

# CareSync User Feedback

Welcome and thank you for helping us test CareSync!

CareSync is a prototype health app. This test will walk you through a few tasks using a prototype with fake data. It's not a real health app yet, you may enter faux entries and no personal information is needed. Not all parts of the site are functional and are a placeholder.

Have you ever helped manage someone else's healthcare (e.g., child, parent, partner)?

⌵ Dropdown

Yes ▼

Have you used any apps like MyChart, Apple Health, or other patient portals?

⌵ Dropdown

Yes ▼

On a scale of 1–5, how comfortable are you with using new apps?



## First Impressions

Navigate to: [CareSync App](#)

You've just landed on the CareSync homepage.

### What to do:

Without clicking anything, look at the screen for a few seconds.

What do you think this app is for?

Merging all of my medical records

Who do you think would use it?

Parents, individuals, guardians

What would you expect to happen if you signed up?

A secure way to connect all of my records from various providers, ideally pre-filled if I sign in with other services.

## Sign Up & Set Up

Let's walk through the first-time setup.

Was it easy to understand what to do at each step?

Yes

Was anything confusing or unclear?

On Step 4, I would like a little more information on who/how to share links and QR codes. Do I email my doctors? Would be even better if, since it's already authenticated with other services, the system would automatically send the link/QR code.

How trustworthy does this process feel so far?



Dashboard - Initial Impression

You are now on the main dashboard of CareSync

Without clicking anything, what do you think this screen is showing you?

An overview of all of my previous tests

What do each of these numbers across the top (Active Medications, Recent Labs, etc.) mean to you?

New/unread reports

Is there anything you expected to see here but don't?

I'd like to see some seal of endorsement from my provider(s), or an icon/badge showing that this service is secure.

### Use the Dashboard

Pretend you're checking in after a week to look for updates.

**What to do:**

Explore the dashboard or home screen

Try navigating around

Could you find everything you needed?

Yes

Was anything hard to locate?

No

Is there anything you'd like to do here that you *can't* currently do?

No

Final thoughts

Last feedback

Do you feel this screen presents your health information in a clear and trustworthy way?

	1	2	3	4	5	
Not trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Very trustworthy

Would this dashboard make you feel in control of your health data? Why or why not?

Yes

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Rate this app



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Yes ⌵

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⌵ Dropdown

Yes ⌵

On a scale of 1–5, how comfortable are you with using new apps?

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Not comfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Very comfortable

First Impressions

Navigate to: [CareSync App](#)

You've just landed on the CareSync homepage.

**What to do:**

Without clicking anything, look at the screen for a few seconds.

What do you think this app is for?

A conglomerate of all the care apps mentioned in prior question

Who do you think would use it?

Patients or admins who want to consolidate all health care

What would you expect to happen if you signed up?

I could log in once and be able to use any of my doctor apps

**Sign Up & Set Up**

Let's walk through the first-time setup.



Was it easy to understand what to do at each step?

Yes, it's great! I've been waiting for this

Was anything confusing or unclear?

so far no but i need to use it extensively and see if any sync errors

How trustworthy does this process feel so far?

	1	2	3	4	5	
Not trustworthy at all	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Extremely trustworthy

Dashboard - Initial Impression

You are now on the main dashboard of CareSync

Without clicking anything, what do you think this screen is showing you?

All i need at the moment! Honestly :)

What do each of these numbers across the top (Active Medications, Recent Labs, etc.) mean to you?

Active Meds - ones I have active prescriptions on and refills; would be good to know how many refills left and frequent there // Recent labs - labs done in last 30 -60 days; Upcoming - activity - appts, blood work and confirmed appointments that doc and I have on our calendars

Is there anything you expected to see here but don't?

maybe refills, med details, labs over time and suggestions of which labs to test which have been a while

**Use the Dashboard**

Pretend you're checking in after a week to look for updates.

**What to do:**

Explore the dashboard or home screen

Try navigating around

Could you find everything you needed?

Yes

Was anything hard to locate?

Maybe doc name who sent for the lab

Is there anything you'd like to do here that you *can't* currently do?

If i use this I would be able to tell you - may need to use for 14-30 days.

**Final thoughts**

Last feedback

Do you feel this screen presents your health information in a clear and trustworthy way?



Would this dashboard make you feel in control of your health data? Why or why not?

Yes, maybe it can show ie groupings of all my labs from all various providers in one section, or list history of my appts and doctor - table format.

Rate this app

1	2	3	4	5
				

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⌵ Dropdown

No ⌵

Have you used any apps like MyChart, Apple Health, or other patient portals?

