VIT®

Vellore Institute of Technology

(Deemed to be University under section 3 of UGC Act, 1956)

Semester	Course Code	CourseTitle	Course Type	ClassNbr	Slot	Allotted Program
Winter Semester 2022-2023	CBS3011	USABILITY DESIGN OF SOFTWARE APPLICATION	ELA	VL2022230503417	L29+ L30	UGS

Student Details: Student Name:-PRIYESH KUMAR SINGH
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Mobile:-9807387413

Faculty Details: Faculty Name: PARTHIBAN K
School: SCOPE
Email: k.parthiban@vit.ac.in

Ass.No.	01
Assessment Title.	Lab assignment 1
Date of Submission	11-02-2023

APP NAME

DOCTOR CONSULTING APP-PRACTO

TEAM MEMBERS :-

1) ATUL ANURAG 20BBS0095
2) SAHIL BHARTI 20BBS0059
3) PRIYESH KUMAR SINGH 20BBBS0010
4) PREM KUMAR 20BBBS0077

• APP DESCRIPTION

About Practo app (Features):- Practo has created a platform that allows patients to communicate with healthcare professionals, doctors, and nurses. This app is one of the fastest growing healthcare software which provides a platform for patients to connect with their required healthcare experts. The technology is developed to keep patients' data secure through cloud technology. This ensures that online patient records are always up to date and easily available to healthcare practitioners. The service users can book new appointments, check their treatment progress or corresponding records, and take care of accounting and payment services that can be performed online.

EXISTING FEATURES:-

- ➤ Patient can only search the doctor according to the their requirement and also search the many type of doctor like that Dentist , Ayurveda.
- ➤ Patient can only search the medicine name but patient can not buy the medicine.
- ➤ User can only how much calorie they should take based on their health.
- ➤ Patient can only select the doctor and book the Appointment.
- ➤ Body Mass Index is not available

REDESIGN AND NEW FEATURES

- Use BMI(Body Mass Index) to find user are healthy or not (weight and height).
- For few Guidance Consult a Doctor over chat/call/video conferencing instantly(Virtual assistant).
- Patient can easily get idea about their food(Daily uses) from Scan image of food.
- To get free of cost service for poor patients from doctor, we will tie-up with any Trust.

Practo Business Model

KEY ACTIVITIES

- Online consultation
- Medicine delivery
- Technological setup
- Managing doctors and clinics

KEY PARTNERS

- Doctors
- Clinics and hospitals
- Pharmacies
- Associated labs
- Insurance companies

KEY RESOURCES

- Website
- Practo App
- Information technology

VALUE PROPORTION

For patients

- Online healthcare search facility
- Practo plus online doctor consultation
- Medicine information
- Doorstep delivery of medicines

For Doctors & Clinics

- Practo Ray
- Practo Prime
- Practo Consult

For Hospitals

- Practo Insta
- Practo Qikwell
- Practo Querent

CHANNELS

- WEBSITE
- SOCIAL MEDIA
- BLOGS

COST STRUCTURE

- Technology
- Ad and promotion expenses
- Salaries to staff
- Misc. expenses

CUSTOMER RELATIONSHIP

- Personal assistance
- Automated services

REVENUE STREAMS

- Sale of software
- Commission of consultation and delivery
- Advertisements

LOGIN PAGE

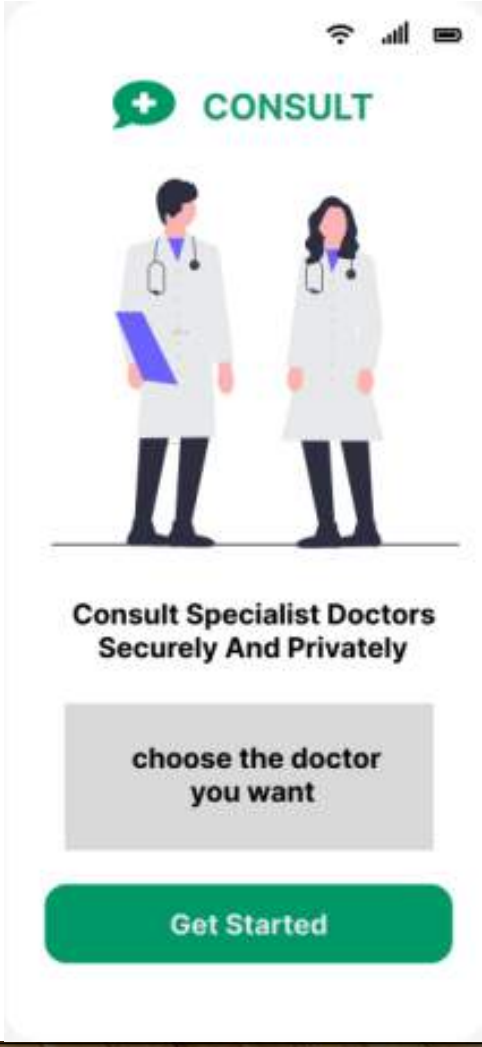
EXISTING FEATURE

EXISTING FEATURE– Option to view specialist doctors catalogue is not available in old design

REDESIGNING FEATURE– Option to view specialist doctors is available in the new design.

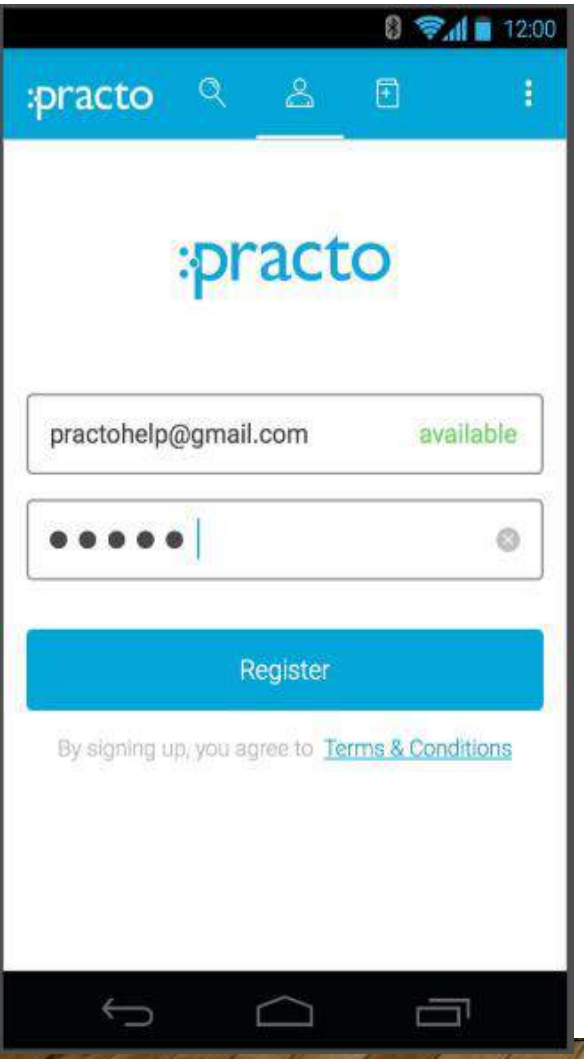
Early users to checkout the catalogue of doctors available at Practo App

REDESIGNING FEATURE



SIGN-IN PAGE

EXISTING FEATURE

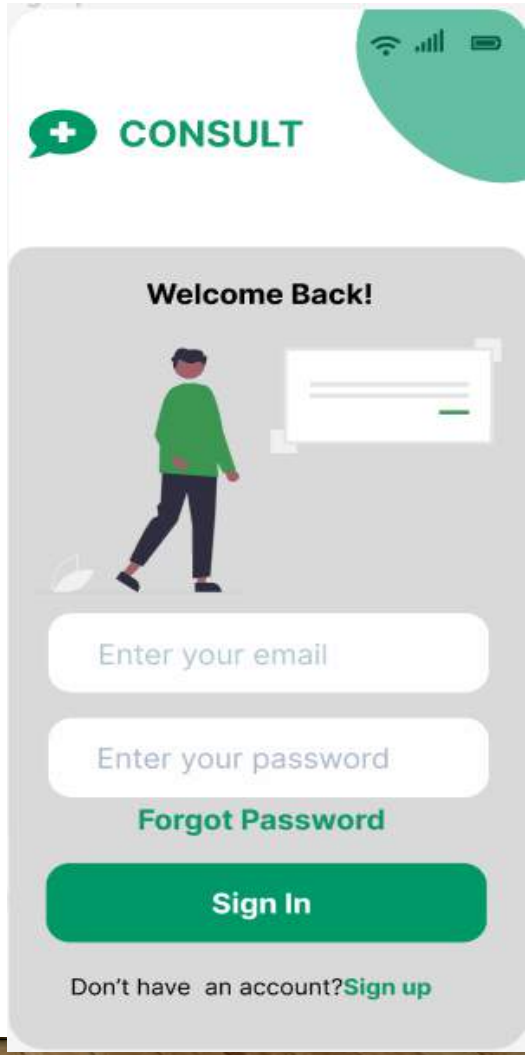


EXISTING FEATURE– Forgot Password option is not available on the Sign In page

REDESIGNING FEATURE– Forgot Password option is available on the sign-in page in the new design

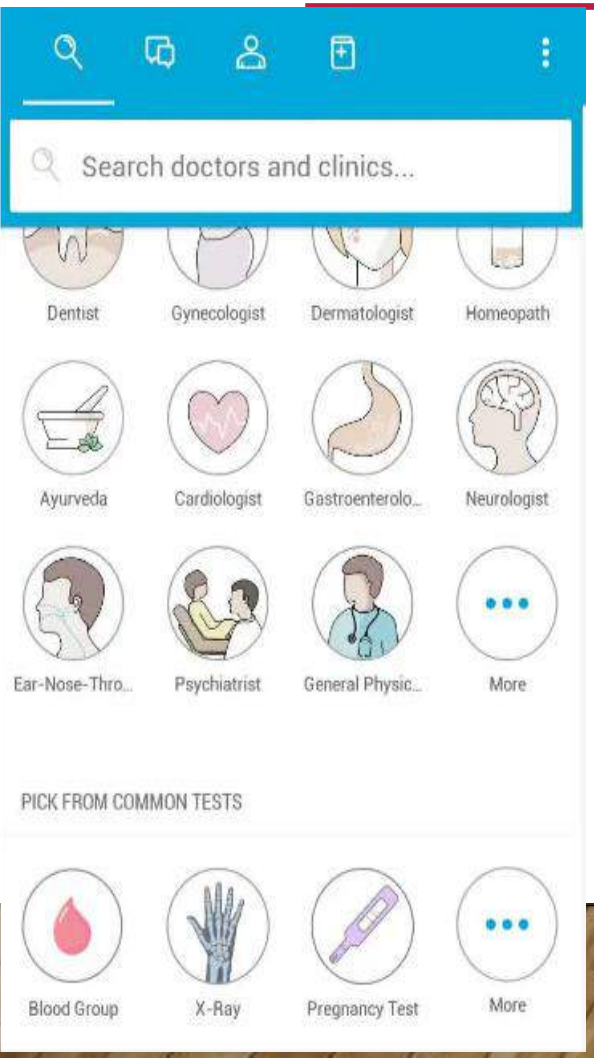
Forgot password helps the user to set a new password, each time they forget the old password.

REDESIGNING FEATURE



SEARCHING SPECIALIST DOCTOR PAGE

EXISTING FEATURE

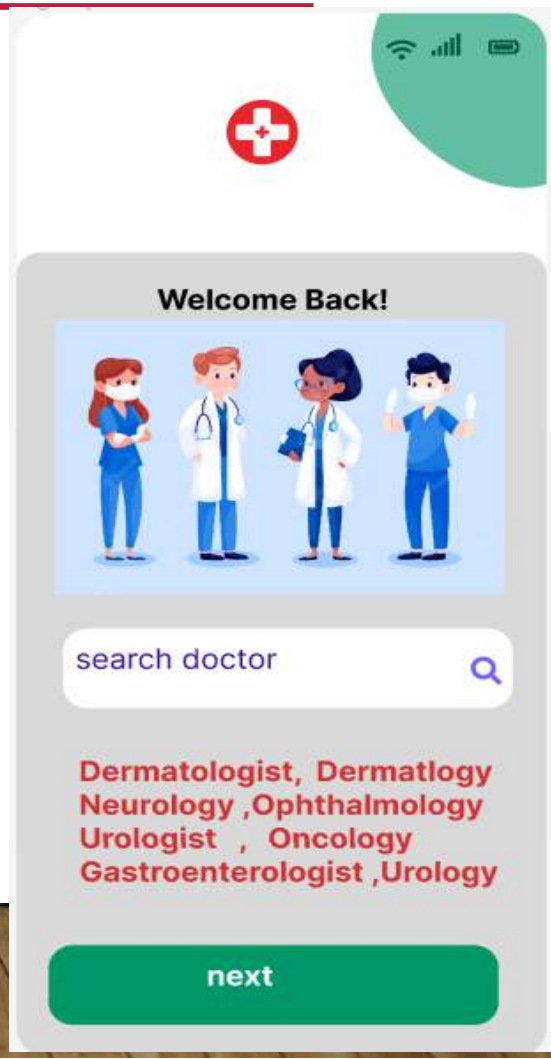


EXISTING AND REDESIGNING FEATURE :-

EXISTING FEATURE :-In original design ,patient can only search the doctor according to the their requirement and also search the many type of doctor like that Dentist , Ayurveda

REDESIGNING FEATURE:- In new design patient can only search the type of doctor according to the their requirement and then go next step to book appointment

REDESIGNING FEATURE

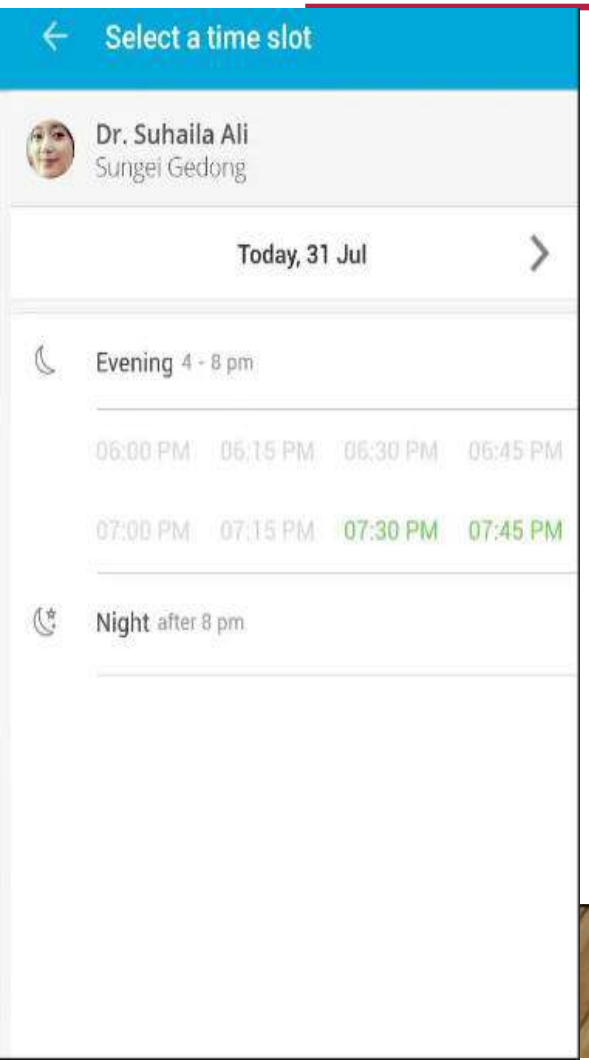


DOCTOR DETAILS PAGE

EXISTING FEATURE

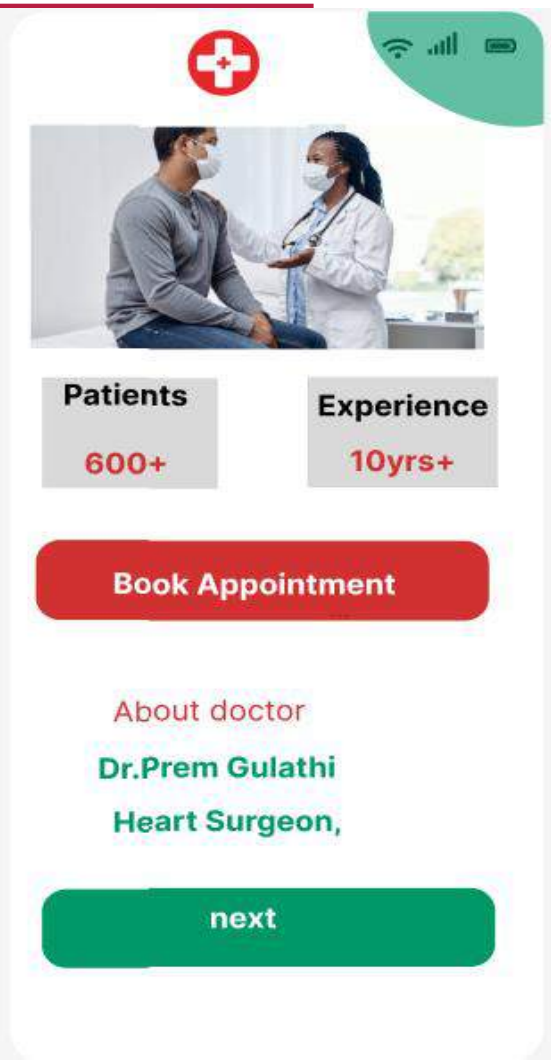
EXISTING AND REDESIGNING FEATURE

REDESIGNING FEATURE



EXISTING FEATURE:- In original design patient can only select the doctor and book the Appointment ,Patent can see experience and how many patient under this doctor, patient can see the slot timing

REDESIGNING FEATURE :- In new design patient can only see the doctor history and name and experience and type of doctor ,Then book Appointment



SCHEDULING APPOINTMENT WITH DOCTOR PAGE

EXISTING AND REDESIGNING FEATURE

EXISTING FEATURE

REDESIGNING FEATURE

EXISTING FEATURE:-In original design patient can see the doctor name and about doctor and choose the date and day for Appointment and then finally book the Appointment

REDESIGNING FEATURE :-In new design patient can see the appointment date and day and call doctor through the online text ,video conferencing call or through the whatsapp

ORDERING PRESCRIPTED MEDICINE PAGE

EXISTING FEATURE

EXISTING AND REDESIGNING FEATURE

REDESIGNING FEATURE

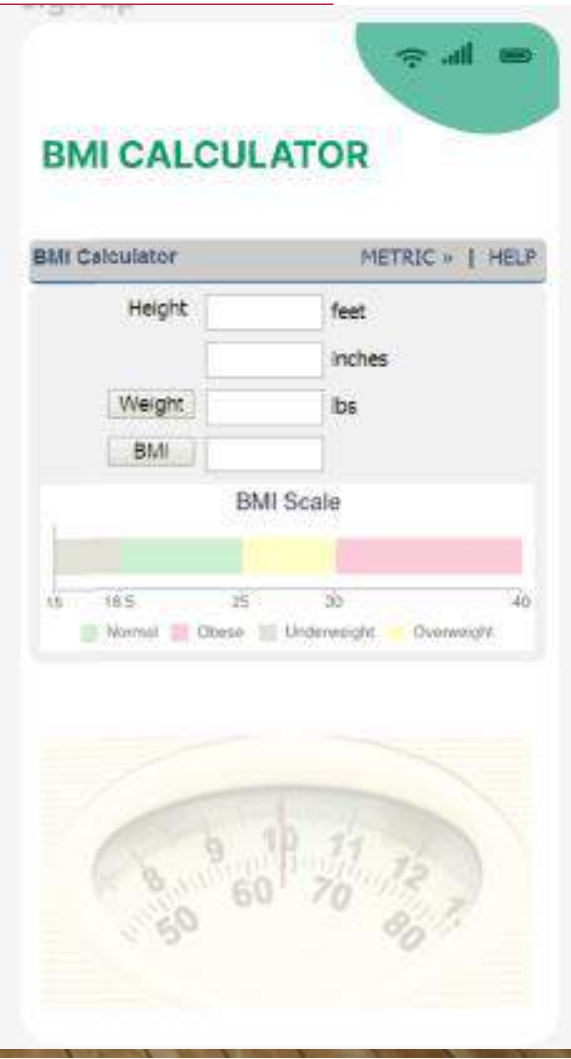
EXISTING FEATURE:-In original design patient can only search the medicine name but patient can not buy the medicine

REDESIGNING FEATURE :-In new design patient can search and type of medicine and book and buy the medicine

CALCULATING BMI (NEW FEATURE)

NEW ADDED FEATURE

We will add a new feature to calculate the BMI of the patient based on their weight and height. They just have to enter their height and weight in the BMI calculator. The calculator will tell whether the person is overweight or under-weight. A futher diet plan will be suggested by doctors based on the BMI.



SUGGESTED DIET-PLAN BASED ON BMI

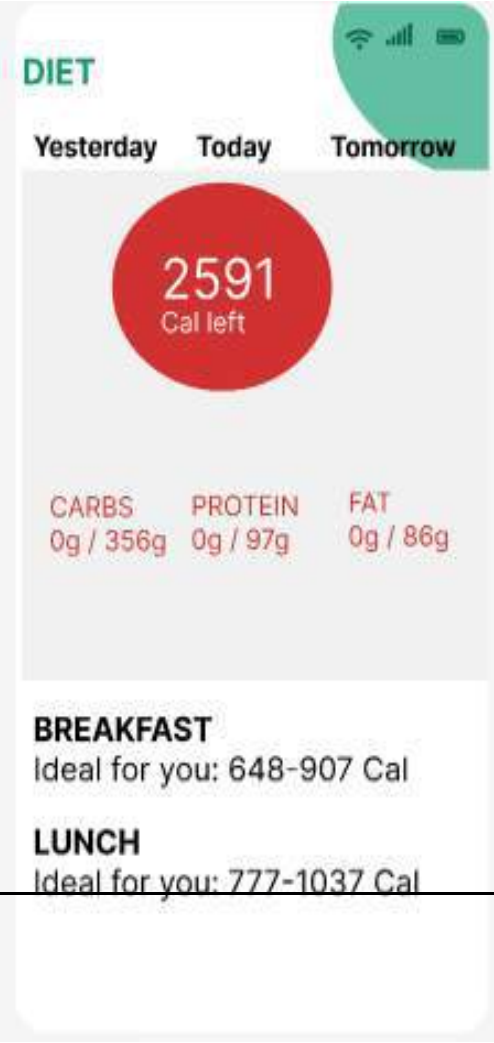
EXISTING FEATURE

EXISTING AND REDESIGNING FEATURE:-

REDESIGNING FEATURE

EXISTING FEATURE:- The existing feature in practo app is User can only know how much calorie they should take based on their health but User can not Scan their food to get information about calorie and they can not find their food calorie which they are taking in breakfast, lunch , snacks and dinner

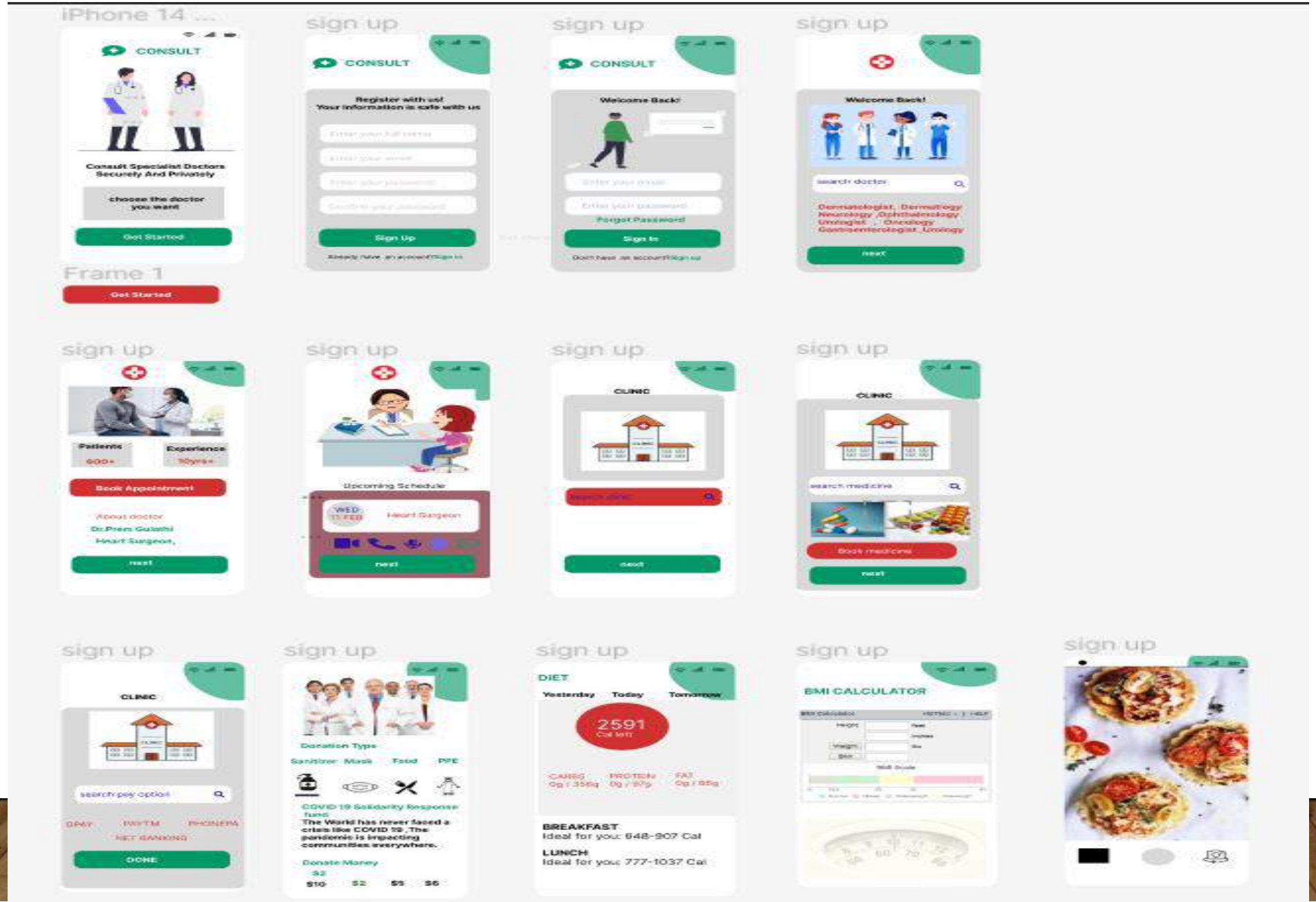
REDESIGNING FEATURE:-The Redesigning features in practo app is User can know how much calorie they should take based on their health and User can Scan their food to get information about calorie and they can find their food calorie which they are taking in breakfast, lunch , snacks and dinner and also User will get notification how much Calorie's food they can take.



FIGMA LINK:-

https://www.figma.com/file/F4YbzpB4zAXKT6AoYoNZu3/DOCTOR-CONSULTATION-APP?node-id=13%3A96&t=fsKbXYywkpUBJG67-1

FIGMA DESIGN:-



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Faculty Details: Faculty Name: PARTHIBAN K
School: SCOPE
Email: k.parthiban@vit.ac.in

Ass.No.	02
Assessment Title.	Lab assignment 02
Date of Submission	28-02-2023

USABILITY DESIGN OF SOFTWARE APPLICATION

APP NAME:-

DOCTOR CONSULTING APP-PRACTO

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Introduction:-

Practo has created a platform that allows patients to communicate with healthcare professionals, doctors, and nurses. This app is one of the fastest growing healthcare software which provides a platform for patients to connect with their required healthcare experts. The technology is developed to keep patients' data secure through cloud technology. This ensures that online patient records are always up to date and easily available to healthcare practitioners. The service users can book new appointments, check their treatment progress or corresponding records, and take care of accounting and payment services that can be performed online.

