

Problem Statement

Develop a digital platform to streamline the process of scheduling and managing medical appointments for patients and healthcare providers.

Healthcare + Tech.

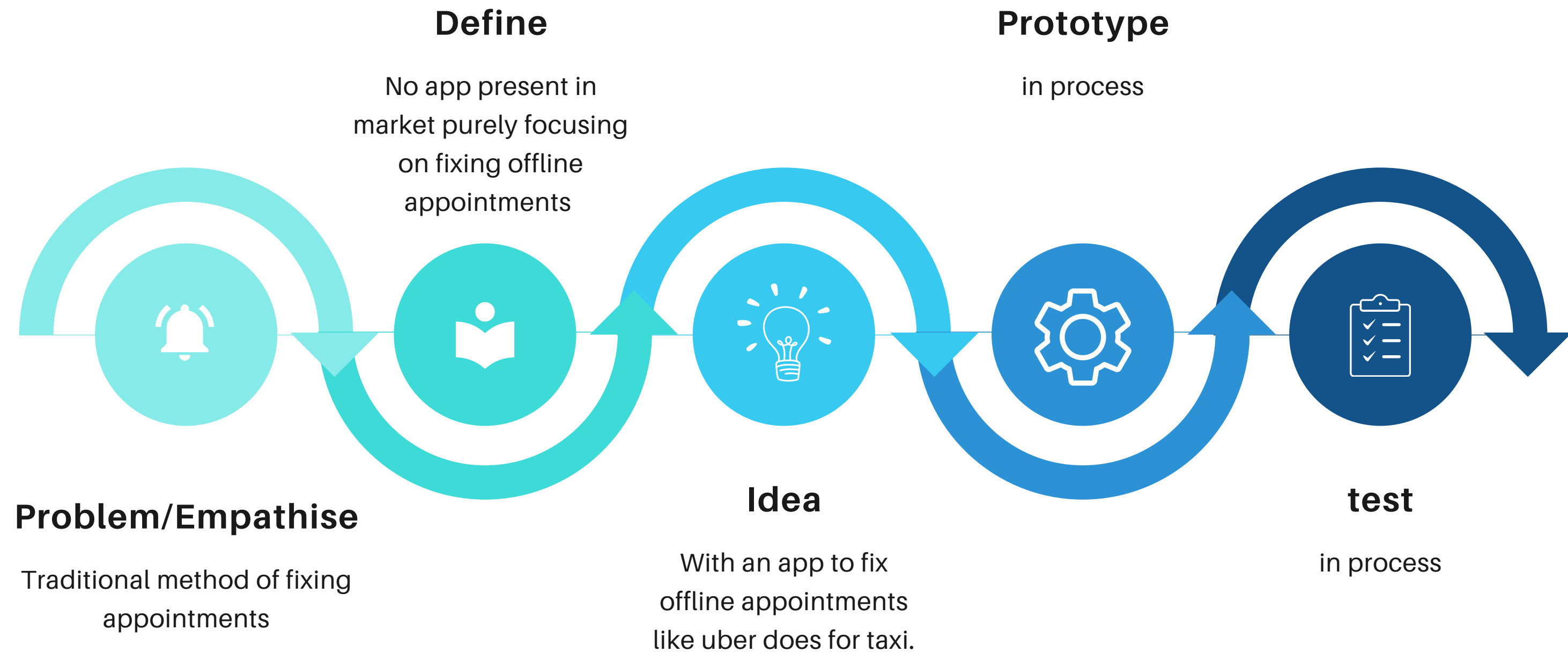
Inspiration

As a UX designer, I've observed the challenges patients face in scheduling medical appointments. This firsthand insight motivates me to develop a digital platform that simplifies scheduling, enhances communication, and improves access to care, aiming to empower both patients and providers while enhancing health outcomes.



THE STAGES OF RESEARCH

To make medical appointments easy



Sid

Age: 34

Occupation: Marketing Manager

Location: Mumbai

Income Range: 80 lpa

Background: Sid is a busy professional juggling his career and family responsibilities. She values convenience and efficiency in managing his healthcare needs but often finds it challenging to schedule medical appointments due to his hectic schedule.