⌵ Dropdown

Yes ⌵

On a scale of 1–5, how comfortable are you with using new apps?

	1	2	3	4	5	
Not comfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Very comfortable

First Impressions

Navigate to: [CareSync App](#)

You've just landed on the CareSync homepage.

**What to do:**

Without clicking anything, look at the screen for a few seconds.

What do you think this app is for?

Managing all your health portals in one place and possibly also all the health portals for your family like children or partners

Who do you think would use it?

Parents are my first thought of who would benefit. Then second would be someone managing an at-risk person's health like an aging parent & adult child, a sick adult & their partner or a guardian/sick adult that can't manage their own health

What would you expect to happen if you signed up?

I would have to add all my portals then would be able to see everything (appointments, medications, etc.) in one central place

**Sign Up & Set Up**

Let's walk through the first-time setup.

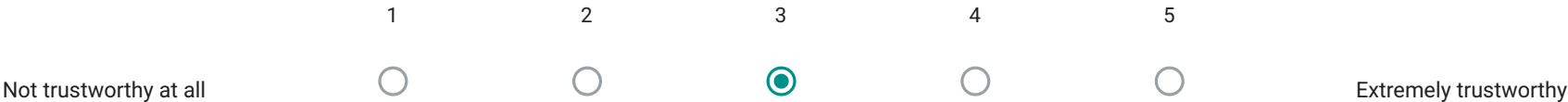
Was it easy to understand what to do at each step?

Yes! It was well structured, there wasn't too much on each page and the steps felt like they were in the right order

Was anything confusing or unclear?

Why would I want to share a link or generate a QR code right away? I don't know why I would need that asap, but maybe that could be in the intro to the system after I set up

How trustworthy does this process feel so far?



Dashboard - Initial Impression

You are now on the main dashboard of CareSync

Without clicking anything, what do you think this screen is showing you?

A cohesive dashboard of all my recent health data that has been connected in

What do each of these numbers across the top (Active Medications, Recent Labs, etc.) mean to you?

Medication - what I'm taking now

Recent labs - unread lab results that are waiting for me or a doctor to review

upcoming visits - planned dr office visits

shared records - number of records I have shared

Is there anything you expected to see here but don't?

Any messages pending from my portals. MyChart shows a clear alert for notes from my doctor or things like upcoming medical needs (yearly appointments, expired vaccines, etc.)

### Use the Dashboard

Pretend you're checking in after a week to look for updates.

**What to do:**

Explore the dashboard or home screen

Try navigating around

Could you find everything you needed?

I'm missing messages, but I like the "last updated" note because I know this is recent and may have changed



Was anything hard to locate?

Upcoming activity - I would expect what's next to be more important than recent activity? Might just be personal preference though to plan for what's next then see what's already happened

Is there anything you'd like to do here that you *can't* currently do?

1. Message a provider and 2. request an appointment

### Final thoughts

Last feedback

Do you feel this screen presents your health information in a clear and trustworthy way?



Would this dashboard make you feel in control of your health data? Why or why not?

Yes, I like the way it's all integrated but I would want a "here's how we keep your info secure" message somewhere along the set up. I may have missed it when on the home page, but it should be repeated when signing up to establish trust with the app

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1	2	3	4	5
				

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Yes ⌵

Have you used any apps like MyChart, Apple Health, or other patient portals?

⌵ Dropdown

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On a scale of 1–5, how comfortable are you with using new apps?

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Not comfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Very comfortable

First Impressions

Navigate to: [CareSync App](#)

You've just landed on the CareSync homepage.

**What to do:**

Without clicking anything, look at the screen for a few seconds.

What do you think this app is for?

Consolidating healthcare records from multiple providers

Who do you think would use it?

Myself or family members

What would you expect to happen if you signed up?

Receive welcome emails and app download

**Sign Up & Set Up**

Let's walk through the first-time setup.

Was it easy to understand what to do at each step?

Likely, pressed the button for provider and saw records/data

Was anything confusing or unclear?

(note: performed the app on onboarding from mobile and wasn't able to simultaneously answer questions whilst performing the experience)

More of a demo logistics question: Was I supposed to create a faux account or use the demo account?

When I tapped on Sarah Thompson demo account I was expecting to see a demo (but didn't). So I assumed I was creating a new faux account. After proceeding to add an "existing" health record I saw my account was Sarah Thompson

How trustworthy does this process feel so far?

	1	2	3	4	5	
Not trustworthy at all	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Extremely trustworthy

Dashboard - Initial Impression

You are now on the main dashboard of CareSync

Without clicking anything, what do you think this screen is showing you?