FUNCTIONAL AND NON FUNCTIONAL REQUIREMENT

FUNCTIONAL REQUIREMENT (USER REQUIREMENT)

1) End user wants add video conferencing and audio call in the practo app
2) Connect some clinic with NGO where patient can buy the medicine in free
3) Add the WhatsApp feature in practo app so that doctor send the medicine name through the WhatsApp and connect with patient
4)Add BMI (body mass Index) feature so that patient can monitor if the are under weight or over weight
5)Add one time table where doctor mention the quantity of medicine and intake time

NON FUNCTIONAL REQUIREMENT

1)Perfarmanec of practo app should be good and give quick responce
2)Practo app should be user-friendly
3)Practo app should be easily understandable for the user
4)should be flaxiblility
5)Practo app should be give more security for the patient and Doctor
6)Should be poratability
7)Pracro app does not take more time to open in the phone or laptop

How Practo makes money?

Any company thinks of how to increase revenues and hence generate more profits. Practo also has its way to make huge revenue. We know that Practo has a few products and services and using this they generate the revenue.

They initially started by taking a certain percentage of money for every booking that takes place. As they expanded, they found more opportunities to get better revenues.

Practo charges the doctors and hospitals some money for getting listed in the app or the website. This also gives them some revenue. They are now expanding their domain and are now connecting bigger hospitals, labs and pharmacies and take commissions from all these. This is their basic revenue model. Over this, there are a few other ways by which they generate revenue.

Acquisitions of Practo

They get revenues through their acquisitions. Practo has acquired 4 companies.

- QikWell: It is an online appointment booking software
- FitHo: It is a disease prevention app
- Genoo: A software development firm
- InstaHealth: Hospital management software

Revenue Model of Practo

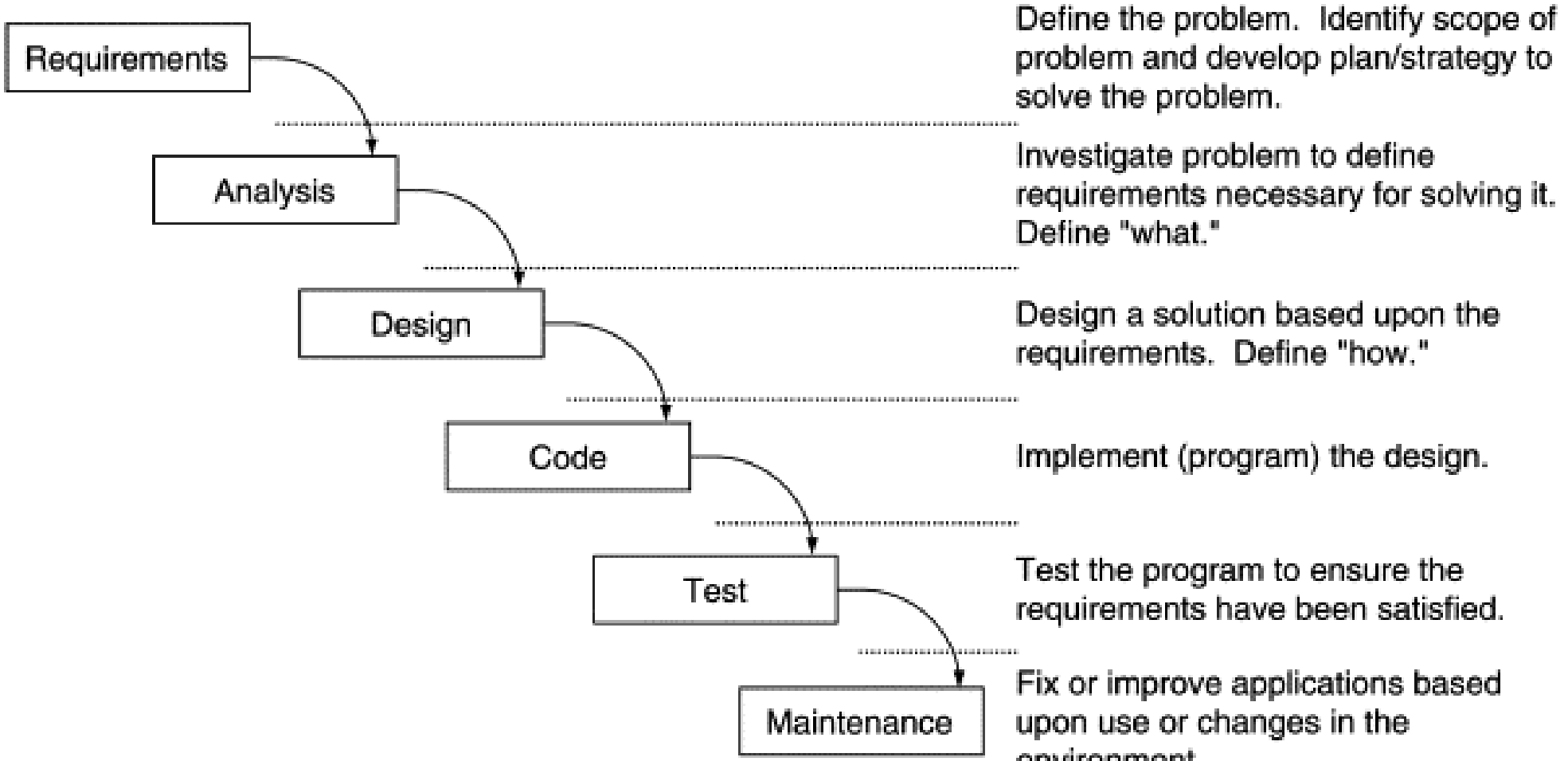
Practo Plus: It is a subscription-based yearly healthcare plan for patients. It offers unlimited online doctor consultation and Practo gets some revenue from this too.

Practo Ray: This helps the doctors Manage the hospital or clinic. It is a PMS (Practice Management Software) for the doctors. For doctors to use this, they need to pay a fee, monthly. This is the largest source of revenue for Practo.

Doctors need to get on top of the list to be able to do more online consultations and hence earn more. Practo Profile sells premium listing and for this, the doctors have to pay some money. This is a part of their revenue.

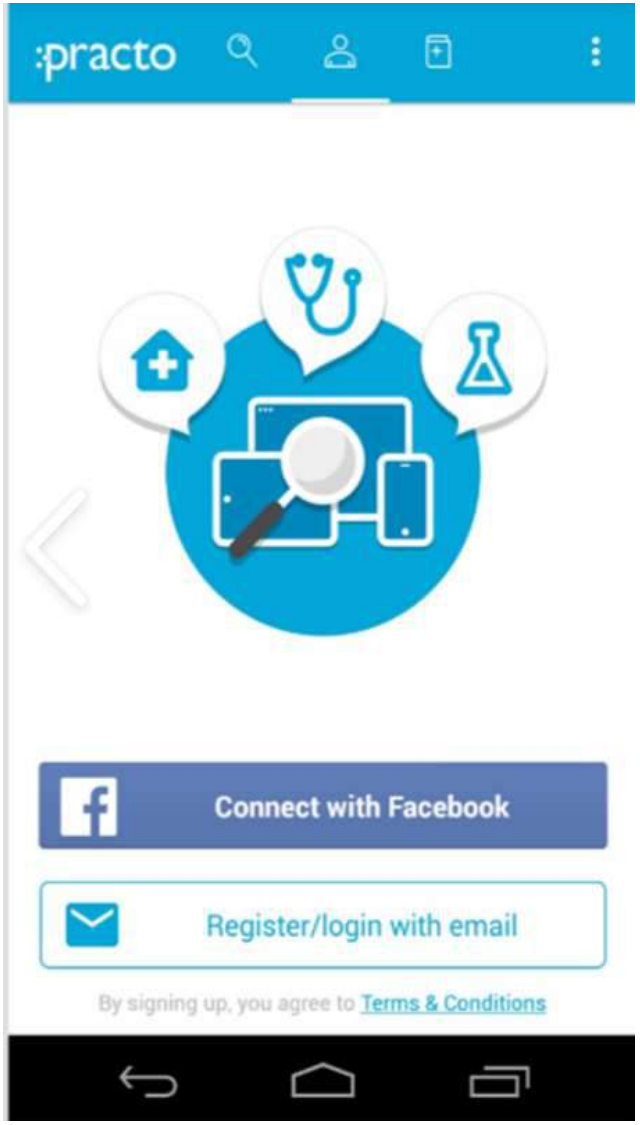
The main reason for Practo to be able to attract the customers is because they can cover the right audience. They know that there is no big point in covering famous doctors as they would have already established themselves and would not pay much for Practo and so, they started by approaching new doctors and clinics who will need to get patients. Also, there are not many competitors in the field as Practo has already attracted most doctors and patients and it is well established.

WATERFALL MODEL



DESIGN

OLD



The following are the main activities that take place during the design phase in the waterfall model:

1.System architecture design: This involves defining the overall structure and organization of the system, including the relationships between the various components and modules.

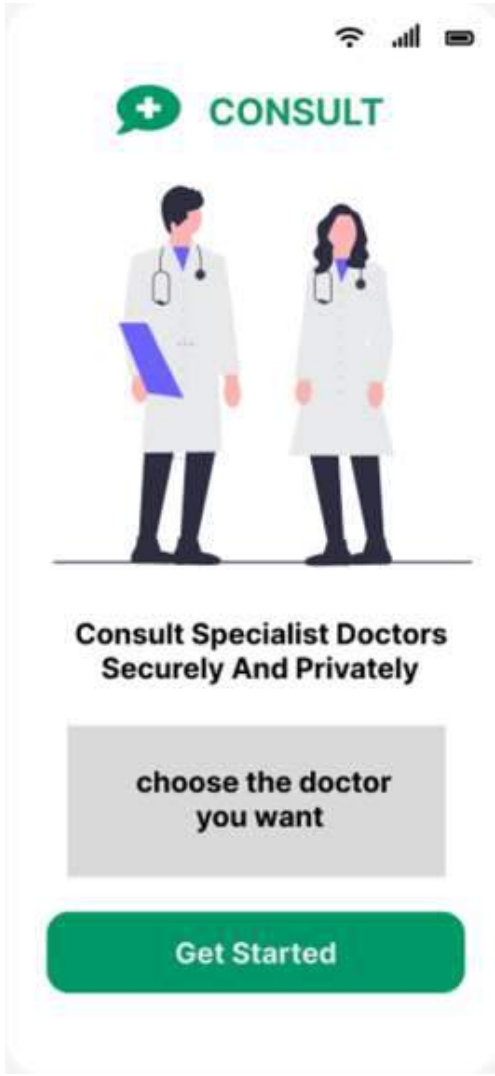
2.Component design: This involves defining the specific details of each component and module, including the algorithms, data structures, and interfaces.

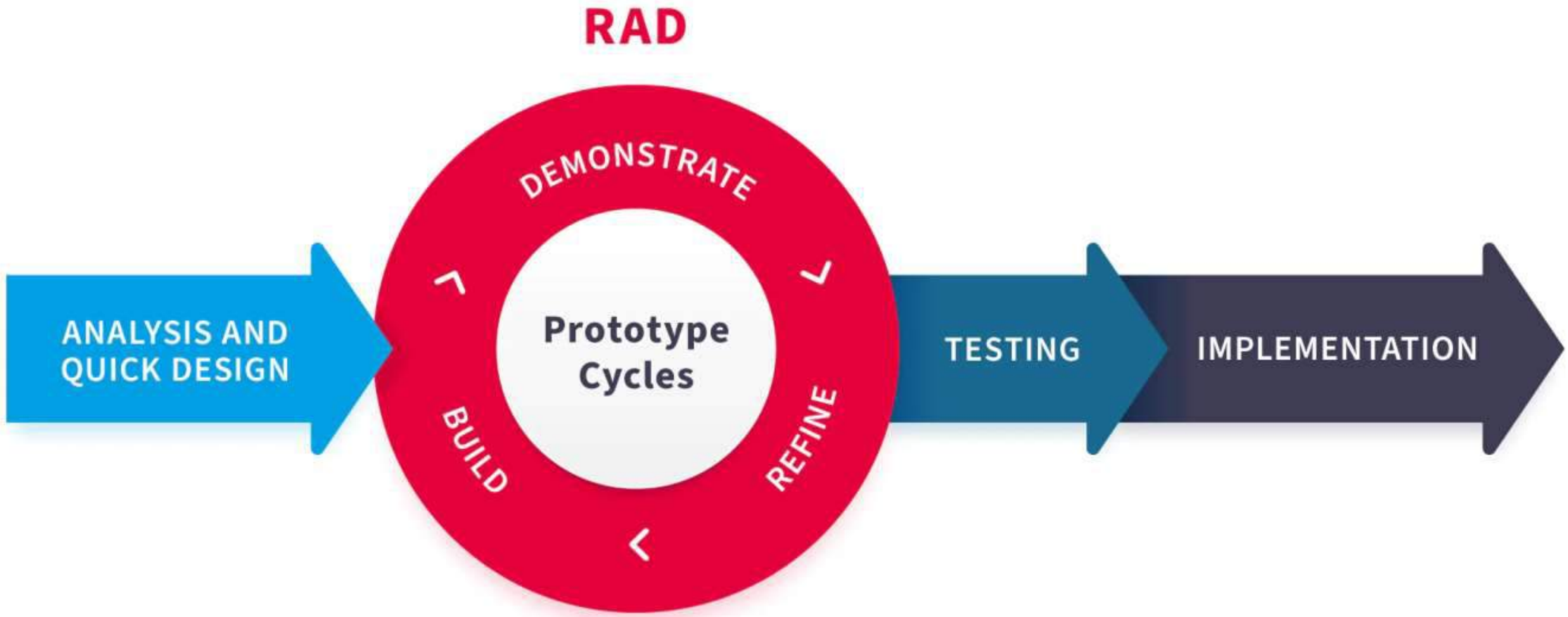
3.Database design: This involves defining the data structures and relationships, including the tables, fields, and relationships in the database.

4.Interface design: This involves defining the user interface, including the screen layouts, buttons, and navigation.

5.Prototype creation: A working prototype of the system may be created to demonstrate the proposed design and to gather feedback from stakeholders.

NEW

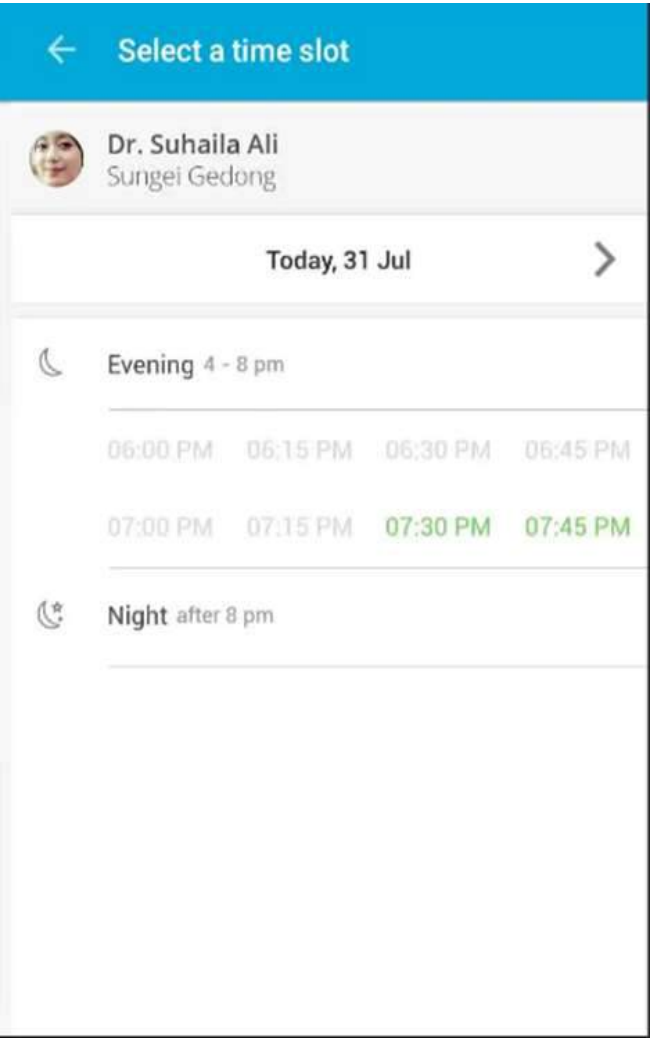



RAD
ANALYSIS AND QUICK DESIGN
DEMONSTRATE
REFINE
BUILD
Prototype Cycles
TESTING
IMPLEMENTATION

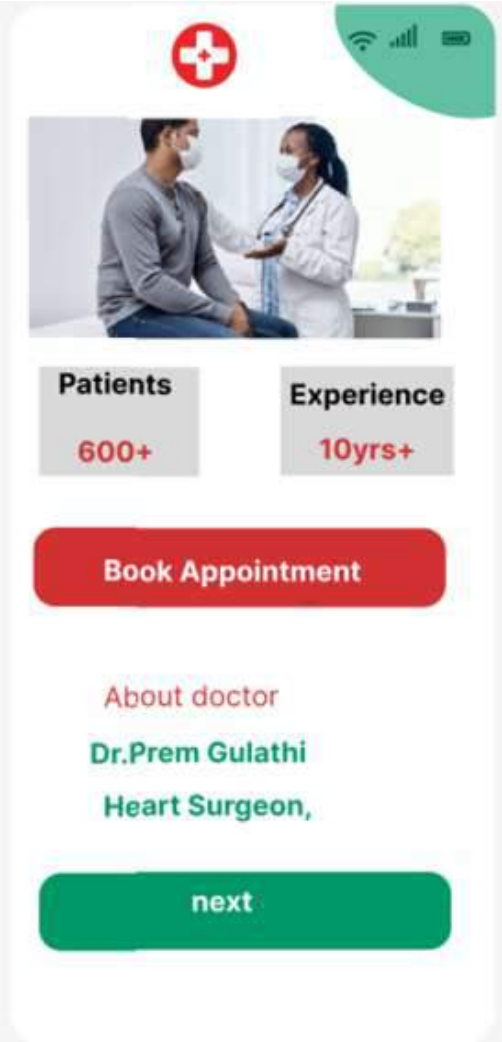
Old

design in rad

new



The main objectives of the design phase in RAD are to:
1.Develop a working prototype: A working prototype of the software is created quickly to demonstrate the proposed design and gather feedback from stakeholders.
2.Refine the design: The design is refined and improved based on feedback from stakeholders and the results of testing the prototype.
3.Iterate: The design is continuously refined and improved throughout the development cycle until the final product is delivered.



The RAD (Rapid Application Development) and Agile model are used instead of the Waterfall model in certain situations because they offer several advantages over the traditional Waterfall approach. Some of the main reasons for using RAD or Agile models instead of the Waterfall model are:

1.Faster Development Time: RAD and Agile models prioritize speed and flexibility, which allows for faster development times. This is especially important in fast-paced industries where time-to-market is critical.

2.Increased Collaboration: Both RAD and Agile models prioritize collaboration between development teams, stakeholders, and customers, which leads to better alignment and higher-quality end products.

3.Better Adaptability: RAD and Agile models are highly adaptable and allow for changes to be made to the development process mid-stream, which is critical in environments where requirements change frequently.

4.Improved Quality: By breaking down the development process into smaller, more manageable chunks, RAD and Agile models allow for more frequent testing and improvement, leading to higher-quality end products.

5.Enhanced Customer Satisfaction: RAD and Agile models prioritize customer involvement throughout the development process, leading to increased customer satisfaction and a better understanding of customer needs.

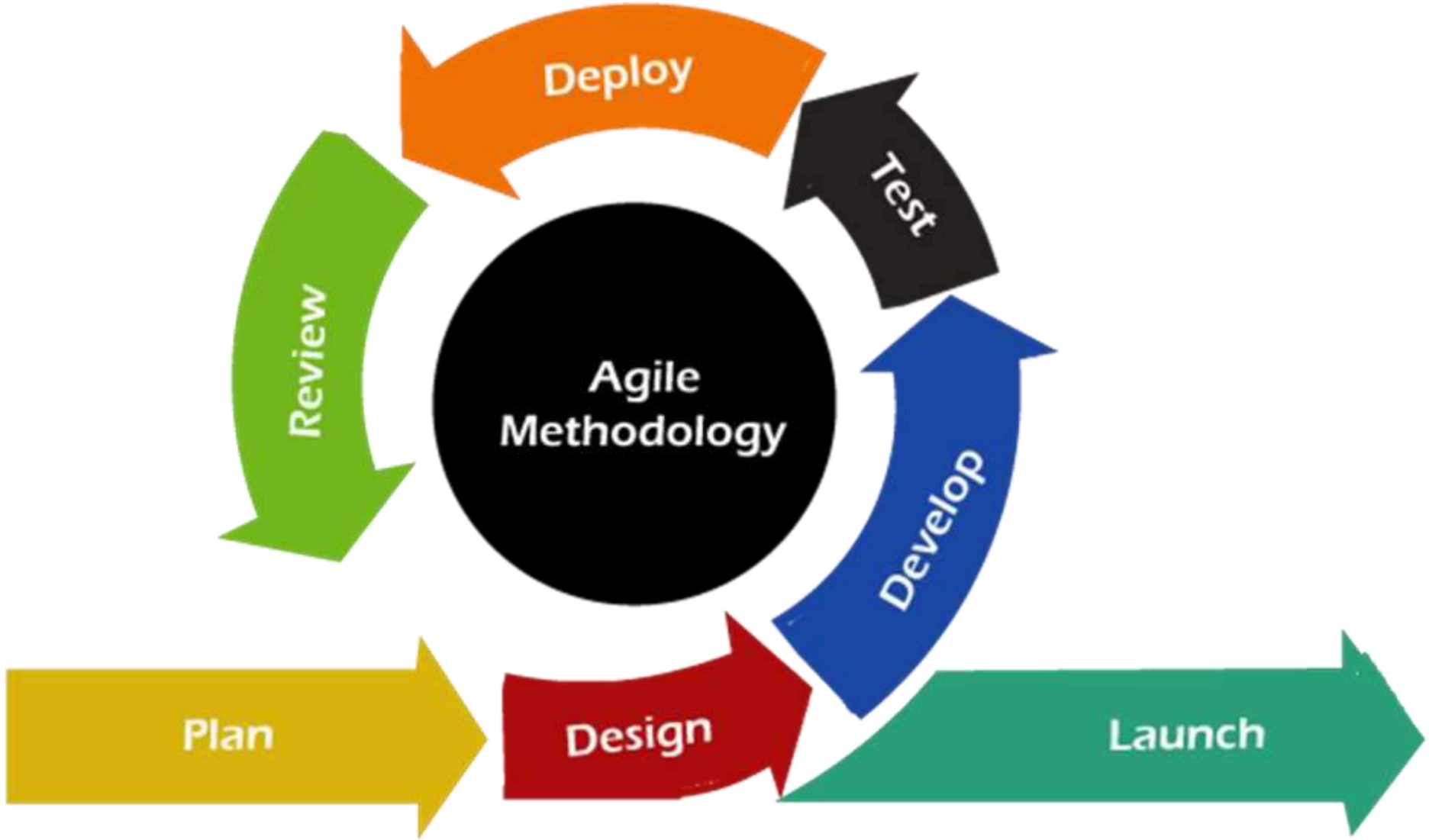
RAD MODEL V/S WATERFALL

Rapid Application Development

- If the requirements for the Practo app are less clear or subject to change, RAD may be a better choice.
- RAD is an iterative approach that emphasizes rapid prototyping and collaboration among all stakeholders, including developers, designers, and end-users.
- RAD may be suitable if there is a need for a quick turnaround time or for projects with evolving requirements.
- RAD may also be suitable if there is a need to gather feedback from end-users during the development process.

WATERFALL MODEL

- If the requirements for the Practo app are well-defined and the scope of the project is clear, the Waterfall model may be a suitable choice. This is because the Waterfall model is a linear, sequential approach that provides a clear roadmap for the entire software development process, making it easier to plan and manage.
- The Waterfall model may be suitable if the requirements are stable and unlikely to change, and if there is a strict timeline and budget.


Deploy
Test
Review
Agile
Methodology
Develop
Plan
Design
Launch

AGILE MODEL

Requirements gathering and analysis

In this phase, you must define the requirements. You should explain business opportunities and plan the time and effort needed to build the project. Based on this information, you can evaluate technical and economic feasibility.

Design the requirements

When you have identified the project, work with stakeholders to define requirements. You can use the user flow diagram or the high-level UML diagram to show the work of new features and show how it will apply to your existing system.

Construction/ Iteration

When the team defines the requirements, the work begins. The designers and developers start working on their project. The aims of designers and developers deploy the working product within the estimated time. The product will go into various stages of improvement, so it includes simple, minimal functionality.

Deployment

In this phase, the team issues a product for the user's work environment.

Testing

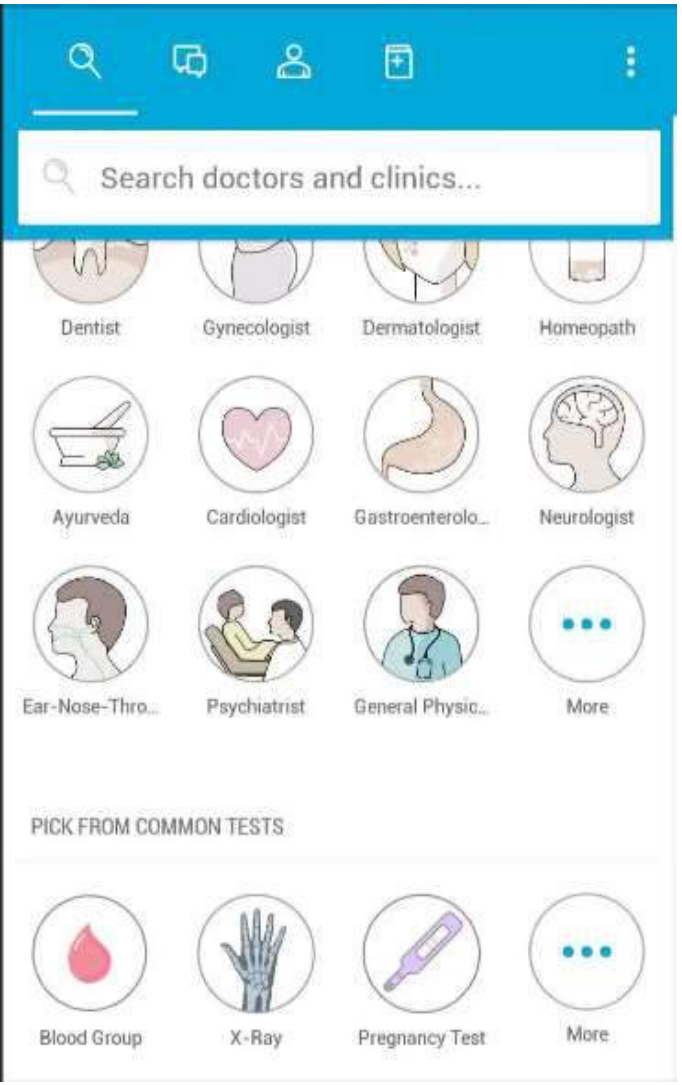
In this phase, the Quality Assurance team examine the product's performance and look for the bug.

