

# IHCI Second Submission

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## Rules

- Submit a Google Doc, NOT a PDF or a Google slide.
- Use the default fonts, line spacing, and font size unless specifically required in the assignment.
- After submission, the Google Doc will get automatically locked, so you won't be able to make any changes.
- Standard plagiarism rules apply.
- Your submission will not be considered for grading and feedback if you do not follow these guidelines.

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### **Names of Group Members:**

Rishit Gupta	2022406
Ritesh Kumar Parihar	2022407
Ritika Thakur	2022408
Ritviek Padda	2022409
Riya Gupta	2022410

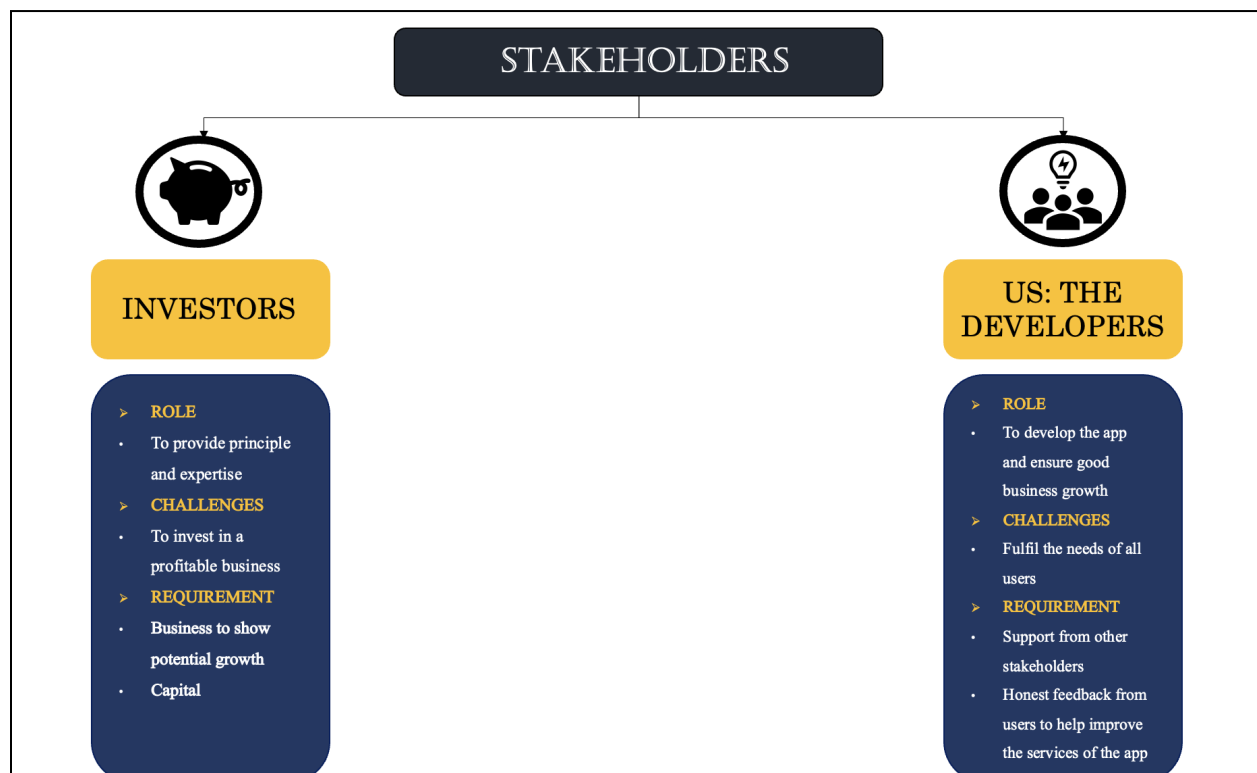
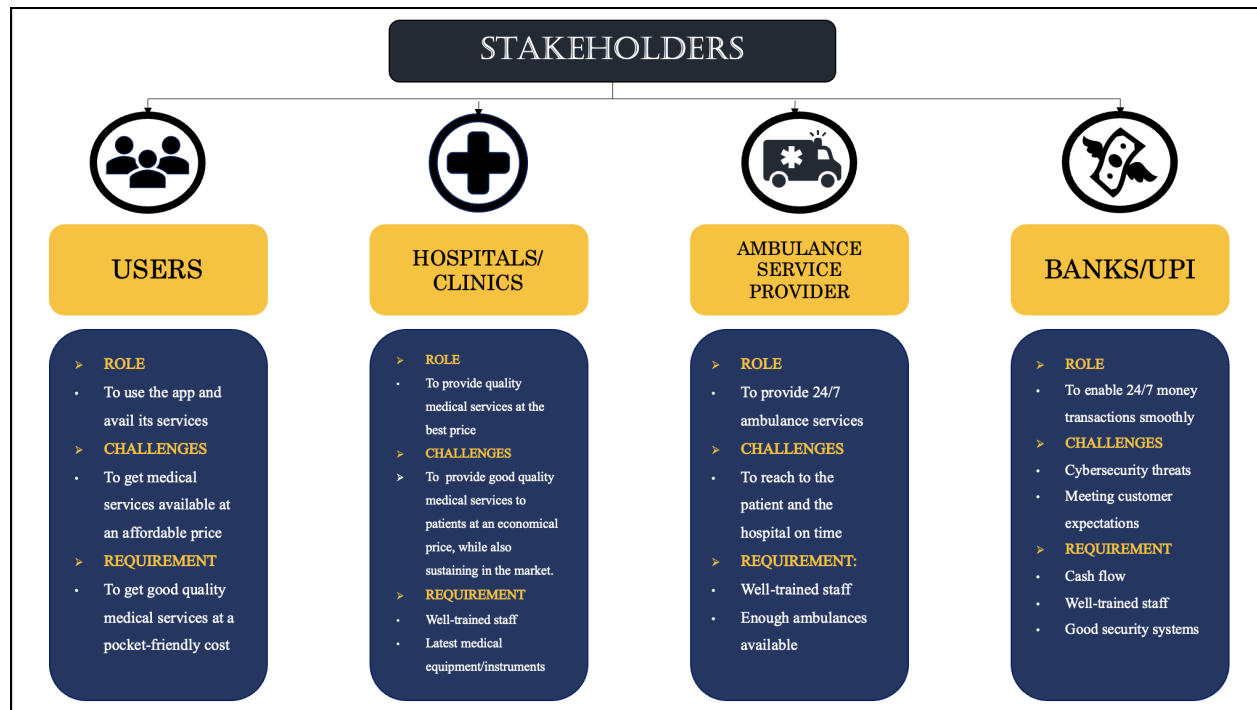
**Project Group Number: 2**

