

Care for Me

Health made available for everyone

Naveen K

The 3

Months

Figma, Miro,
Plot

Challenge or Problem Overview

The user faced difficulties going to the hospital every time for checkups. Especially patients that live in big cities where there is a high rate of traffic, all this makes it very difficult for patients to move from their homes to the local health centers. We want to make a create a way to connect the patients and the related health personnel.

We are mostly concerned with patients that have inabilities to move from their home to a health center like handicaps. Also patients that live far from the health unit and just need a brief consultation. So this is what let to the opportunity. To create a means by which we can connect the patient and the health personnel.

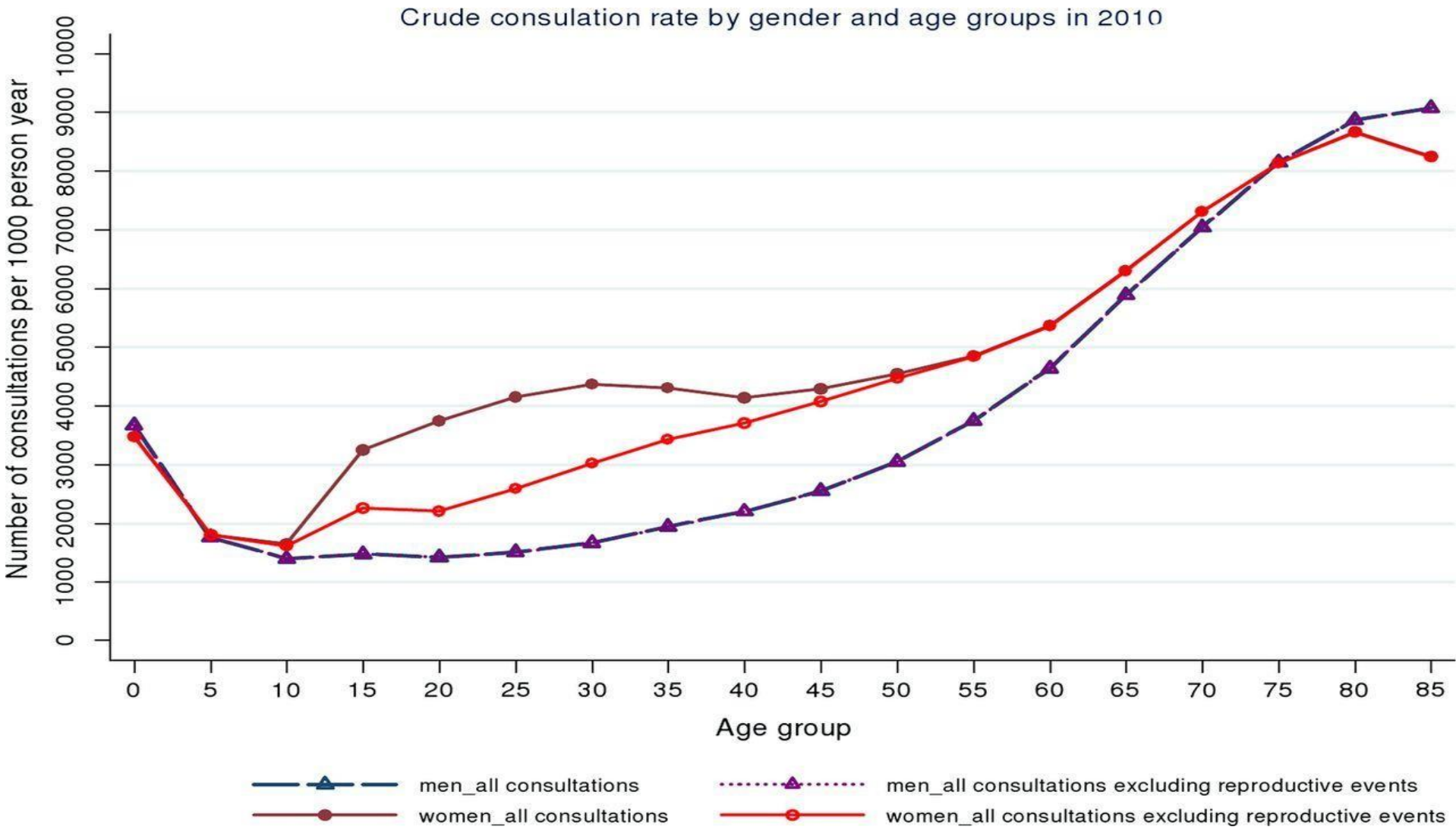


Discovery: Research & Analysis

First of all I needed to understand how a hospital functions(generally). Then I had to inquire how a consultation is conducted, what are the key information the doctors tries to have when doing a consultation. I assisted to numerous consultations across different hospitals in different departments.

I needed this to make the designs for an interface so as to facilitate the data transfer between the patient and the doctor.

I discovered the number of consultations a doctor does per day.



Design: Concepts & Sketching

Anything that helped you explore ideas, possibilities, and possible solutions may be included here.