Feedback

After releasing of the product, the last step is to feedback it. In this step, the team receives feedback about the product and works through the feedback.

design in agile

old



The main objectives of the design phase in Agile are to:
1.Develop a minimal viable product (MVP): The initial design focuses on creating a minimal working product that meets the most important needs of the stakeholders.
2.Refine the design: The design is refined and improved based on feedback from stakeholders and the results of testing the MVP.
3.Iterate: The design is continuously refined and improved throughout the development cycle until the final product is delivered.

new

Agile vs waterfall model

Agile

- Agile model allows for changes to be made throughout the development process based on customer feedback and changing requirements.
- In the case of the Practo app, the Agile model may be suitable if the requirements are not fully understood or if there is a need for continuous updates and improvements based on customer feedback.

Waterfall model

- In the case of the Practo app, the Waterfall model may be suitable if the requirements are well defined and the scope of the project is well understood.
- Waterfall model ensures that each phase of development is completed before moving to the next phase, which makes it easy to track progress, identify issues, and manage timelines.
- However, the Waterfall model does not allow for changes once the development process has started.

Types of Agile Methodologies

1.Agile Scrum Methodology

Scrum is a lightweight framework of Agile Project Management, it can be adopted to conduct iterative and all types of incremental projects.

2.Lean

It is the iterative, agile methodology that directs the team on addressing customer values by compelling value stream mapping, although, it is a deeply adaptable, emerging methodology with the absence of solid guidelines, laws, or methods

3.Kanban

Kanban is an eminently visual workflow management approach, famous amidst Lean teams, that can be employed for visualizing and thoroughly maintaining the making of products, it focuses on continual delivery of the product, but is not making stress to the entire software development life cycle

4.Extreme Programming(XP)

Generally being used with Scrum, it can focus on how Agile can increase customer satisfaction, instead of delivering at the entirety, the customer seeks for the near future, it provides them what they demand at present

5.Crystal

In actual, the Crystal Methodology is a class of small agile methodologies that incorporate ***Crystal Clear, Crystal Yellow, Crystal Red and many more***. Every methodology has its own specific framework. It is introduced by Alistair Cockburn while participated in writing the Agile manifesto for software development.

6.Dynamic System Development Method (DSDM)

DSDM gives a broad work-frame that is outlined;

- *To plan, handle, execute, and scale the complete process of software development,*
- *It directs on the business-driven approach and*
- *It doesn't negotiate on quality and timely delivery.*

7.Feature Driven Development (FDD)

Being an iterative and accumulative development process, FDD is a lightweight, agile methodology to develop software. It mixes various industry-established best practices into united as a whole. These practices are encouraged in terms of a feature-first perspective while aiming at creating values for the client.

USABILITY DESIGN OF SOFTWARE APPLICATION

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The 10 Usability Heuristics

Visibility of System Status

1

Match Between System & Real World

2

User Control And Freedom

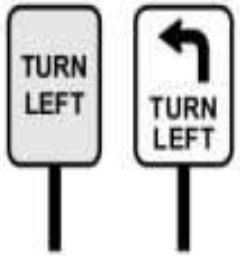
3

Consistency And Standards

4

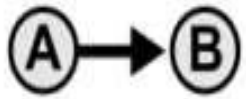
Error Prevention

5



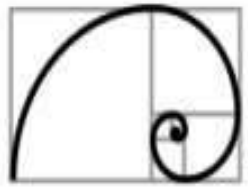
Recognition Rather Than Recall

6



Flexibility And Efficiency of Use

7



Aesthetic And Minimalistic Design

8

Help Users With Errors

9

Help And Documentation

10

Three NEW FEATURES

Use BMI(Body Mass Index) to find user are healthy or not (weight and height).

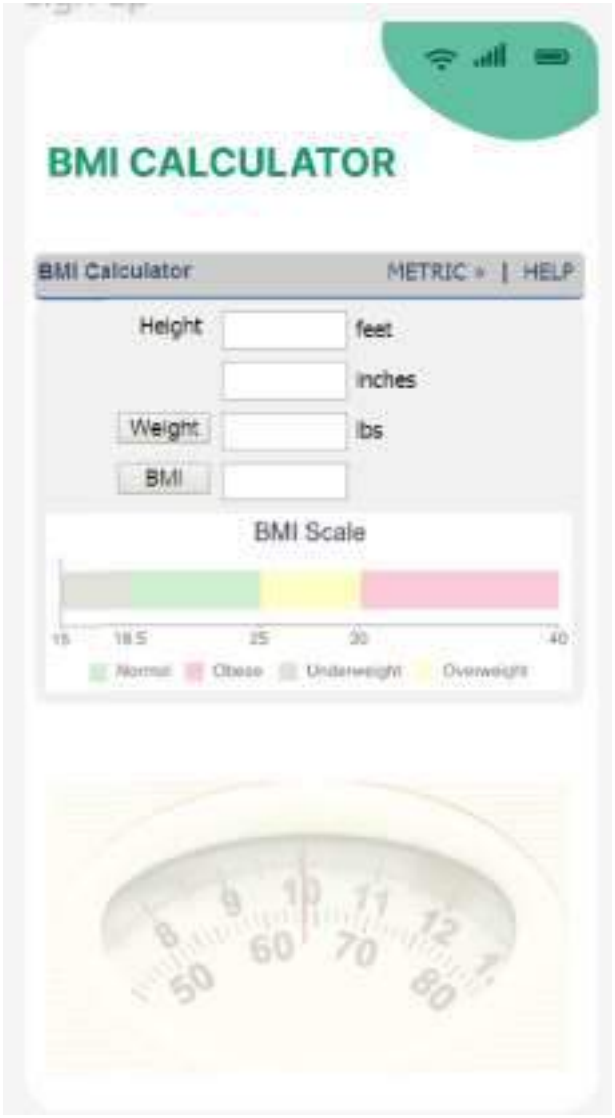
For few Guidance Consult a Doctor over chat/call/video conferencing instantly(Virtual assistant).

Forgot Password option is available on the sign-in page in the new design

CALCULATING BMI (NEW FEATURE)

NEW ADDED FEATURE

We will add a new feature to calculate the BMI of the patient based on their weight and height. They just have to enter their height and weight in the BMI calculator. The calculator will tell whether the person is overweight or under-weight. A futher diet plan will be suggested by doctors based on the BMI.



SCHEDULING APPOINTMENT WITH DOCTOR PAGE

NEW-REDESIGNING FEATURE

In new design patient can see the appointment date and day and call doctor through the online text ,video conferencing call or through the whatsapp.

NEW-REDESIGNED FEATURE

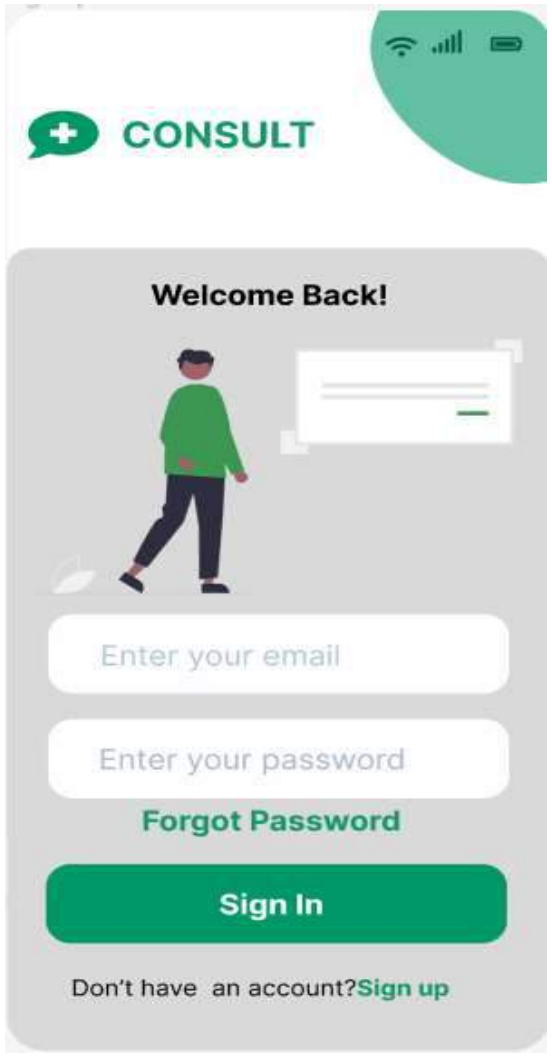
SIGN-IN PAGE

NEW-REDESIGNED FEATURE

NEW-REDESIGNED FEATURE– Forgot Password option is available on the sign-in page in the new design

Forgot password helps the user to set a new password, each time they forget the old password.

NEW-REDESIGNED FEATURE

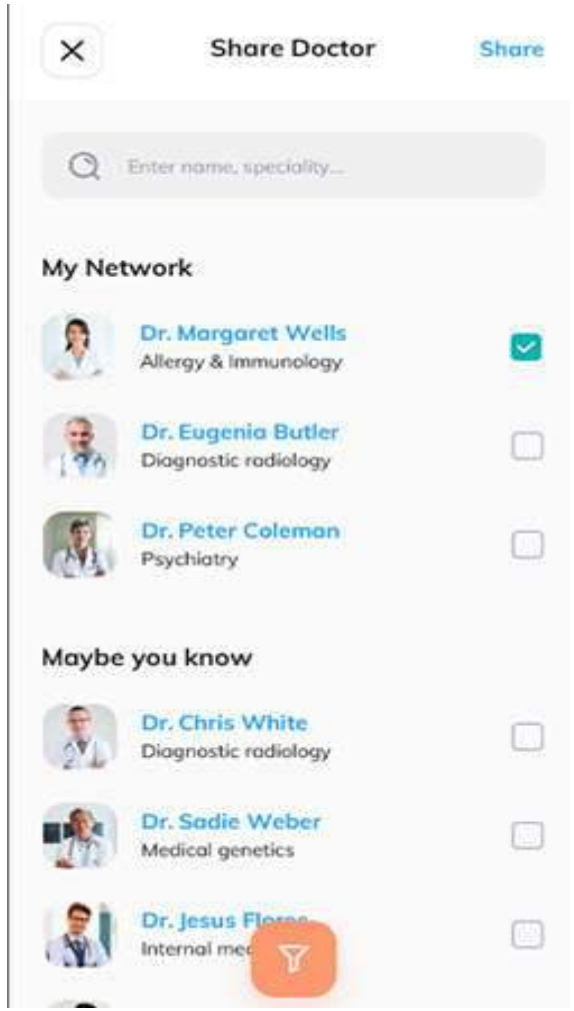


1 VISIBILITY OF SYSTEM STATUS

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

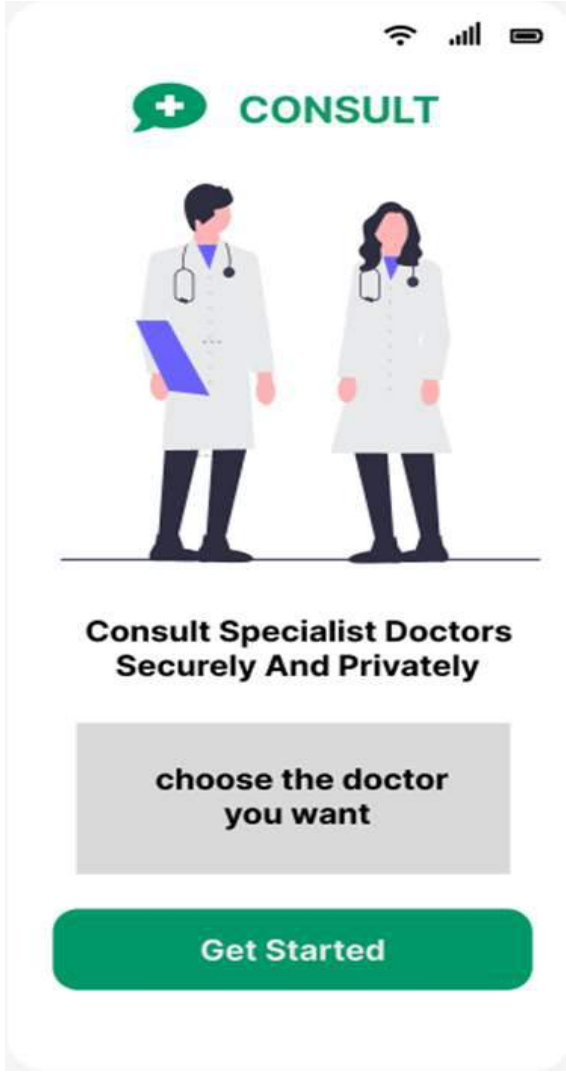
Home > Furniture > **Chairs**

Address > Shipping > Payment > Confirmation



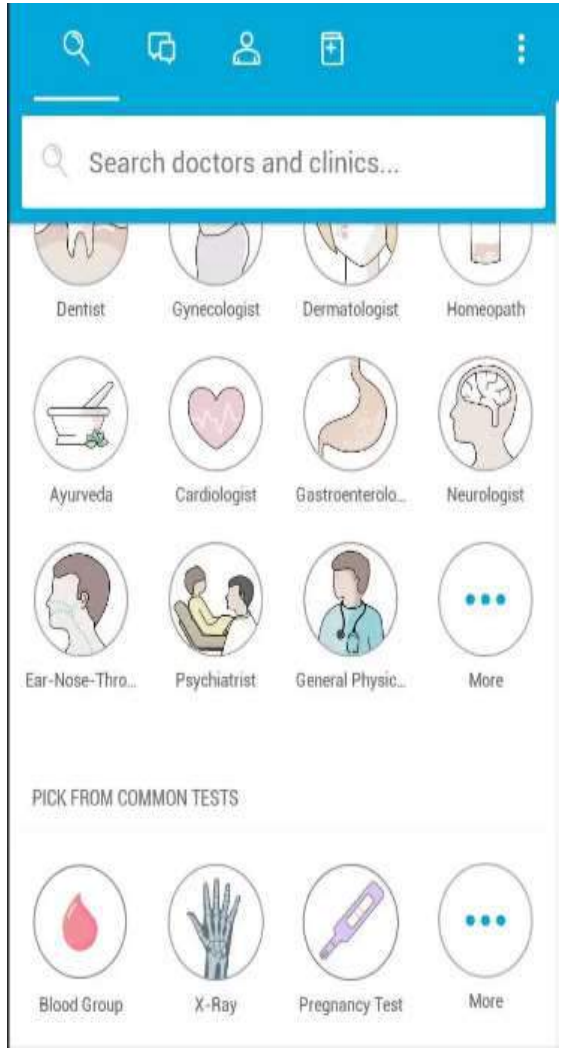
•FEATURE

•The Practo app provides real-time updates on the availability of doctors and appointment slots.
•Users are notified when a booking is confirmed and when it is time for their appointment.
•Users can track the status of their appointments and receive reminders about upcoming ones.
•Users are shown the progress of their search for doctors or clinics, including the number of results and filters applied.
•The app displays the ratings and reviews of doctors to give users an idea of their reputation and experience.



2 MATCH BETWEEN SYSTEM AND THE REAL WORLD

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

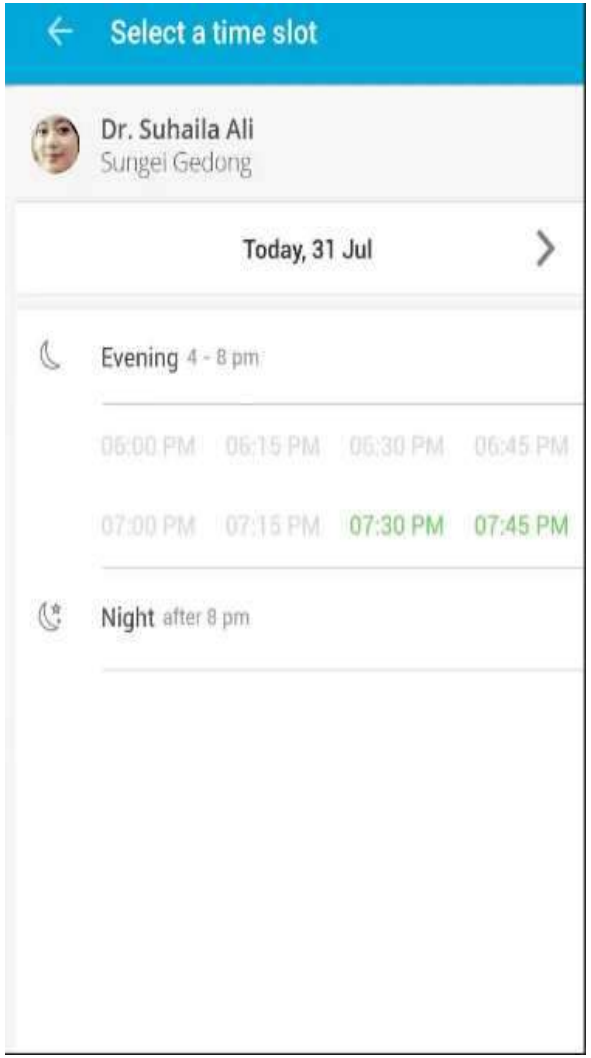


•FEATURE

•The Practo app uses medical terminology that is familiar to users, such as the names of medical conditions and specialties.
•Users can search for doctors and clinics by location, making it easy to find healthcare providers in their area.
•The app displays the fees and availability of doctors, allowing users to choose a provider that fits their budget and schedule.
•The app provides information on the qualifications and experience of doctors, helping users make informed decisions about their healthcare.
•The app offers features such as online consultations and digital prescriptions, which align with modern healthcare practices.

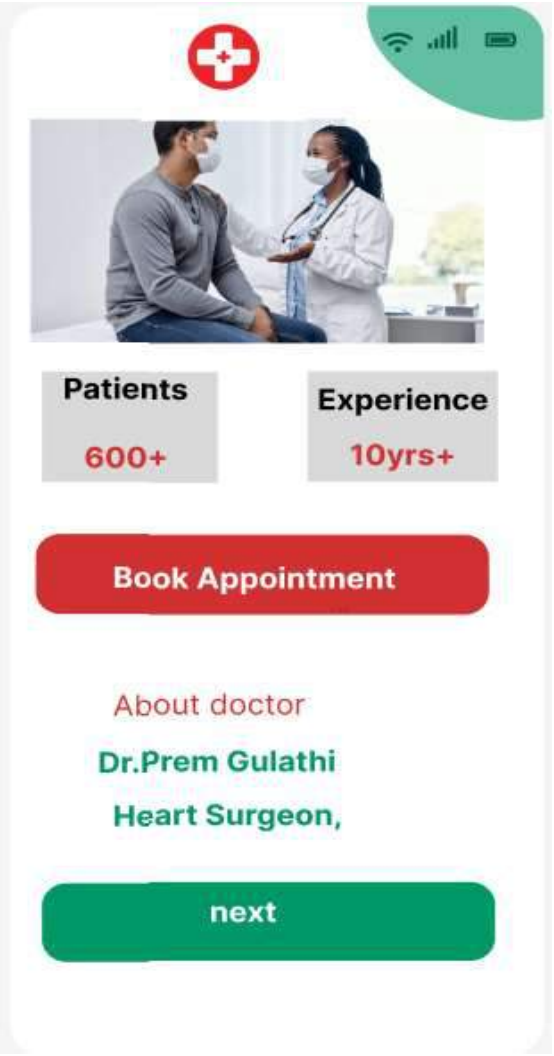
3 USER CONTROL AND FREEDOM

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.



•FEATURE

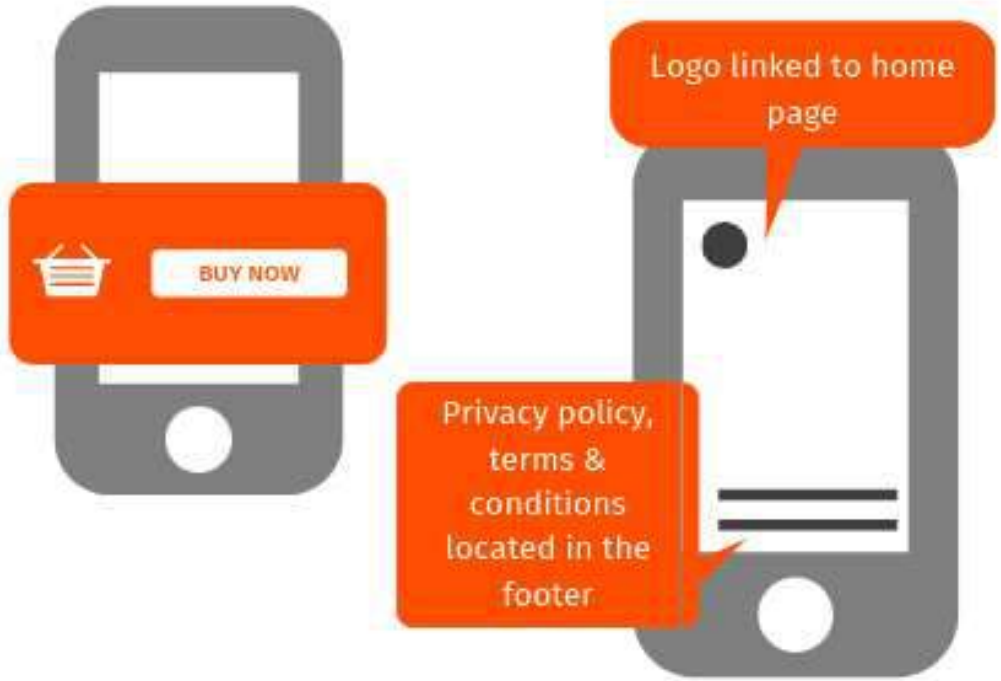
•The Practo app allows users to cancel or reschedule appointments with ease.
•Users can filter search results to find doctors that meet their specific requirements.
•The app provides a back button that allows users to easily navigate back to previous screens.
•Users can save doctors and clinics as favorites for quick access in the future.
•The app allows users to choose their preferred mode of payment, making it convenient for them to pay for their appointments.



4 CONSISTENCY AND STANDARDS

Users should not have to wonder whether different words, situations, or actions mean the same thing.

Golden rule: **Don't reinvent the wheel.**



•FEATURE

•The Practo app follows platform conventions, making it familiar to users of different devices and operating systems.
•The app uses a consistent design and layout throughout, making it easy for users to navigate and understand.
•The app uses a standard color scheme and typography, making it visually appealing and easy to read.
•The app provides consistent feedback to users, such as confirmation messages and error notifications.
•The app uses consistent terminology and labels, making it easy for users to understand the purpose and function of each feature.

5 ERROR PREVENTION

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

•FEATURE

•The Practo app prevents errors by verifying user inputs, such as their email address and phone number.
•The app displays clear error messages when users try to book appointments that are not available or exceed their budget.
•The app provides clear feedback when users search for doctors or clinics that do not match their criteria.
•The app provides suggestions and alternatives when users encounter errors or issues, such as recommending similar doctors or clinics.
•The app uses informative tooltips and help text to guide users through the booking process and prevent errors.

USABILITY DESIGN OF SOFTWARE APPLICATION

APP NAME

DOCTOR CONSULTING APP-PRACTO

PRIYESH KUMAR SINGH 20BBS0010

TEAM MEMBERS :-

1) **ATUL ANURAG 20BBS0095**
2) **SAHIL BHARTI 20BBS0059**
3) **PRIYESH KUMAR SINGH 20BBBS0010**
4) **PREM KUMAR 20BBBS0077**

About Practo app (Features)

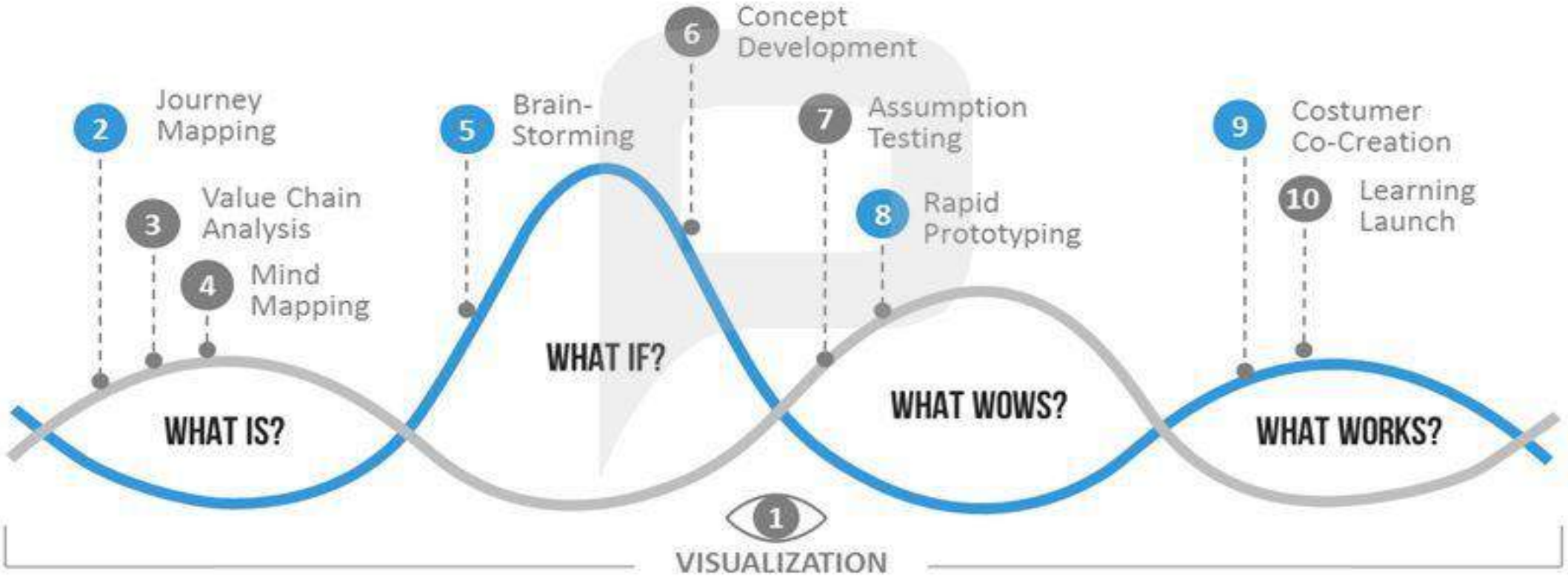
Practo has created a platform that allows patients to communicate with healthcare professionals, doctors, and nurses. This app is one of the fastest growing healthcare software which provides a platform for patients to connect with their required healthcare experts. The technology is developed to keep patients' data secure through cloud technology. This ensures that online patient records are always up to date and easily available to healthcare practitioners. The service users can book new appointments, check their treatment progress or corresponding records, and take care of accounting and payment services that can be performed online.

REDESIGN

- Use BMI(Body Mass Index) to find user are healthy or not (weight and height).
- For few Guidance Consult a Doctor over chat/call/video conferencing instantly(Virtual assistant).
- Patient can easily get idea about their food(Daily uses).
- To get free of cost service for poor patients from doctor, we will tie-up with any Trust.

