

OSTEOVITAE

Osteopathy and Therapeutic Massages Clinic

Group 3, Class P2

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41549 Human-Computer Interaction, 2019/20

Metrado Integrado em Engenharia de Computadores e Telemática

INTRODUCTION

OSTEOVITAE

WHAT IS?

Osteovitae is a clinic that provides Osteopathy and Therapeutic Massages services, in the district of Aveiro, municipality of Oliveira do Bairro.

It is a private entity managed by the owner himself who is also the sole provider of health care.

REASON FOR CHOICE

This clinic belongs to a family member of the group, which allows a better collection of requirements and the execution of usability tests.

AVAILABLE SERVICES

- Osteopathy
- Foot reflexology
- Thai massage
- Geothermal massage
- Chiropractic
- Shiatsu
- 3-Needle Method

OBJECTIVES

GOAL

*Osteovita*e intends to have an **mobile application** to facilitate the clinic management.

The main objective of this application is to allow information to be easily available, making the service more efficient and effective.

USERS

This application will be available for two types of users - **Doctor** and **Patient** - which makes it respect the usability criteria, since we do not know what the user experience is with mobile devices.

PERSONAS

PERSONA 1: DOCTOR

Xavier Santos is 26 years old and is an Osteopath and Therapeutic Masseur.

He has been practicing sports since he was 6 years old and for a long time he was an athlete of high competition in Volleyball, always managing to reconcile his studies with sport. It was his connection to sport that made him an Osteopath, due to the injuries he suffered throughout his career.

He recently opened his own practice - Osteovitae - and would like to have a mobile application that facilitates him in various functions, such as making appointments. And he would like the patients to also have access to the application (with appropriate remarks).

Xavier has no difficulties in dealing with new technologies.

PERSONAS

PERSONA 2: PATIENT

Manuel Martins is 70 years old, is a retired businessman, married and has two children and 5 grandchildren.

He worked throughout his life in the food trade, not dedicating time to physical exercise.

Alcides recently suffered an accident on his right leg, where he was already operated on at the hip (Coxarthrosis). He is overweight and has pain when sitting and walking. On the advice of a friend, he decided to go to Osteovita.

Alcides has some difficulties in dealing with new technologies, but he is always willing to learn with the help of his oldest grandson.

PERSONAS

PERSONA 3: PATIENT

Beatriz Santos is 22 years old, a Management student and a high level Athletics competition athlete.

She practiced sport since she was 8 years old. She started with gymnastics, but at the age of 10 she decided to go to athletics and, at the moment, she is competing for Benfica.

Beatriz's big goal is to go to the Olympics and, if she can keep her performance, she will. Due to the overload of training hours, Beatriz suffered a small stretch in the quadriceps. For her recovery she will use Osteovitae.

Beatriz is very social. She has an YouTube channel and her Instagram has more than 1000 followers.

FUNCTIONAL REQUIREMENTS

For the collection of requirements, interviews were conducted with both types of users. The functional requirements collected were as follows:

- Make / cancel an appointment (Doctor and Patient)
- Access the list of all appointments (Doctor and Patient)
- View appointment schedule (Doctor)
- Access the list of all patients (Doctor)
- Send message to patient (Doctor)
- Access to the notifications list (Patient)
- Access the list of all treatments (Patient)
- Access to clinic information (Doctor and Patient)

NON-FUNCTIONAL REQUIREMENTS

The non-functional requirements collected were as follows:

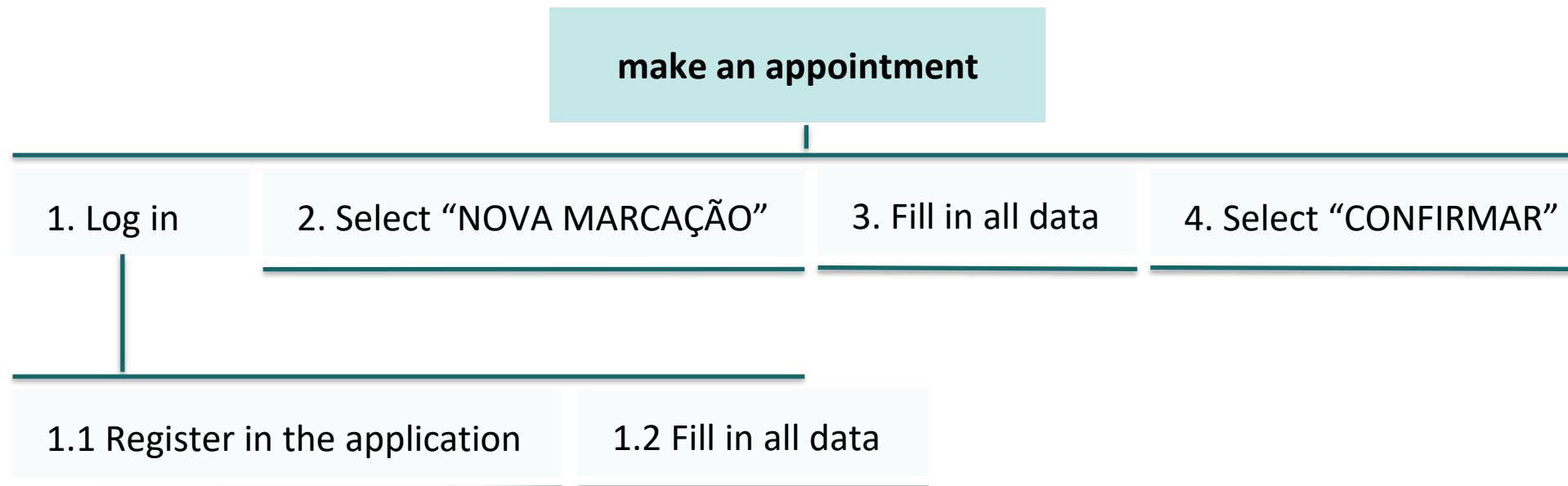
- A new user may be able to make an appointment after more than 2 minutes of interaction with the application;
- The application must have an intuitive menu and applicable colors (neither too dark nor too light);
- The font size must be medium / large;
- Ensure the privacy of user data;
- The sending of messages must be done by SMS always 24 hours before the scheduled consultation;
- Ensure that a location search takes less than 1 minute.

SCENARIO 1

Doctor and Patient

MAKE AN APPOINTMENT

Beatriz is a regular patient of Osteovitae. She wants to make her appointments faster and simpler, so that she is not always contacting the doctor.



SCENARIO 6

Doctor

SEND MESSAGE TO PATIENT

Xavier is late for an appointment and wants to quickly notify his patient.

send message to patient

1. Log in

2. Select "PACIENTES"

3. Choose patient

4. Select send icon

5. Fill in all data

6. Select "CONFIRMAR"

1.1 Register in the application

1.2 Fill in all data

1.3 Log in

LOW FIDELITY PROTOTYPE

DOCTOR



LOW FIDELITY PROTOTYPE

PATIENT

1

OSTEOVITAE

E-mail

Palavra-passe

Esqueceu-se da palavra-passe?