**HCI Group No.: 6**

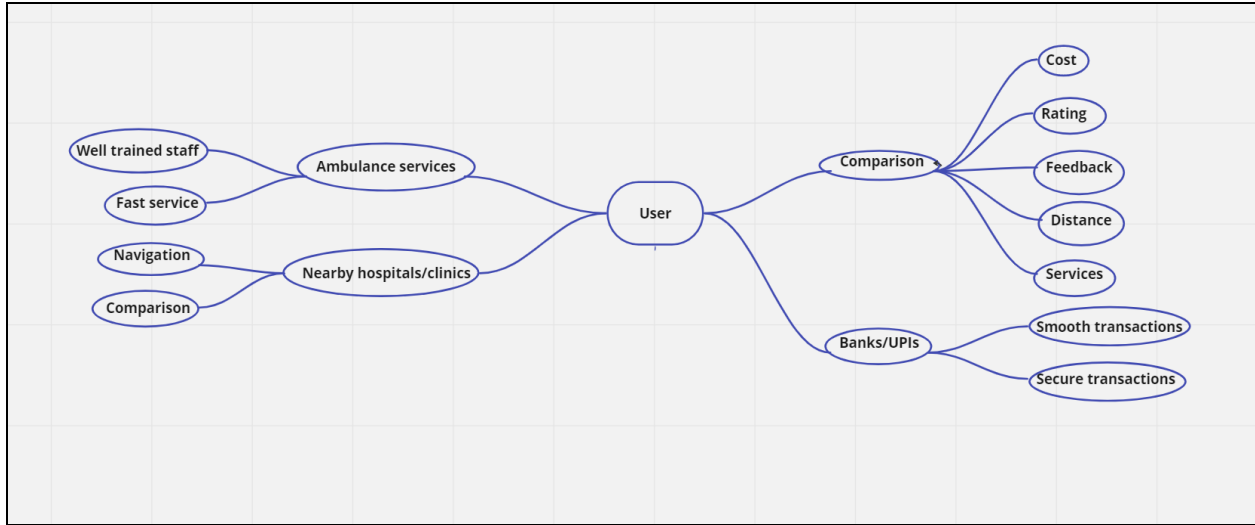
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## Requirement Gathering

**A.** We identified six stakeholders involved in our project: Users, Hospitals and clinics, Ambulance service providers, Banks/UPI, Investors and us, the Developers. Based on research and interviews, the following are their roles, challenges and requirements:



We also tried to depict the different ways in which the users are connected to the different stakeholders as well as the services they will be able to avail through our app.



<https://miro.com/app/board/uXjVP3csgHM=/>

## Personas and Scenarios

A. We created personas based on our interviewees and their unique experiences to better understand our user base and their requirements that would affect the making of our app.

### PERSONA 1

## Meet Madhavi Goyal

Madhavi is a 29 year old female living in Delhi NCR, India. She has been married for 2 years now and is almost 8 months pregnant with her first child.

Madhavi is employed at a private IT company as a manager and works from 9 to 5 all through the weekdays. Her office is an hour away from her home and she has to take a cab to work everyday. She is planning to start working from home for a few months.

**Goals**

- Wants to keep her baby safe and healthy
- Wants to continue working after having her child
- To ensure her child's vaccination timely

**Needs**

- Medical attention on time
- Proper care, diet and assistance
- Leave from work
- Guidance on how to raise her baby

**Motivations**

- Family
- Money
- Success at work
- Health and happiness
- New beginnings

**Interests**

- Cooking
- Reading fashion magazines
- Shopping with friends
- Painting landscapes

**Expectations**

- Finding nearby hospitals during emergencies
- Comparing prices of various checkups she might need
- Instant ambulances

**Barriers & Frustrations**

- Travelling everyday causes discomfort
- Can't find hospitals nearby quickly
- Ambulances do not arrive on time

### Key points in the interview

**QUES 1:** How often do you face difficulties in finding hospitals near you?

**ANS 1:** Very often. 4 out of 5 times I would say I cannot find a hospital for my needs nearby. It takes a lot of going around in circles to find one, to be honest.

**QUES 2:** Do you feel like you end up paying more than you should for these hospital visits?

**ANS 2:** Yeah, sometimes. I would check the prices later on and find out that a diagnostic lab 2 miles further ahead was doing the same test at a cheaper cost!

