

IHCI Third Project Submission

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 only be considered for grading and feedback if you follow these guidelines.

Names of Group Members:

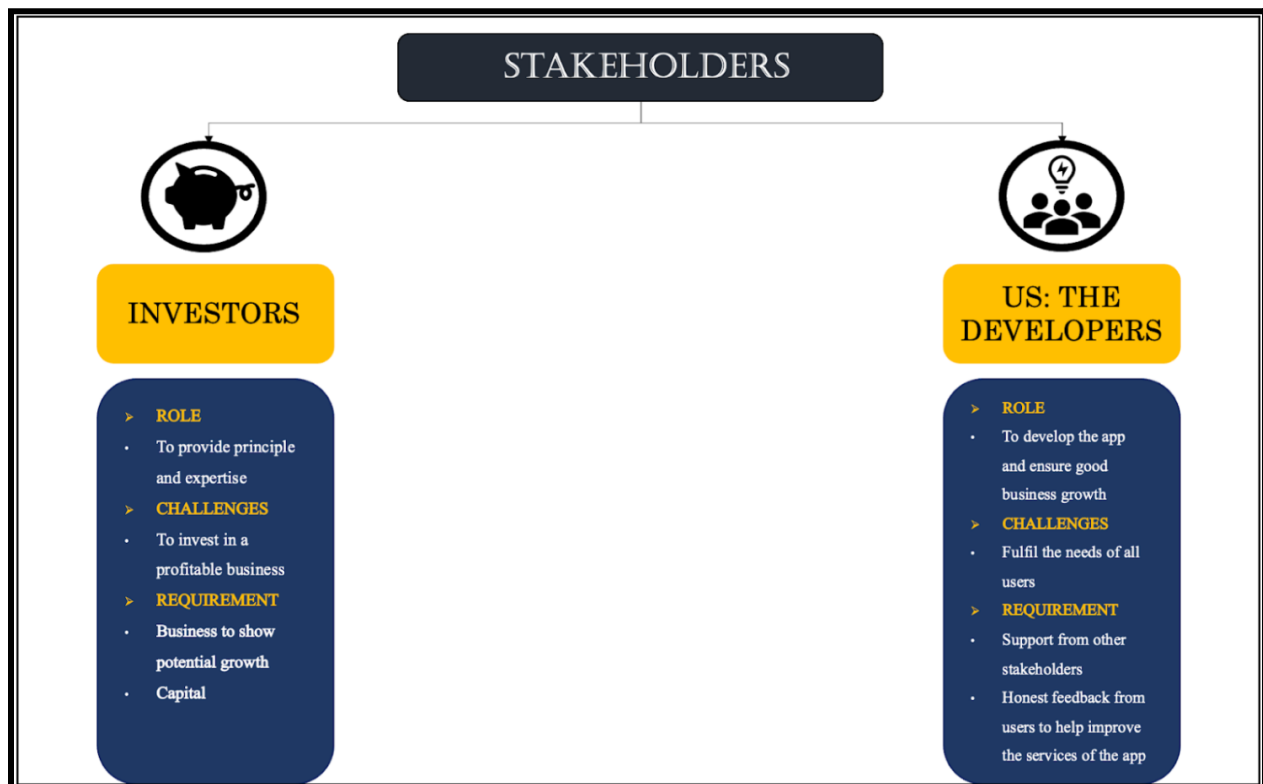
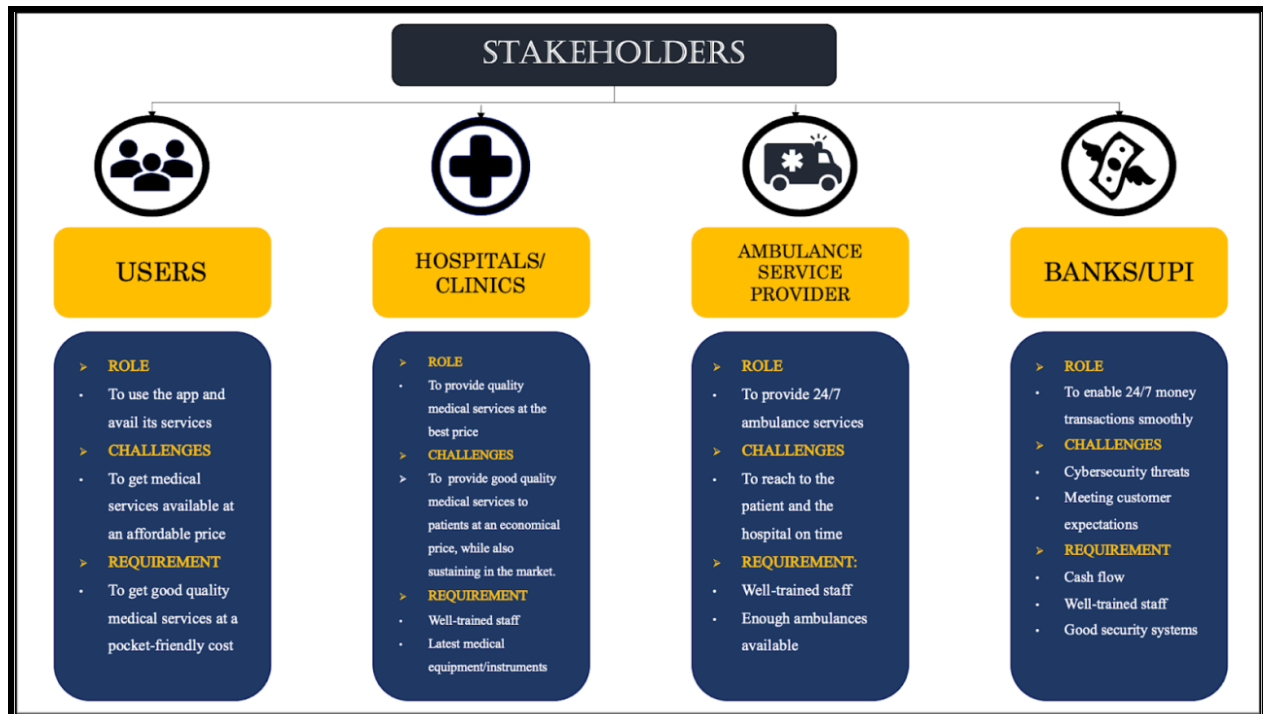
Rishit Gupta	2022406
Ritesh Kumar Parihar	2022407
Ritika Thakur	2022408
Ritviek Padda	2022409
Riya Gupta	2022410