GOALS

- Wants to lead a happy life with all the basic needs and comfort
- To keep children's attention

MOTIVATIONS

- hassle-free
- Convenience
- Health
- price



FRUSTRATIONS

- Standing in lines
- Crowded area

PERSONALITY

- Helpful
- Independent
- Resourceful

INTERESTS

- Board games
- Cooking
- Reading



Rajesh Patel

Age: 70

Occupation: Retired

Location: Delhi

Income Range: N.I.A.

Background: Rajesh Patel is a retired 70-year-old widower living in Delhi, India. He has been managing multiple chronic health conditions, including diabetes and hypertension, for several years. Rajesh enjoys spending time with his grandchildren and is actively involved in his local community.

GOALS

- Convenience
- Health Management
- Wants to have a peaceful death

MOTIVATIONS

- hassle-free
- Convenience
- Health
- price



FRUSTRATIONS

- Limited Tech Proficiency
- Not being able to move much because of health issues.

PERSONALITY

- Routine-oriented
- Personal Interaction
- Trust and Familiarity

INTERESTS

- Lost interest in most of the things
- Family

Aparna

Age: 45

Occupation: Retired

Location: Bangalore

Income Range: 50 L.P.A.

Aparna Desai is a 45-year-old married woman living in Bangalore, India. She works as a software engineer and is the primary caregiver for her elderly mother, Mrs. Meera , who is 75 years old. Aparna has mobility issues and requires regular medical care for her chronic health conditions, including arthritis and hypertension.

GOALS

- Caregiver Responsibilities
- Peace of Mind

MOTIVATIONS

- hassle-free
- Convenience
- Health
- price



FRUSTRATIONS

- Managing her job along with her Mother.