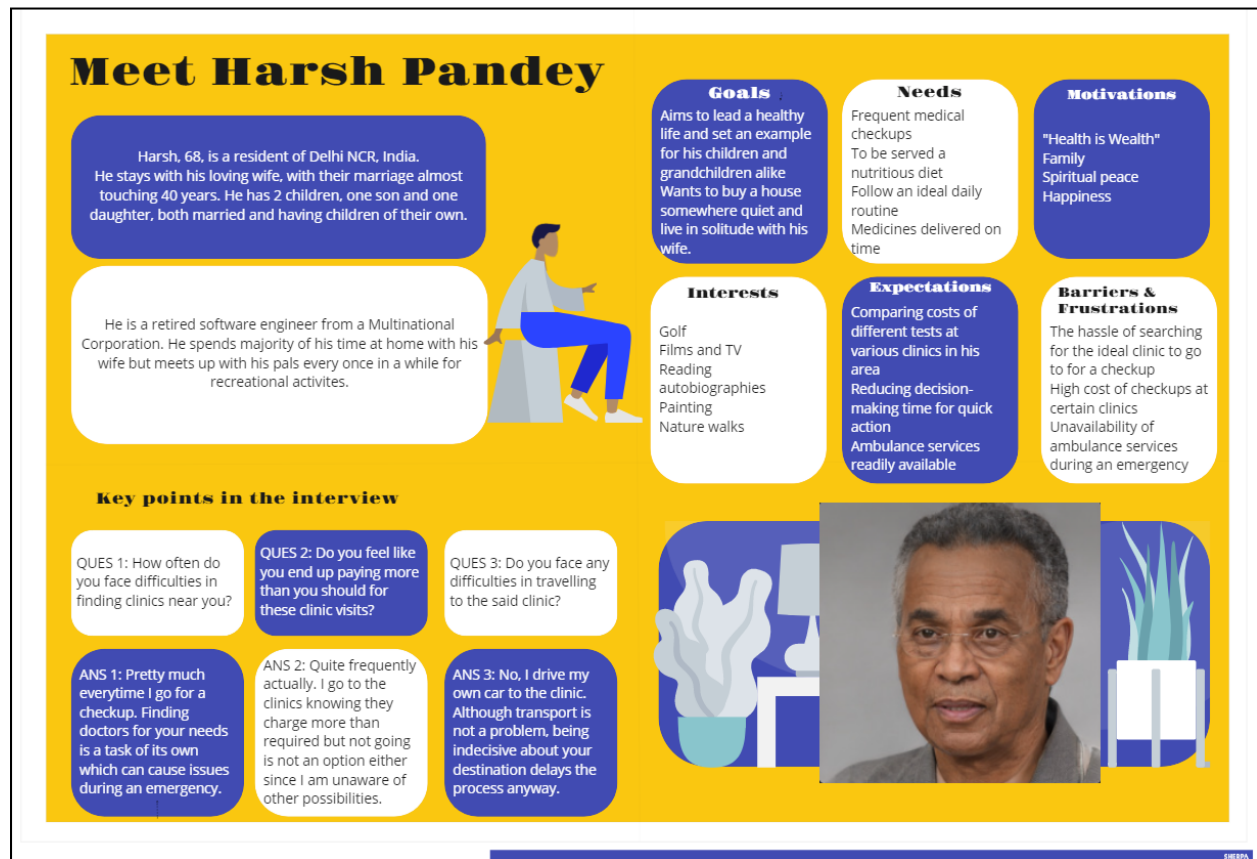
**QUES 3:** Do you face any difficulties in travelling to the said hospital?

**ANS 3:** It's not hard to book a cab but the delay is unbearable, especially when I am in pain. And it is impossible to instantly find a taxi on the road.

[https://miro.com/app/board/uXjVP3fk1vY=](https://miro.com/app/board/uXjVP3fk1vY=/)

The first persona has been created about a 29-year-old pregnant lady, Madhavi Goyal. Based on an interviewee, we highlighted her goals, needs and frustrations in order to understand better how to design an app to cater to her needs, before and after she has her first child.

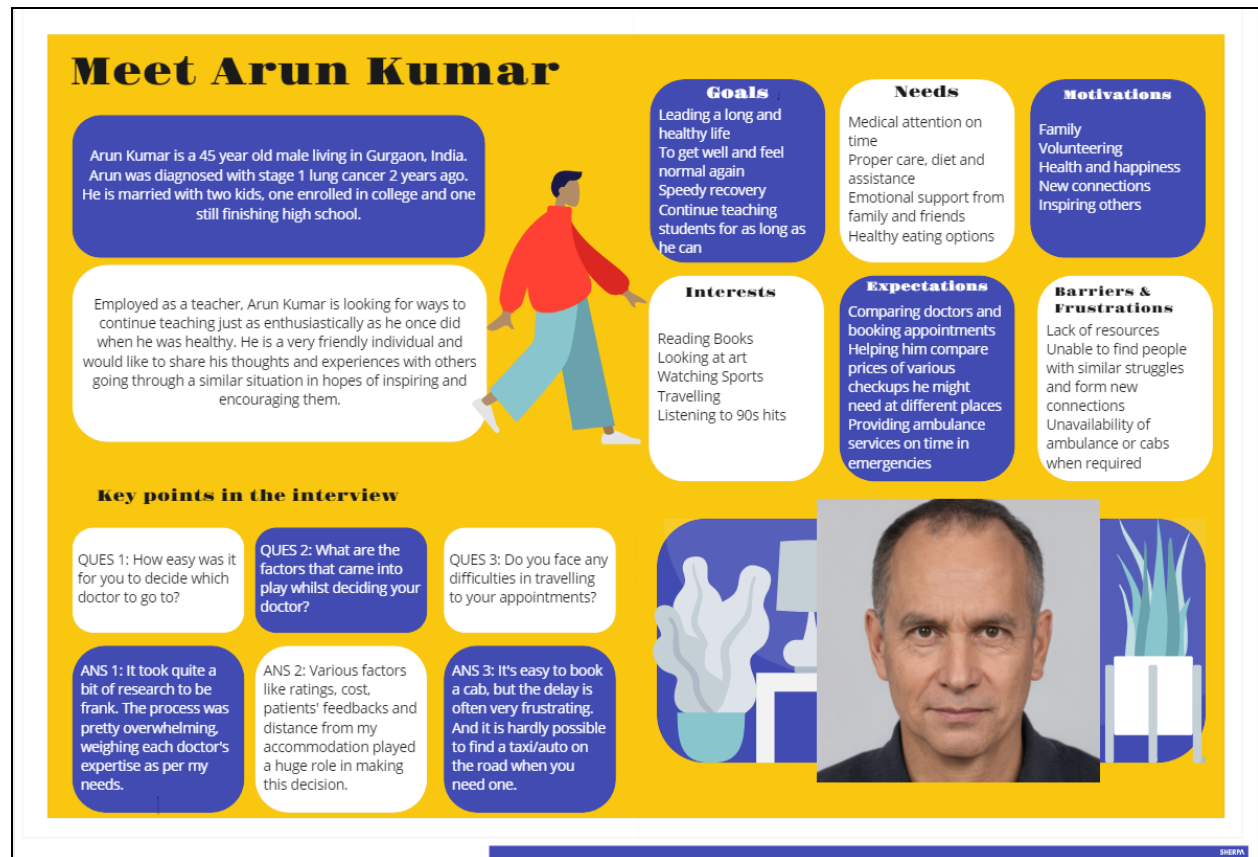
## PERSONA 2



[https://miro.com/app/board/uXjVP3e8Ap0=](https://miro.com/app/board/uXjVP3e8Ap0=/)

The second persona talks about Mr Harsha Pandey, a 68-year-old citizen residing in Delhi. Being a senior citizen, we covered his goals, needs and frustrations in order to understand better how to design an app that can help him in attending to his medical needs and lead a happy and peaceful life.

