYYY

Account Number

Order Number

Rx Number

Member ID

Phone Number

☐ Inactive

Search

Results

Account Number	Last Name	MI	First Name	Alias	Date of Birth	Phone Number	Address	City	State	Zip
12345678	Cheu	E	Judy		04/29/1987	815-326-9562	11629 FIRST STREET	LAS VEGAS	AZ	885539
52632547	Cheu	I	Judy		11/12/1969	854-154-3641	234511 SECOND ROAD DRIVE	SPRINGFIELD	TX	885539
						562-983-6321				
						930-521-6545				
95687412	Cheu	P	Judy		02/16/1944	760-804-2222	9983 WALBURGER COURT	YORK	AZ	88539
32215866	Cheu	W	Judy		07/01/1981	451-566-7782	2929 HARBOR BLVD	BRIDGERTON	IL	885539

Optum

Patient Profile

Search for Patient

Guadalupe Villahermosa (Lupe)

02/16/1944 · 93 · F

(760) 804-2226

3000 HARBOR LN TUCSON, AZ 85539

Dashboard

Member

Clinical

Orders

Medication

Action Items

Rx Transfers

Communication

Medications

Inactive

Name	QTY	DS	UPD	Info
LEVOTHYROXINE 75 MCG TABLET	90	90	2	SMS
MS CONTIN 100 MG XR TAB	90	90	90	
HUMIRA CF PEN 40MG/0.4ML	90	90	90	
LEVOTHROXINE 50 MCG TAB	90	90	90	ORTF
POTASS CL CR WM TB 10MEQ A2	90	90	90	90
SYNTHROID 50MCG TABLET	30	90	90	

Rx Details

Rx# 1234567

QOH	QTY	Pkg Size	UOM	Days	Ref Rem	SIG
60	180		EA	90	2	TAKE 2 TABLETS BY MOUTH DAILY

Annotation Note

Profile Atorvastatin 40MG per pt rqst

Rx Notes

Weight: , Height: , BP: 11/02/2021 10:56:32


Orders

Order	QTY	DS	NDC	Mfr	Shpt Dt	Copay
415422483	180	90	69097012815	CIPLA USA	2021-05-30	\$60

SOF Note

DR/RX QUESTION 06/15/21 16:16:49 NPATTER9 1st att DRRX NPATTER9 06/15/2021 1st att 1TIME SSELEN 06/17/2021

Medication Description



White, biconvex, oblong-shaped, side 1:54 271

Action Items

3 Rx Holds

1 Survey Required

RPH To Do List

55/500 Characters

Call Notes

55/500 Characters

Save and End Call

Rx Transfers


Communication

Save and End Call

Dashboards

Desktop Design


Health Hub


 OPTUM | Health Hub


Health ServicesMonitor HealthMedicine CabinetCalendar


ADULT3 ▾

Available Services


Connected


Connected

 Google Fit
Connected

 OPTUM | Health Hub

Health ServicesMonitor HealthMedicine CabinetCalendar

ADULT3 ▾

Monitor Your Health

Calories Expended

1,471.1 cal

Yesterday

Blood Glucose

99 mg/dl

Yesterday

Distance

0.1 mi

Yesterday

Blood Pressure

133 mmHg HP

86 mmHg LP

Yesterday

Heart Rate

72.1 bpm

Yesterday

Calories Consumed

1,700 cal

Yesterday

Weight

130.1 lbs

Yesterday

Body Mass Index

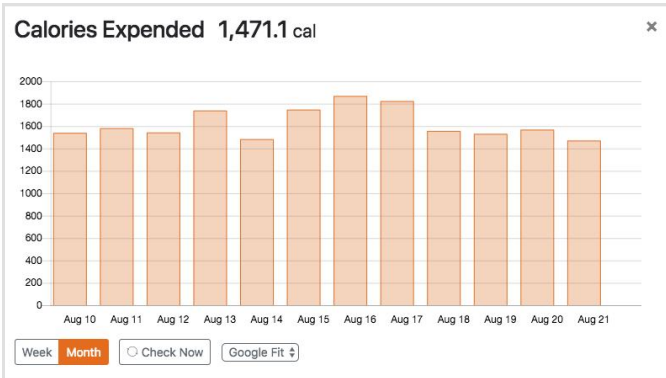
19.8

Yesterday

Body Fat

9 %

Yesterday



Preferences

Connected Services

Google Fit
Manage access

iHealth
Manage access

Fitbit
Manage access

Data Type	Preferred Service	Unit
Blood Glucose	iHealth	mg/dl
Blood Oxygen	iHealth	%
Blood Pressure	iHealth	mmHg
Body Fat	Fitbit	%
Body Mass Index	iHealth	
Calories Consumed	Fitbit	cal
Calories Expended	Google Fit	cal
Distance	Google Fit	mi
Floors	Google Fit	floors
Heart Rate	Google Fit	bpm