LOGIN

CRIAR CONTA

2

OSTEOVITAE

LOGIN

CRIAR CONTA

NOME

APELIDO

CONTACTO TELEFÓNICO

CONTACTO ELETRÓNICO

PALAVRA-PASSE

☐ Li e aceito a política de privacidade e de proteção de dados

REGISTAR

3

OSTEOVITAE

NOVA CONSULTA

CONSULTAS

NOTIFICAÇÕES

TRATAMENTOS

OSTEOVITAE

CONTA

4

OSTEOVITAE

NOVA CONSULTA

NOME

CONTACTO

TIPO DE CONSULTA

DATA

HORA

REGISTAR

MENU CONSULTA CONSULTAS TRATAMENTO NOTIFICAÇÃO OSTEOVITAE

5

OSTEOVITAE

CONSULTAS

| DATA | HORA | TIPO CONSULTA | |
|------|------|---------------|---|
| - - | : | | x |
| - - | : | | x |
| - - | : | | x |
| - - | : | | x |
| - - | : | | x |

MENU CONSULTA CONSULTAS TRATAMENTO NOTIFICAÇÃO OSTEOVITAE

6

OSTEOVITAE

NOTIFICAÇÕES

| | | |
|-----|--|---|
| - - | | → |
| - - | | → |
| - - | | → |
| - - | | → |
| - - | | → |

MENU CONSULTA CONSULTAS TRATAMENTO NOTIFICAÇÃO OSTEOVITAE

7

OSTEOVITAE

TRATAMENTOS

| DATA | HORA | TIPO CONSULTA | |
|------|------|---------------|---|
| - - | : | | → |
| - - | : | | → |
| - - | : | | → |
| - - | : | | → |
| - - | : | | → |
| - - | : | | → |

MENU CONSULTA CONSULTAS TRATAMENTO NOTIFICAÇÃO OSTEOVITAE

8

OSTEOVITAE

914526392

osteovitae@gmail.com

Rua da Feira nº2, Sobreiro - Bustos

Mais informações - Remoção e Manipulação

Jardim de Bustos

Longo Saneamento

Colaboração: Anjos, Mafrosan, Arte Desg...

MENU CONSULTA CONSULTAS TRATAMENTO NOTIFICAÇÃO OSTEOVITAE

LOW FIDELITY PROTOTYPE

USER EVALUATION

PARTICIPANTS

To evaluate the usability of the low fidelity prototype, two types of analysis were made: analytical and empirical. Usability tests were carried out with family members, , two young people and three middle-aged people, for both users.

ANALYTICAL METHOD – HEURISTIC EVALUATION

| | | |
|-------------------------------|---|---------------------|
| Some icons are not intuitives | <u>Heuristic</u> : Recognition rather than recall | <u>Severity</u> : 2 |
| Listing order | <u>Heuristic</u> : Consistency and standards | <u>Severity</u> : 2 |
| Missing help information | <u>Heuristic</u> : Help and documentation | <u>Severity</u> : 1 |
| Lack of double confirmation | <u>Heuristic</u> : Error prevention | <u>Severity</u> : 3 |

LOW FIDELITY PROTOTYPE

USER EVALUATION

| EMPIRICAL METHOD – OBSERVATION | | Difficulty level * | | | | |
|--------------------------------|--|--------------------|---|---|---|---|
| TASK 1 | Find the option to make a new appointment and register an appointment. | 1 | 2 | 3 | 4 | 5 |
| TASK 2 | Find the option to cancel an appointment and save this operation. | 1 | 2 | 3 | 4 | 5 |
| TASK 3 | Find the option to view the calendar and scroll through the months. | 1 | 2 | 3 | 4 | 5 |
| TASK 4 | Find the option with the history of all appointments. | 1 | 2 | 3 | 4 | 5 |
| TASK 5 | Find the option where all the patients are listed and with their contacts. | 1 | 2 | 3 | 4 | 5 |
| TASK 6 | Find the option of sending messages to a specific patient. | 1 | 2 | 3 | 4 | 5 |
| TASK 7 | Find the option with all treatments and select a specific description. | 1 | 2 | 3 | 4 | 5 |
| TASK 8 | Find the option to access clinic information. | 1 | 2 | 3 | 4 | 5 |
| TASK 9 | Find the list of notifications and select a specific one. | 1 | 2 | 3 | 4 | 5 |

* The level of difficulty includes: if the task was completed, if the user made mistakes, if the user asked for help, if the user felt lost.

FUNCTIONAL PROTOTYPE

TOOLS AND LIBRARIES USED

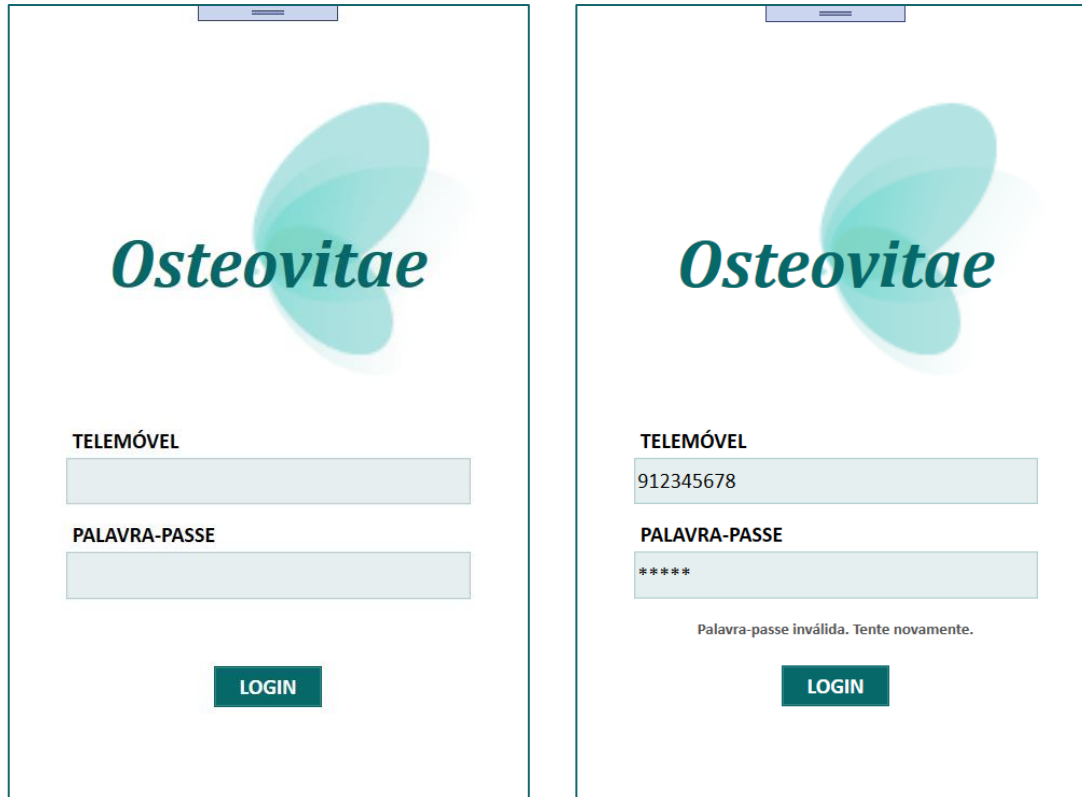
The functional prototype was developed in Microsoft Visual Studio - WPF C#.

It was necessary to use the *FireSharp* library to interact the application with the database.

MAIN CHANGES

- Implementation of several confirmation steps to perform an error-prone task;
- dynamic clinic location;
- Adding help information;
- List information in a universal way.

DOCTOR



Osteovitae

TELEMÓVEL

PALAVRA-PASSE

LOGIN

TELEMÓVEL

912345678

PALAVRA-PASSE

Palavra-passe inválida. Tente novamente.

