**User Interview and Feedback to Improve Telehealth Website**

**Potential Users Interviewed:**

* Ihuoma ezemdi
* Rachael blessings
* Chigozie Patrick
* Amaka Ebieroma

**User Feedback:**

**Feedback 1**

The user found the platform:

* Easy to understand and navigate after initial confusion.
* Potentially efficient, enabling more patients to be attended to quickly.

However, she suggested:

* Improving graphics to enhance clarity and user experience.
* She also mentioned that the platform could help address brain drain by: Reducing workload and potentially improving work-life balance for healthcare professionals.

**Feedback 2**

The user found the wireframe to be clear and intuitive, describing a logical user journey for remote healthcare access. She appreciated the language options, step-by-step process, and delivery option for prescriptions.

However, she suggested improvements for:

* Ambiguous labels and icons (e.g., "CONNECT" button, Call Timer, Delivery icon).
* Enhancing navigation and feedback--progress indicators, breadcrumbs emoji/star ratings.
* Improving accessibility by using larger font sizes and contrast improvements

**Feedback 3**

The user found the wireframe intuitive and appreciated its potential for:

* BMI tracking and health education
* Quick access to medical doctors

However, he had concerns and suggested the following:

* Adding Prescription ID for requesting drugs
* Improving design elements for better user experience

**Feedback 4**

The user found the platform inclusive and easy to follow, appreciating the language options and step-by-step process.

However, she raised concerns about:

* Technical challenges in rural areas (poor network, power outages).
* Vital sign monitoring tool (confusion about the tool, cost, and practicality).
* Too many touchpoints

We used the feedbacks to improve our wireframe.