Various systems which may host healthcare records

What do each of these numbers across the top (Active Medications, Recent Labs, etc.) mean to you?

Health records and results

Is there anything you expected to see here but don't?

Upcoming (annual) doctor or check up visits or shots to schedule, maybe Rx pick up and location

### Use the Dashboard

Pretend you're checking in after a week to look for updates.

**What to do:**

Explore the dashboard or home screen

Try navigating around

Could you find everything you needed?

I didn't get to try - would have like to retrieve doctor notes from a previous visit

Was anything hard to locate?

I'd have to go back to the app to see the dashboard to provide this feedback

Is there anything you'd like to do here that you *can't* currently do?

None comes up to mind at the moment

Final thoughts

Last feedback

Do you feel this screen presents your health information in a clear and trustworthy way?



Would this dashboard make you feel in control of your health data? Why or why not?

A single pane of glass tracking all the health related records helps me make more confident real time decisions vs context switching into different systems to see if I missed data

Ease of pulling records from different systems was great

Rate this app



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On a scale of 1–5, how comfortable are you with using new apps?

	1	2	3	4	5	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Not comfortable						Very comfortable

First Impressions

Navigate to: [CareSync App](#)

You've just landed on the CareSync homepage.

**What to do:**

Without clicking anything, look at the screen for a few seconds.

What do you think this app is for?

Coordinating and aggregating my health information in one location

Who do you think would use it?

Everyone - or at least anyone comfortable with using Apps

What would you expect to happen if you signed up?

I would be able to log into this app, see all the information related to my health, medications and upcoming doctors appointments

**Sign Up & Set Up**

Let's walk through the first-time setup.

Was it easy to understand what to do at each step?

Yes, the order of the steps was very intuitive. I appreciate the simplicity and landing on the dashboard of my health results and upcoming activities

Was anything confusing or unclear?

I understand that the initial buttons were simulation, and possibly it would be a place where typical connections would default - but you might consider just having people select from a drop down to create their connections - whether doctor or pharmacy or lab locations. It doesnt feel as invasive as I have felt other doctor type apps or websites feel.

How trustworthy does this process feel so far?



Dashboard - Initial Impression

You are now on the main dashboard of CareSync

Without clicking anything, what do you think this screen is showing you?

It looks like this dashboard is showing me a comprehensive tally of all of my recent health related instances. Whether doc appts, lab results, prescriptions, etc. I wonder if there might also be a place to track overall symptoms? That then could be sent to the doctor ahead of time? Maybe if someone wanted to keep track of correspondence with their doctor - one of the areas could be symptom tracking or a way to document my status as a patient.

What do each of these numbers across the top (Active Medications, Recent Labs, etc.) mean to you?

I feel that as long as the app is connected with my pharmacy/doctor, then my active medications would be what I am currently taking as part of my overall health picture. Recent labs would be the results of my lab results. I would hope that it would be since the last few years given I don't get lab work done very often, but I would like to be able to see my lab work back a few years to compare or to share with my doctor in case I see a different doctor than who prescribed my lab tests.

Is there anything you expected to see here but don't?

Only thing is a kind of symptom tracker. Maybe how I feel after I have been on medications or how I feel after receiving other types of treatment. Maybe it could be a way that I could share those results with my doctor, in case the results are not what the doctor had in mind.

### Use the Dashboard

Pretend you're checking in after a week to look for updates.

**What to do:**

Explore the dashboard or home screen

Try navigating around

Could you find everything you needed?

Yes. Assuming the links would open when I click on the summary ribbon at the top of the page. I like the summarized view, and it would be a place I would want to come initially when I log in. That way I can go to exactly where I want depending on what is pending or what I am expecting to come in whether its lab results or doc notes.

Was anything hard to locate?

No. It is very intuitive.

Is there anything you'd like to do here that you *can't* currently do?

Maybe chat with a medical professional if I had just generic questions about my lab or doc visit results. Or a guide to understand acronyms or ranges appropriate for my gender and age. Most people dont understand how to read charts and results - and it would be great to have someone (or something) help translate for people.

Final thoughts

Last feedback

Do you feel this screen presents your health information in a clear and trustworthy way?



Would this dashboard make you feel in control of your health data? Why or why not?

Yes, assuming that its being fed directly from the sources. Health information requires a sense of urgency. Everyone is looking for data and information at their fingertips - so to have something fed directly from the source provides a level of ownership of the data and some control over how it is consumed.

Rate this app

1



2



3



4



5



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