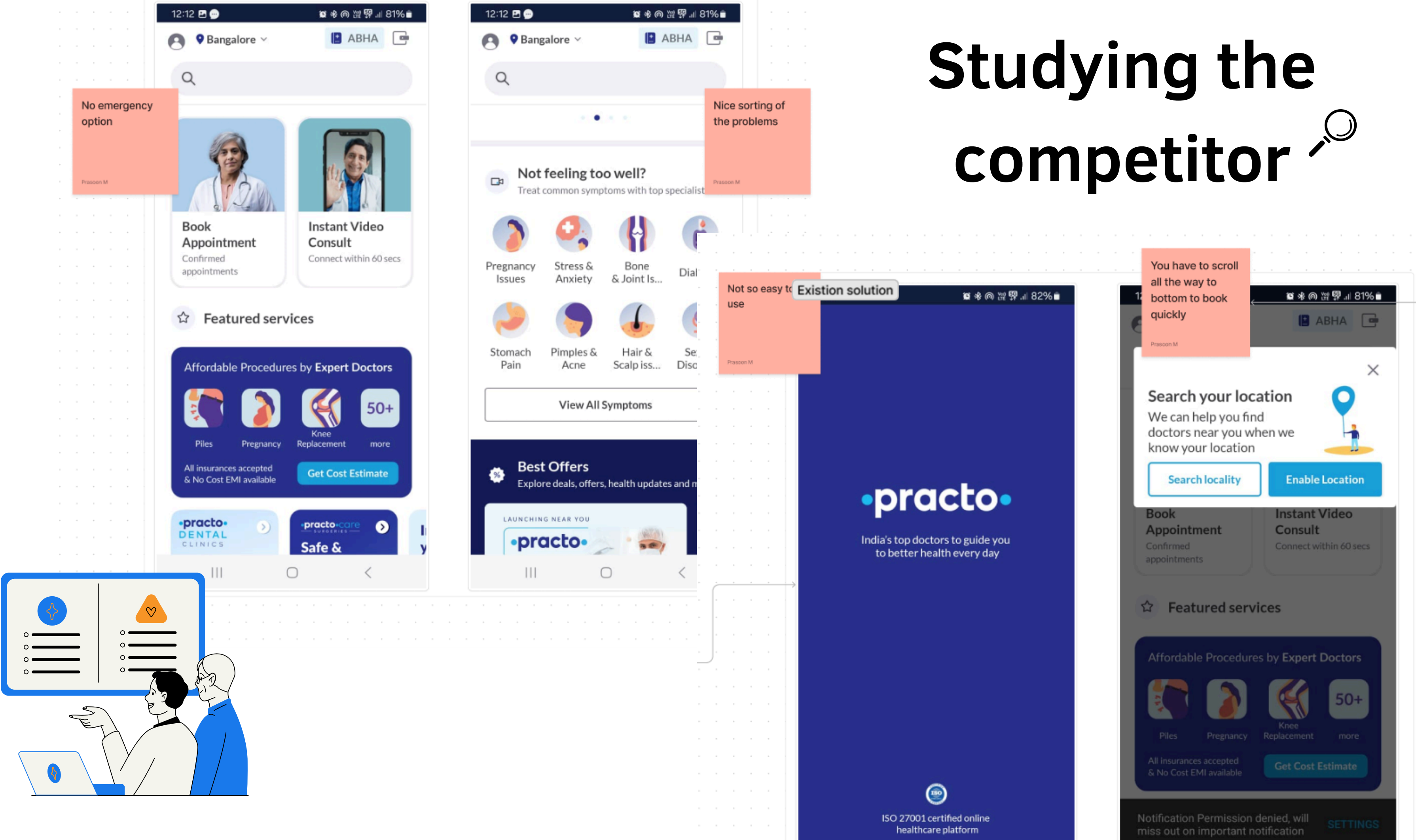
PERSONALITY

- Tech-Savvy
- Organized
- Responsible

INTERESTS

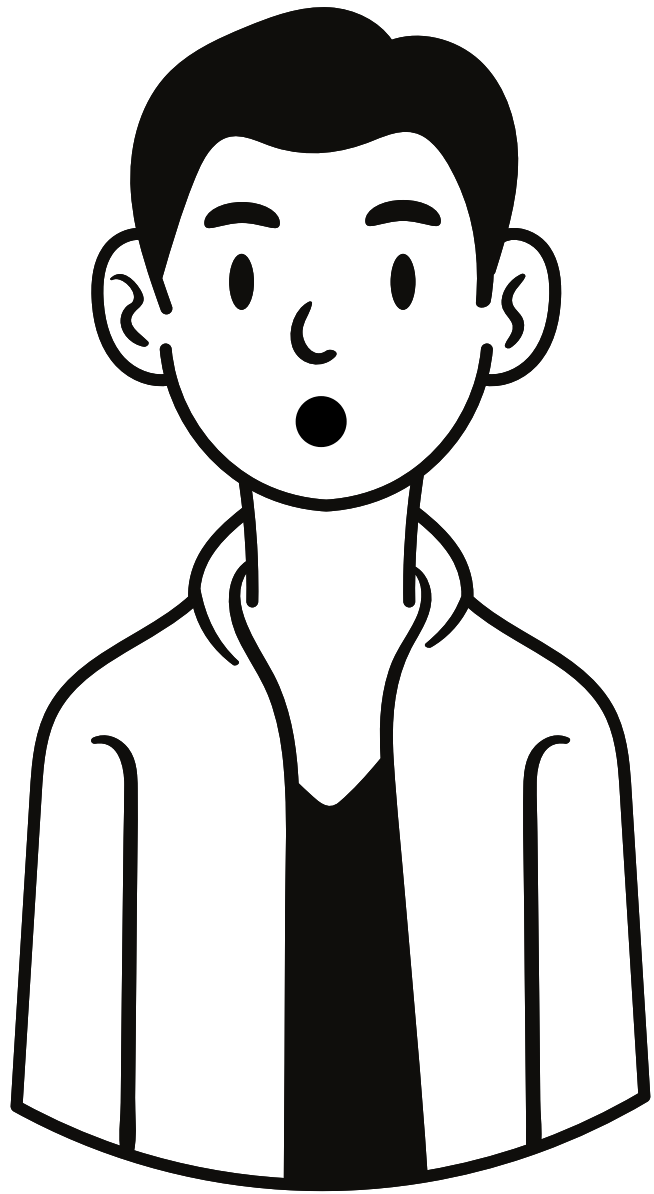
- Loves music
- Like her job

Studying the competitor



Oh , I think its time for my annual health checkup . But I dont really trust the last doc I met he only had an MBBS degree .