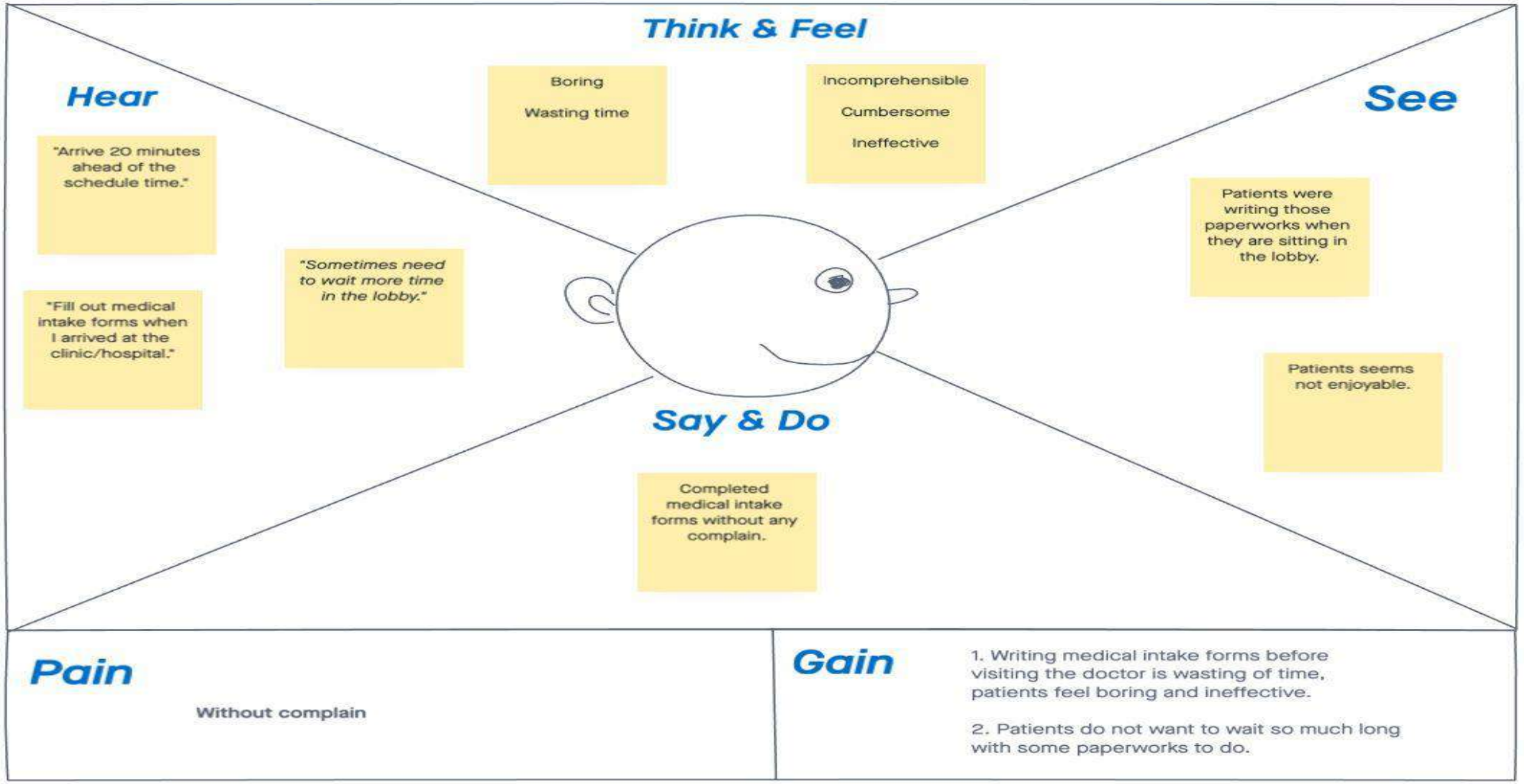
DESIGN THINKING

Design Thinking integrates business, technology and people

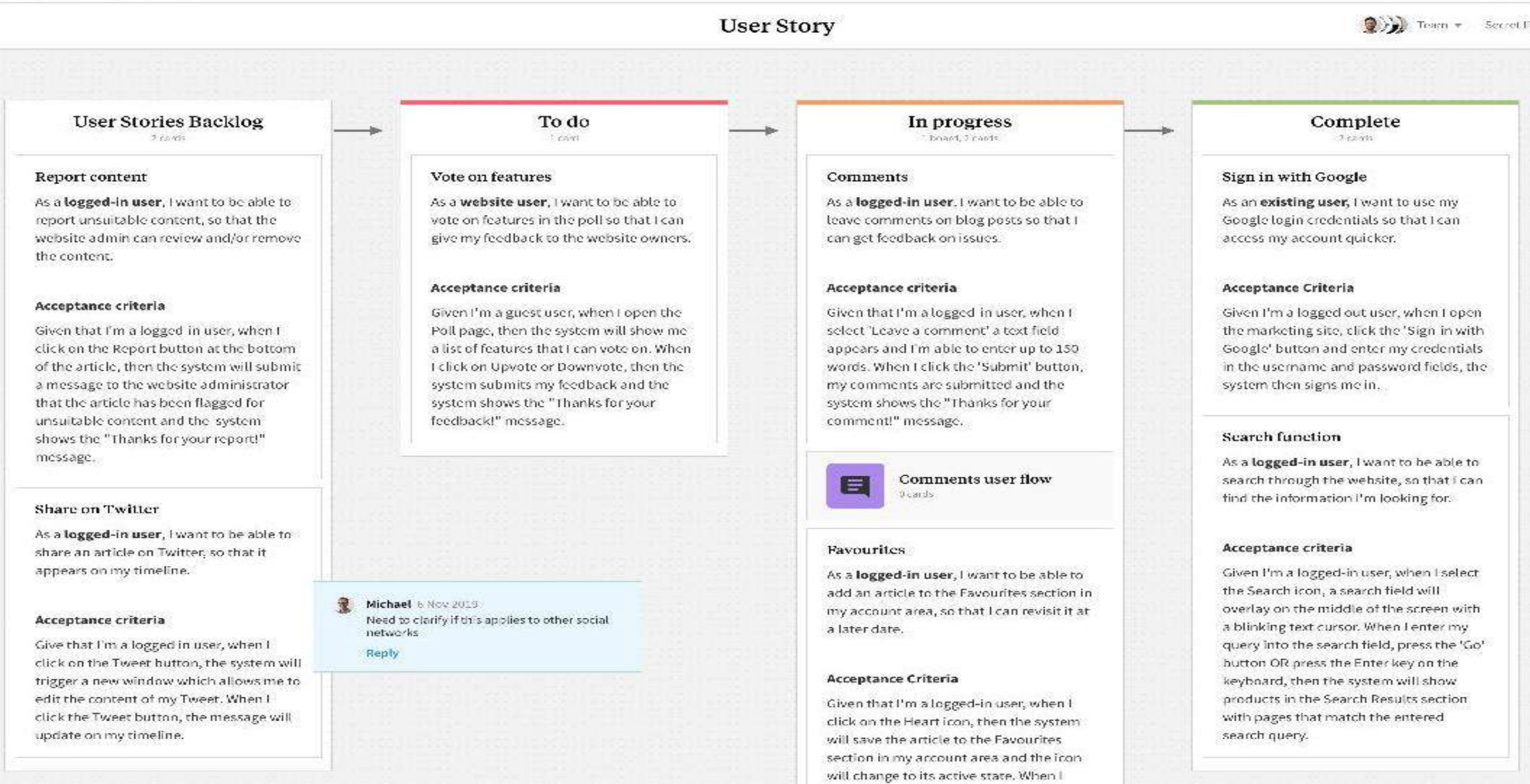


PRESENTATIONLOAD
Premium PowerPoint Slides

Empathy Map canvas



User Stories:-



Point Of View

Template Variation 1

As a doctor consulting app, my users are typically individuals seeking medical advice and assistance from licensed and experienced physicians , may include individuals who are unable to visit a doctor in person due to physical limitations, geographical constraints, or busy schedules, may come from a wide range of backgrounds and age groups, and may have varying levels of health literacy and medical knowledge.

[Describe USER]

needs a way to

users of a doctor consulting app require a platform that is convenient, accessible, provides high-quality medical advice and assistance,effective communication,cost-effective, while also ensuring their privacy and security at all times.

[user's NEED]

surprisingly / because / but

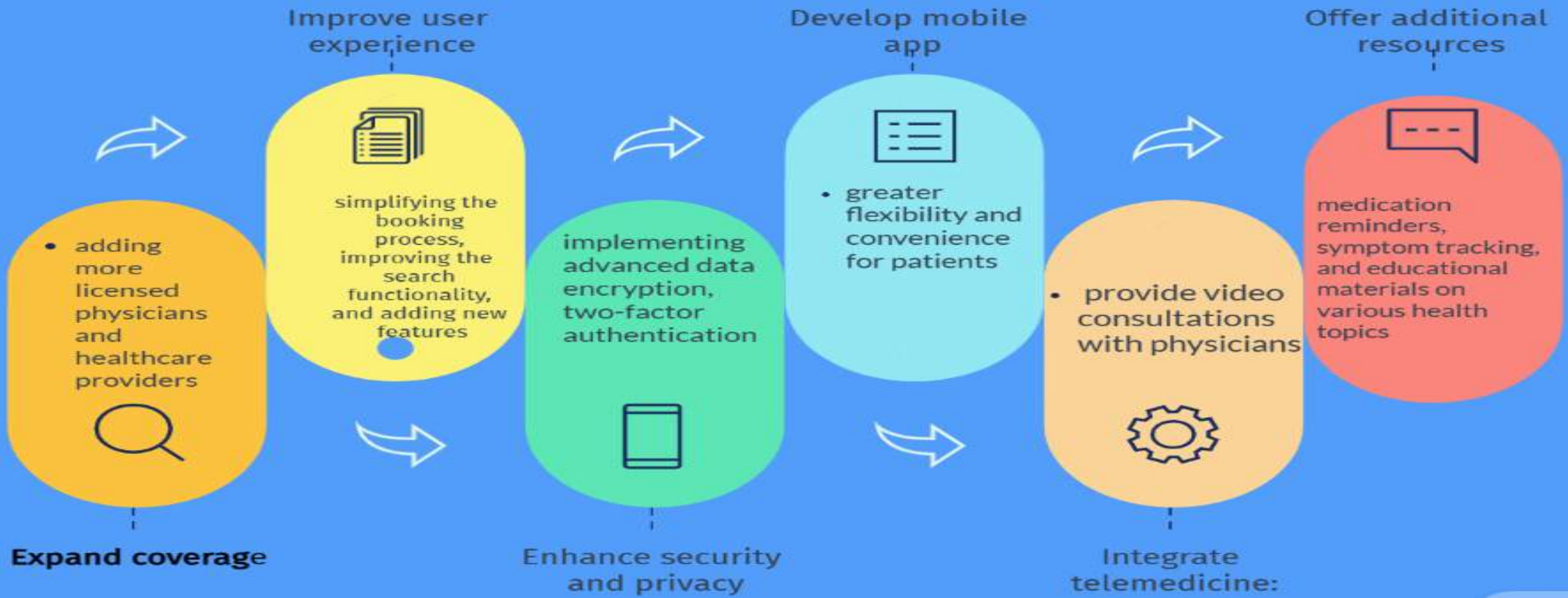
As a doctor consulting app, one key insight is that patients are seeking a more convenient and accessible way to access medical care and advice.
Another insight is that patients value privacy and security when it comes to their personal and medical information. With the rise of online healthcare solutions, patients are increasingly concerned about the safety and confidentiality of their data.
Finally, patients value quality of care and personalized attention from healthcare providers.

[INSIGHT]

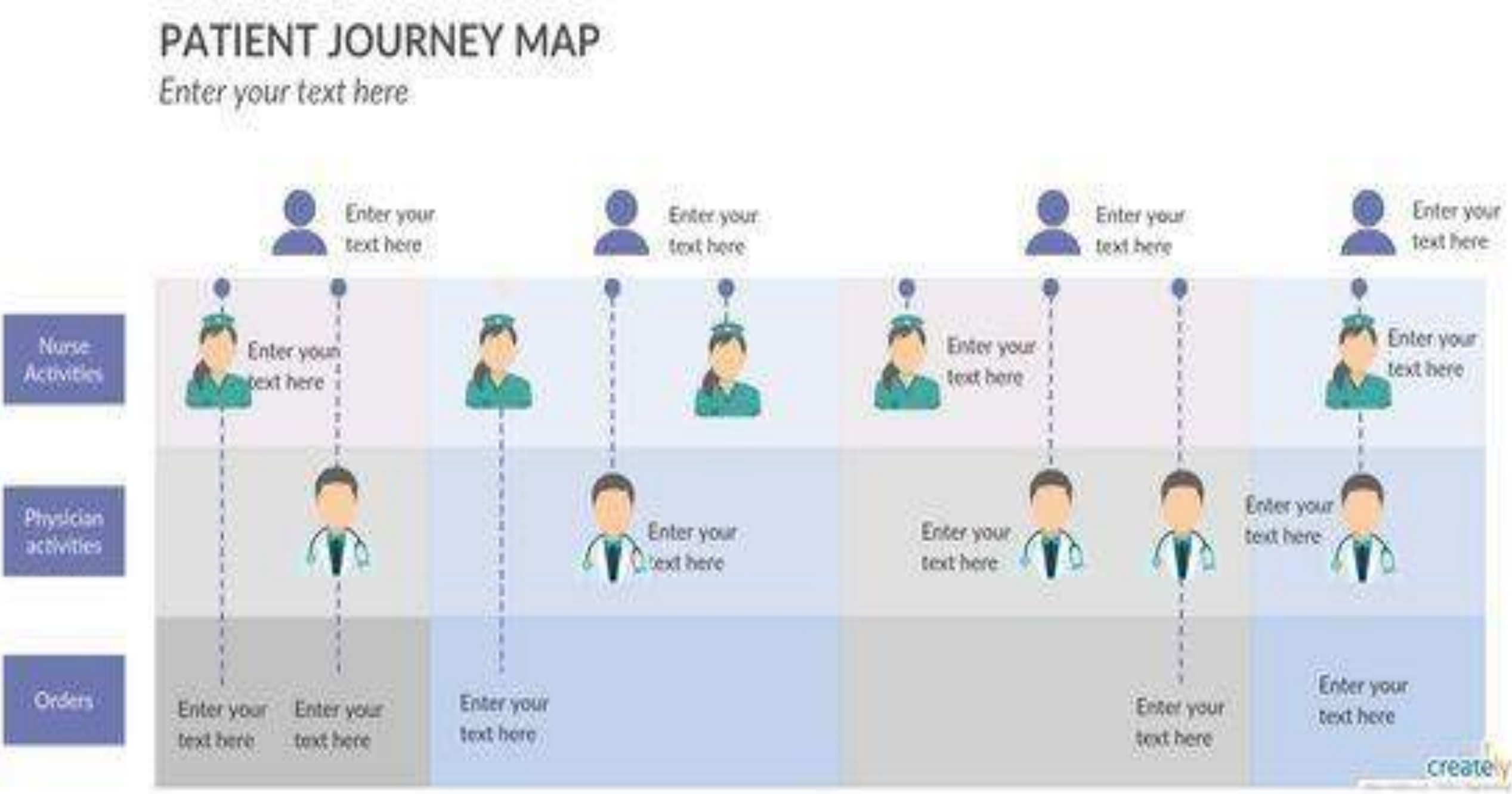
Road map

DOCTOR CONSULTING APP

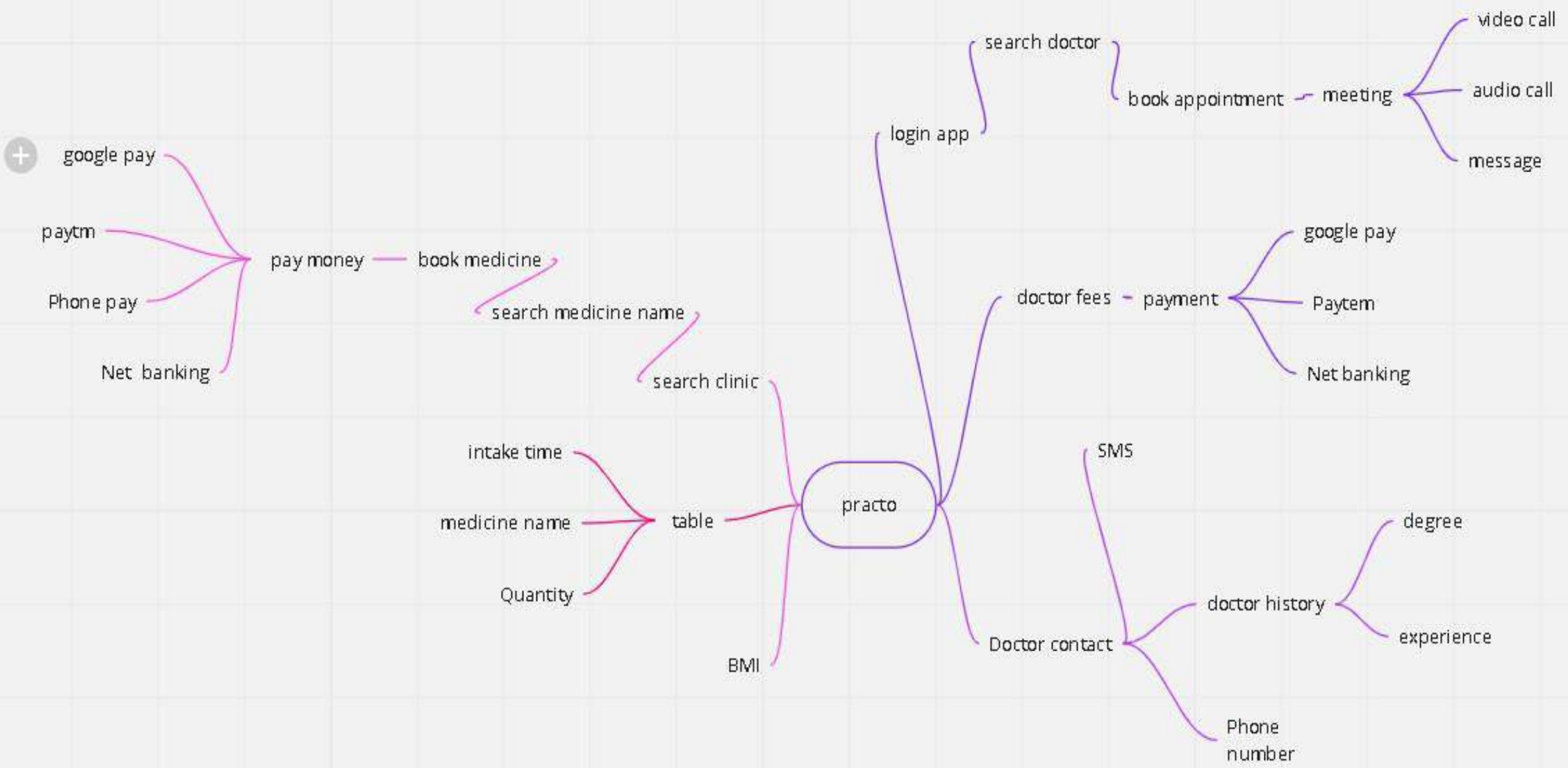
Process Roadmap



Journey map


PATIENT JOURNEY MAP
Enter your text here
Nurse Activities
Physician activities
Orders
Enter your text here
Enter your text here
Enter your text here

Mind Map


practo
login app
search doctor
book appointment
meeting
video call
audio call
message
doctor fees
payment
google pay
Paytem
Net banking
Doctor contact
SMS
doctor history
degree
experience
Phone number
table
intake time
medicine name
Quantity
BMI
search clinic
search medicine name
book medicine
pay money
google pay
paytm
Phone pay
Net banking

Story Board:-

Introduction:- Introduce the main character, their problem, and the Practo consultation app as a solution.
App Features:- Highlight the key features of the app such as booking appointments, virtual consultations, medicine delivery, and access to health records.
Virtual Consultation:- Show how a virtual consultation works, with the doctor listening to the patient's symptoms and providing a diagnosis and treatment plan.
Medicine Delivery:- Show how the patient can easily order and receive their prescribed medicine through the app.
Health Tracking:- Show how the patient can access their health records, track their progress over time, and stay on top of their health.

USABILITY DESIGN OF SOFTWARE APPLICATION

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- To get free of cost service for poor patients from doctor, we will tie-up with any Trust.

Personas

DOCTOR

EMMA DAVID | 25 yrs

"My passion is to serve people."

KalamTime

Daily Activities

Cooking | Work | Socializing | Running | Volunteer

Objectives

Cure of Illness
Social Interaction
Excercising Discipline

Regular Excercise
Social Interaction

Likes

Nutrition
Serve to Mankind
Social Interaction

Food
Service to Humanity

Anjali Saxena

"My parents are getting old and I'm always scared about their health.

Mobile phone she uses

Moto G2 (mid level phone)

Most used apps on phone

Whatsapp, Call, Photos, Skype, Flipkart, Messages

About Anjali

Caretaker

Anjali is 29 years old and she recently got married. She is very close to her parents but unfortunately they live in a city far away from her. She calls them up every day. She is a tech savvy person and tries her level best to take care of her parents. Her parents live in a tier 2-3 city and are aged.

Age: 27 **Occupation:** Financial Banker

Location: Mumbai **Hometown:** Jamshedpur

Status: Recently married

Goals

- Easy way to know about parents well being
- Instant feedback during emergencies
- Ways to reduce the burden from their parents
- Cheap yet reliable health care providers
- Easy way for them to consult a doctor remotely
- Better and contextual health content to consume
- Remind parents to take medicines and go for a doctor visit

Frustrations

- Communication is tough
- She many-a-times forgets to remind her parents
- Remote consulting is not possible
- Constant fear of parents well-being
- Finding new and better doctors in painful
- Maintaining parents' medical file is cumbersome

Devesh Thakur

"I need an easy way to look for the most trustable doctors nearby

Mobile phone he uses

Xiomi Redmi 2 (low end phone)

Most used apps on phone

Facebook, Whatsapp, Call, 9Gag, Keelo fitness, Amazon

About Devesh

Migrant

Devesh is 25 years old and recently shifted to Bangalore. He just passed from college and has a stable job now. He has low health immunity and gets ill frequently. Not living with his parents, he has to take care of his health himself. He is a tech savvy person and tries to keep himself healthy via going to gym regularly and eating well.

Age: 25 **Occupation:** Software engineer

Location: Banglaore **Hometown:** Manali

Status: single

Goals

- To find a relevant doctor easily
- Trusted source of good health content
- Hassle free booking
- Quick and reliable treatment
- Easy way to manage bills
- Wants to get a treatment as soon as possible

Frustrations

- Limited knowledge of locality since he is a migrant
- Not aware on how to judge whether a doctor/lab is good or not
- Lot of health information around, but none of them are easy to understand or relevant
- In-clinic experience is a huge hassle
- Long waiting line in clinics

Taran Singh

> Diabetes is painful, I want someone to reduce the pain of managing my health.

Mobile phone he uses

iPhone 6 (high end phone)

Most used apps on phone

Whatsapp, Call, Photos, Regional news (Dainik Jagran), Messages

About Taran

Chronic | Diabetes

Taran is 44 years old, and has a happy family. He lives in a tier 1 city and suffers from Diabetes. He has quite a hectic and responsibility filled job and personal life. His wife helps him with his health life. He is on the constant look-out for solutions to make her life easy. He needs to visit her doctor once in 3 months.

Age: 44 **Occupation:** Businessman

Location: Pune **Hometown:** Pune

Status: married (2 children)

Goals

- Easy way to manage health records
- Help in planning doctor and lab visits
- Easy way to order medicines
- Consulting good doctors regularly
- Knowledge on how other diabetic patients live
- Better health content to consume

Frustrations

- Medicines which doctor has prescribed is not easily available
- Forgets to take medicines sometimes due to his hectic schedule
- Not many good doctors in the city
- Managing his huge health file is a huge pain
- Long waiting line in clinics/labs

Nurse

Anne David | 26 yrs

"I love serving people in whatever way i can. My job doesn't end at work, I also volunteer after work."

Daily Routine

Cook | Work | Socialize | Walk | Volunteer

Goals & Aspirations

Prevention of illness
Social networking
Excercising discipline

Prevention of illness
Social networking
Excercising discipline

Likes & Dislikes

Food
Service to mankind
Social networking
Excercising

Food
Service to mankind
Social networking
Excercising

About me

I'm so happy to be pregnant, but very worried because I had a previous miscarriage. I've heard that there are more risks of complications for women who have their babies at my age. I also know I'll need to work very hard to keep this baby from coming prematurely. I expect I'll be put on bed rest later in my pregnancy.

Melissa

NEW EXPECTING MOTHER

Age: 34
Occupation: Executive Assistant
Education: Some College
Relationship: Married
Children: None

"It's been hard for us to get pregnant and I'm so worried I'll lose this baby."

Currently I feel...

Happy Concerned **Stressed** Busy

My healthcare goals

I want to have a healthy baby. It's been our dream for a year. I want to work with a doctor who understands how worried I am about this pregnancy and takes me seriously. I want to know about the risks of miscarriage during my pregnancy. I want to feel like I can call my doctor with concerns. My doctor should help me know what I should be doing to stay healthy during my pregnancy.

Scenario's

Booking an appointment with a doctor:

A user can open the Practo app, select the specialty of the doctor they want to consult and the location where they want to visit the doctor. The app will show a list of doctors with their ratings, experience, and consultation fees. The user can choose a doctor, check their availability, and book an appointment with the doctor. They can also choose to consult the doctor online through video consultation.

Ordering medicines:

A user can order medicines through the Practo app by uploading a picture of their prescription or searching for medicines in the app. The app will show the available medicines with their prices, and the user can add the required medicines to their cart and proceed to checkout. They can choose to pay online or opt for cash on delivery.

Tracking health records:

Practo allows users to maintain their health records on the app. Users can upload their medical reports, prescriptions, and other health-related documents to the app and access them whenever required. This feature is helpful for people who need to keep track of their medical history or have chronic illnesses.

Searching for diagnostic centers:

A user can search for diagnostic centers near their location through the Practo app. The app will show a list of diagnostic centers with their ratings, prices, and available tests. The user can choose a center and book a test by selecting the date and time of their preference. They can also opt for home sample collection.

Consultation with a nutritionist:

Practo also provides users with the option to consult with a nutritionist for their dietary needs. Users can book an appointment with a nutritionist, provide their details and health concerns. Based on the information provided, the nutritionist will create a personalized diet plan and provide consultation on how to maintain a healthy lifestyle.

Test Plans

Usability Test Plan

The template consists of a generic test plan including Copy this page to your test project wiki and adapt it to your session requirements as you see fit.

Executive summary

Scope

What's being tested?

What's the specific experience goal of what's being tested?

Why are we conducting a test; what triggered it?

Test Objectives

What are the goals of the usability test?

What specific question will be answered?

What hypothesis will be tested?

Participants

How many participants will be recruited?

Characteristics?

List of Participants

Add your definitive list here

TEST

How to gather feedback from real or target users:

1. Re-visit the goals and scope of testing.

2. Identify who to test with.

3. Consider research logistics.

4. Test your solution with users.

5. Iterate and re-test.

DESIGN THINKING

System Concepts

USABILITY TEST PLAN DASHBOARD

AUTHOR

DAVID TRAVIS

CONTACT DETAILS

DAVID.TRAVIS@USERFOCUS.CO.UK +44 20 7917 9535

FINAL DATE FOR COMMENTS

SEPTEMBER 15TH

PRODUCT UNDER TEST

What's being tested? What are the business and experience goals of the product?

THE WEB SITE AT [TEST SITE TBA]

BUSINESS CASE

Why are we doing this test? What are the benefits? What are the risks of not testing?

THE TEST WILL ADDRESS SEVERAL KEY QUESTIONS THAT THE DESIGN TEAM NEED ANSWERS TO FOR THE NEXT ITERATION. FAILING TO ANSWER THESE QUESTIONS NOW INCREASES THE RISK OF DEVELOPING THE WRONG PRODUCT.