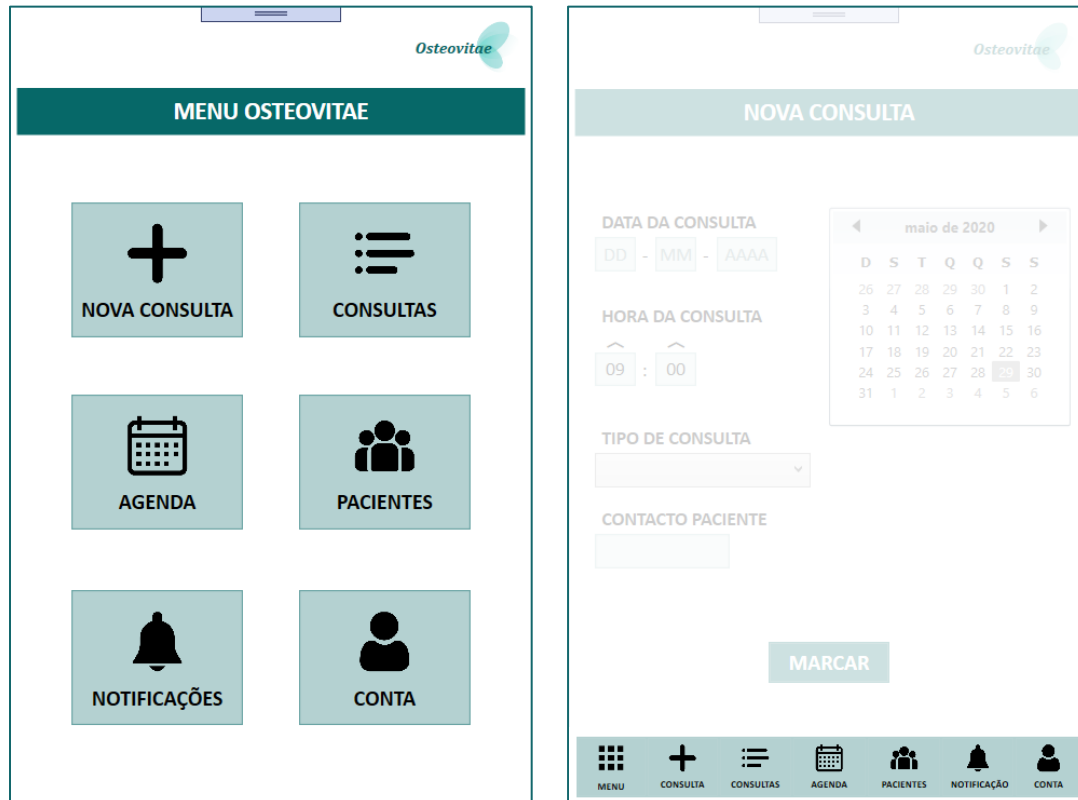
LOGIN

LOGIN

In comparison to the low-fidelity prototype, the login is done with a phone number, since, being a mobile application, it makes more sense to be associated by a phone number rather than email and it is not allowed to create an account, as there is only one doctor.

After a more detailed analysis of the usability problems, an informational message (warning) was added if the user entered the data incorrectly.

DOCTOR




MENU

Regarding the low-fidelity prototype, the option of viewing data about the office was removed, since the user is the owner of the office, there is no point in having access to this data.

After a more detailed analysis of the usability problems, the option to send notifications was added, because before the process was not explicit and also because it was a notification per patient and now it is a notification for all patients.

Compared to the low-fidelity prototype, all options have been added to the footer menu.

DOCTOR



NOVA CONSULTA

DATA DA CONSULTA
24 - 06 - 2020

HORA DA CONSULTA
18 : 00

TIPO DE CONSULTA
Massagem Geotermal

CONTACTO PACIENTE
918765432

MARCAR

| junho de 2020 | | | | | | |
|---------------|----|----|----|----|----|----|
| D | S | T | Q | Q | S | S |
| 31 | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |

MENU

CONSULTA

CONSULTAS

AGENDA

PACIENTES

NOTIFICAÇÃO

CONTA



NOVA CONSULTA

DATA DA CONSULTA
24 - 06 - 2020

HORA DA CONSULTA
18 : 00

TIPO DE CONSULTA
Massagem Geotermal

CONTACTO PACIENTE

! "CONTACTO" inválida !

MARCAR

| junho de 2020 | | | | | | |
|---------------|----|----|----|----|----|----|
| D | S | T | Q | Q | S | S |
| 31 | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |

MENU

CONSULTA

CONSULTAS

AGENDA

PACIENTES

NOTIFICAÇÃO

CONTA

NEW APPOINTMENT

Compared to the low-fidelity prototype, the user does not have to enter the data manually anymore. So to set the appointment date, the doctor must select a day on the calendar and it will be automatically filled, and to set the time, he must scroll through the available times with the hour and minute arrows.

After a more detailed analysis of the usability problems, an informational message (warning) was added if the user did not enter some data.

FINAL PROTOTYPE

DOCTOR Cont.

VOLTAR Osteovita

NOVA CONSULTA

RELATÓRIO DA CONSULTA

DATA 04-06-2020
HORA 10:30
SERVIÇO Osteopatia
MÉDICO Xavier Santos
PACIENTE 918765432

CONFIRMAR

MENU CONSULTA CONSULTAS AGENDA PACIENTES NOTIFICAÇÃO CONTA

Osteovita

NOVA CONSULTA

CONSULTA MARCADA COM SUCESSO.

OK

MENU CONSULTA CONSULTAS AGENDA PACIENTES NOTIFICAÇÃO CONTA

NEW APPOINTMENT

A report of the appointment to be scheduled has been added, so that the user can analyze the data before definitively confirm it.

A confirmation message was also added to confirm the success of the operation.

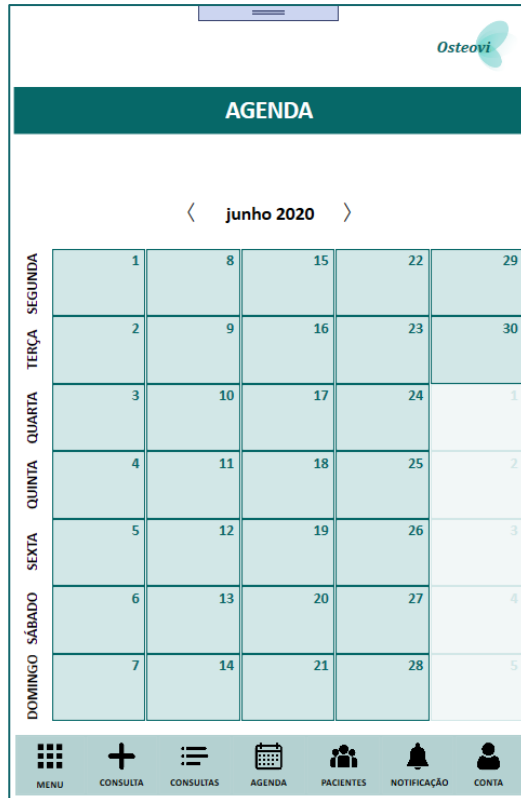
DOCTOR



APPOINTMENTS LIST

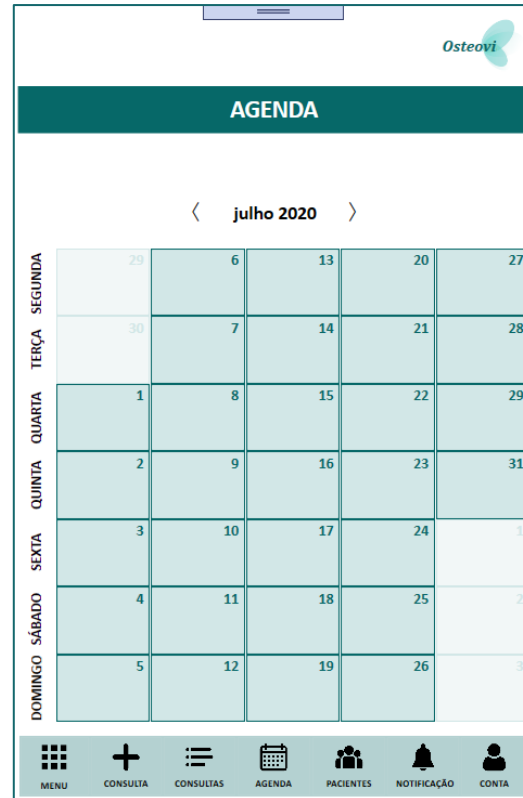
Compared to the low-fidelity prototype, the user can select the appointment and a report is displayed either.