Project Group Number: 2

HCI Group No.: 6

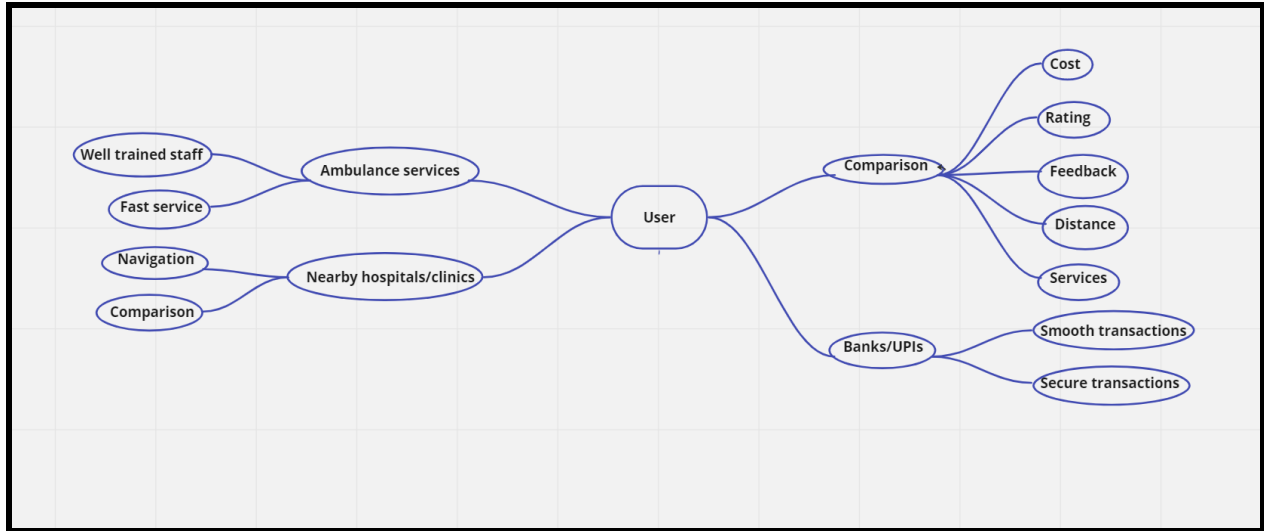
Refined Gathering

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.