TEST OBJECTIVES

What are the goals of the usability test? What specific questions will be answered? What hypotheses will be tested?

DO PEOPLE UNDERSTAND THE VALUE PROPOSITION — THE CONCEPT OF AN ONLINE CONCIERGE SERVICE?

DO PEOPLE TRUST THE SERVICE?

DO THE EMAILS HELP PEOPLE PROCEED THROUGH THE VARIOUS STAGES?

DO PEOPLE UNDERSTAND HOW TO CHOOSE A TIME SLOT ON THE BOOKING SCREEN?

PARTICIPANTS

How many participants will be recruited? What are their key characteristics?

6–8 PARTICIPANTS RECRUITED VIA PANEL.

– ALL MUST BE IN FULL-TIME EMPLOYMENT
– ALL MUST OWN A SMARTPHONE

A MIX OF MEN AND WOMEN, HOMEOWNERS AND RENTERS.

EQUIPMENT

What equipment is required? How will you record the data?

LAPTOP WITH EYE TRACKING SOFTWARE AND MORAE TEST SOFTWARE.

ALL SESSIONS WILL BE RECORDED TO DIGITAL VIDEO.

WE WILL LOG USABILITY PROBLEMS AND MEASURE TASK COMPLETION RATE AND TIME ON TASK.

TEST TASKS

What are the test tasks?

FIND OUT MORE ABOUT THE SCHEME AND DECIDE IF YOU WOULD SIGN UP FOR IT.

SIGN UP FOR THE SERVICE.

FIND A TRUSTED PLUMBER WHO CAN FIT YOUR NEW DISHWASHER.

REVIEW THE OFFER AND ARRANGE A TIME FOR THE PLUMBER'S VISIT.

COMPARE 3 ALTERNATIVE DESIGNS OF THE TIME SLOT BOOKING SCREEN PAGE.

RESPONSIBILITIES

Who is involved in the test and what are their responsibilities?

DAVID TRAVIS (PM, DATALOGGER)

JANE HART (MODERATOR)

PETER HUNTER (EYE TRACKING)

JOHN KRAFT (CLIENT CONTACT)

LES HEASMAN (TECH SUPPORT)

LOUISE MANN (RECRUITMENT)

LOCATION & DATES

Where and when will the test take place? When and how will the results be shared?

SEP 23 @ USERFOCUS
180 PICCADILLY, LONDON, W1J 9HF

MAP: HTTP://GOO.GL/MAPS/87HKB

PHONE DEBRIEF ON SEP 27TH

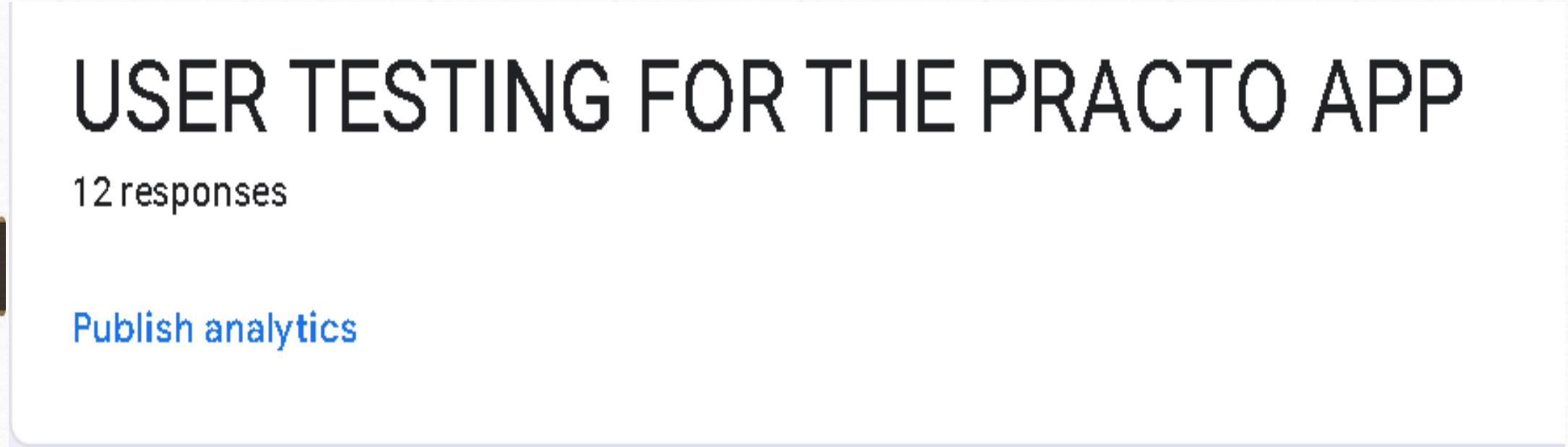
PROCEDURE

What are the main steps in the test procedure?

0–5 MIN	5–10 MIN	10–45 MIN	45–50 MIN	50–55 MIN	55–60 MIN
WELCOME / CONSENT FORM	PRE-TEST INTERVIEW	CARRY OUT THE TEST TASKS	POST-TEST QUESTIONNAIRE	POST-TEST INTERVIEW	DEBRIEF / PAY INCENTIVE

The Usability Test Plan Dashboard is licensed under the Creative Commons Attribution-Share Alike 3.0 Unported License. Attribution: www.userfocus.co.uk/dashboard

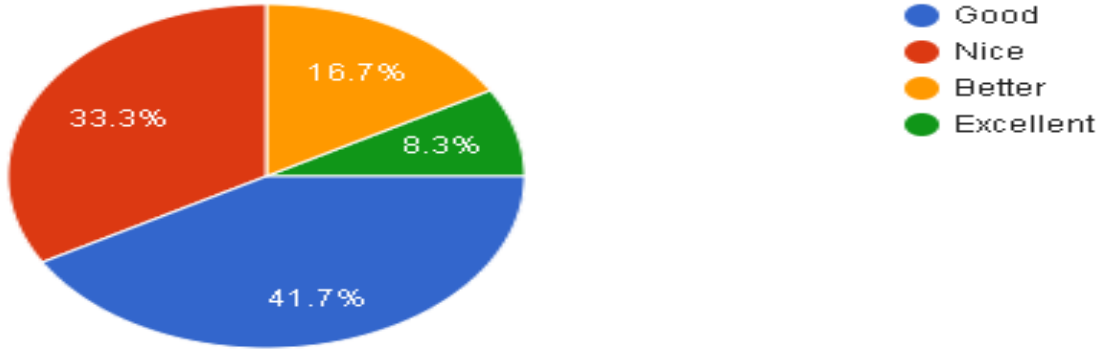
Usability Testing (google form, 25 questions, 10 responses minimum)



How is Performance of practo app ?

Copy

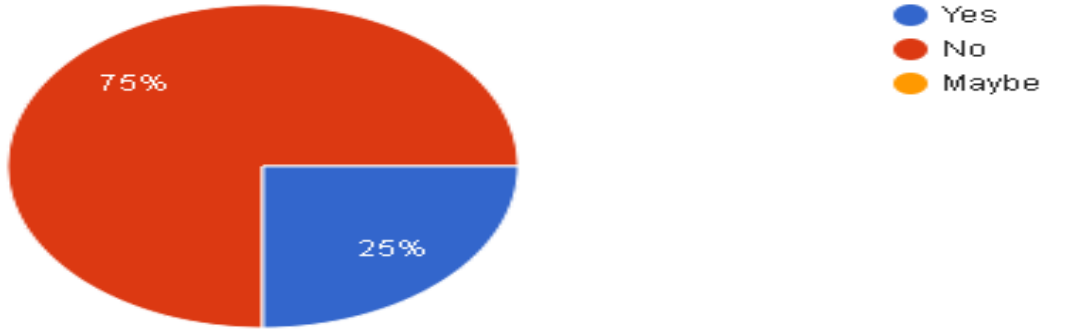
12 responses



Have you face any kind of difficult during use the app ?

Copy

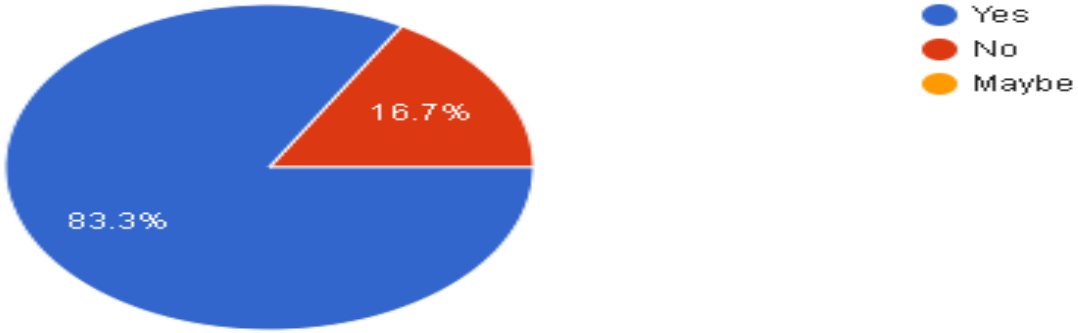
12 responses



Does the app offer video consultations with doctors?

Copy

12 responses



Can users access their medical records through the app ?

Copy

12 responses

Can users upload and share images or documents related to their medical history with doctors through the app ?

Copy

12 responses

Does the app provide prescription management tools for users to refill or manage their medications?

Copy

12 responses

Can users receive appointment reminders and notifications through the app?

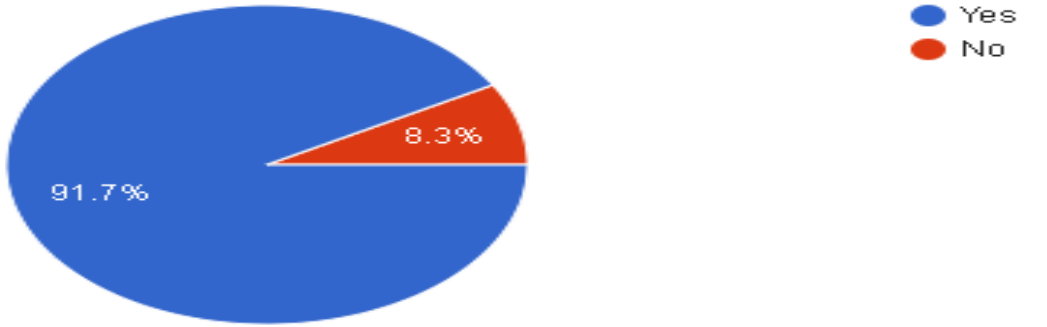
Copy

12 responses

Is the app available for download on both iOS and Android platforms?

Copy

12 responses



Does the app offer a search function to help users find doctors by specialty, location, or availability?

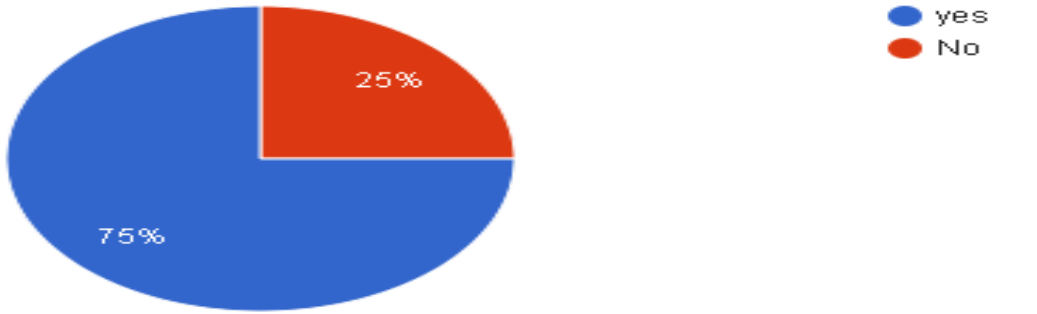
Copy

12 responses

Any table is available in this app where doctor can write the medicine and intake time and quantity of medicine

Copy

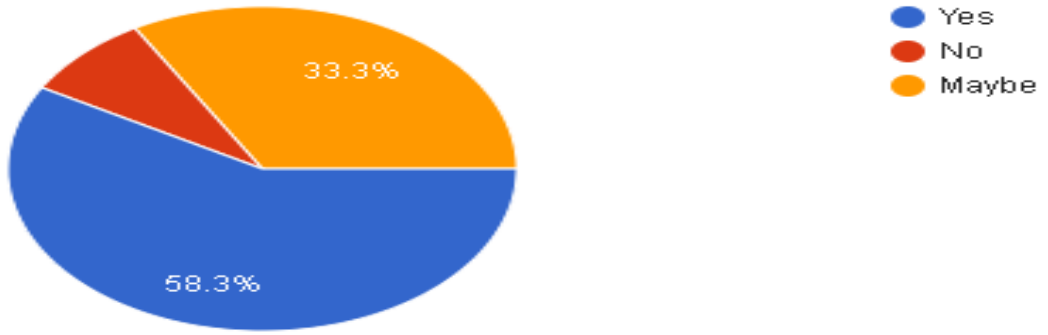
12 responses



Does the app provide a secure messaging system for users to communicate with their doctors?

Copy

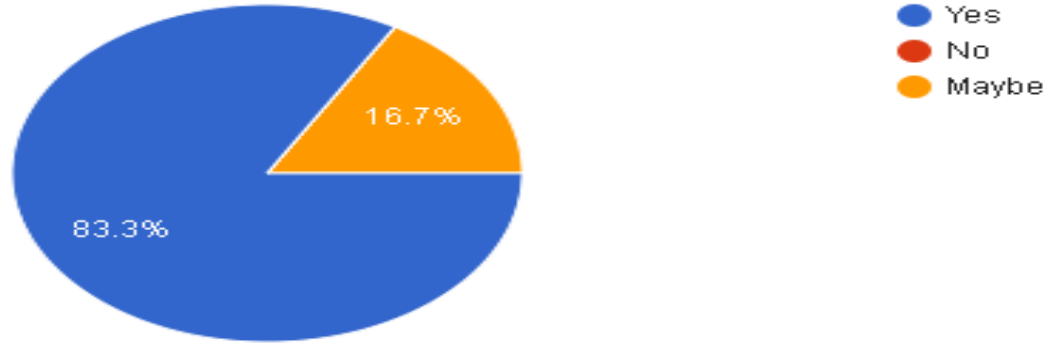
12 responses



Is this app helpful for patient

Copy

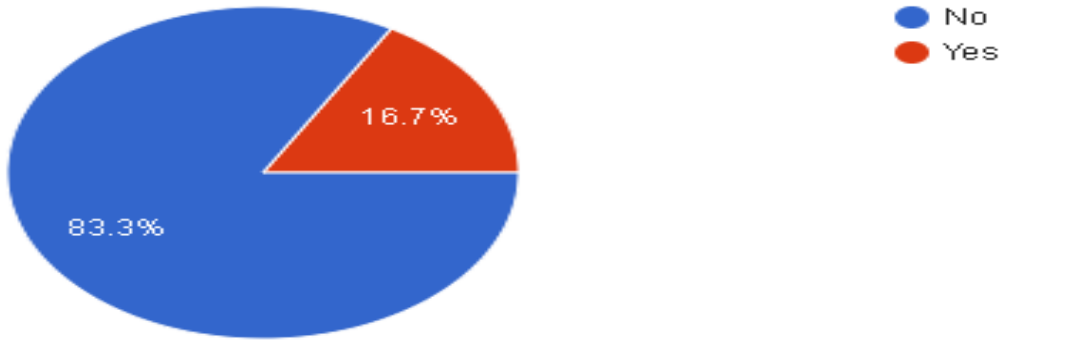
12 responses



have you face any kind of problem during searching the medical store ?

Copy

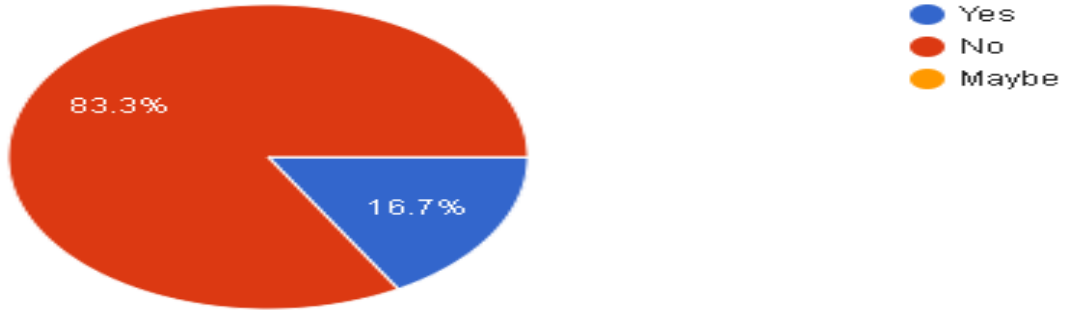
12 responses



have you face any kind of problem during booking the medicine from the medical store ?

Copy

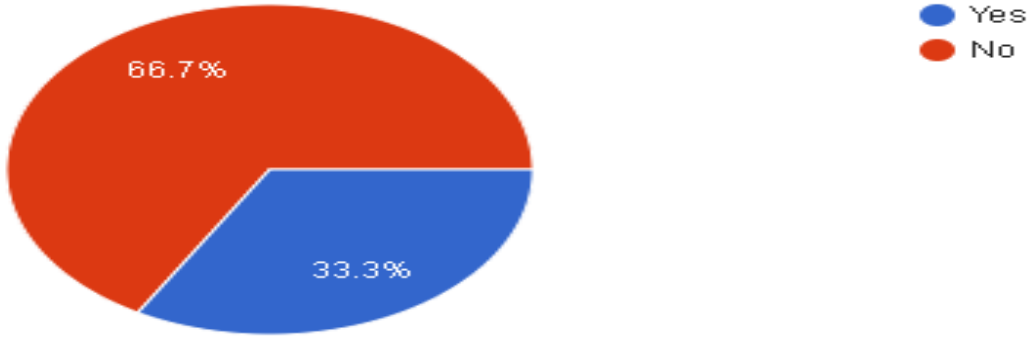
12 responses



have you face any kind of problem during Payment ?

Copy

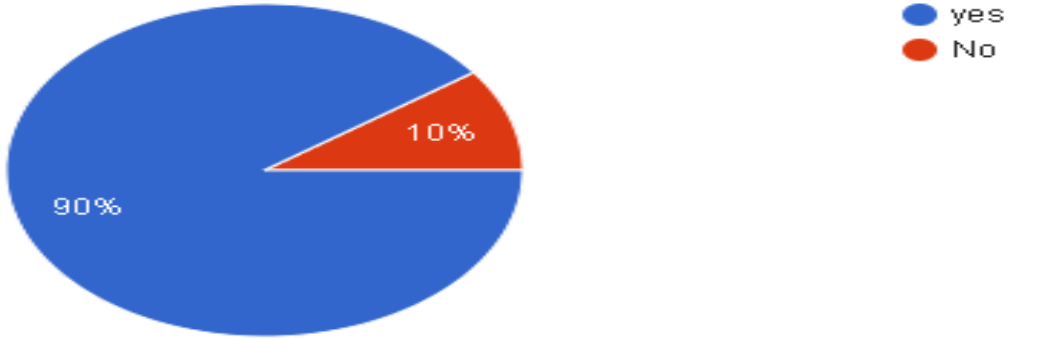
12 responses



BMI feature exist in the app

Copy

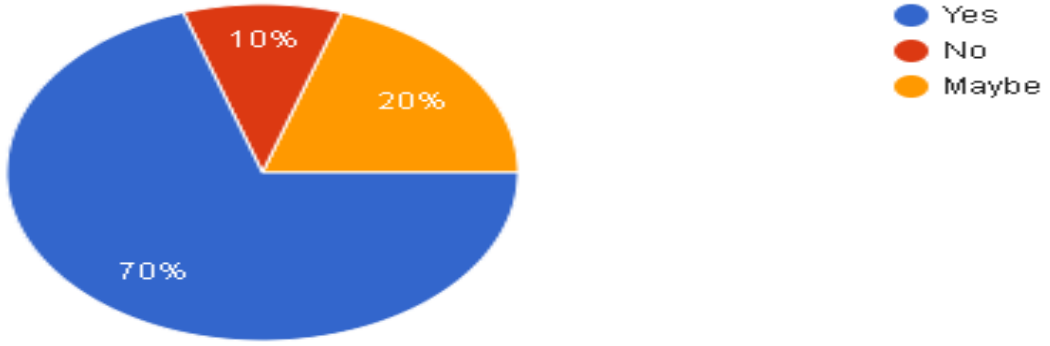
10 responses



Is this app flexibility

Copy

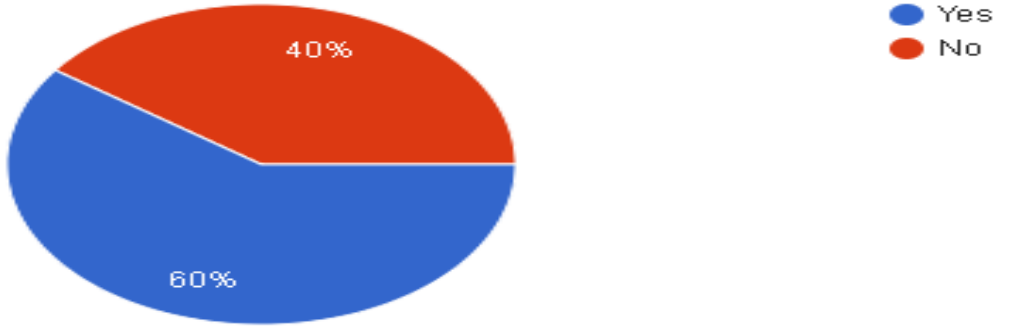
10 responses



Can patient meet doctor on physically on this app

Copy

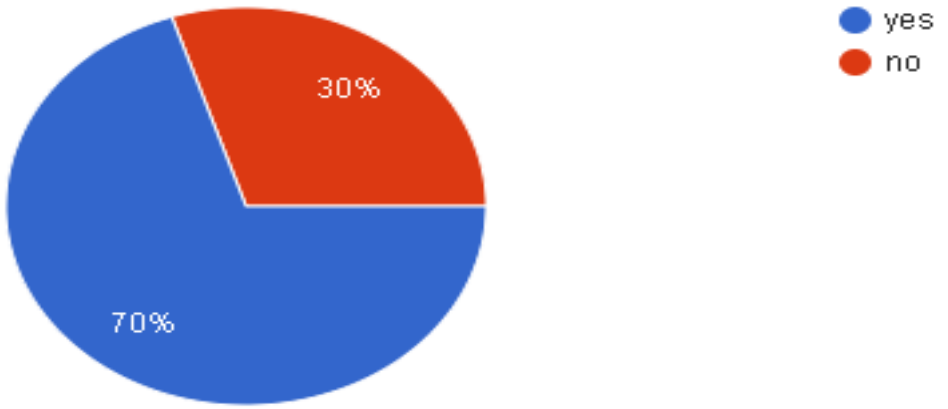
10 responses



Can patient see the history of doctor /

10 responses

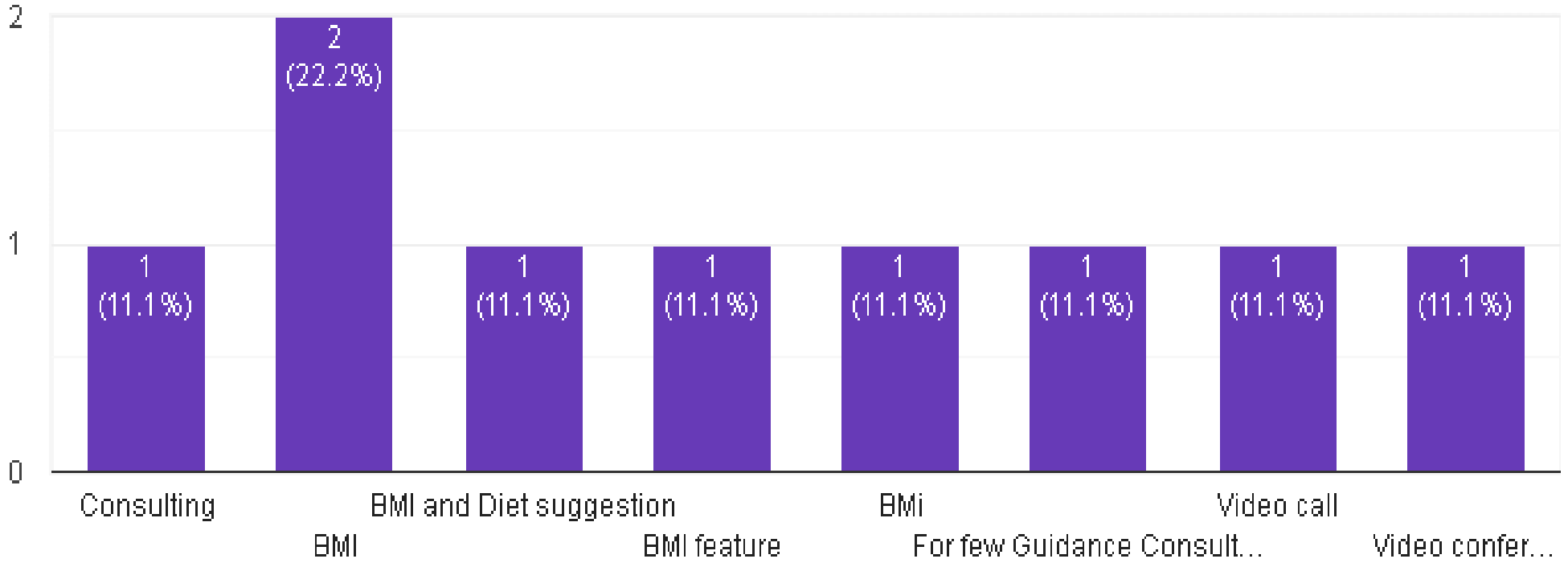
Copy



What features do you find most useful or valuable in the practo app?

Copy

9 responses



In what ways do you think the app could be more user-friendly or intuitive?