DOCTOR



Mobile app prototype for June 2020 agenda. The interface shows a calendar grid for June 2020. The header is 'AGENDA' with a date selector 'junho 2020'. The grid has columns for days of the week (DOMINGO, SÁBADO, SEXTA, QUINTA, QUARTA, TERÇA, SEGUNDA) and rows for dates. The bottom navigation bar includes icons for MENU, CONSULTA, CONSULTAS, AGENDA, PACIENTES, NOTIFICAÇÃO, and CONTA.

| | DOMINGO | SÁBADO | SEXTA | QUINTA | QUARTA | TERÇA | SEGUNDA |
|---|---------|--------|-------|--------|--------|-------|---------|
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | | | | | | |
| 6 | | | | | | | |
| 7 | | | | | | | |



Mobile app prototype for July 2020 agenda. The interface shows a calendar grid for July 2020. The header is 'AGENDA' with a date selector 'julho 2020'. The grid has columns for days of the week (DOMINGO, SÁBADO, SEXTA, QUINTA, QUARTA, TERÇA, SEGUNDA) and rows for dates. The bottom navigation bar includes icons for MENU, CONSULTA, CONSULTAS, AGENDA, PACIENTES, NOTIFICAÇÃO, and CONTA.

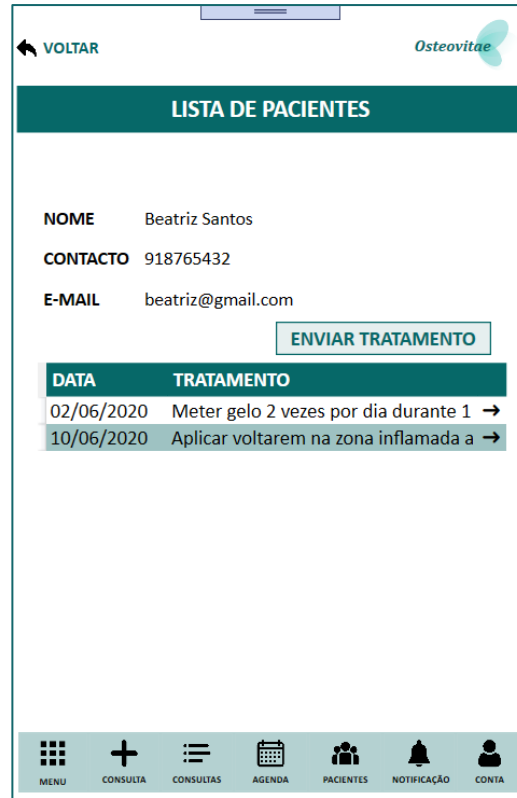
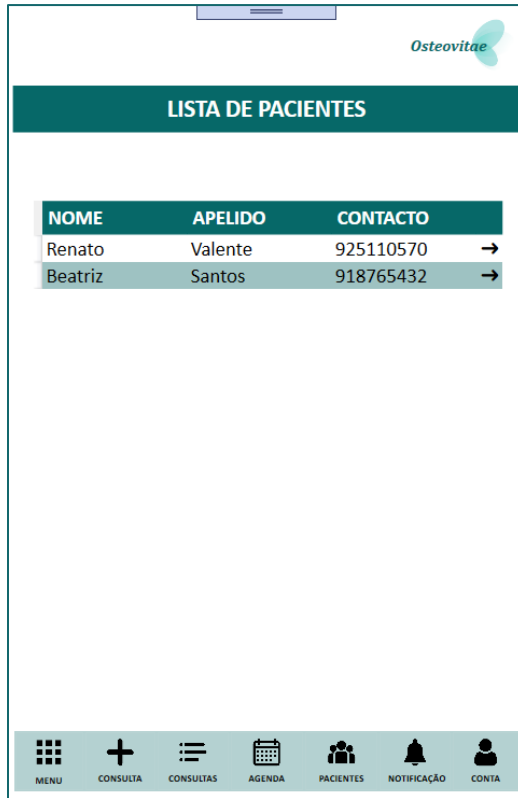
| | DOMINGO | SÁBADO | SEXTA | QUINTA | QUARTA | TERÇA | SEGUNDA |
|----|---------|--------|-------|--------|--------|-------|---------|
| 29 | | | | | | | |
| 30 | | | | | | | |
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | | | | | | |

SCHEDULE

Since the members of the group were not familiar with the database, it was not possible to interact the agenda with the database.

Given this, this interaction would be a future work.