## PERSONA 3



<https://miro.com/app/board/uXjVP3eRePI=/>

The third persona is about Mr Arun Kumar, a cancer patient. Based on an interviewee, we highlighted his goals, needs and frustrations in order to better understand how to design an app to cater to his needs and help him through these difficult times.

## PERSONA 4



[https://miro.com/app/board/uXjVP3cA\\_Ss/](https://miro.com/app/board/uXjVP3cA_Ss/)

The last persona talks about a 2-year-old infant, Randy and covers his interests and motivations as well as his parents' goals, needs and frustrations with respect to Randy. Based on some interviewees we try to understand the requirements of a two year old so we can cater to his age group through our app.

## Problem Understanding

**A.** Based on the research conducted and our various interviewees, we defined the problem statement as below.

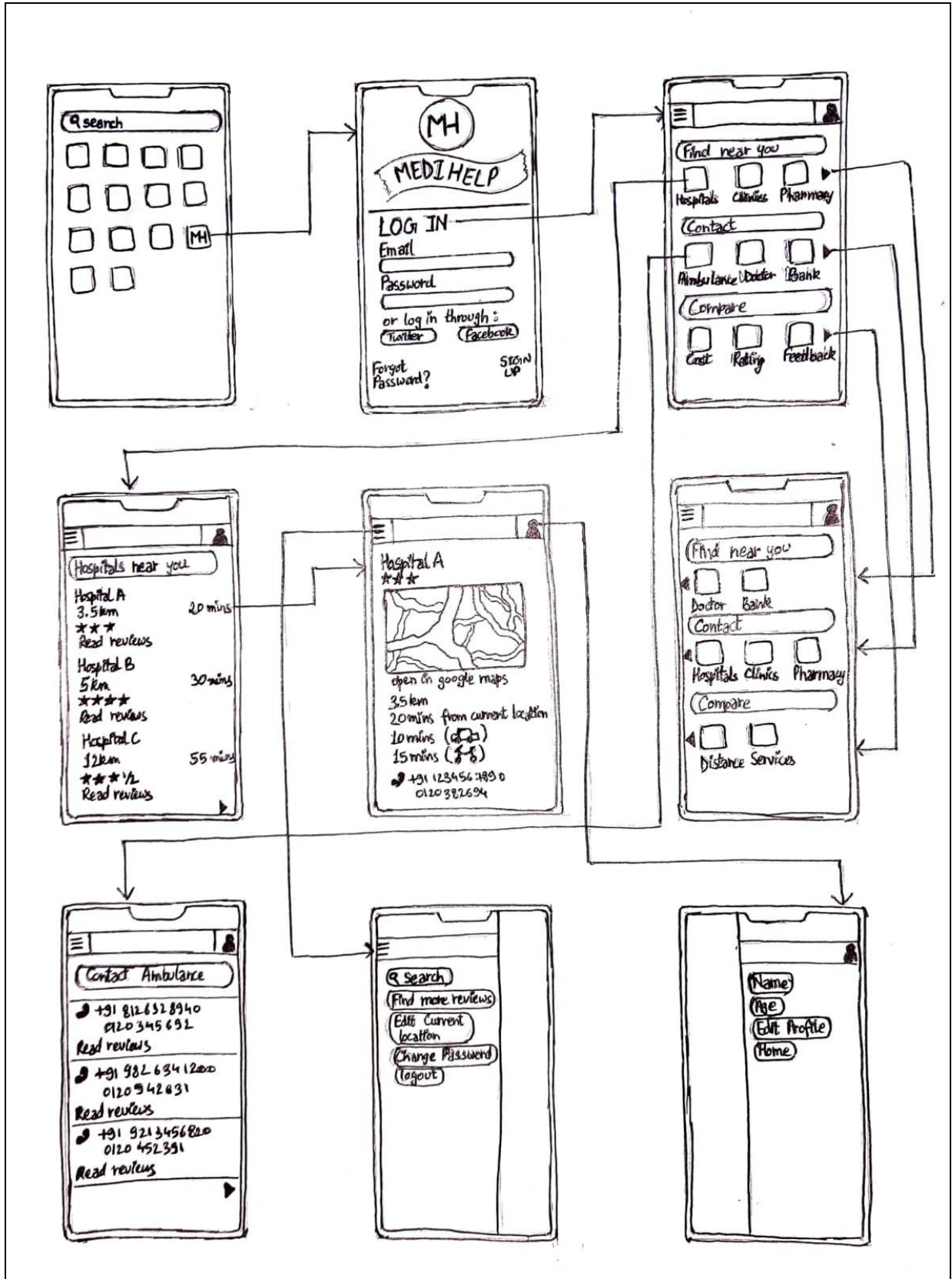
## PROBLEM UNDERSTANDING

- Not everyone is fortunate enough to access quality healthcare in our country due to overpopulation and scarcity of medical staff and facilities in villages.
- The first thing that needs to be done is that the healthcare facilities must be provided at affordable cost so that all sections of society can access the services.
- So, here we are with our “MediHelp” app that will help one to compare medical facilities around him in terms of cost and services and can get best medical facility at the lowest possible cost.
- This would not only save time and money for the users but will give an opportunity to the small clinics which are not well known to cater themselves to a larger public and earn business.
- Along with the ambulance services we will be providing in the app that will help one to travel to the hospital safely in less time in case of emergency and in less cost .
- Our app would fulfil various requirements:
  - 1) Will provide medication in lowest cost.
  - 2) Will help users to compare hospitals.
  - 3) Will be a profitable model for the local clinics.
  - 4) Will save time of users by avoiding the hustle to decide which hospital to go to.
  - 5) Will provide ambulance services as earliest as possible in case of emergencies.
  - 6) Will Aim to provide best medical services at very low costs

## Low-Fidelity Designs

**A.** Below is a low-fidelity design for our app “MediHelp” and how we would like it to function and interact with the user base appropriately.