9 responses

Because buy this app pataient can meet virtually of doctor

Notifications for taking medicine

Easy to use

User reliability

Overall, by improving its navigation, personalization, search functionality, booking process, user interface, and loading times, Practo app could be made more user-friendly and intuitive

Scheduling meeting with doctor

Record to all personal Medical test

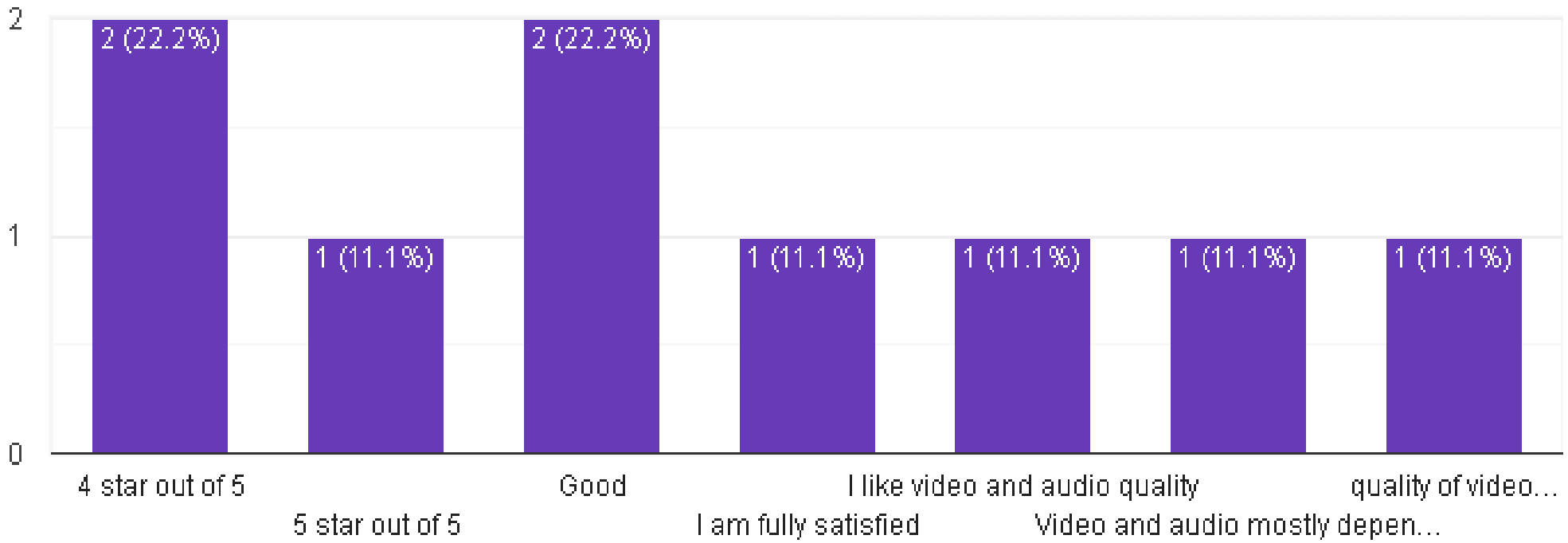
reliability

flexibility

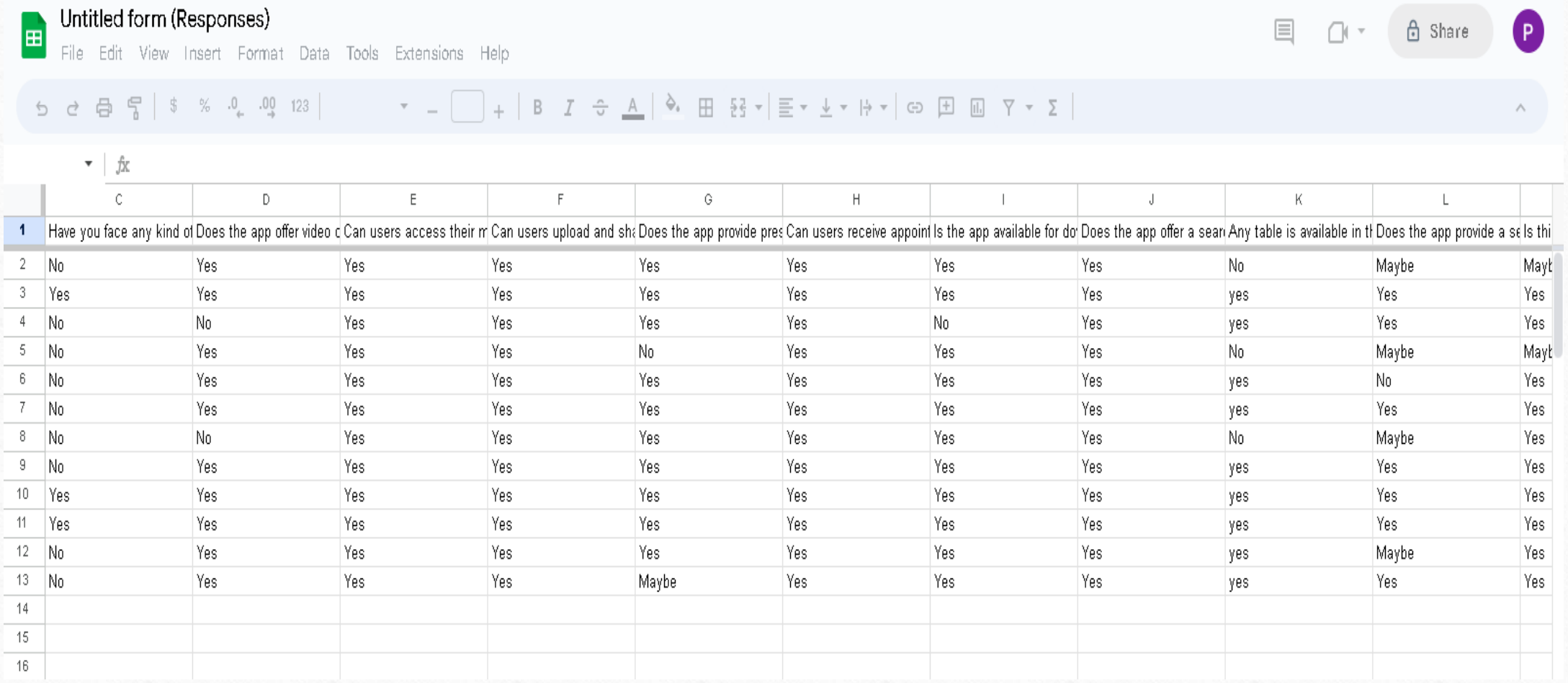
How satisfied are you with the quality of the video and audio during your practo on the app?

Copy

9 responses



Responses Document :-



Untitled form (Responses)

File Edit View Insert Format Data Tools Extensions Help

Share

	C	D	E	F	G	H	I	J	K	L	
1	Have you face any kind of	Does the app offer video c	Can users access their m	Can users upload and sha	Does the app provide pres	Can users receive appoint	Is the app available for do	Does the app offer a sear	Any table is available in th	Does the app provide a se	Is thi
2	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Maybe	Mayb
3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	yes	Yes	Yes
4	No	No	Yes	Yes	Yes	Yes	No	Yes	yes	Yes	Yes
5	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Maybe	Mayb
6	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	yes	No	Yes
7	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	yes	Yes	Yes
8	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Maybe	Yes
9	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	yes	Yes	Yes
10	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	yes	Yes	Yes
11	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	yes	Yes	Yes
12	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	yes	Maybe	Yes
13	No	Yes	Yes	Yes	Maybe	Yes	Yes	Yes	yes	Yes	Yes
14											
15											
16											

Google form link:

https://docs.google.com/forms/d/1Vo4q2Hnf5J5zPcfEp6WmAntqnvZkPOpbFyp4yzvDHI/edit

Document link:-

https://docs.google.com/spreadsheets/d/1LGfuxoJKVWLIwy6quu9C2PT7FQnyYuRiMQELoekQ70/edit?resourcekey#gid=1449175760

USABILITY DESIGN OF SOFTWARE APPLICATION

APP NAME

DOCTOR CONSULTING APP-PRACTO

TEAM MEMBERS :-

1) ATUL ANURAG 20BBS0095
2) SAHIL BHARTI 20BBS0059
3) PREM KUMAR 20BBBS0077
4) PRIYESH KUMAR SINGH 20BBBS0010

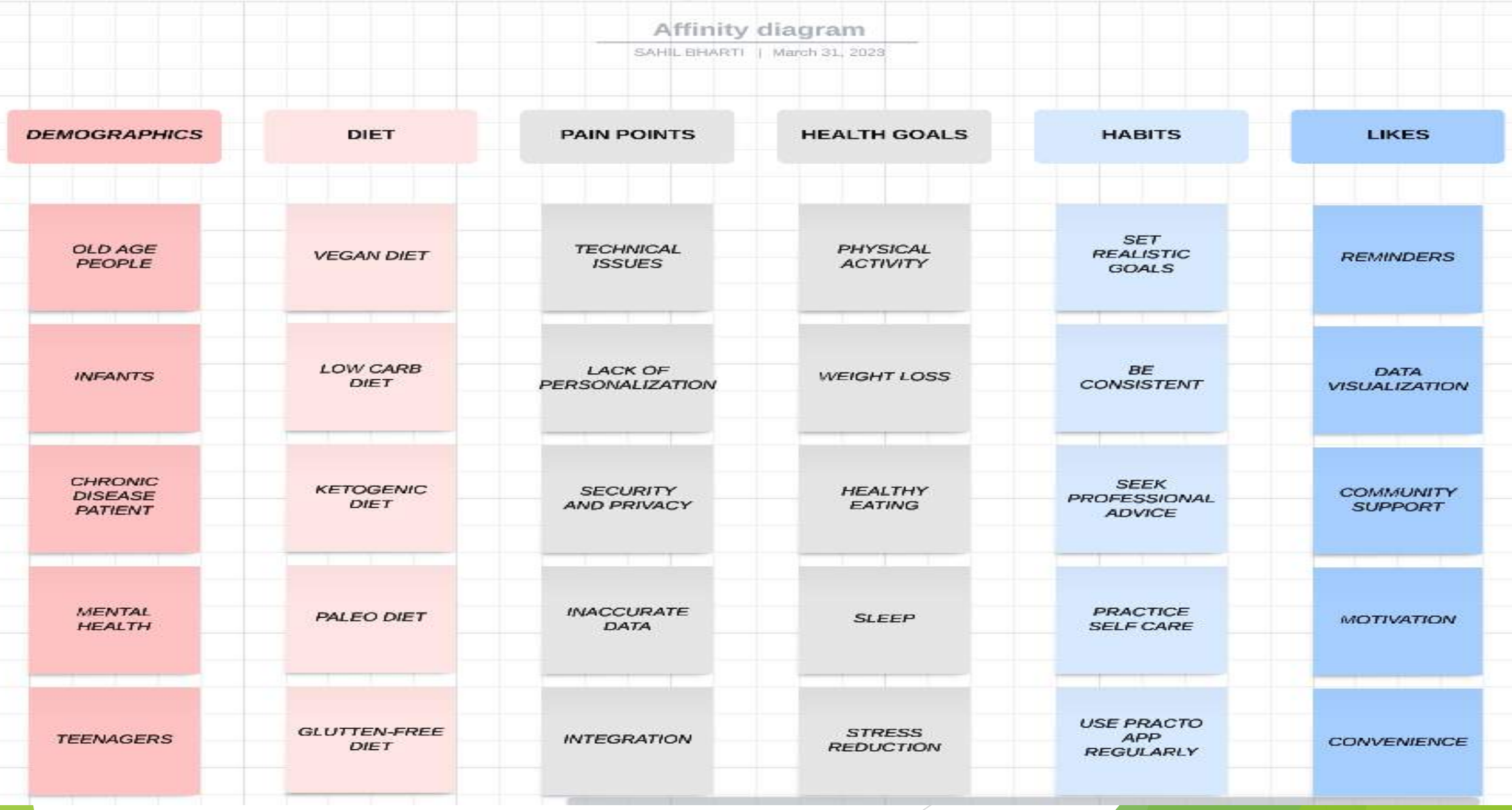
About Practo app (Features)

Practo has created a platform that allows patients to communicate with healthcare professionals, doctors, and nurses. This app is one of the fastest growing healthcare software which provides a platform for patients to connect with their required healthcare experts. The technology is developed to keep patients' data secure through cloud technology. This ensures that online patient records are always up to date and easily available to healthcare practitioners. The service users can book new appointments, check their treatment progress or corresponding records, and take care of accounting and payment services that can be performed online.

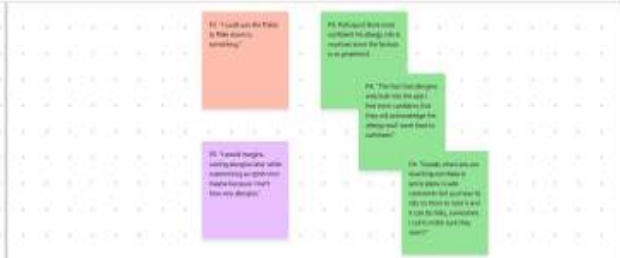
Redesign

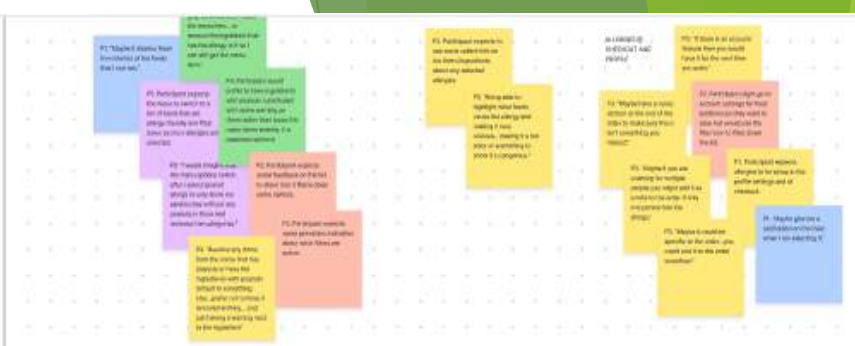
- Use BMI(Body Mass Index) to find user are healthy or not (weight and height).
- For few Guidance Consult a Doctor over chat/call/video conferencing instantly(Virtual assistant).
- Patient can easily get idea about their food(Daily uses).
- To get free of cost service for poor patients from doctor, we will tie-up with any Trust.

1.Affinity diagram

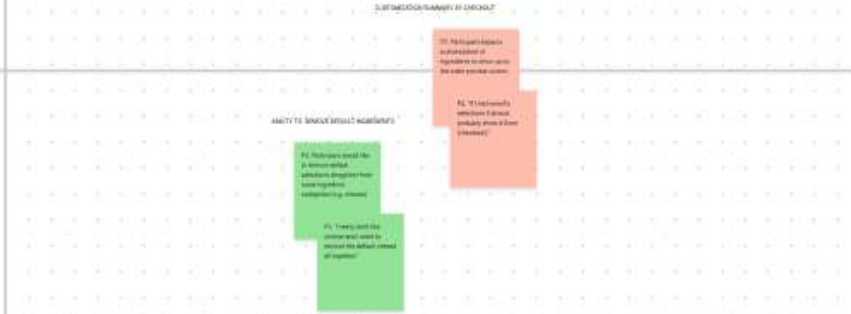


Food Allergies

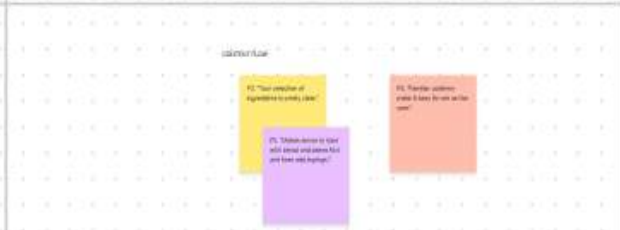




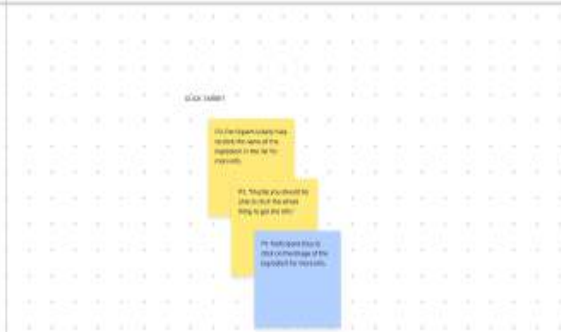
Order Flow

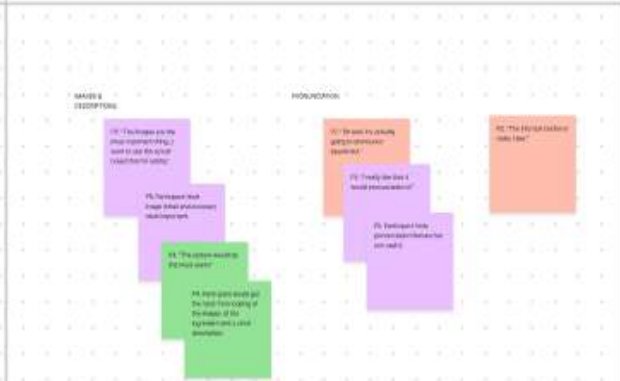


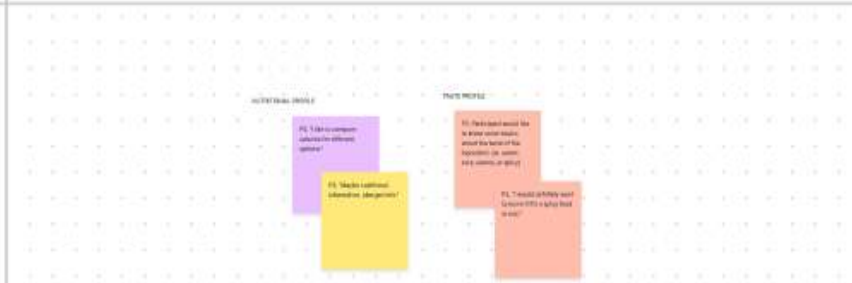
Order Customization



Ingredient Info







Data Bank

Duplicates sorted above

P1. Participant tries to click on the image of the ingredient for more info.

P1. "I couldn't like find it (e.g. filter icon)."

P1. Participant may need screen titles at the top to understand how to get back to home page

P1. "Maybe give me a notification on the food when I am selecting it."

P1. Participant is not sure if they are on the homepage.

P1. "Maybe it deletes them form the list of the foods that I can see."

P1. Participant is not sure where to add food allergies.

P2. Participant expects customization of ingredients to show up on the order preview screen.

P2. "This is my order and I can remove or edit the options"

P2. Participant is not sure about the location and filters at the top of the menu item page and if/how it would effect the menu item page.

"If I had specific selections it should probably show it there (checkout)."

P2. Participant would like to know some basics about the taste of the ingredient. (ie. sweet, sour, savory, or spicy)

"Familiar patterns make it east for me as the user."

P2. Participant might go to account settings for food preferences they want to save but would use the filter icon to filter down the list.

P2. "Oh look it's actually going to pronounce sauerkraut."

P2. Participant expects some feedback on the list to show that it filters down some options.

P2. "I would definitely want to know if it's a spicy food or not."

P2. Participant expects some persistent indicator about what filters are active.

P2. "I could use the filters to filter down to something."

P3. - Participant is confused about what Features are since there is no text for sandwich titles.

P2. "This is my order and I can remove or edit the options"

P3. Participant initally tries to click the name of the ingredient in the list for more info.

P3. "Your selection of ingredients is pretty clear."

P3. Participant expects allergies to be setup in the profile settings and at checkout.

P3. "Maybe you should be able to click the whole thing to get the info."

P3. Participant expects to see some salient info on the items/ingredients about any selected allergies.

P3. "Maybe nutritional information, allergen info."

P3. "It was pretty easy and straightforward. (order flow)"

P3. "Maybe it could be specific to the order...you could add it to the order somehow."

P3. "I like that it takes you straight to the menu since that's what you are looking for."

P3. "Maybe if you are ordering for multiple people you might add it as a note to the order if only one person has the allergy."

P3. "Remove any items from the menu that has peanuts or have the ingredients with peanuts default to something else...prefer not to have it removed entirely....and just having a warning next to the ingredient"

P3. "I think you would find it eventually but you have to explore the different buttons and options in the app before you find it."

P3. "If there is an account feature then you would have it for the next time you order."

P3. "Maybe have a notes section at the end of the order to make sure there isn't something you missed."

P3. "Being able to highlight what foods cause the allergy and making it very obvious...making it a red color or something to show it's dangerous."

P4. Participant found it intuitive to go select and menu item and add it to their bag.

P4. "I really don't like cheese and I want to remove the default cheese all together."

P4. Participant would like to remove default selections altogether from some ingredient categories (e.g. cheese)

P4. "The picture would be the most useful"

P4. Participant would get the most from looking at the images of the ingredient and a short description.

P4. "If I didn't find it there the next thing I would do is look in the profile to see if I could add it."

P4. Participant would prefer to have ingredients with peanuts substituted with some warning on the rather than loose the menu items entirely. (i.e. maximize options)

P4. "I would expect it to remove the menu items or gray them out after I click the menu item....or remove the ingredient that has the allergy in it so I can still get the menu item."

P4. Participant feels more confident his allergy info is received since the feature is so prominent.

P4. "Usually when you are checking out there is some place to add comments but you have to rely on them to read it and it can be risky, sometimes I call to make sure they saw it."

P4. "The fact that allergies was built into the app I feel more confident that they will acknowledge the allergy and I wont have to call them."

P5. Participant is a little confused by breakfast category and thinks it might include items that are not sandwiches.

P5. "I hate when they use creative names for the sandwiches that I don't understand."

P5. Participant finds the category breakdown of breakfast, hot and cold useful.

P5. "I really like that it would pronunciation it."

P5. Participant finds image detail and accuracy most important.

P5. "I like to compare calories for different options."

P5. Participant finds pronunciation feature fun and useful.

P5. "The images are the most important thing...I want to see the actual bread that I'm eating."

P5. Participant expects the menu to switch to a list of items that are allergy friendly and filter down as more allergies are selected.

P5. "I would imagine that the menu options switch after I select peanut allergy to only show me sandwiches without any peanuts in them and removed the categories."

P5. "I like the categories - they make it easy to decise what I want for lunch, dinner, etc."

P5. "I would imagine adding allergies later while customizing an option but maybe because I don't have any allergies."

P5. "Makes sense to start with bread and bases first and then add topings."

Explain how an Affinity diagram can be used to organize data related to the Practo app.

An affinity diagram is a tool used to organize and analyze large amounts of data or ideas. It is commonly used in design thinking, project management, and problem-solving processes.

First, you need to gather all the data related to the Practo app. This can include user feedback, reviews, complaints, suggestions, and any other information that can help improve the app's user experience.

Next, you can group similar data together and write them on sticky notes or cards. For example, if multiple users have suggested adding a feature to book appointments for multiple family members, you can group those suggestions together.

Then, you can start placing these sticky notes or cards on a board or wall in a way that makes sense to you. You can group related items together and label each group. For example, you can group all the suggestions related to booking appointments under a "booking" category.

Finally, you can analyze the affinity diagram to identify common themes, patterns, and trends. This can help you understand the users' needs and pain points, which can inform your design and development decisions.

2.Concept Development

Practo is a healthcare app that allows users to find doctors, book appointments, order medicines and perform other health-related activities. The app is designed to provide easy and convenient access to healthcare services to people.

Here are some ideas for concept development on the Practo app:

1.Personalized Health Dashboard: The app can provide users with a personalized health dashboard that will show them their health data like BMI, weight, blood pressure, etc. The dashboard can also give users recommendations on how to improve their health.

2.Symptom Checker: The app can have a symptom checker feature where users can enter their symptoms and get possible causes and remedies. The symptom checker can also help users understand when they should seek medical attention.

3.Telemedicine: The app can have a telemedicine feature where users can consult with doctors through video or voice calls. This will allow users to consult with doctors from the comfort of their homes.

4.Medicine Reminder: The app can have a medicine reminder feature where users can set reminders for their medicines. The app can also send notifications to users when it's time to take their medicines.

5.Health Articles and News: The app can have a health articles and news section where users can read about the latest health news, research, and tips for a healthy lifestyle.

6.Emergency Services: The app can have a feature where users can quickly access emergency services like ambulance, hospital, and emergency contacts.

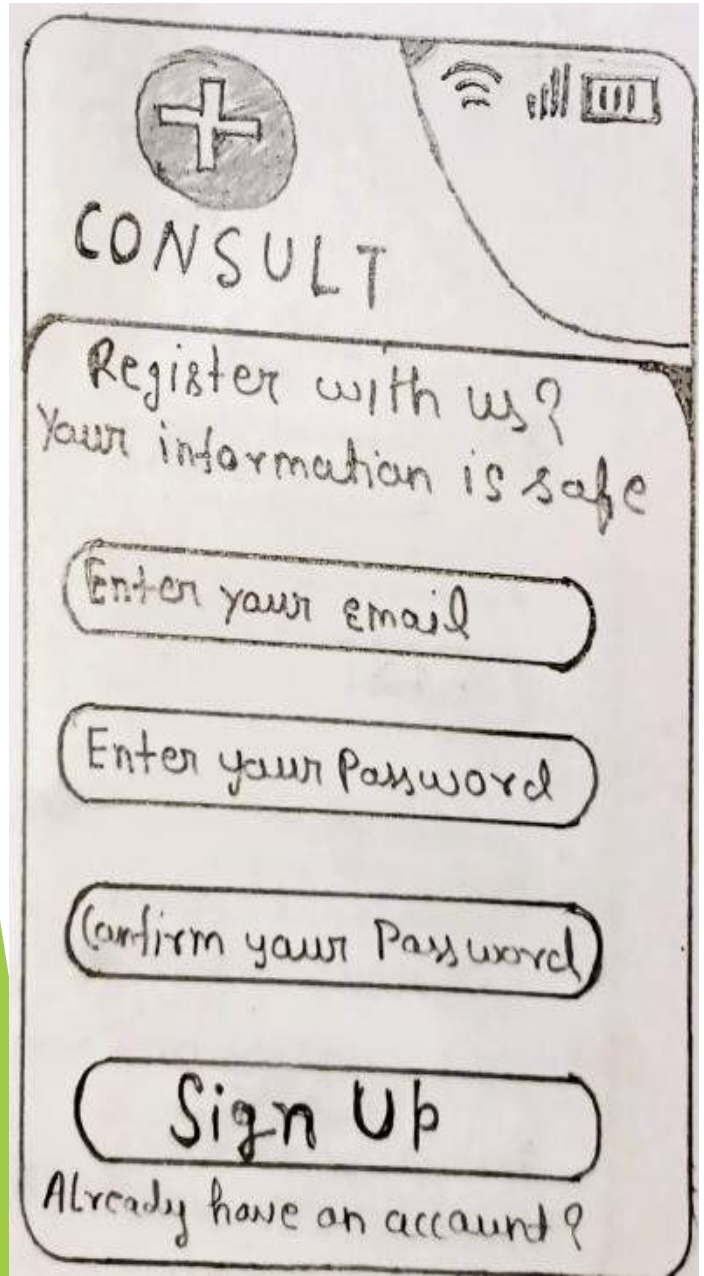
7.Health Record: The app can provide users with a health record feature where they can store their health data like medical history, reports, and prescriptions. This will allow users to easily access their health data whenever they need it.

