



## **User Experience Nanodegree Capstone**

*Learning Reflection Write-up*

**Basically, I used a design interaction process where I built a basic prototype model of the solution I proposed and interacted with other customers or potential users so as to have feedback from them on the areas on which I could optimize my product. I mostly used my design and entrepreneurial skills to go about in this phase. I used my mastery of popular design skills like `figma` and `miro`. The main activities were the recruiting of my participants, since they were exclusively made of doctors and patients, I always had to go to them to make my interviews and conduct my surveys. One of the most interesting facts is that more than 50% of the patients would prefer an online consultation than to go to a hospital for the traditional consultations.**

**Out of the major challenges that came across the way were the unavailability of my participants as they didn't respect the rendezvous for us to conduct our interviews. This was a very frustrating situation. So, to overcome this I had to meet the doctors in their workplace (Hospital/Clinic) and the patients at their homes. This was at the expense of time but was worth the sacrifice. After the different surveys and interviews, I decided to design a digital system that solved the problem. I built a system that connected a patient at home that could go to the hospital and a doctor that could attend to the patient and conduct a medical consultation online. This helps patients with inabilities to move to have their normal consultations. The number of consultation sessions increased by 17% in the first month of the test.**

**We had a great number of patients with increased satisfaction and well-being.**