DOCTOR

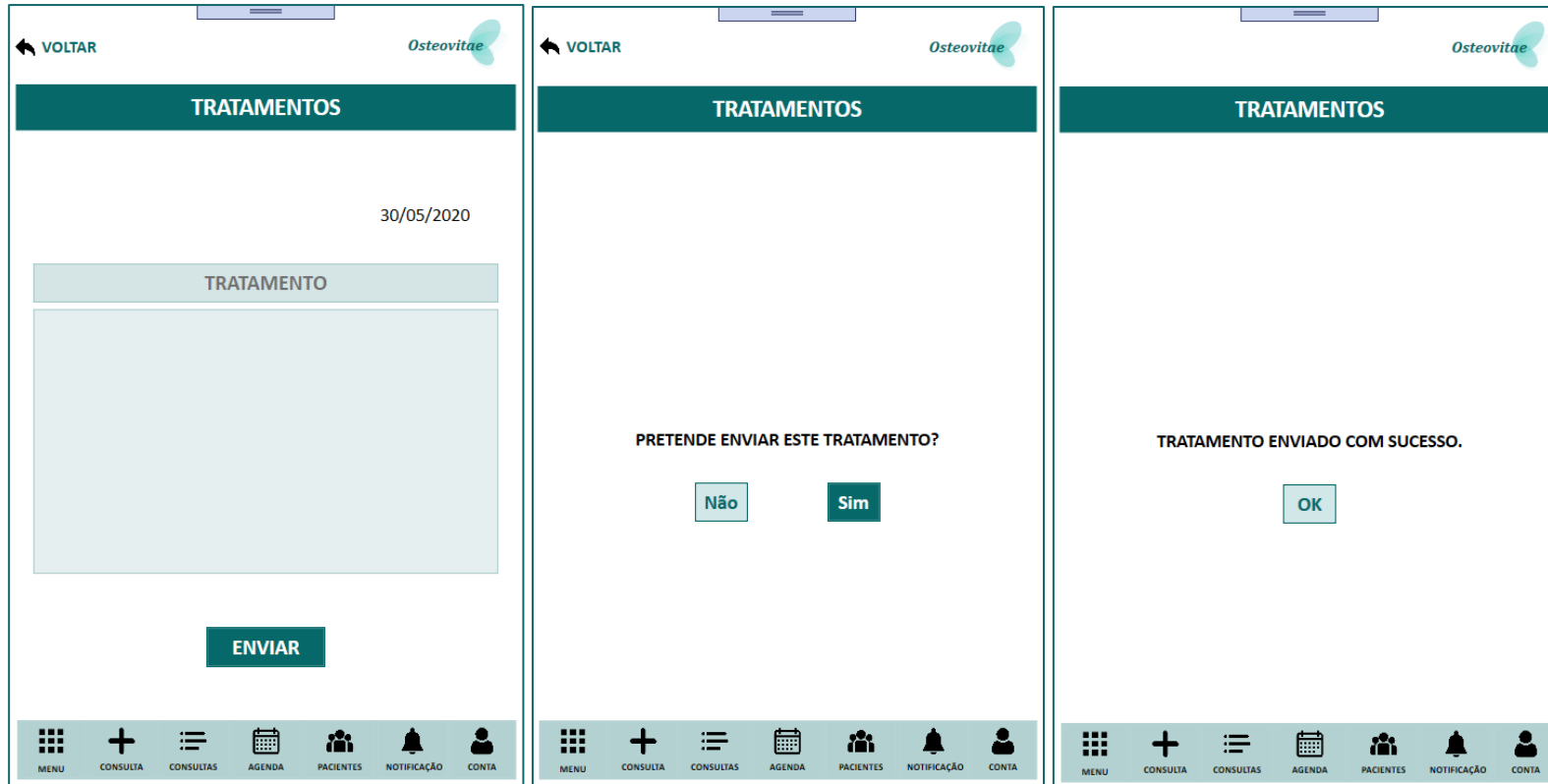


LIST OF PATIENTS

Compared to the low-fidelity prototype, the patient list allows viewing information about the selected patient and the treatments sent to that patient and even allows a new treatment to be sent.

FINAL PROTOTYPE

DOCTOR Cont.



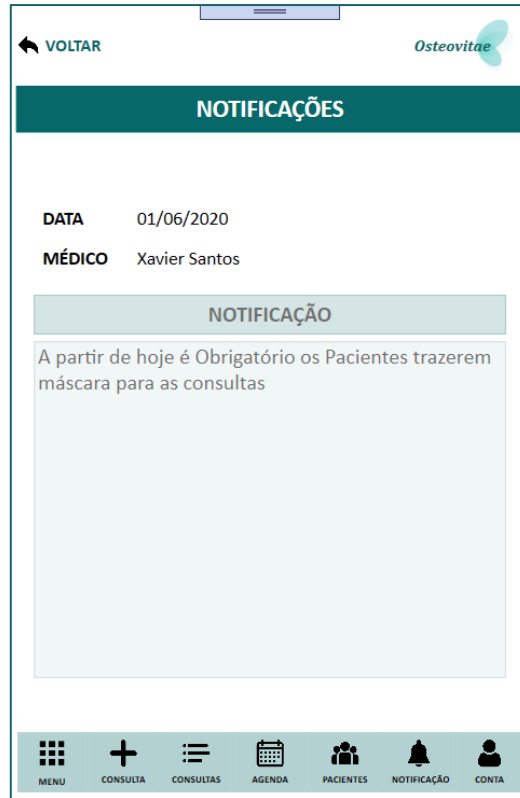
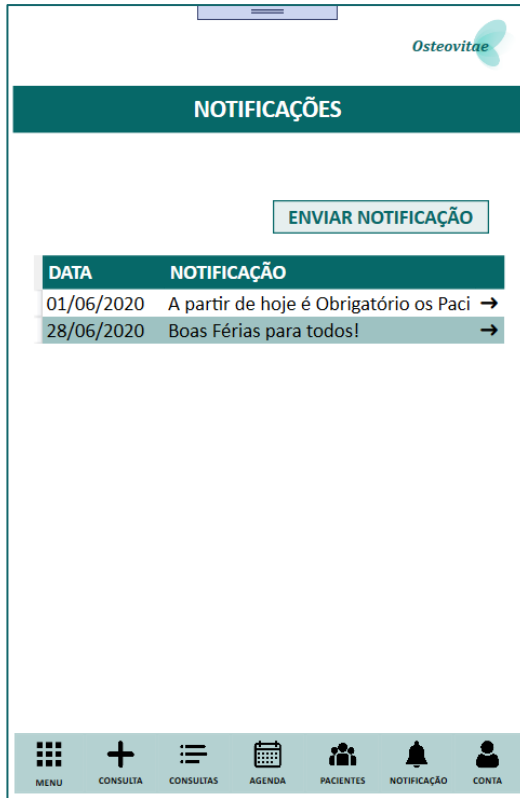
TREATMENTS

Compared to the low-fidelity prototype, when sending a treatment, the current date of sending is always recorded.

A new confirmation message was added before adding the treatment permanently.

An informational message was also added to confirm the success of the operation.

DOCTOR



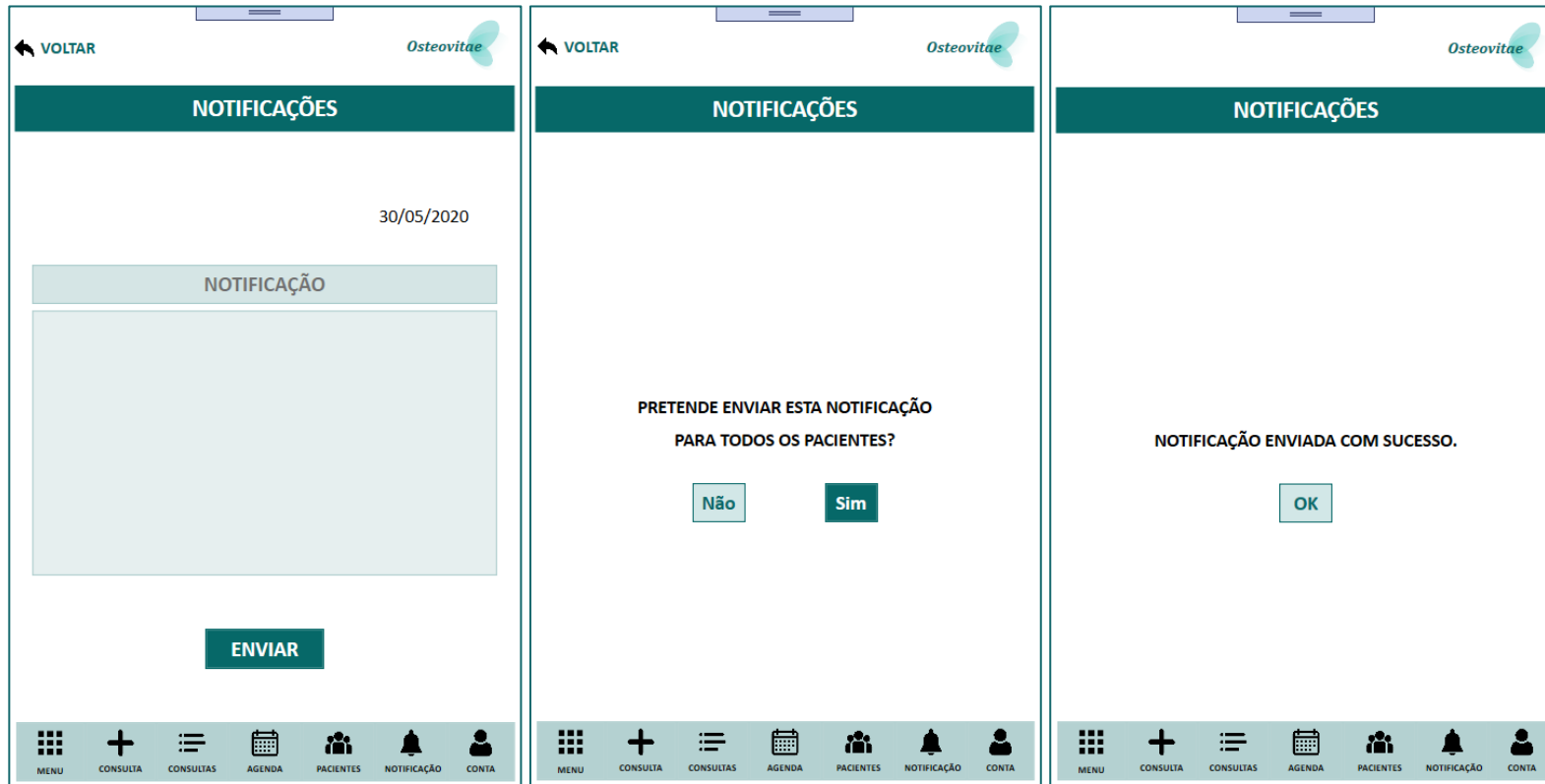
NOTIFICATIONS

Compared to the low-fidelity prototype, in the menu there is an option for sending notifications, since notifications are sent to all patients and not one notification per patient.