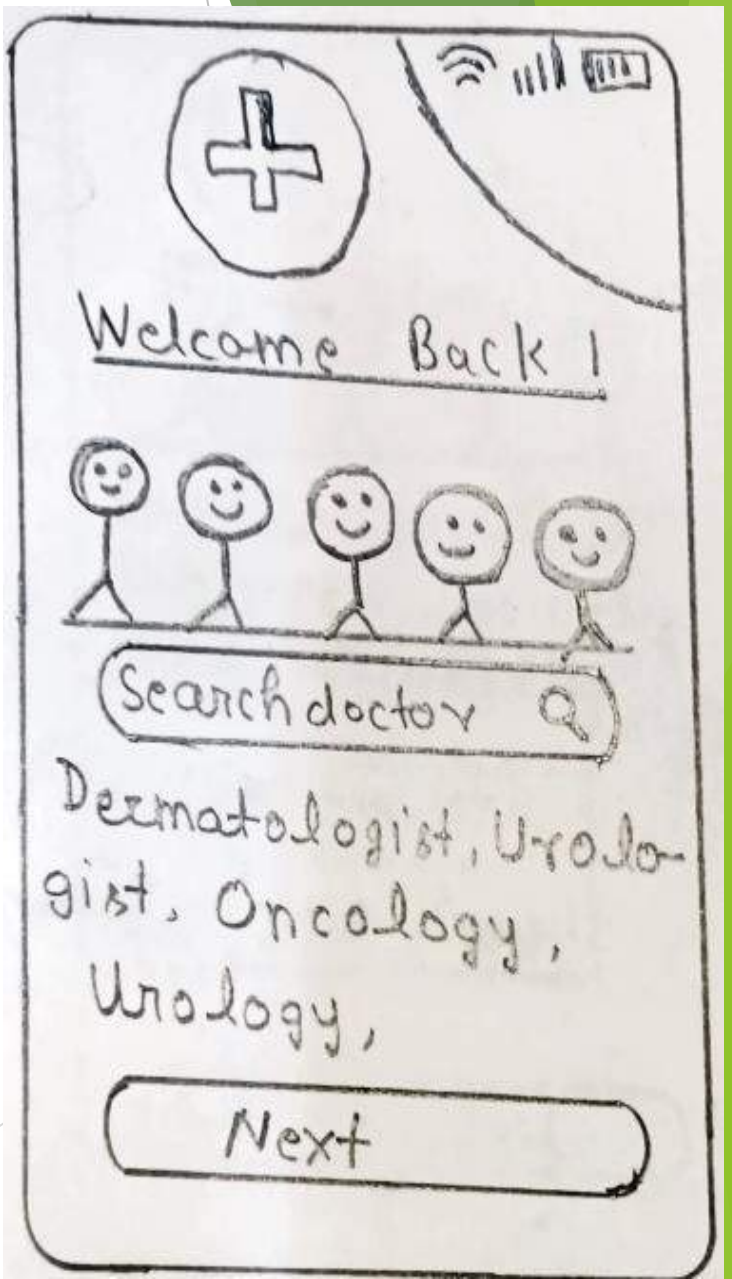
8.Health Challenges: The app can have a health challenges section where users can participate in challenges related to health and fitness. Users can also compete with their friends and family to motivate themselves to stay healthy.

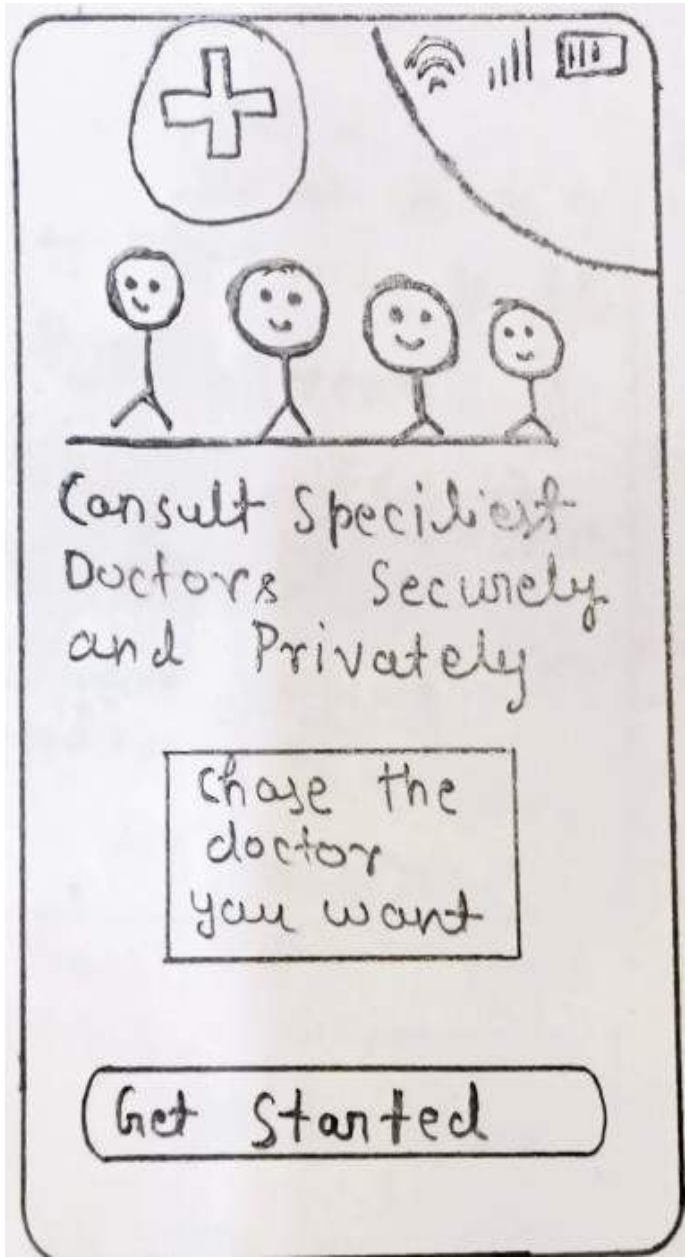
9.Health Insurance: The app can provide users with information on health insurance and help them choose the right health insurance plan based on their needs.

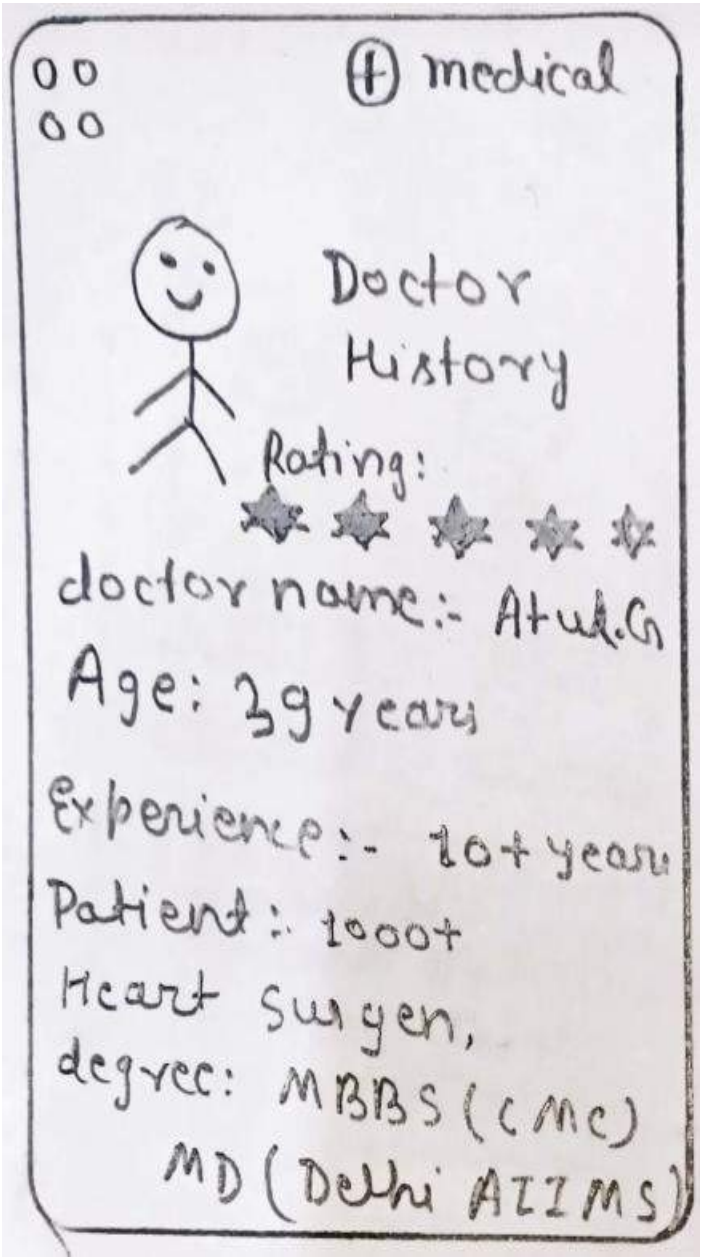
10.Healthy Recipes: The app can have a healthy recipe section where users can find healthy recipes that are easy to make. The app can also provide users with a grocery list for the ingredients needed to make the recipe.

3.Paper prototype (presented in A4 Sheet)






Consult Specialist Doctors Securely and Privately
Chose the doctor you want
Get Started


medical
Doctor History
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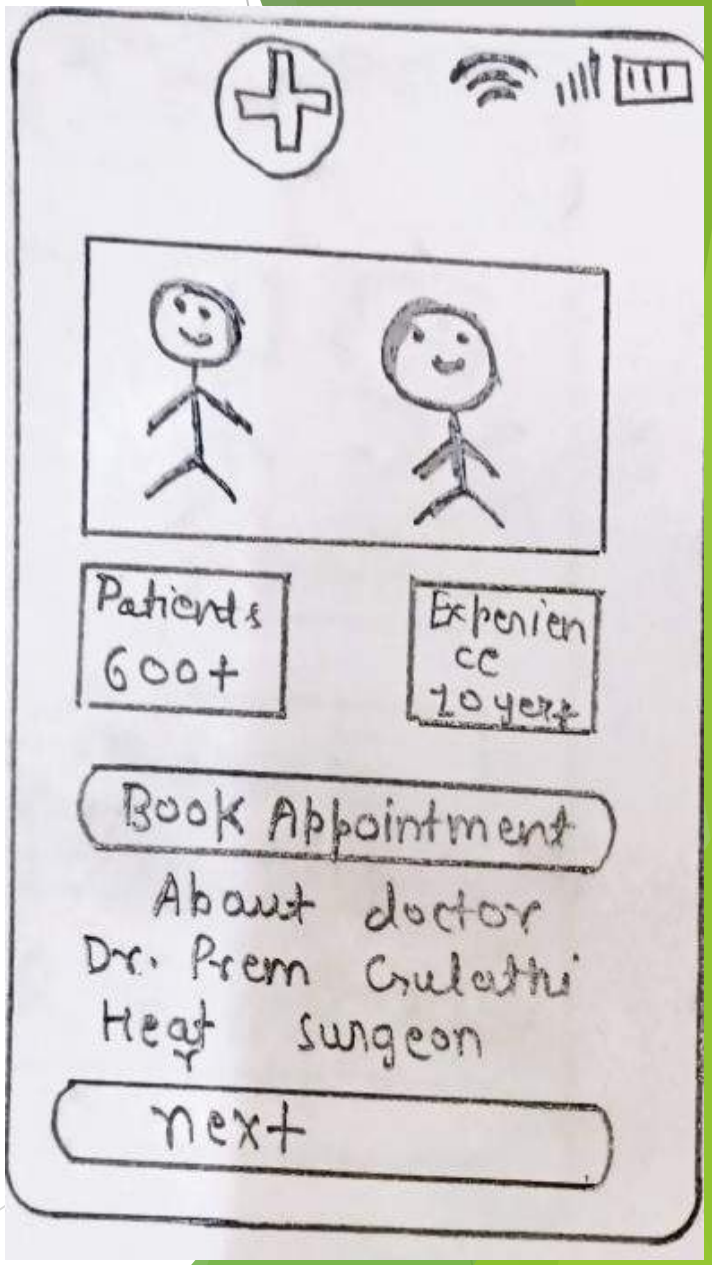
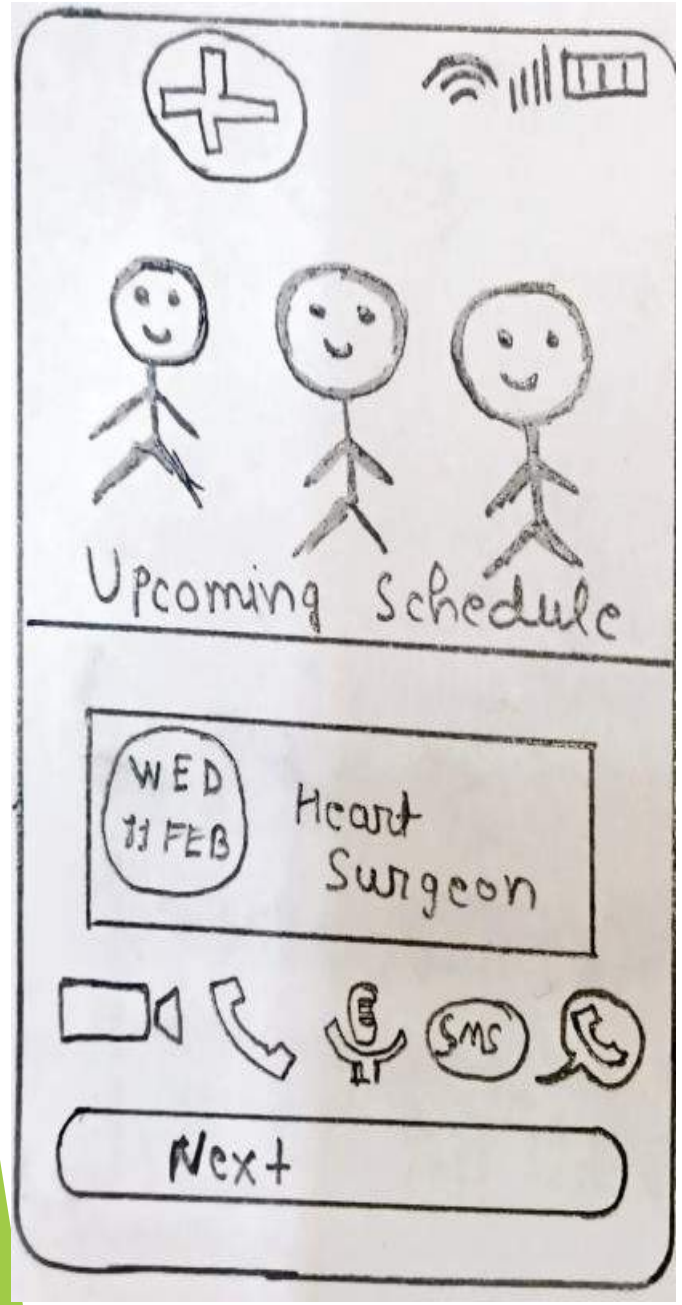
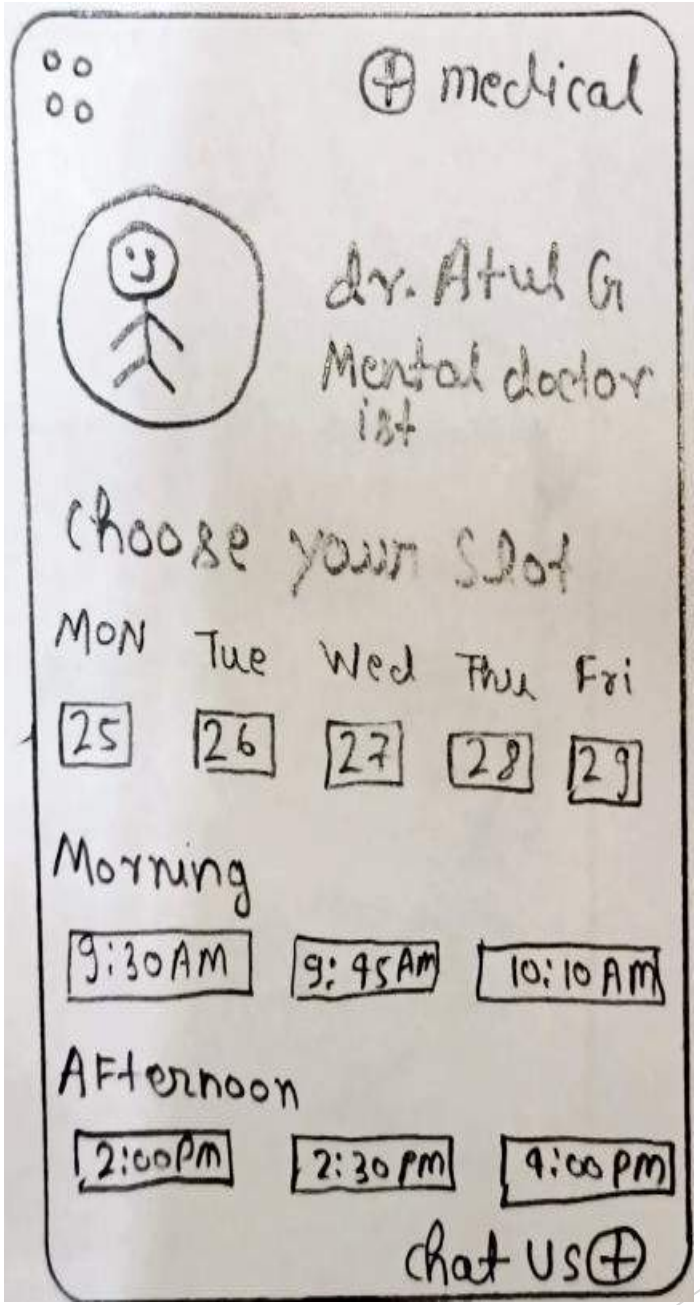
doctor name:- Atul.G
Age: 39 years
Experience:- 10+ years
Patient:- 1000+
Heart Surgen,
degree: MBBS (CMC)
MD (Delhi AIIMS)


Patients 600+
Experience 10 years
Book Appointment
About doctor
Dr. Prem Gulathi
Heat Surgeon
next


Upcoming Schedule
WED
11 FEB
Heart
Surgeon
SMS
Next


medical
dr. Atul G
Mental doctor
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Choose your Slot
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10:10AM
Afternoon
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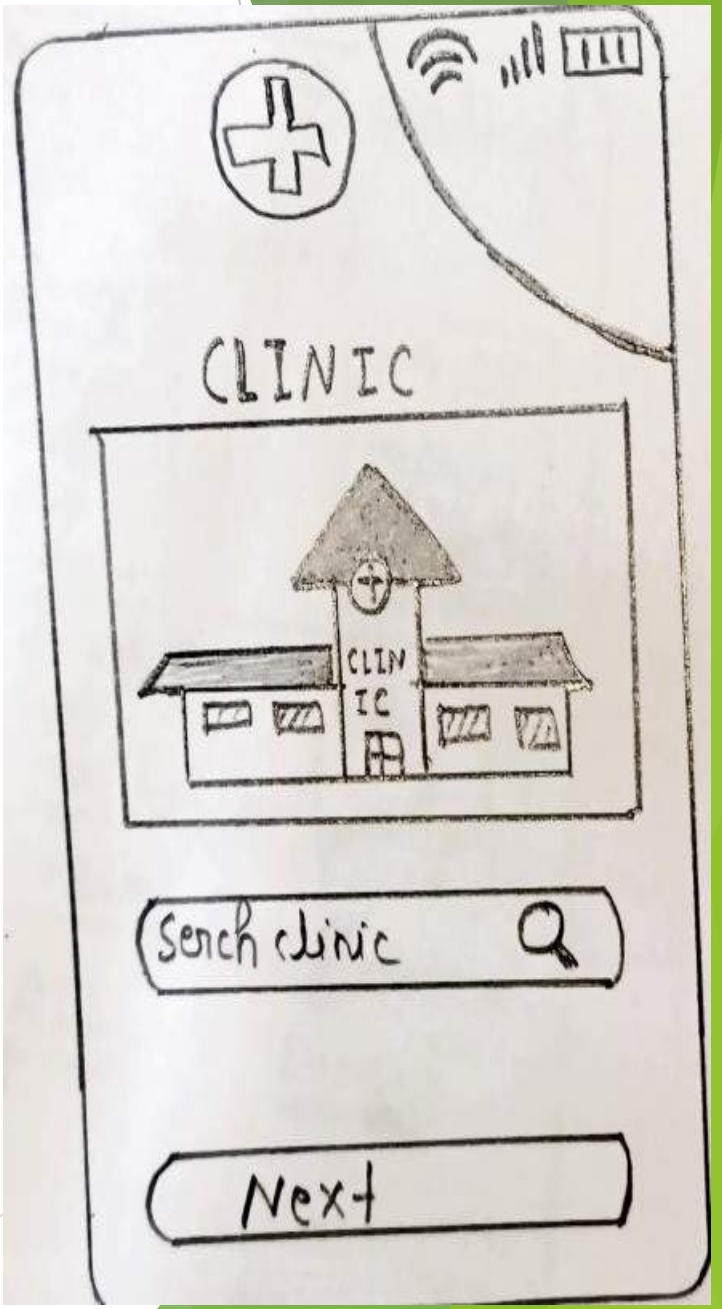
2:30pm
4:00pm
Chat Us


CLINIC
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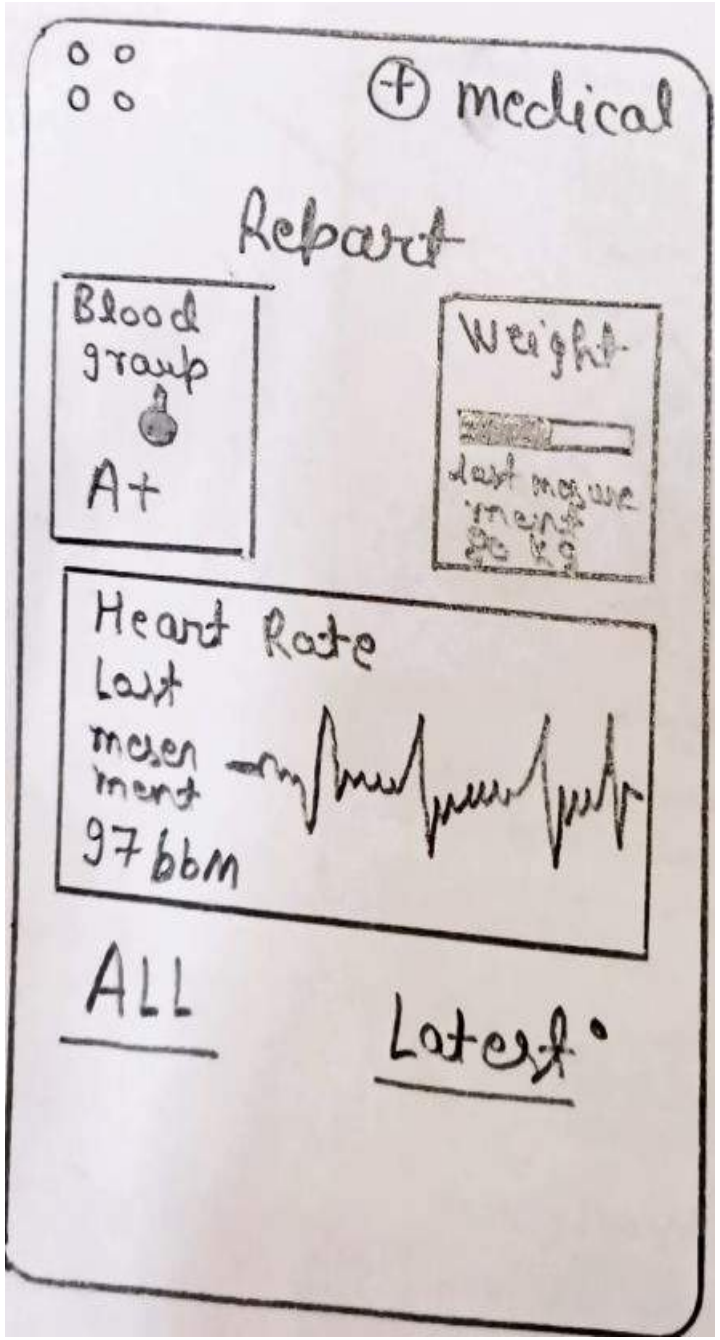
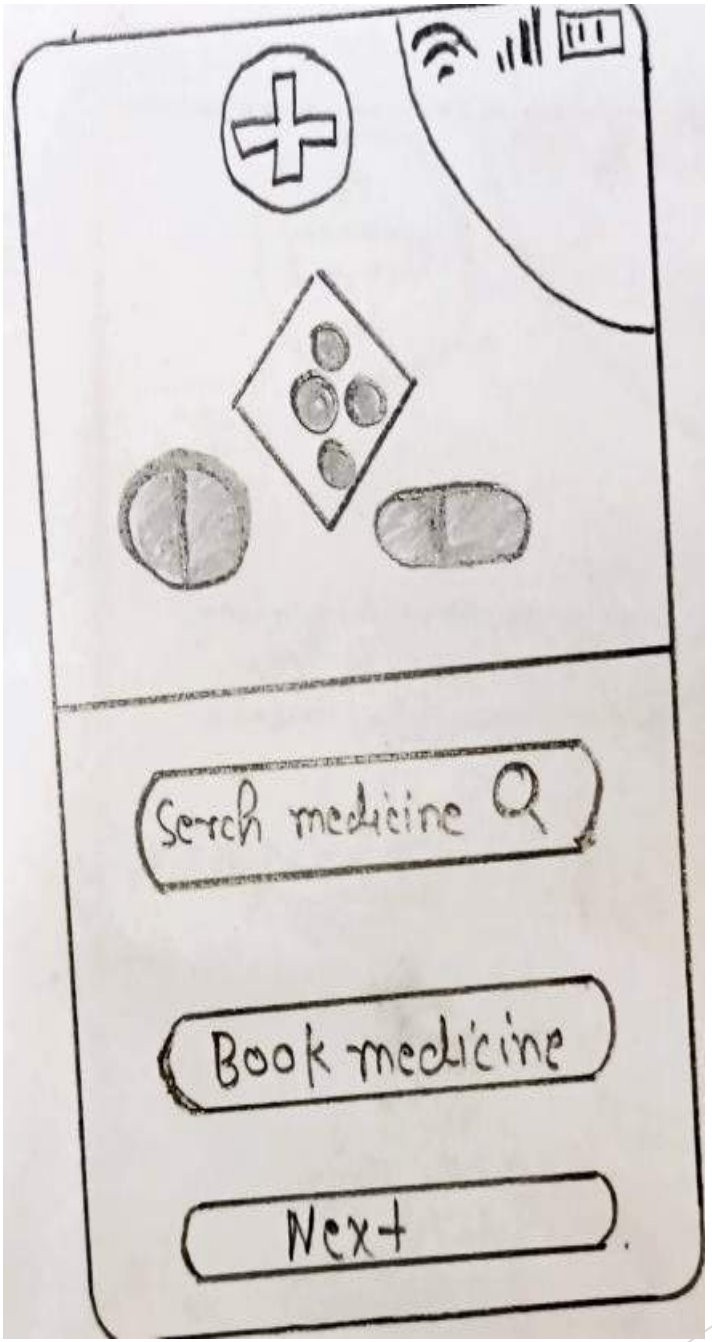
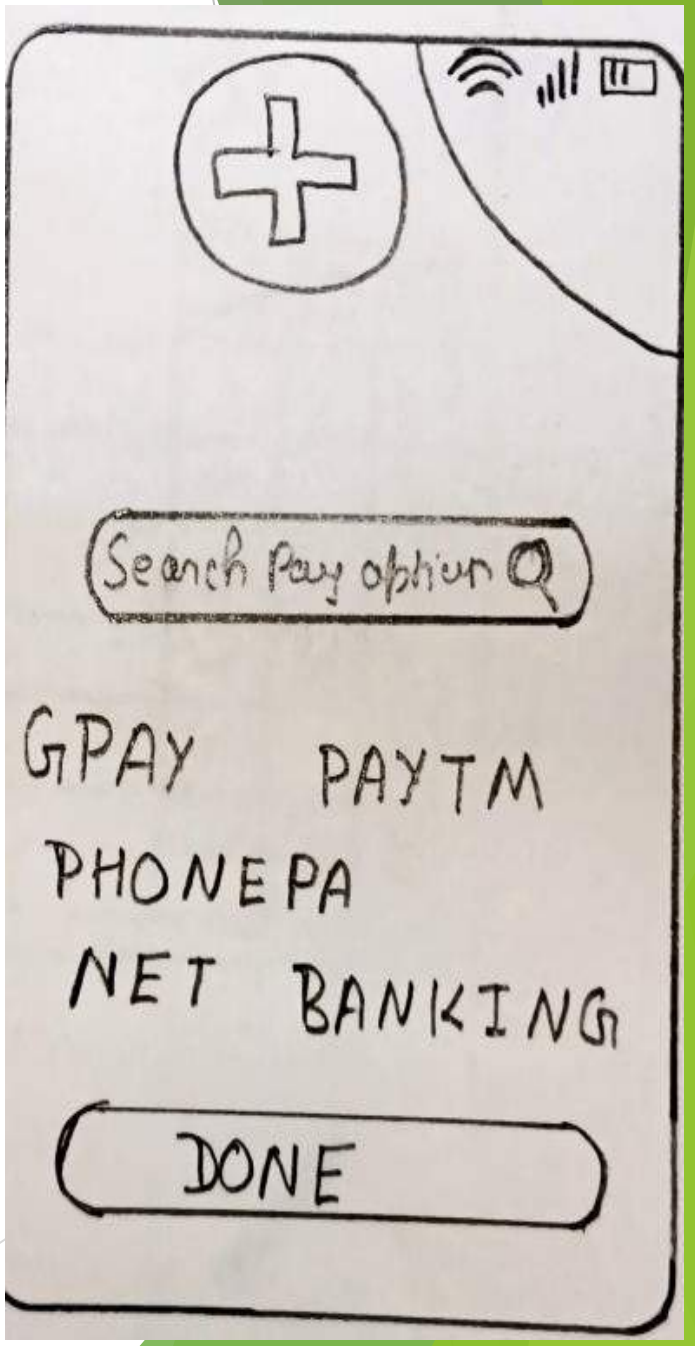
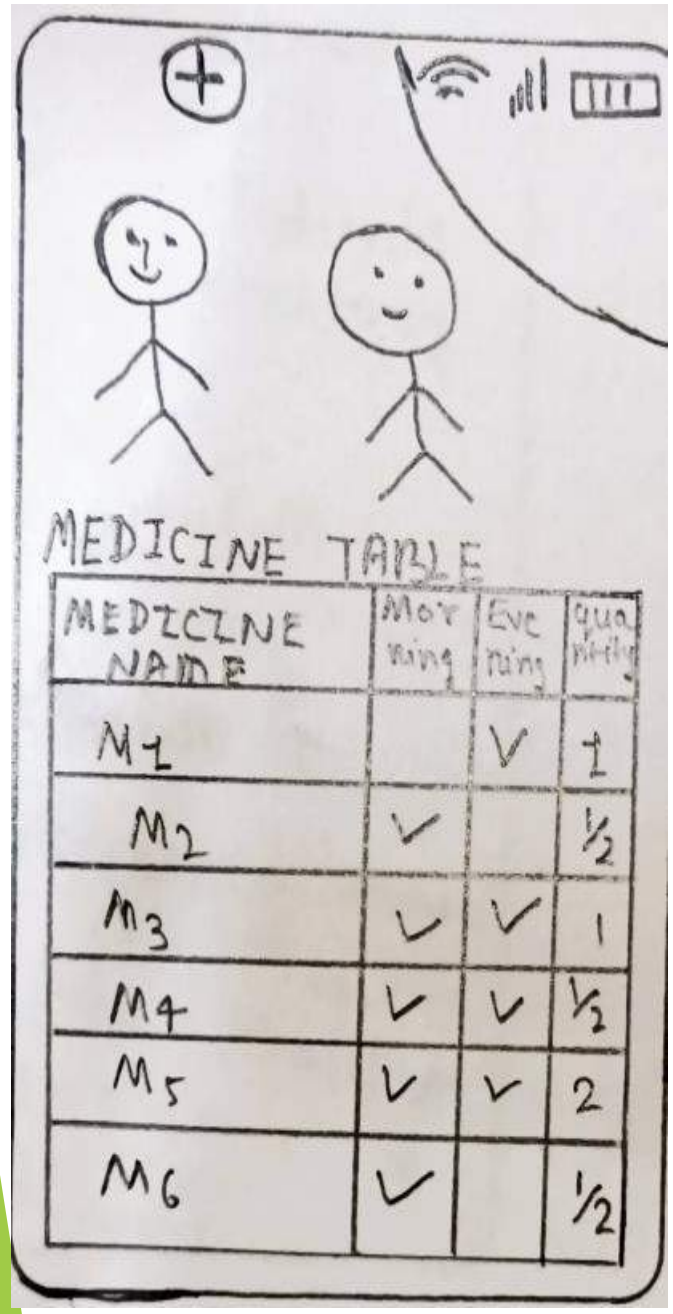
Serch clinic
Next