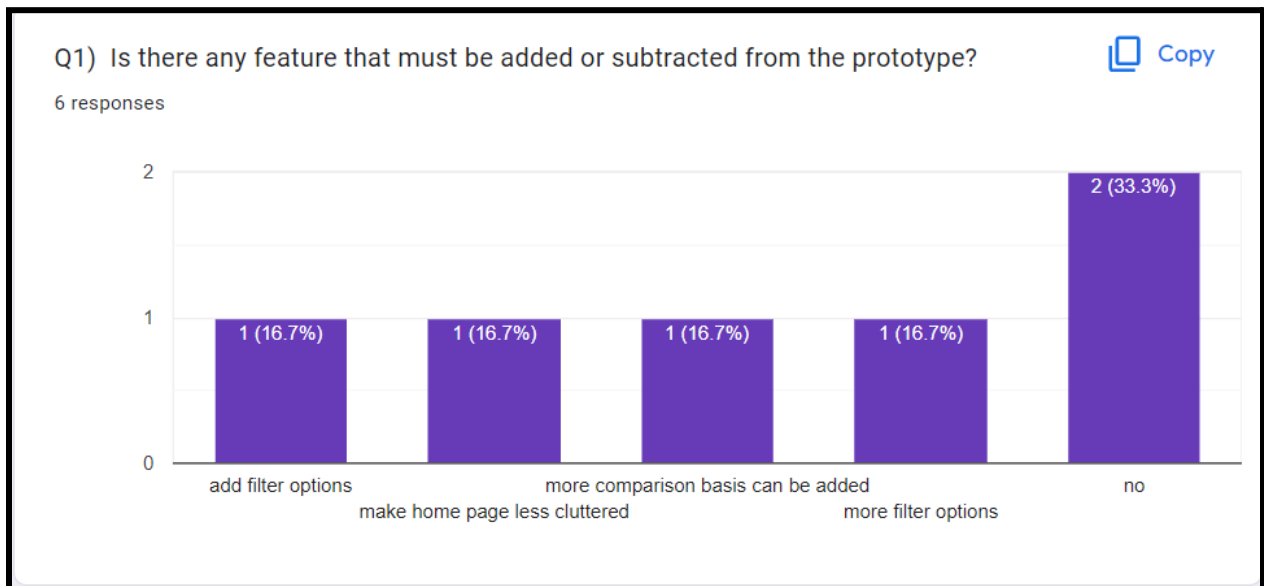
https://miro.com/app/board/uXjVP3csgHM=



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

https://docs.google.com/forms/d/e/1FAIpQLScV5w4qLOeBSIKIgWemYWjo2fli8N62kYyrmiRI350lh23zHA/viewform?usp=sf_link

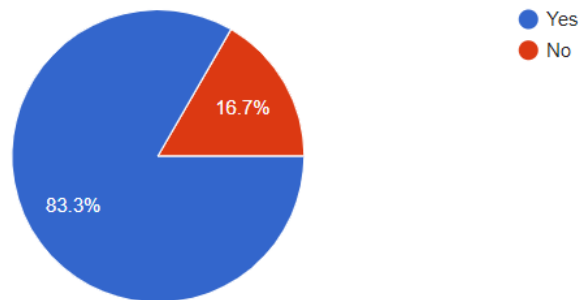
We are attaching screenshots of the responses we received for the questions asked through the google form regarding our app. (Names have been protected due to privacy concerns and to maintain anonymity)