A list of all notifications that the doctor sends to his patients is now displayed. And a more detailed view of the notification sent is allowed.

FINAL PROTOTYPE

DOCTOR Cont.



NOTIFICATIONS

Compared to the low-fidelity prototype, when sending a notification, the current date of sending is always recorded.

A new confirmation message was added before adding the notification permanently.

An informational message was also added to confirm the success of the operation.

DOCTOR

Osteovita

CONTA PESSOAL

NOME Xavier

APELIDO Santos

CONTACTO 912345678

E-MAIL xavier@gmail.com

PALAVRA-PASSE *****

EDITAR

TERMINAR SESSÃO

MENU CONSULTA CONSULTAS AGENDA PACIENTES NOTIFICAÇÃO CONTA

Osteovita

VOLTAR

CONTA PESSOAL

NOME Xavier

APELIDO Santos

CONTACTO 912345678

E-MAIL xavier@gmail.com

PALAVRA-PASSE xavier

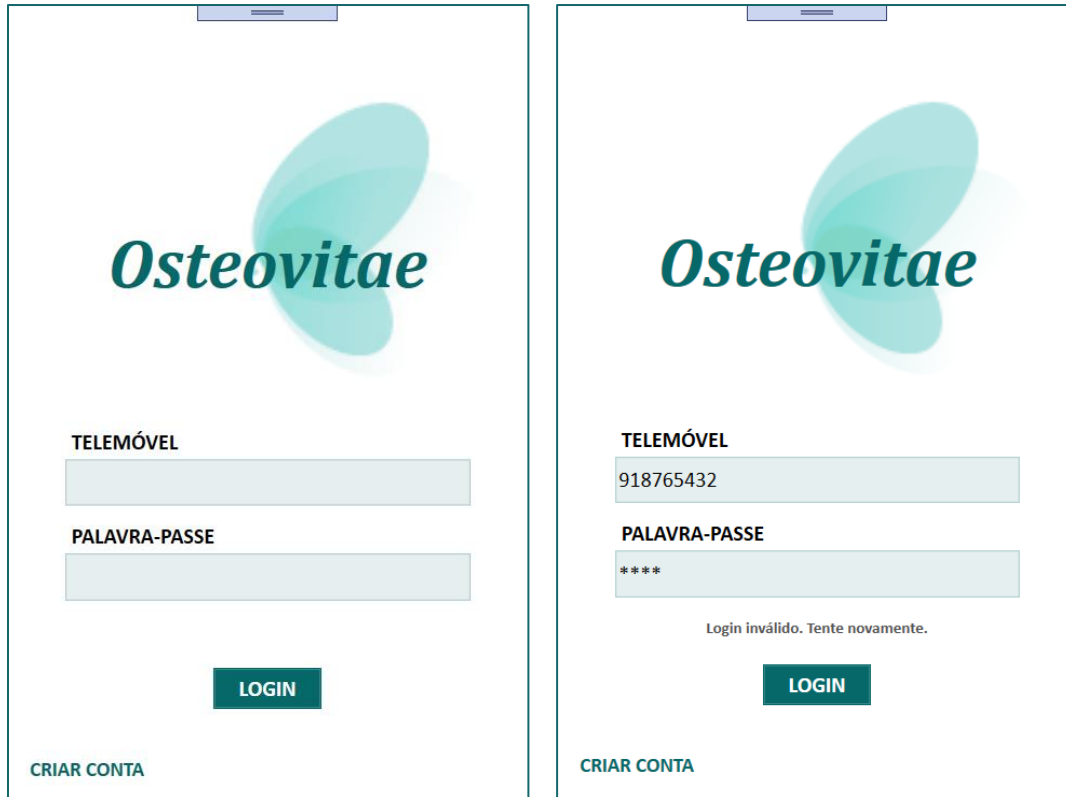
GUARDAR

MENU CONSULTA CONSULTAS AGENDA PACIENTES NOTIFICAÇÃO CONTA

PERSONAL ACCOUNT

Compared to the low-fidelity prototype, the user can edit personal data, except the contact, since this corresponds to the patient's ID in the database.

PATIENT



Osteovita

TELEMÓVEL

PALAVRA-PASSE

LOGIN

[CRIAR CONTA](#)

TELEMÓVEL

918765432

PALAVRA-PASSE

Login inválido. Tente novamente.

LOGIN

[CRIAR CONTA](#)

LOGIN

In comparison to the low-fidelity prototype, the login is done with a phone number, since, being a mobile application, it makes more sense to be associated by a phone number rather than email.

After a more detailed analysis of the usability problems, an informational message (warning) was added if the user entered the data incorrectly.

PATIENT



← VOLTAR Osteovita

CRIAR CONTA

NOME APELIDO
Beatriz Santos

CONTACTO
912345677

E-MAIL
beatriz@gmail.com

PALAVRA-PASSE

CONFIRMAR PALAVRA-PASSE

☐ Li e aceito a política de privacidade e de proteção de dados.

REGISTAR



← VOLTAR Osteovita

CRIAR CONTA

NOME APELIDO
Beatriz Santos

CONTACTO
912345677

E-MAIL
beatriz@gmail.com

PALAVRA-PASSE

CONFIRMAR PALAVRA-PASSE

☐ Li e aceito a política de privacidade e de proteção de dados.

! Para se registar tem de aceitar a política de privacidade de dados !

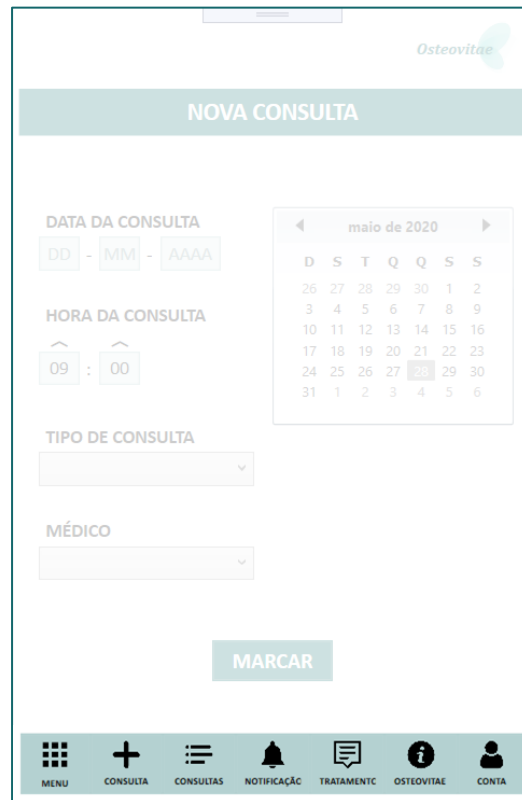
REGISTAR

CREATE ACCOUNT

In comparison to the low-fidelity prototype, the user is asked to always confirm the entered password.