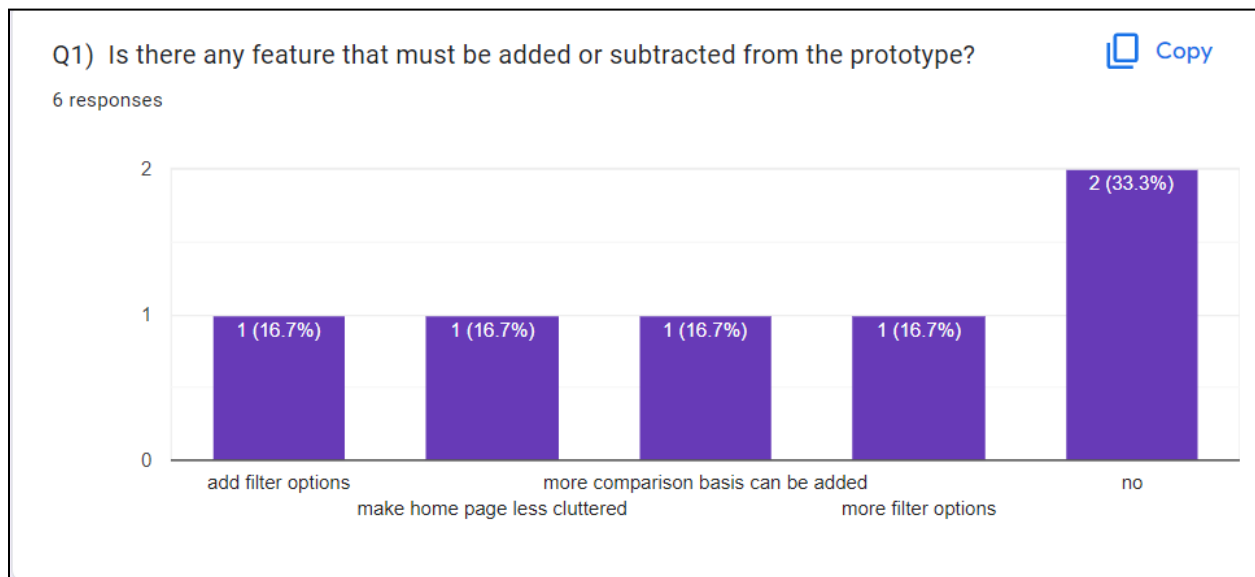
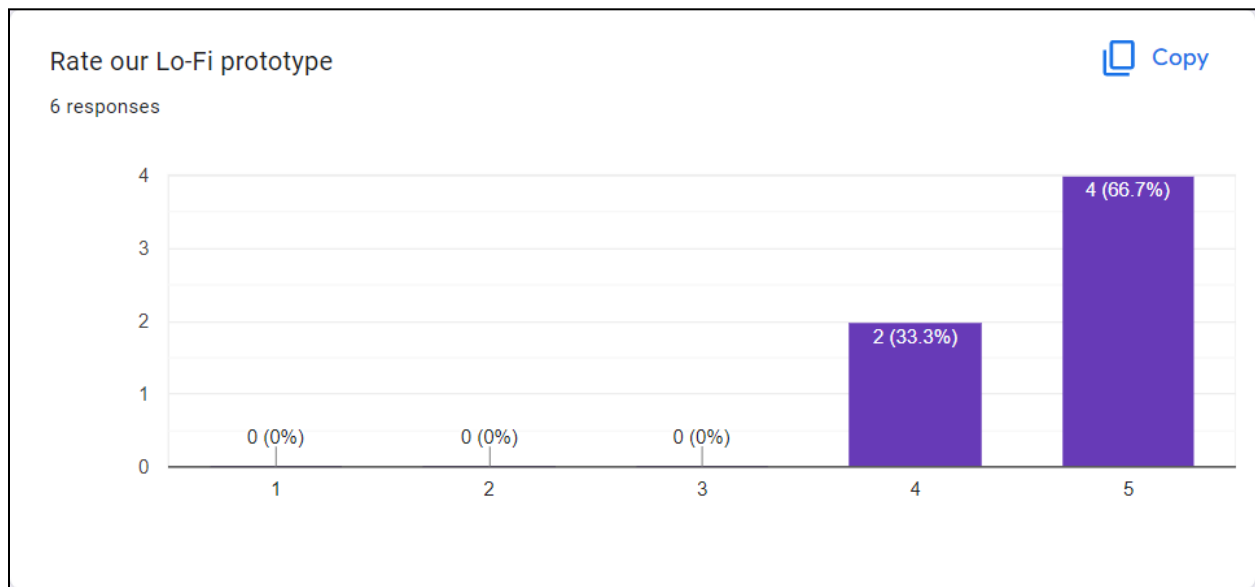


# Low-Fidelity Testing and Testing Methodology

A. Attached is the link to the google form we created in order to conduct a survey on our prototype in order to improve it as per user demands.

[https://docs.google.com/forms/d/e/1FAIpQLScV5w4qLOeBSIKlgWemYWjo2fli8N62kYyrmiRI350lh23zHA/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLScV5w4qLOeBSIKlgWemYWjo2fli8N62kYyrmiRI350lh23zHA/viewform?usp=sf_link)

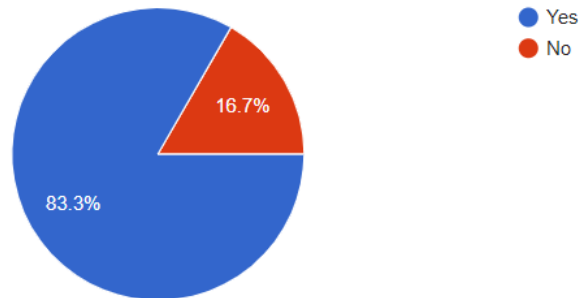
We are attaching screenshots of the responses we received for the questions asked through the google form regarding our app. (Names have been protected due to privacy concerns and to maintain anonymity)



Q2) Do you think this application will help you in finding better medical facilities at better prices or hospitals near you?