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

 Copy

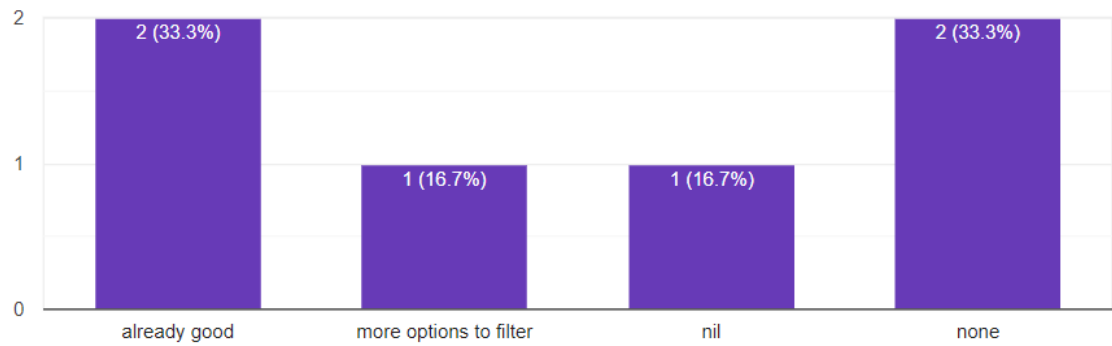
6 responses



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

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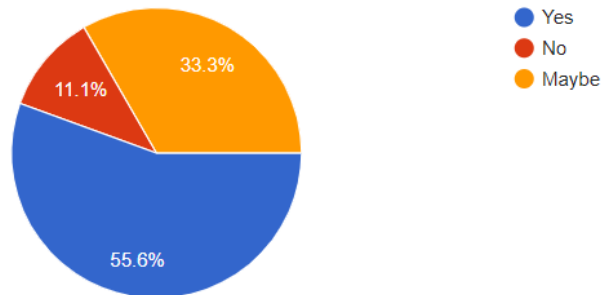
6 responses



Do you find our app easy to use?(use the given URL:
<https://www.figma.com/proto/zJABIT0zWr4mQoXiYpxRRJ/IHCI-Mid-fi-Group-6-Project-2?node-id=102%3A126&scaling=scale-down&page-id=0%3A1&starting-point-node-id=102%3A5> to open app prototype)