Scenario



Sid needs to schedule a follow-up appointment with her primary care physician for her annual check-up

Are you ready?

Damn ! that's cool I can even
chose among the doc near me
with filters of education and price

USER FLOW

This is how Sid will use the app



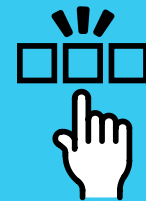
Step 1 .

Sid schedules his appointment by inputting his preferred date and time.



Step 2.

Real-time availability of his primary care physician is displayed. He can also add filters to look for a doc he need



Step 3.

Sid selects a suitable appointment slot and confirms the booking.



Step 4.

An automated confirmation email is sent to Sid, and she adds the appointment to his calendar



Step 5.

On the appointment day, Sid joins the virtual waiting room for his telehealth consultation.

Presenting Medi-Connect

Notch

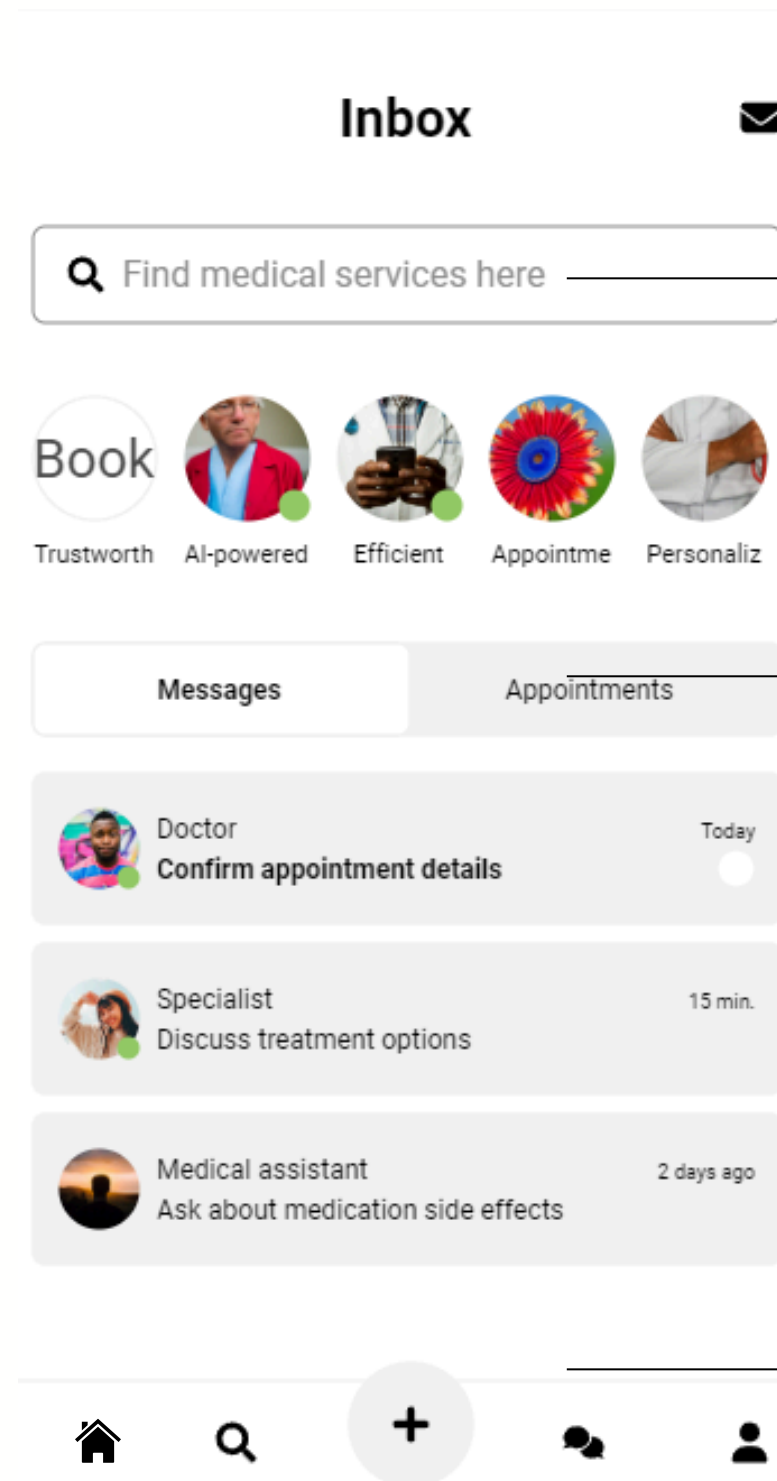
Features

Date and Location Management

- Calendar
- Booking Management
- Map Data and Location

Messaging and User Engagement

- Messaging and Chat
- Prescription updates
- medicine reminders



● Search For Doctors

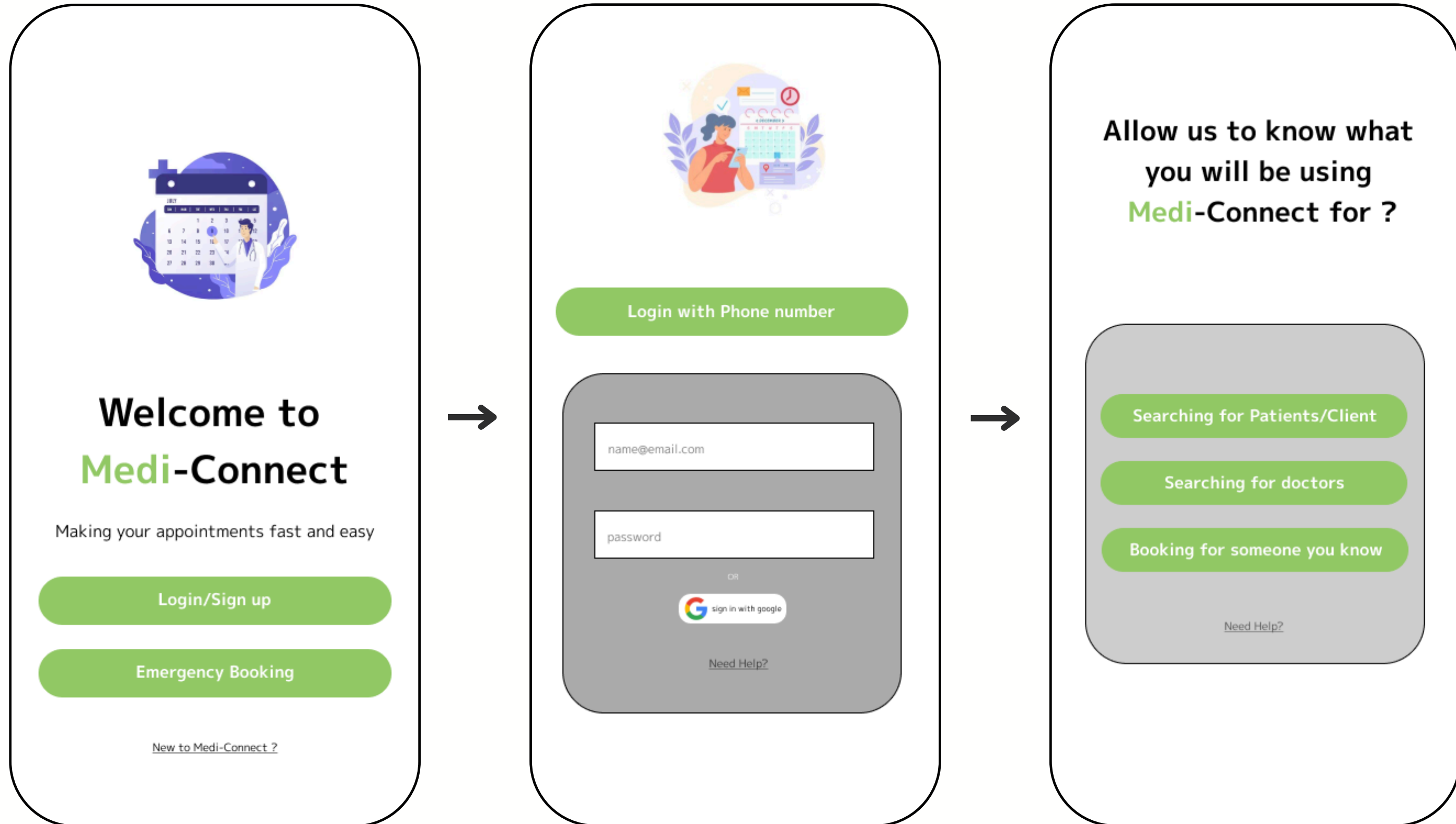
Get notified every time there's a relevant unread update.