Since I found out that many patients couldn't get to the health facility due to one reason or the other, I had in mind to design a digital system that would help patients to have their consultations online. That is an interface that would doctors and patients to have their consultation sessions smoothly.

From the chart above we saw that the number of consultations increases with time.

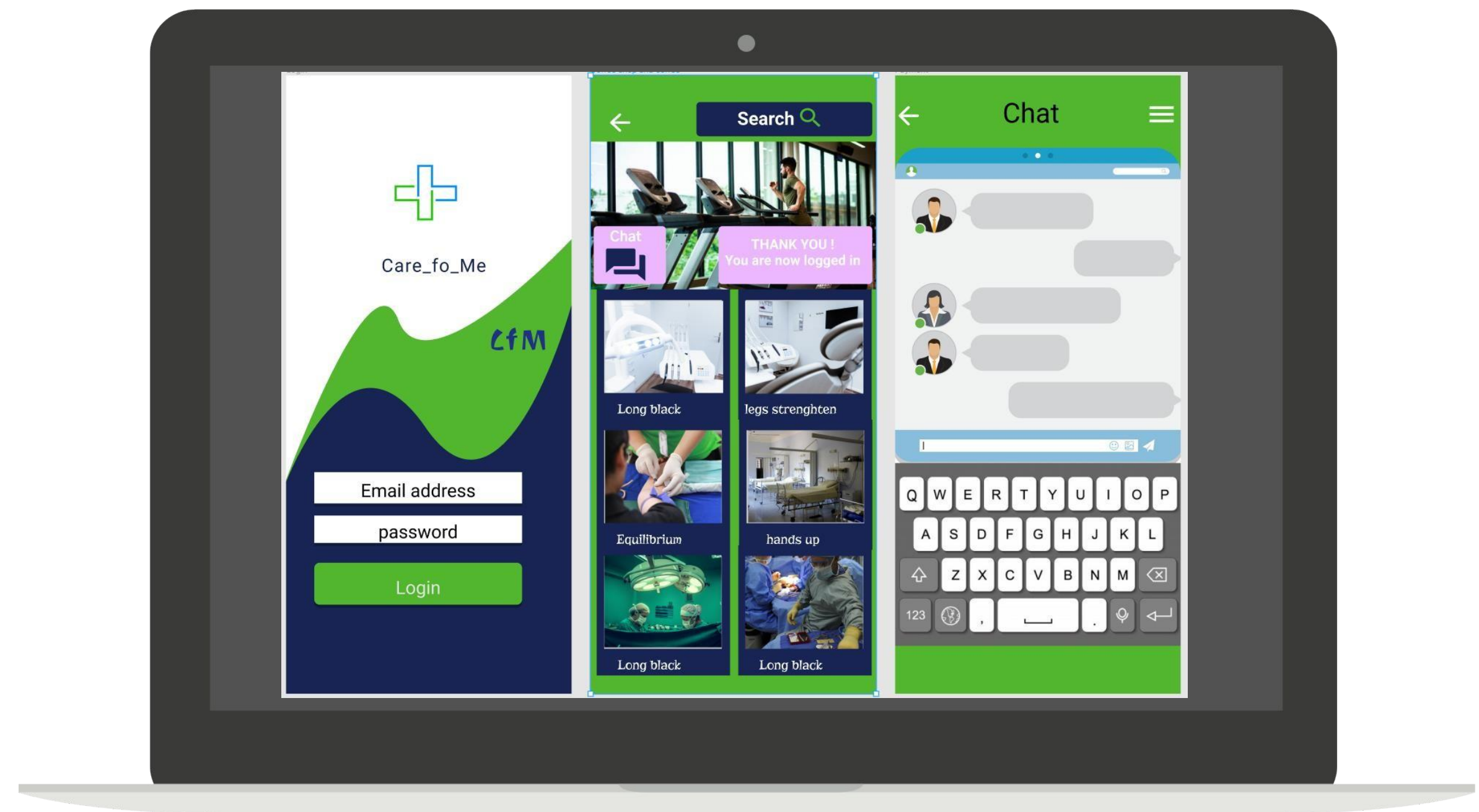
So for a start we designed a mobile app interface with login credentials so that they could log in, just a measure to keep user data safe.

Develop: Prototyping

For this part I actually developed a prototype of figma with the above [link](#)

<https://www.figma.com/proto/1I5myVYRo8oZtfmH5GTKT/Ucapp>

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Test: Validation, Usability, Feedback

I conducted surveys with patients and doctors, data from this research was organized and store for further analysis. Below is a summary of the key major points we noted during our data analysis;

- **88%** of the patients possess smart devices like computers, smart phones, and tablets(meaning that they have the required devices to use our system)
- 75% of participants will opt for an online consultation service if normal consultation isn't available.
- **12%** Don't want to have their consultation online
- 63% of the participants are willing to migrate from to a digital consultation service

Note:

It is important to take into account that half of our participants where people from the health personnel and the other half were patients with no distinction of their illness.