After a more detailed analysis of the usability problems, an informational message (warning) was added if the user entered the data incorrectly or did not accept the data privacy policy.

PATIENT



MENU

Compared to the low-fidelity prototype, all options have been added to the footer menu.

PATIENT

Osteovitae

NOVA CONSULTA

DATA DA CONSULTA
04 - 06 - 2020

HORA DA CONSULTA
10 : 30

TIPO DE CONSULTA
Osteopatia

MÉDICO
Xavier Santos

MARCAR

Calendar: junho de 2020. Days: D S T Q Q S S. Dates: 31 1 2 3 4 5 6, 7 8 9 10 11 12 13, 14 15 16 17 18 19 20, 21 22 23 24 25 26 27, 28 29 30 1 2 3 4, 5 6 7 8 9 10 11.

Bottom bar: MENU, CONSULTA, CONSULTAS, NOTIFICAÇÃO, TRATAMENTO, OSTEOVITAE, CONTA.

Osteovitae

NOVA CONSULTA

DATA DA CONSULTA
04 - 06 - 2020

HORA DA CONSULTA
10 : 30

TIPO DE CONSULTA
Osteopatia

MÉDICO
!"MÉDICO DA CONSULTA" inválida !

MARCAR

Calendar: junho de 2020. Days: D S T Q Q S S. Dates: 31 1 2 3 4 5 6, 7 8 9 10 11 12 13, 14 15 16 17 18 19 20, 21 22 23 24 25 26 27, 28 29 30 1 2 3 4, 5 6 7 8 9 10 11.

Bottom bar: MENU, CONSULTA, CONSULTAS, NOTIFICAÇÃO, TRATAMENTO, OSTEOVITAE, CONTA.

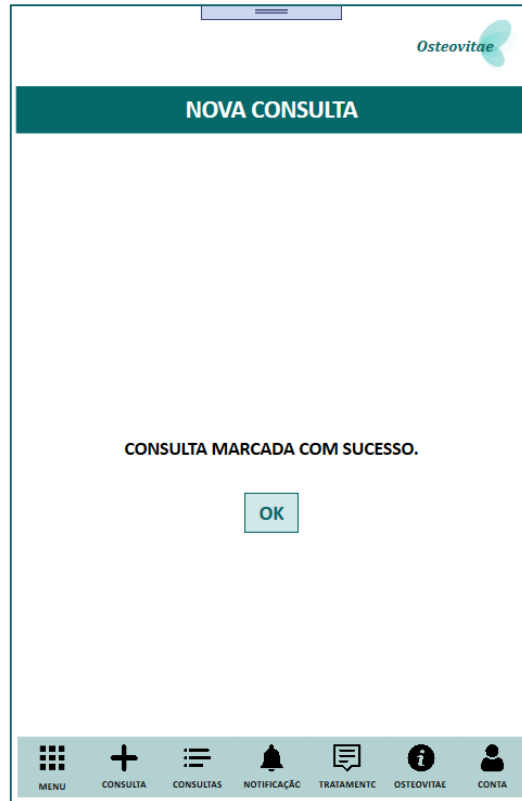
NEW APPOINTMENT

Compared to the low-fidelity prototype, the user does not have to enter the data manually anymore. So to set the appointment date, the patient must select a day on the calendar and it will be automatically filled, and to set the time, he must scroll through the available times with the hour and minute arrows.

After a more detailed analysis of the usability problems, an informational message (warning) was added if the user did not enter some data.

FINAL PROTOTYPE

PATIENT Cont.



NEW APPOINTMENT

A report of the appointment to be scheduled has been added, so that the user can analyze the data before definitively confirm it.

A confirmation message was also added to confirm the success of the operation.

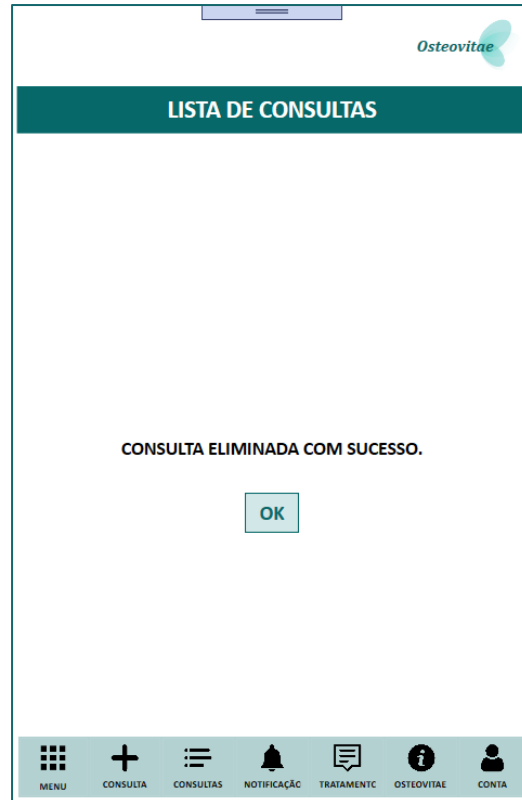
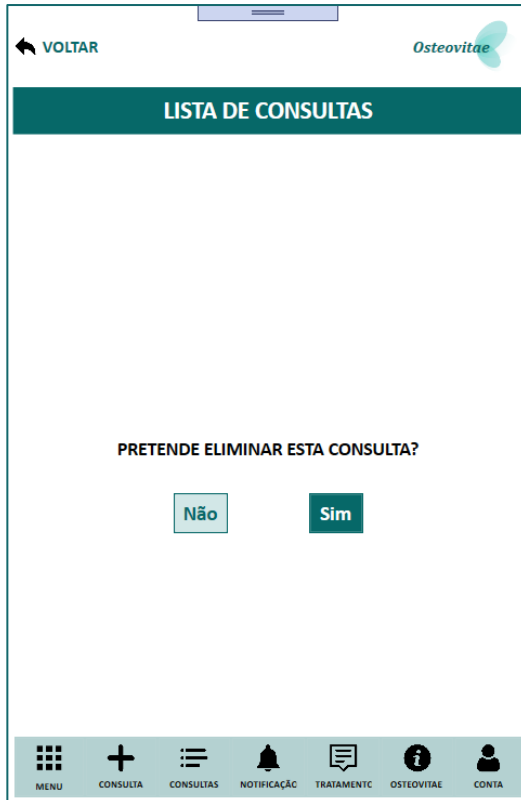
PATIENT



APPOINTMENTS LIST

Compared to the low-fidelity prototype, the user can select the appointment and a report is displayed either as an option to delete it.

PATIENT



APPOINTMENTS LIST

A new confirmation message was added before deleting the appointment permanently.

An informational message was also added to confirm the success of the operation.