9 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

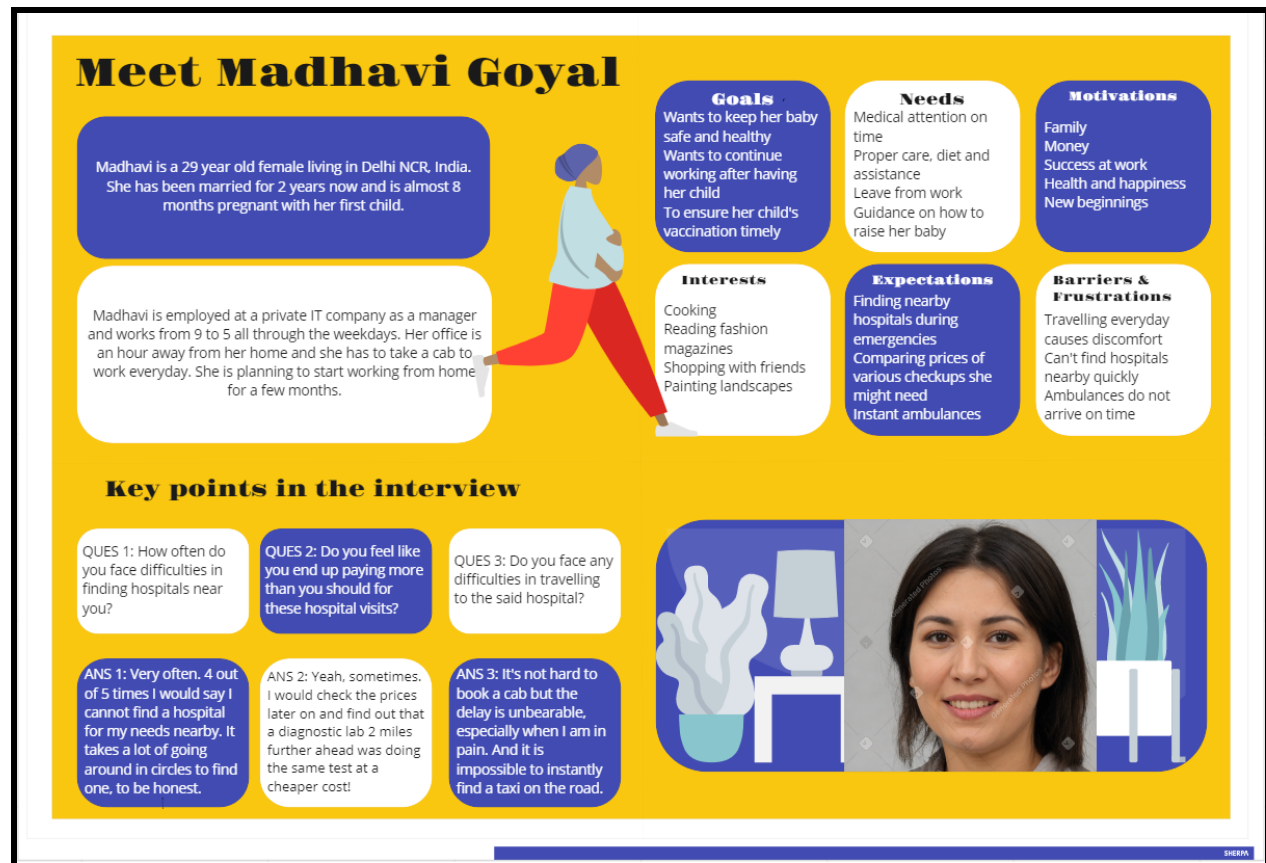
compare feature

find near you feature

Refined Personas and Scenarios

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.

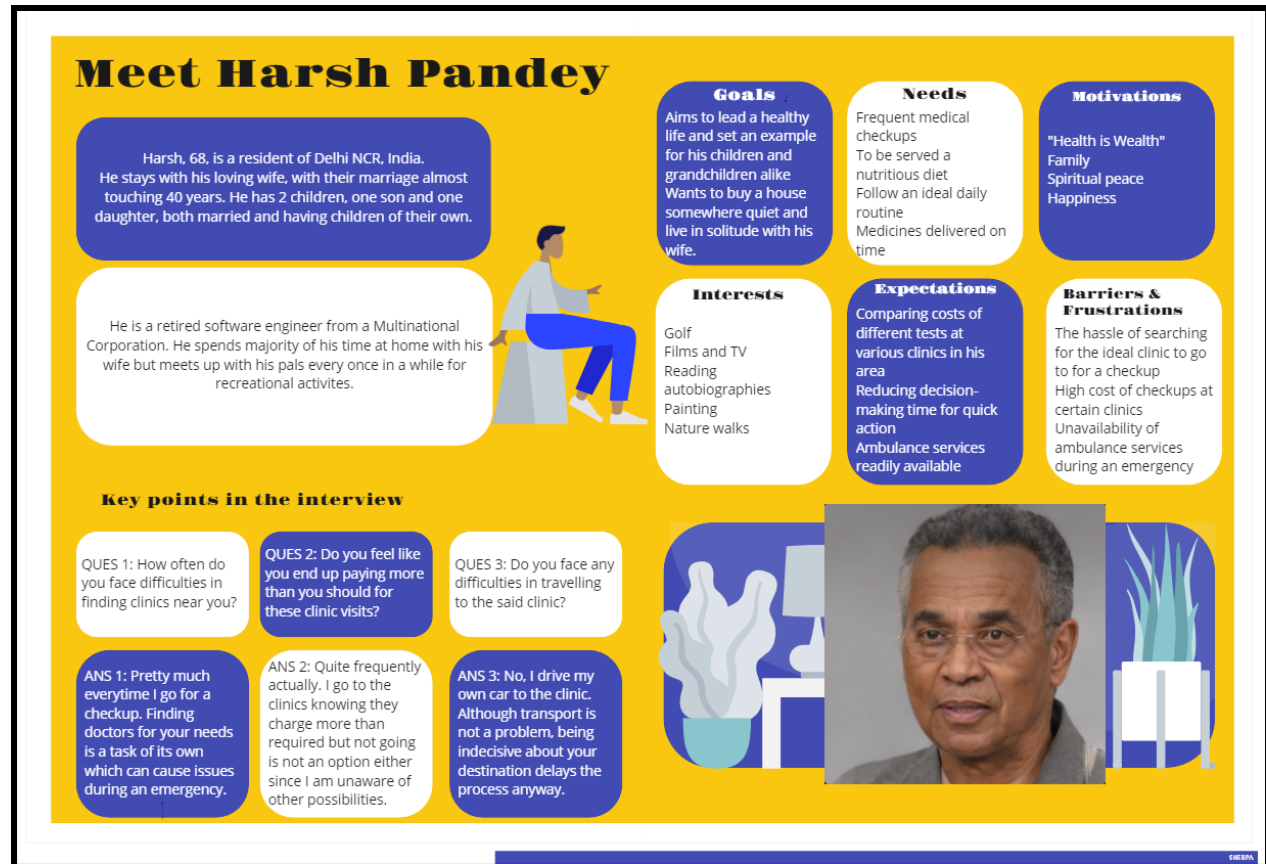
PERSONA 1



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.