medical
Report
Blood group
A+
Weight
last measurement 56 kg
Heart Rate
Last measurement
97 bbm
ALL
Latest

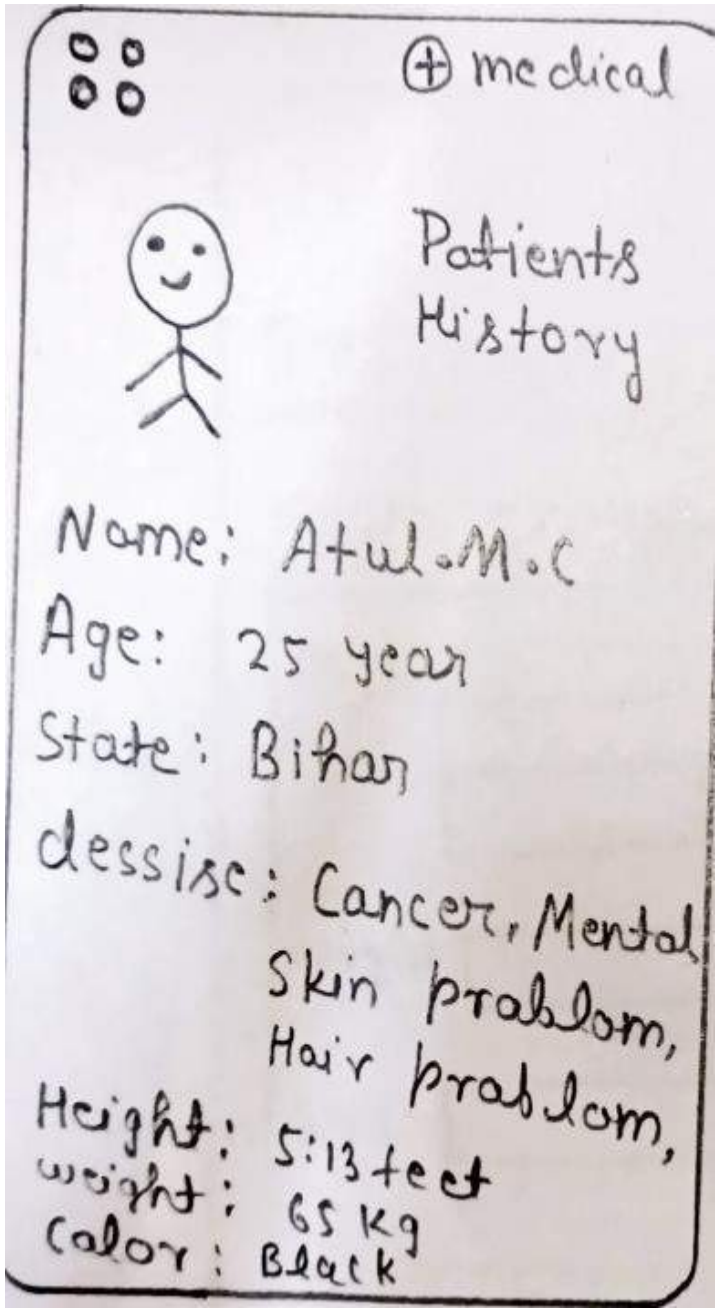

Serch medicine
Book medicine
Next


Search Pay option
GPAY
PAYTM
PHONEPA
NET BANKING
DONE



MEDICINE TABLE

MEDICINE NAME	Morning	Evening	quantity
M1		✓	1
M2	✓		½
M3	✓	✓	1
M4	✓	✓	½
M5	✓	✓	2
M6	✓		½



medical

Patients History

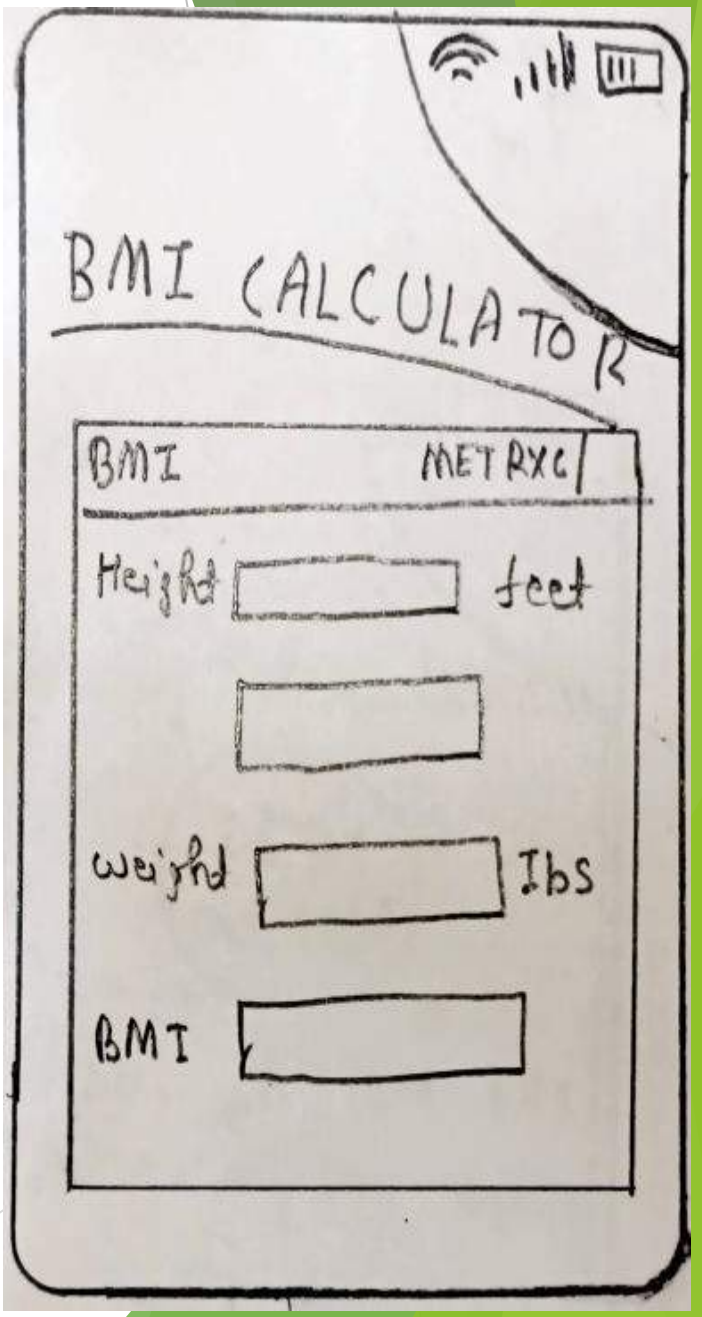
Name: Atul.M.C

Age: 25 year

State: Bihar

dessise: Cancer, Mental
Skin problom,
Hair problom,

Height: 5:13 feet
weight: 65 kg
Color: Black



BMI CALCULATOR

BMI METRIC

Height feet

weight Ibs

BMI

TASK FLOW

Nya

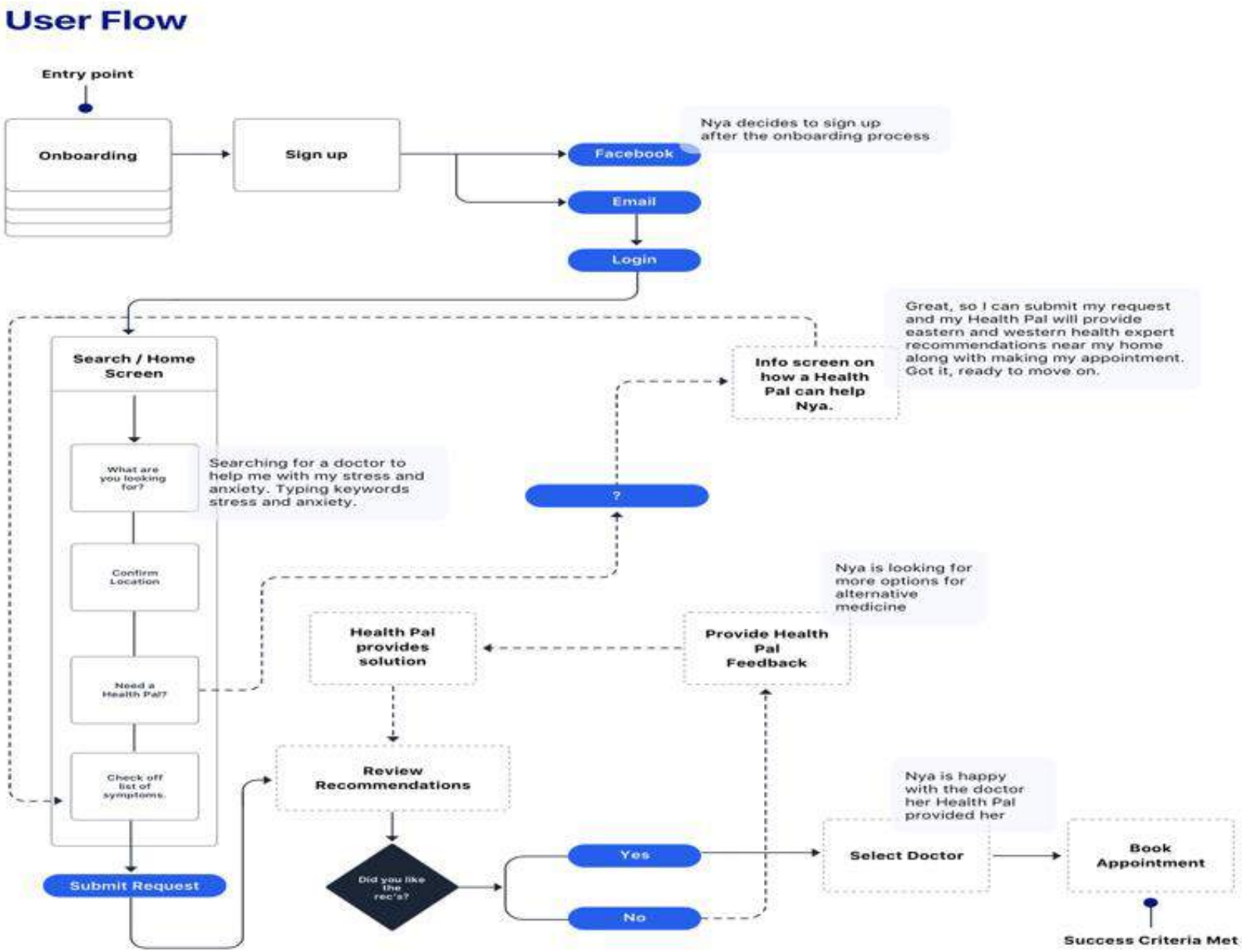
Age	34
Occupation	School Teacher
Education	Graduate
Marital Status	Married
Location	Sacramento, CA
Hobbies	Ceramics

Objective

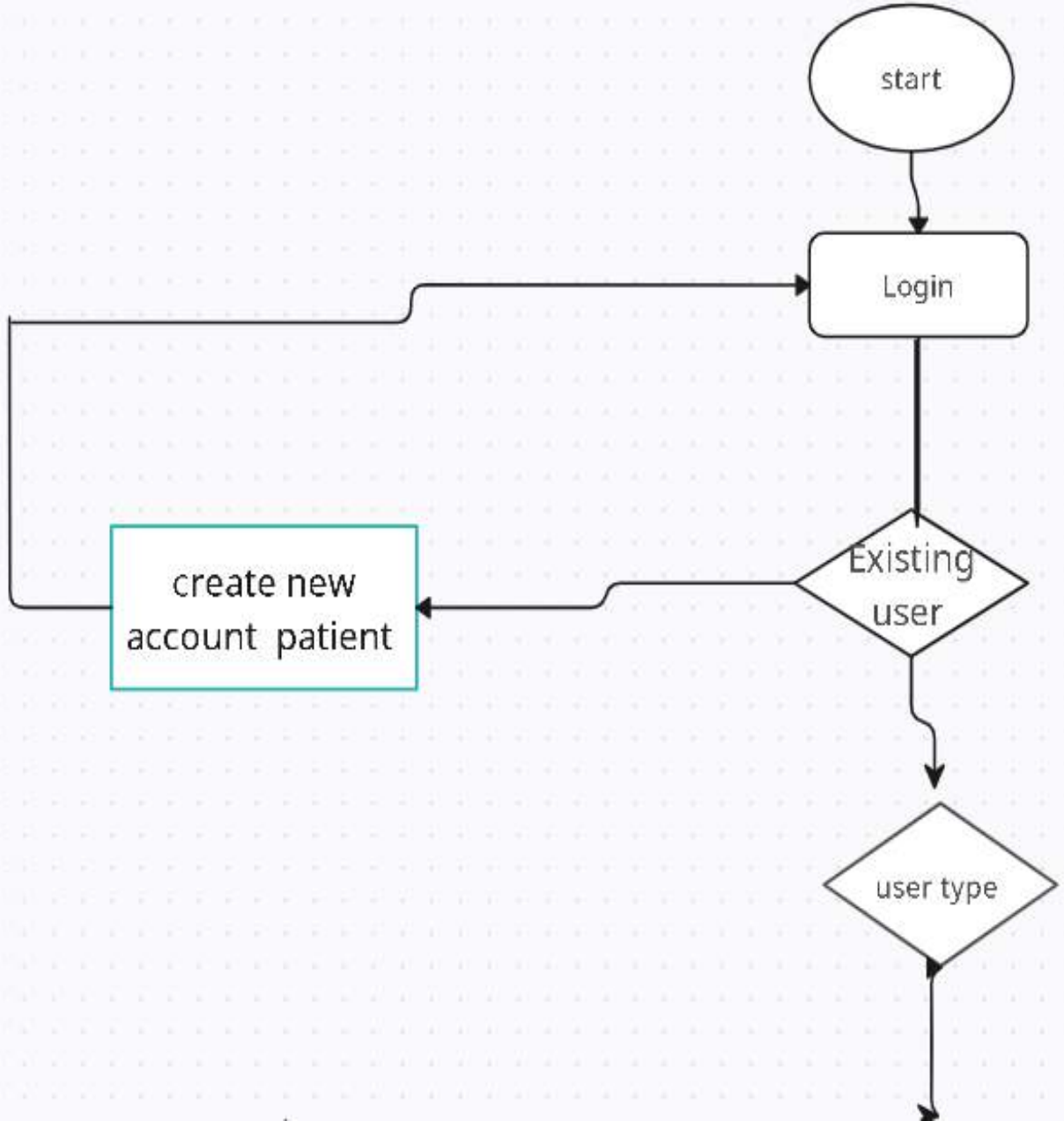
As a Teacher, **I want** to ask a health question to a health pal, **so that** I can receive eastern and western medical treatment recommendations to treat my conditon, and after making a selection, for a health pal to arrange my appointment for me.

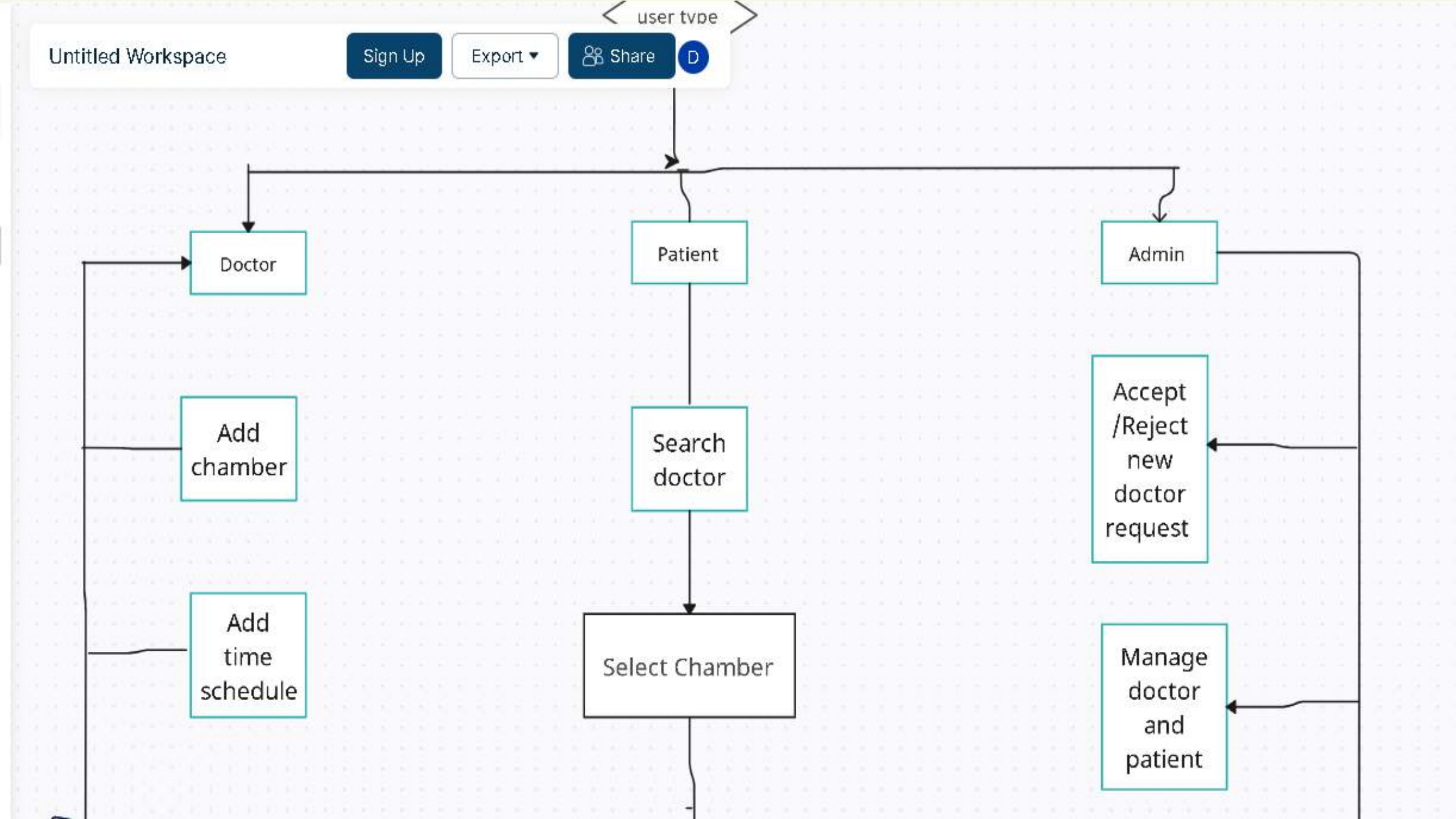
Task Analysis

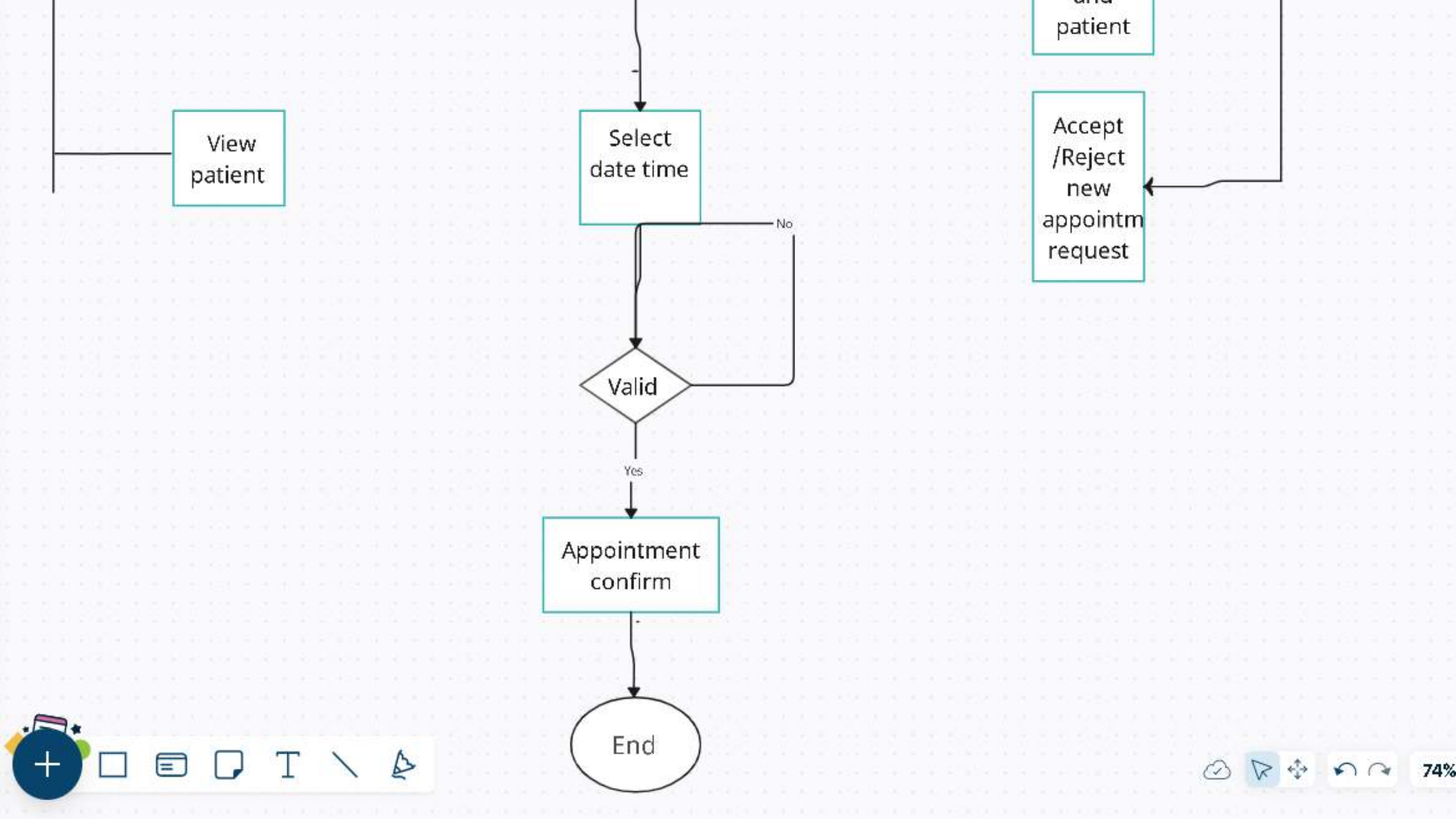
- Onboard
- Sign in
- Tap searchl tab, bottom nav
- Ask health question to Health Pal
- Describe symptoms
- Confirm location
- Health Pal provides recommendations after calling health expert offices to confirm they can treat your symptoms
- Review eastern and western medical treatment recommendations
- Select the doctor that fits your needs
- Book the appointment yourself or have a Health Pal do it for you



Untitled Workspace
Sign Up
Export
Share
D




user type
Untitled Workspace
Sign Up
Export
Share
D
Doctor
Patient
Admin
Add chamber
Search doctor
Accept /Reject new doctor request
Add time schedule
Select Chamber
Manage doctor and patient


View patient
Select date time
No
Valid
Yes
Appointment confirm
End
patient
Accept /Reject new appointm request

Figma link

https://www.figma.com/file/F4YbzpB4zAXKT6AoYoNZu3/DOCTOR-CONSULTATION-APP?node-id=13%3A9 6&t=fsKbXYywkpUBJG67-1