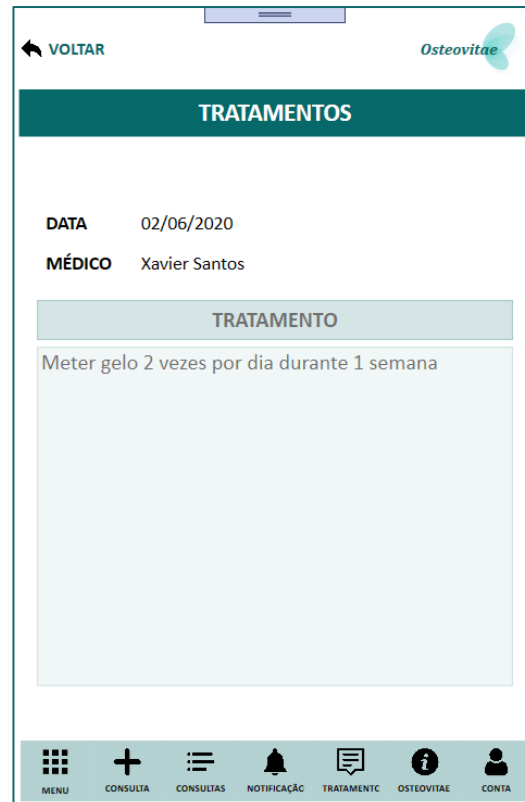
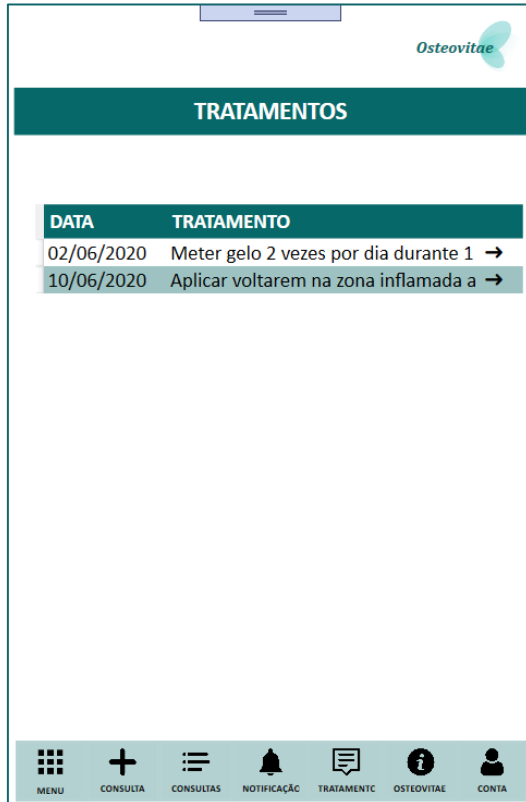
PATIENT



NOTIFICATIONS

Compared to the low-fidelity prototype, the user can access each notification received and obtain information about who sent it and when it was sent, as well as its content.

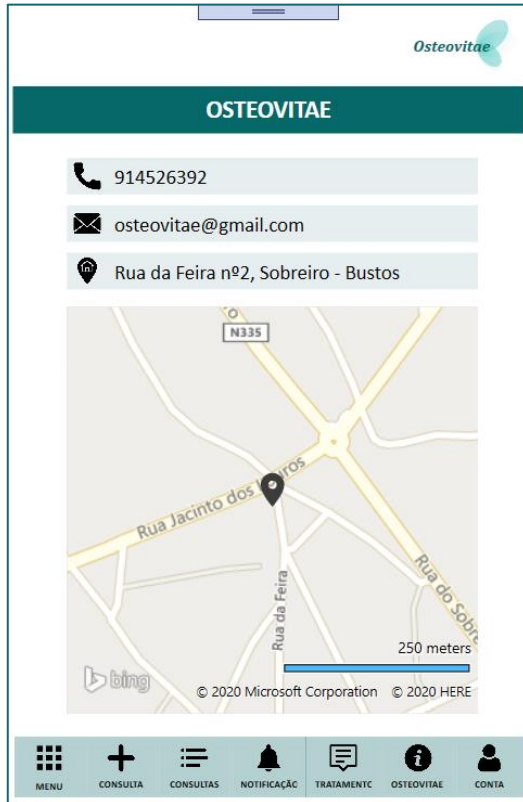
PATIENT



TREATMENTS

Compared to the low-fidelity prototype, the user can access each treatment received and obtain information about who sent it and when it was sent, as well as its content.

PATIENT



OSTEOVITAE

In comparison with the low-fidelity prototype, the user can interact with the map, since the location is already available.

PATIENT

Osteovita

CONTATO PESSOAL

NOME Beatriz

APELIDO Santos

CONTACTO 912345677

E-MAIL beatriz@gmail.com

PALAVRA-PASSE *****

EDITAR

TERMINAR SESSÃO

MENU CONSULTA CONSULTAS NOTIFICAÇÃO TRATAMENTO OSTEOVITA CONTA

Osteovita

VOLTAR

CONTATO PESSOAL

NOME Beatriz

APELIDO Santos

CONTACTO 912345677

E-MAIL beatriz@gmail.com

PALAVRA-PASSE teste

GUARDAR

MENU CONSULTA CONSULTAS NOTIFICAÇÃO TRATAMENTO OSTEOVITA CONTA

PERSONAL ACCOUNT

Compared to the low-fidelity prototype, the user can edit personal data, except the contact, since this corresponds to the patient's ID in the database.

FINAL PROTOTYPE

USER EVALUATION

PARTICIPANTS

To evaluate the usability of the final prototype, an empirical analysis was carried out, where three friends and two family members were observed for both users.

| DOCTOR'S TASKS | | Difficulty level * | | | | |
|----------------|--|--------------------|---|---|---|---|
| TASK 1 | Find the option to make a new appointment and register an appointment. | 1 | 2 | 3 | 4 | 5 |
| TASK 2 | Find the option to view the calendar and scroll through the months. | 1 | 2 | 3 | 4 | 5 |
| TASK 3 | Find the option with the history of all appointments. | 1 | 2 | 3 | 4 | 5 |
| TASK 4 | Find the option of sending notifications to all patients. | 1 | 2 | 3 | 4 | 5 |
| TASK 5 | Find the option where all the patients are listed and with their contacts. | 1 | 2 | 3 | 4 | 5 |
| TASK 6 | Find the option of sending treatments to a specific patient. | 1 | 2 | 3 | 4 | 5 |
| TASK 7 | Find the option to view and edit account data. | 1 | 2 | 3 | 4 | 5 |

* The level of difficulty includes: if the task was completed, if the user made mistakes, if the user asked for help, if the user felt lost.

LOW FIDELITY PROTOTYPE

USABILITY TEST

| PATIENT'S TASKS | | Difficulty level | | | | |
|-----------------|---|------------------|---|---|---|---|
| TASK 1 | Find the option to make a new appointment and register an appointment. | 1 | 2 | 3 | 4 | 5 |
| TASK 2 | Find the option to cancel an appointment and save this operation. | 1 | 2 | 3 | 4 | 5 |
| TASK 3 | Find the option with the history of all appointments. | 1 | 2 | 3 | 4 | 5 |
| TASK 4 | Find the option with all notifications and select a specific description. | 1 | 2 | 3 | 4 | 5 |
| TASK 5 | Find the option with all treatments and select a specific description. | 1 | 2 | 3 | 4 | 5 |
| TASK 6 | Find the option to access clinic information | 1 | 2 | 3 | 4 | 5 |
| TASK 7 | Find the option to view and edit account data. | 1 | 2 | 3 | 4 | 5 |

* The level of difficulty includes: if the task was completed, if the user made mistakes, if the user asked for help, if the user felt lost.

CONCLUSIONS

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FUTURE WORK

- Allow editing the contact, without deleting data from the database;
- Make a dynamic agenda, that is updated in real time;
- Allow SMS to be sent to patients, according to their appointments, that is, 24h in advance of an appointment;
- When creating an account, receive an SMS with a confirmation code to validate the account;
- Validate all data entered by the user;
- Allow only the choice of available times.

TEAM WORK

The work was carried out uniformly by all members of the group.