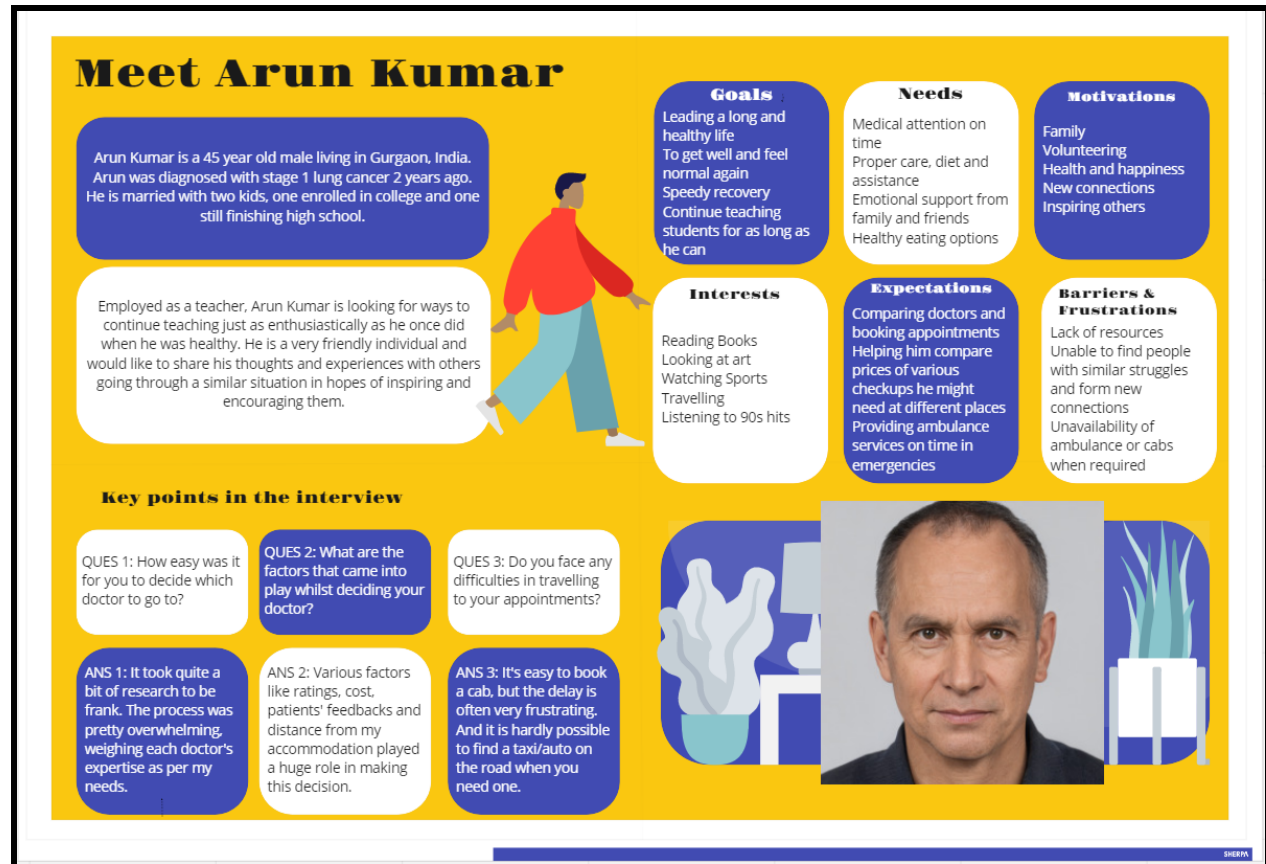
PERSONA 2



https://miro.com/app/board/uXjVP3e8Ap0=

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/

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.