● Messages and appointments

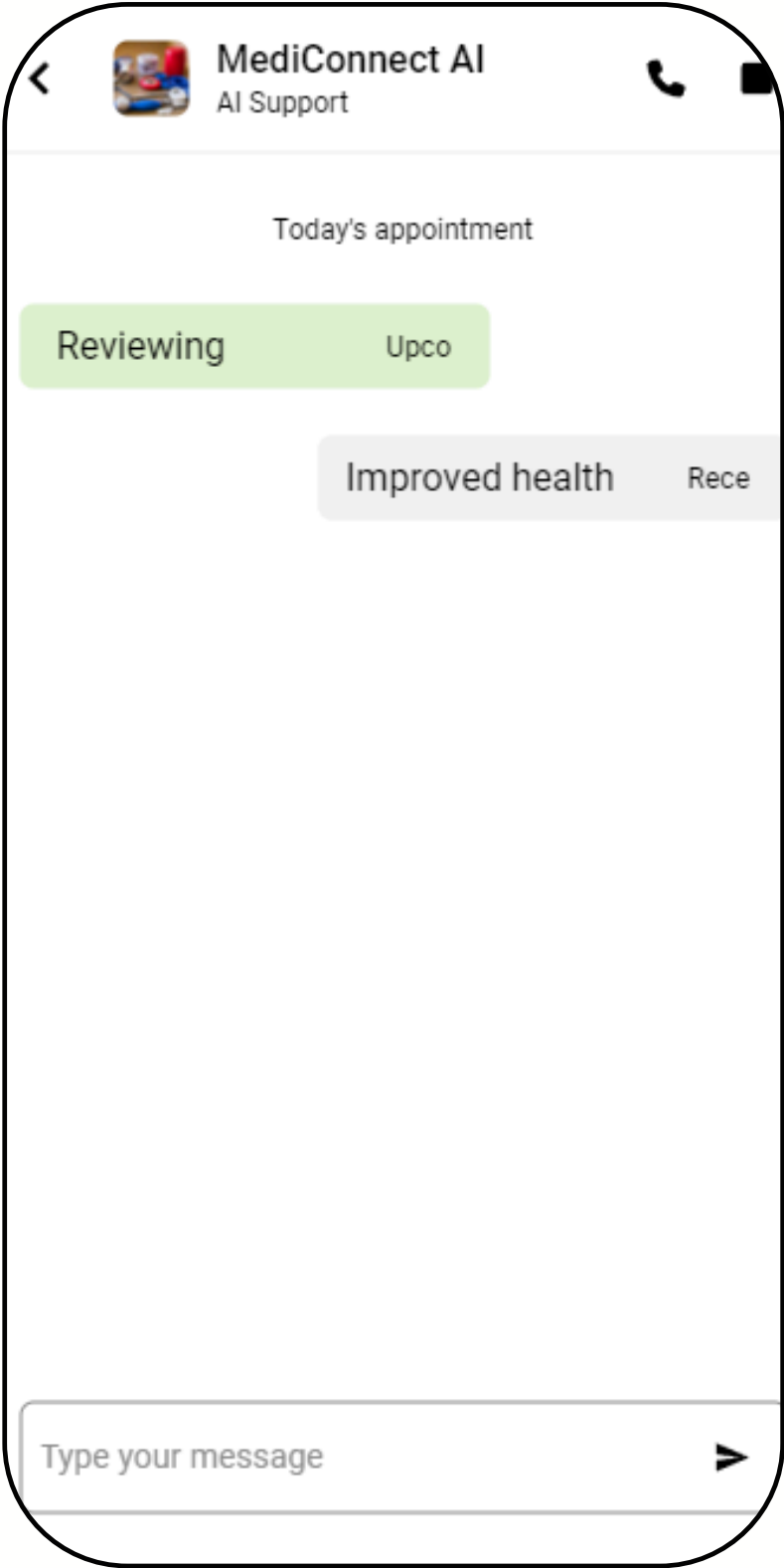
Showcase recent doctors and your other practitioner.

