



Quick Start: Clinical Reminders

This Quick Start Guide will help you consider the user experience with the clinical reminder you have been tasked to build. Introducing just a few steps to your existing workflow will:

- **Minimize rework** caused by usability issues typically observed late in the design process.
- **Add value** to the organization and those who rely on your clinical reminder’s effective use.

Step 1: Understand the Problem

The key: Have a conversation with the requestor early in the process — upon receiving the work request.

What to do:

1. **Find out what problem the clinical reminder aims to solve.** Is there a patient safety issue or is it mainly process improvement?
2. **Determine the business requirements.** What are the measures of success?
3. **Identify the end users and the subject matter experts.** Who can support you in your design process?

Try this: Download an [intake form](#) that will keep you organized and ensure you ask the right questions.

Learn More

[Interview Stakeholder Method](#)

Step 2: Understand the User and the Work Environment

The key: Have a conversation with an end user early in the process — before making format decisions.

What to do:

1. **Find out who the users will be.** What are their training backgrounds? Are they from the same or varied disciplines?
2. **Determine the environment.** Will the reminder be used in an emergency department or an inpatient clinic? What aspects of this environment shape how users interact with your clinical reminder?
3. **Get a sense for the user’s workflow.** How will your clinical reminder make the user’s job more efficient and more effective?

Try this: Download and print [discovery questions](#) annotated for easy reference.

Learn More

[Interview User Method](#)

Step 3: Design. Test. Repeat.

The key: Put your vision for the clinical reminder in front of an end user before firming it up in code.

What to do:

1. **Begin with a mock-up.** You could draw your plan on paper or create a PowerPoint slide. The goal is to capture how the user will interact with your design.
2. **Walk through your mock-up with an end user.** Encourage them to think out loud as they interact with it. Note their reactions. Are there elements of the design that could lead to errors or they find inefficient?
3. **Adjust your design based on feedback received.** You are now better equipped to begin design implementation.
4. **Test again and repeat as needed.** Products that are user-friendly are generally tested early and often, all the way through to deployment.

Tip

Consult the [design pattern library](#) to ensure you apply best practices when you create your clinical reminder.

Learn More

[Visual Modeling Method](#)

[Usability Walkthrough Method](#)