Refined Problem Understanding

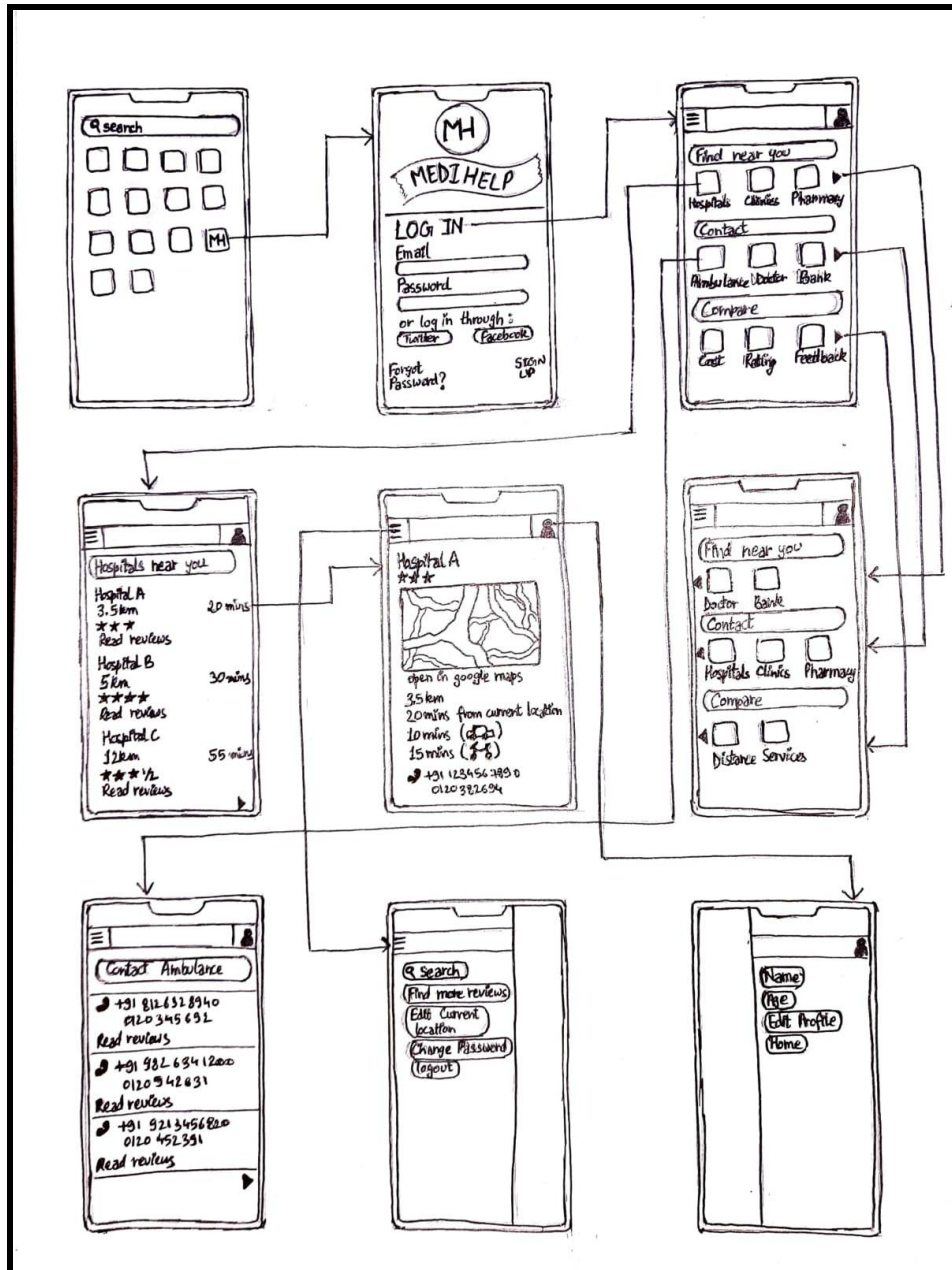
Based on the research conducted and our various interviewees, we defined the problem statement as below.

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 got 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

Refined Lo-Fi Design

INITIAL LO-FI DESIGN:



INITIAL ALTERNATE DESIGNS:

ALTERNATE 1

Qsearch

☐ ☐ ☐ ☐
☐ ☐ ☐ ☐
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

MH

MEDZHELP

LOG IN

Email

Password

or log in through:

Twitter Facebook

Forgot Password? SIGN UP

Find near you

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Hospitals Clinics Pharmacy

Contact

☐ ☐ ☐ ☐ ☐ ☐

Ambulance Doctor Bank

Compare

☐ ☐ ☐ ☐ ☐ ☐

Cost Rating Feedback

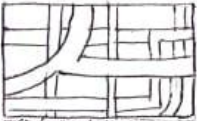
Hospitals near you

Hospital A
3.5km 20 mins
★★★
Read reviews

Hospital B
5km 30 mins
★★★★
Read reviews

Hospital C
12km 55 mins
★★★★ 1/2
Read reviews

Hospital A
★★★



open in google maps

3.5km
20 mins from current location
10 mins (car)
15 mins (walk)