● Dashboard

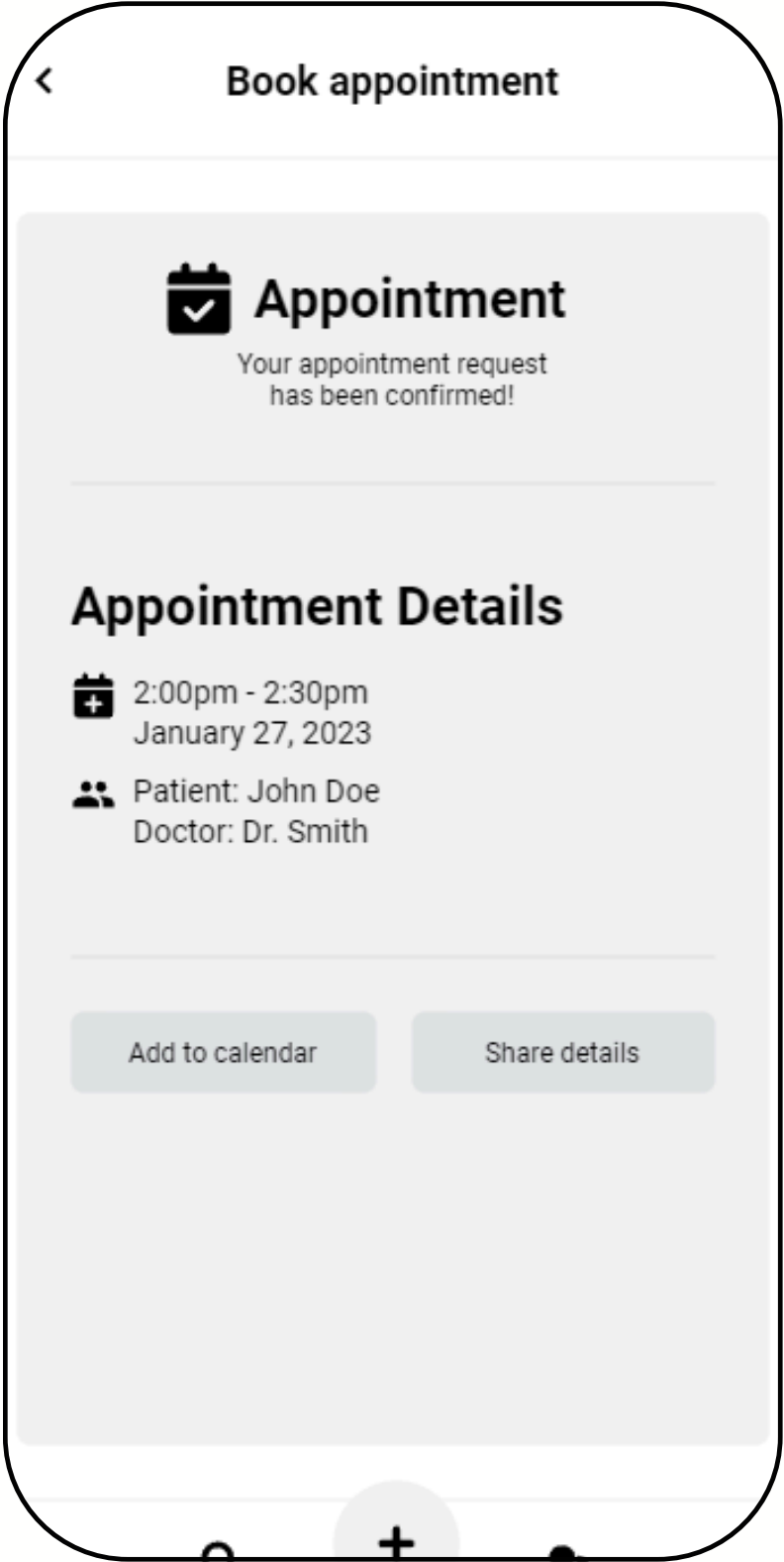
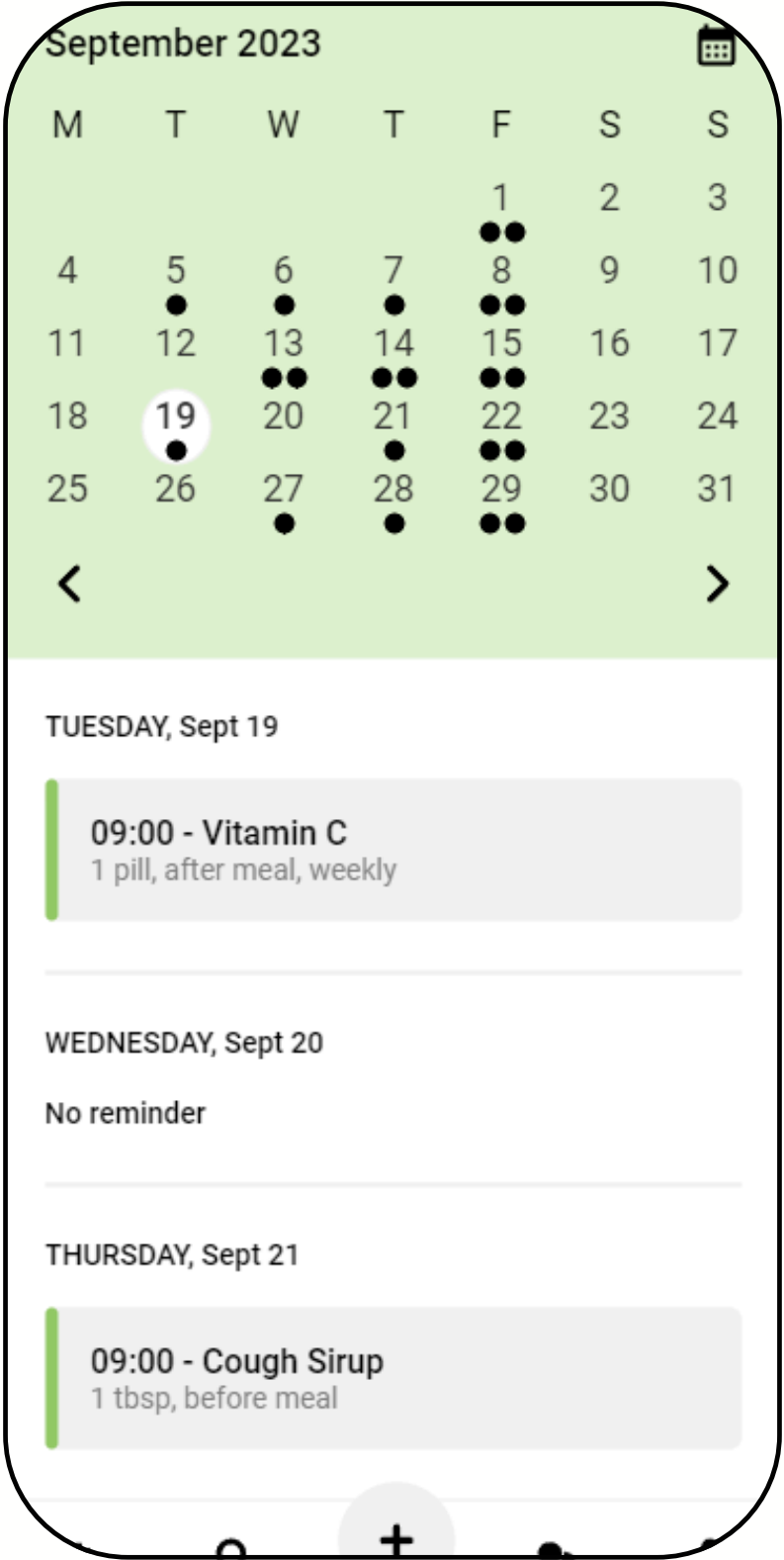
Allows user to view their profile , upload their tests , explore feeds , etc.



Woah! this app is quite fast and easy to use very helpful .



Medi-Connect



User Flow

Prasoon Mishra

Made and Presented by

SOFTWARES USED

Figma, Canva , Illustrator

Thank You

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