Design: Iteration

From the feedback gotten during the survey, some participants made the following suggestions in order to improve on the quality of our product and our solution;

- They requested for a log out feature
- Others opted for a change in color(didn't appreciate the look and feel)
- Required a map feature to locate the nearest health centers
- Suggested the inclusion of some fitness services, so that they could keep form.

Note:

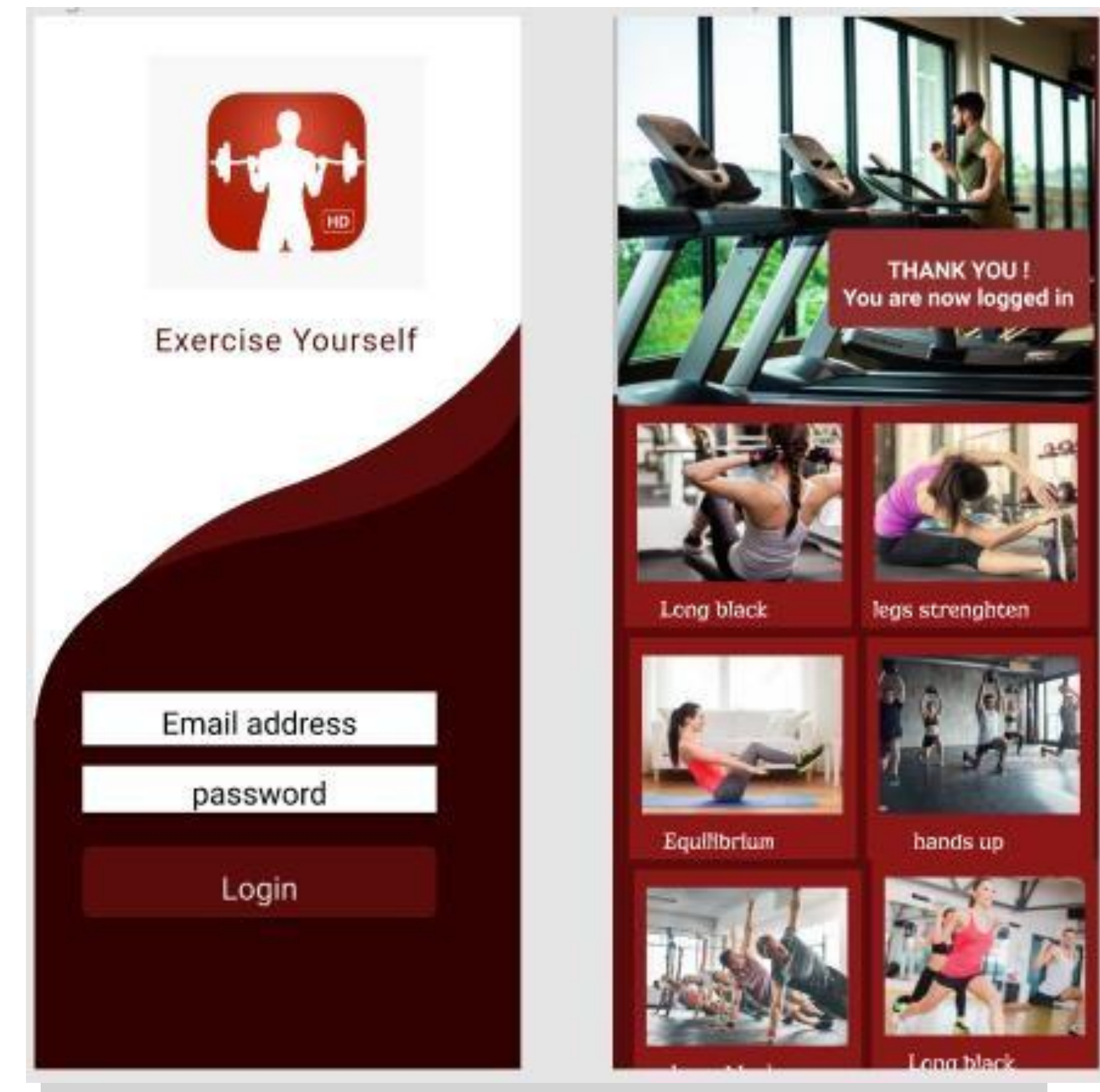
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Solution & Impact Overview

Given all the suggestions given to me by my participants, I went forward and included all these changes into my prototype and it can be accessed through the [link](https://www.figma.com/proto/1I5myVYRo8oZtfmhM5GTKT/Ucapp-Designs?node-id=1%3A9&scaling=scale-down).

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About Me

I am UX designer for over 2 months and a flutter developer for 2 years, I particularly appreciate interactive design techniques and research. I have mastery over popular design tools like figma. Also I have skills and aptitudes in Data analysis.

I hold a bachelor in Engineering from the Sri Krishna College Of Technology in India. Currently I am at the head of a design team of a community known as Tensorflow user group coimbatore. I'll like to build my own design company in order to promote my vision in the User Experience domain.

I personally love tennis and like spending time with my friends and loved ones.