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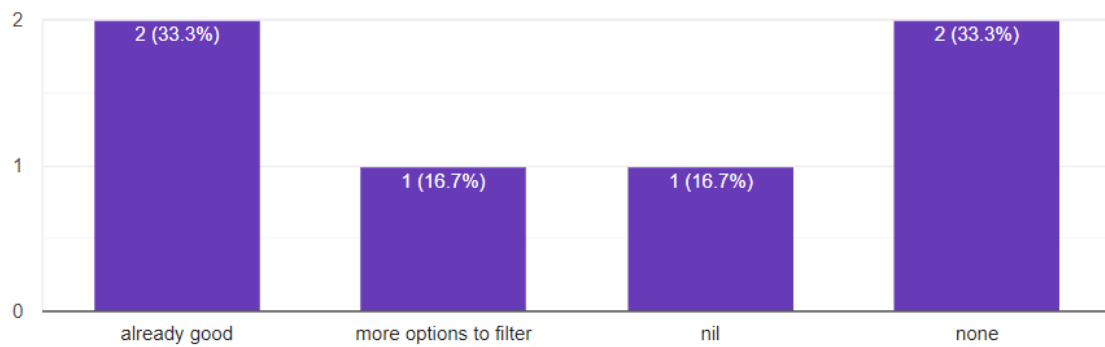
6 responses



Q3) what additional functionalities would u like to have in this application for better experience?

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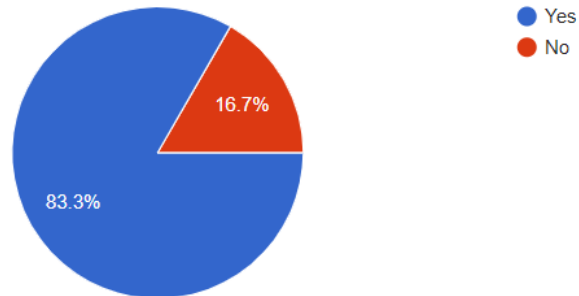
6 responses



Q4) Is this project a good alternative for patients to choose better medical treatment in their locality?

 Copy

6 responses



Q5) Which features of this application are most helpful in your search for a medical facility?

6 responses

the find near you feature

loved the compare feature

all features are good

the app does not do much for me but find near you feature is very impressive

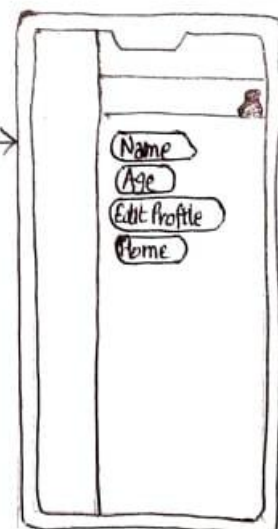
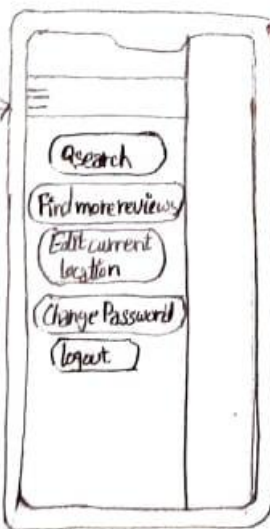
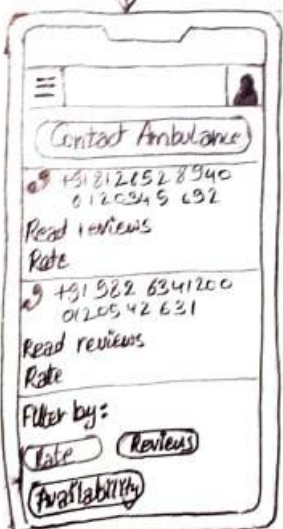
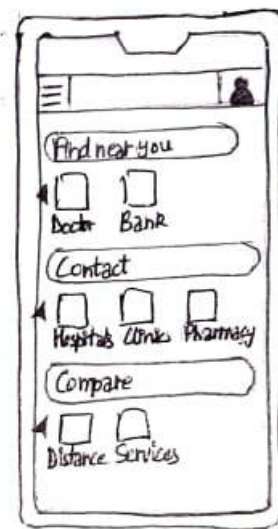
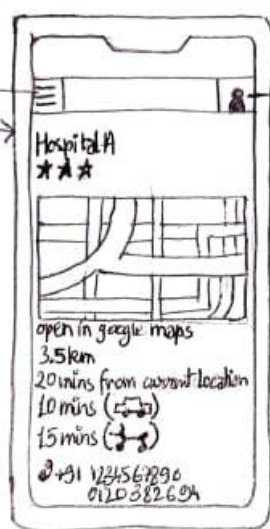
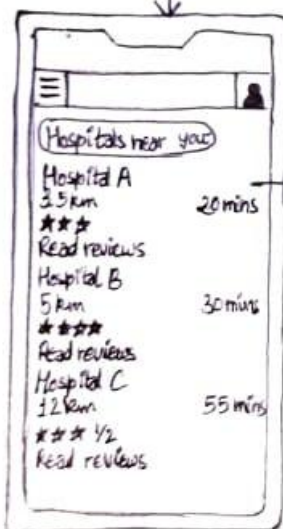
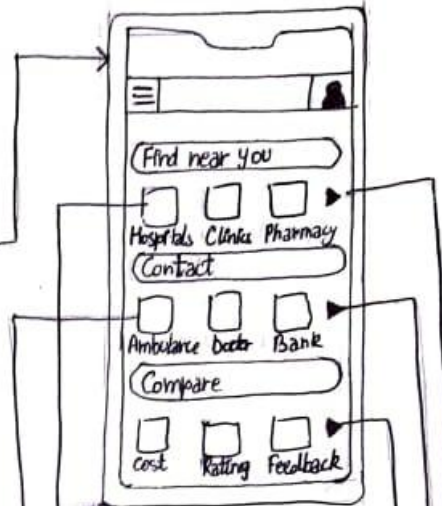
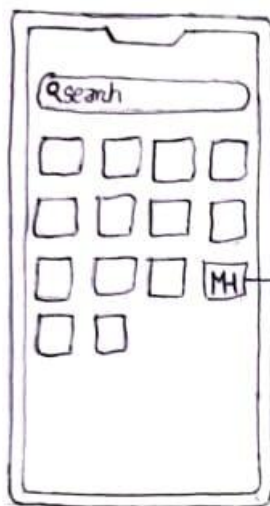
compare feature

find near you feature

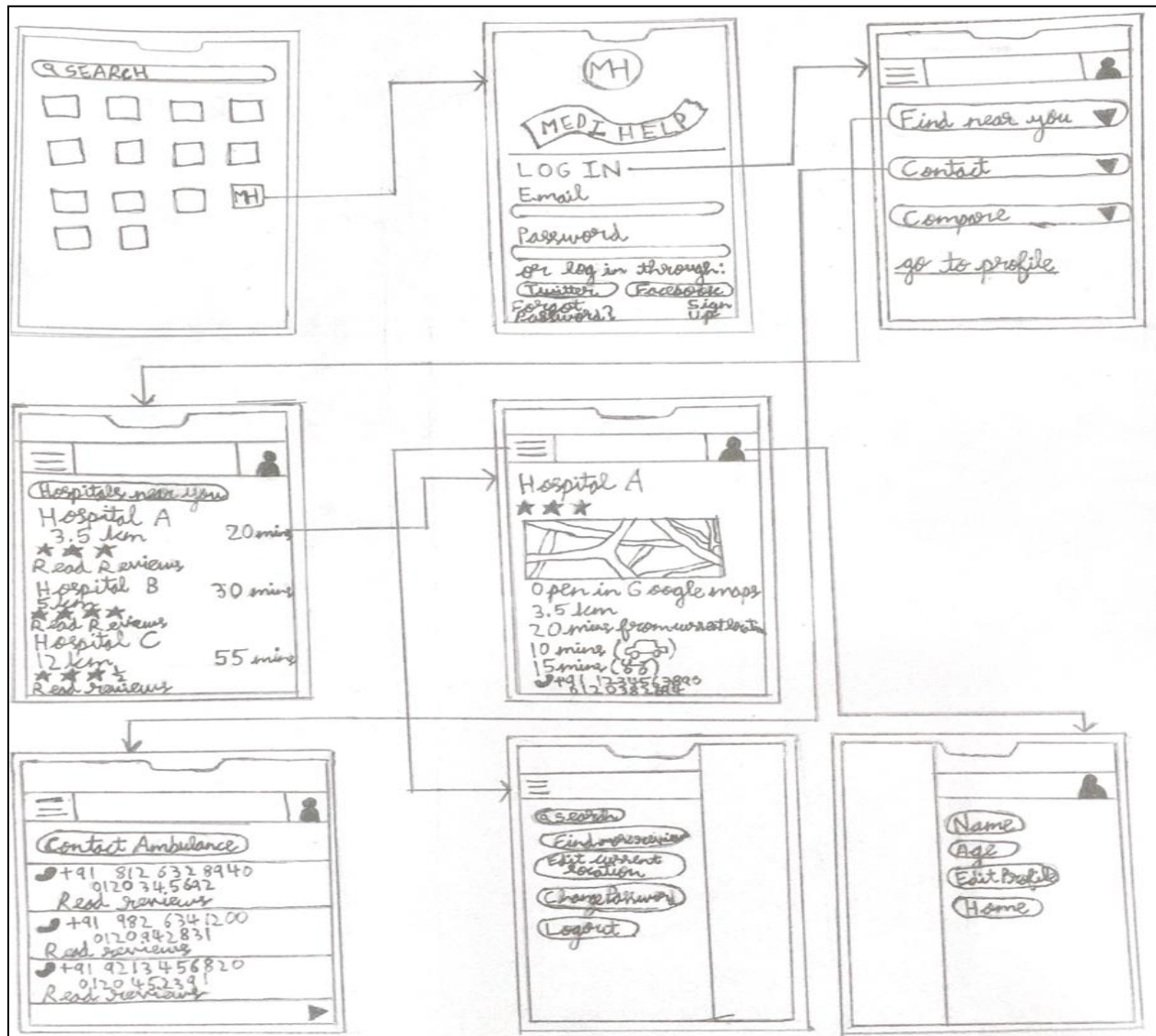
## Alternate Design

**A.** Based on the survey conducted, we created alternate designs to our Lo-Fi prototype in order to better satisfy the user base, which can be found attached below.

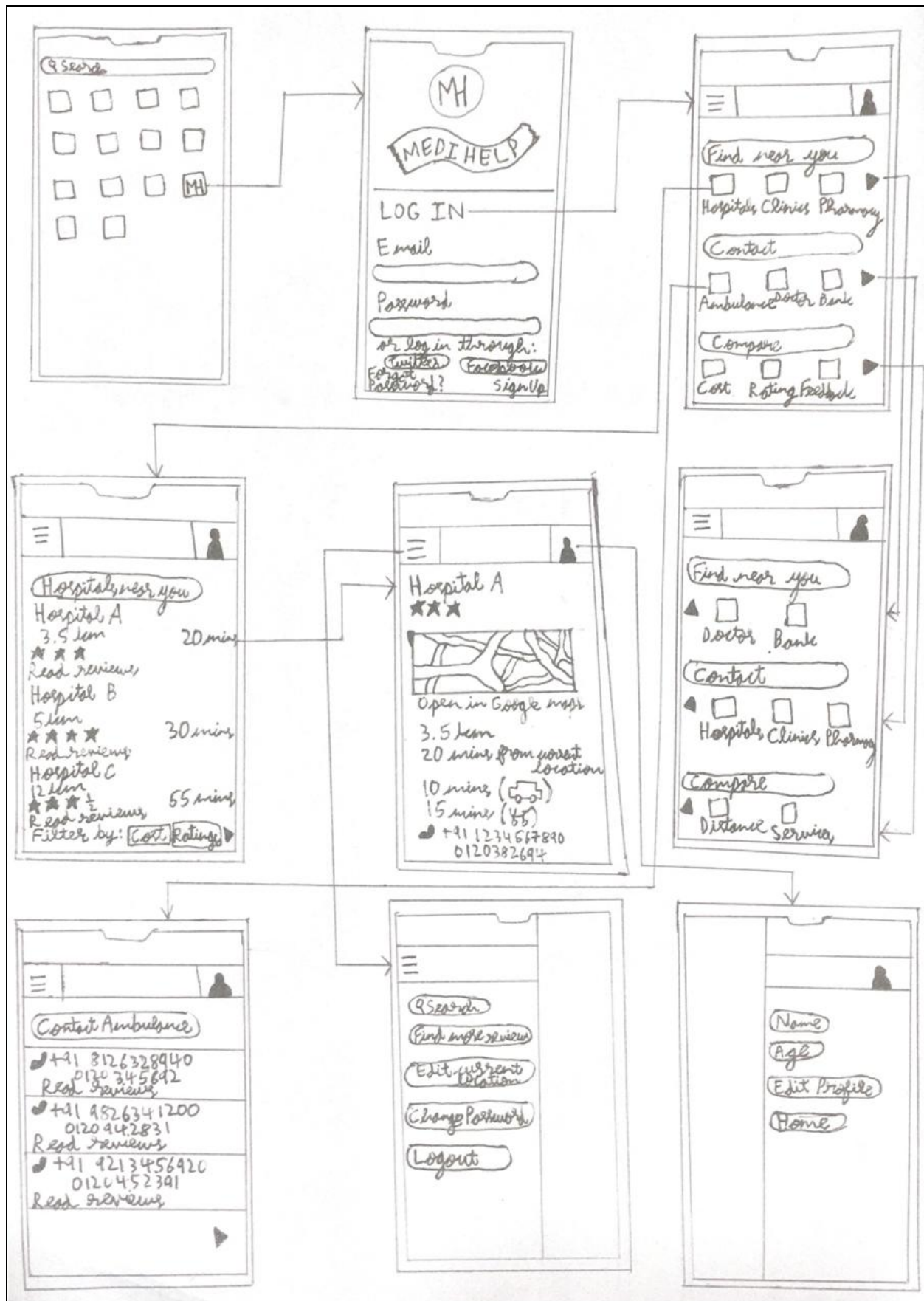
ALTERNATE 1 (screen 7: added methods for filtering through the options as per needs as well as option to view rates of the available ambulances)



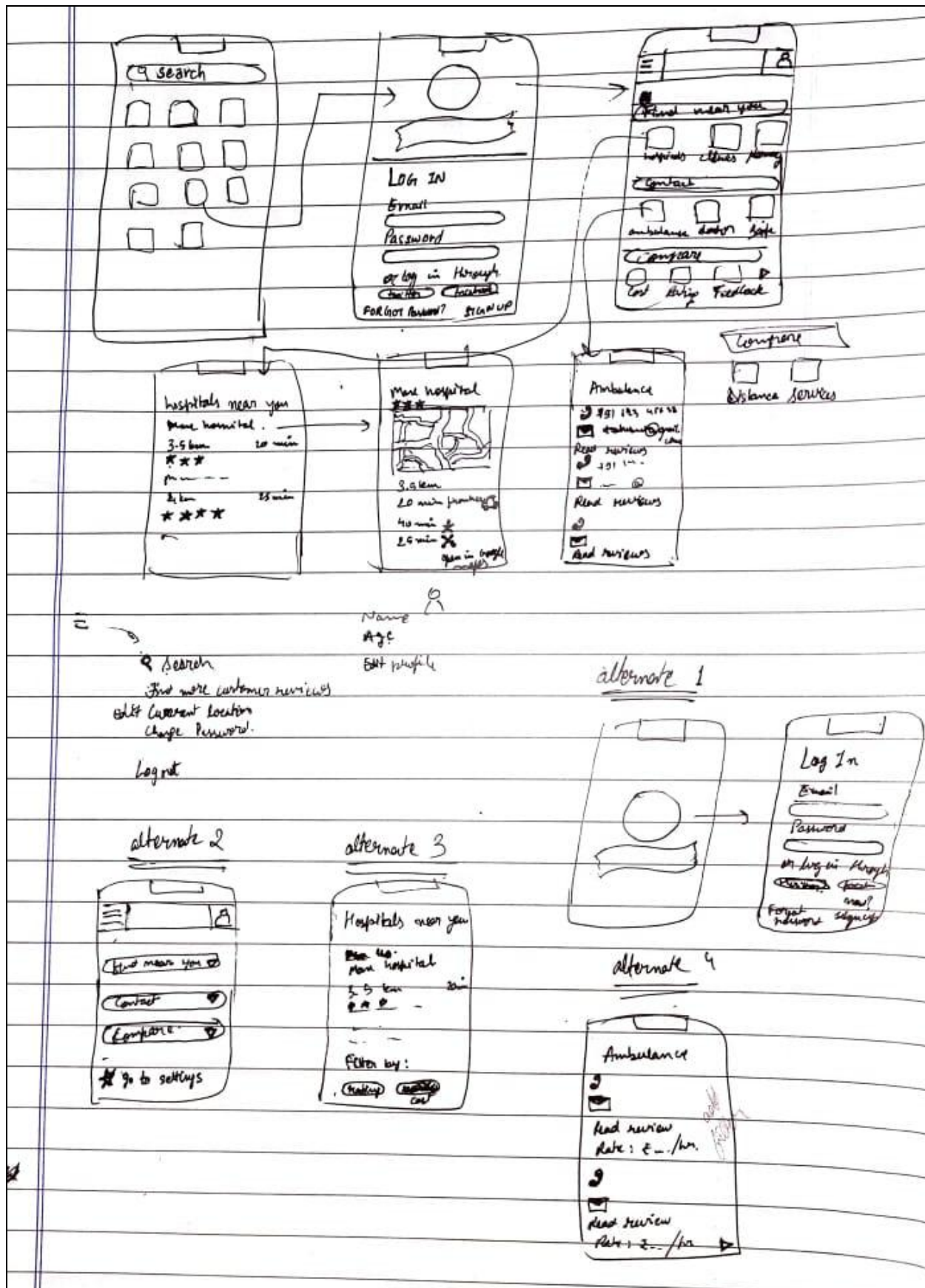
ALTERNATE 2 (screen 3: decluttered the home screen by adding drop down menus)



ALTERNATE 3 (screen 4: added methods for filtering through the options as per need)









Above attached in the end is a glimpse of the process through which we reached our Lo-Fi prototype and alternate designs.

## Contributions

<b>Rishit Gupta</b>	2022406	<i>Problem Understanding</i>
<b>Ritesh Kumar Parihar</b>	2022407	<i>Low-Fidelity Testing through google form survey</i>
<b>Ritika Thakur</b>	2022408	<i>Personas and Scenarios, Low-Fidelity Design,</i>
		<i>Alternate designs</i>
<b>Ritvik Padda</b>	2022409	<i>Alternate designs</i>
<b>Riya Gupta</b>	2022410	<i>Requirement gathering</i>