+91 1234567890
0120382654

Find near you

☐ ☐ ☐ ☐ ☐ ☐

Doctor Bank

Contact

☐ ☐ ☐ ☐ ☐ ☐

Hospitals Clinics Pharmacy

Compare

☐ ☐ ☐ ☐ ☐ ☐

Distance Services

Contact Ambulance

+91 8121528940
0120345692

Read reviews
Rate

+91 9822 6341200
0120542631

Read reviews
Rate

Filter by:

Take Reviews

Availability

Qsearch

Find more reviews

Edit current location

Change Password

Logout

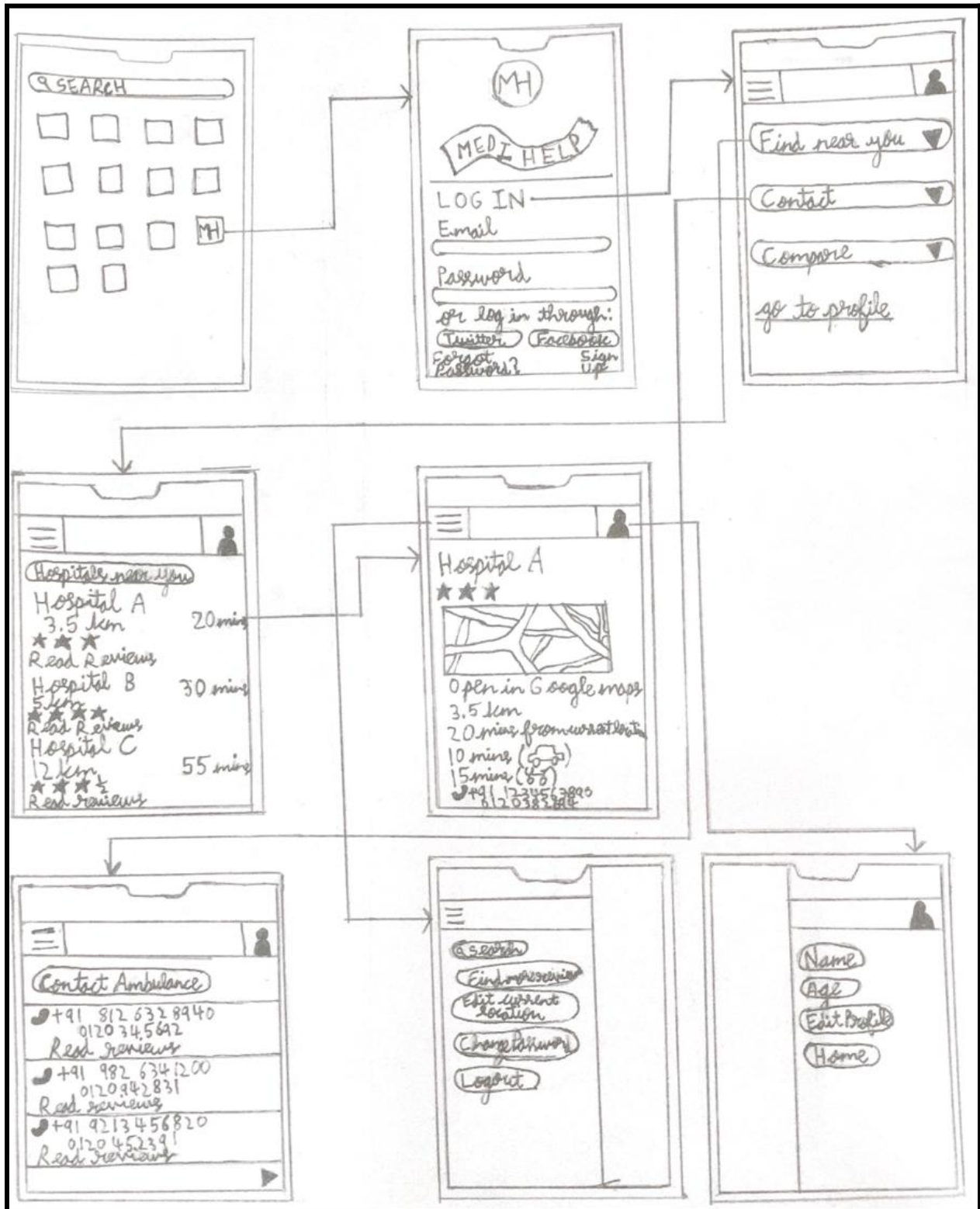
Name

Age

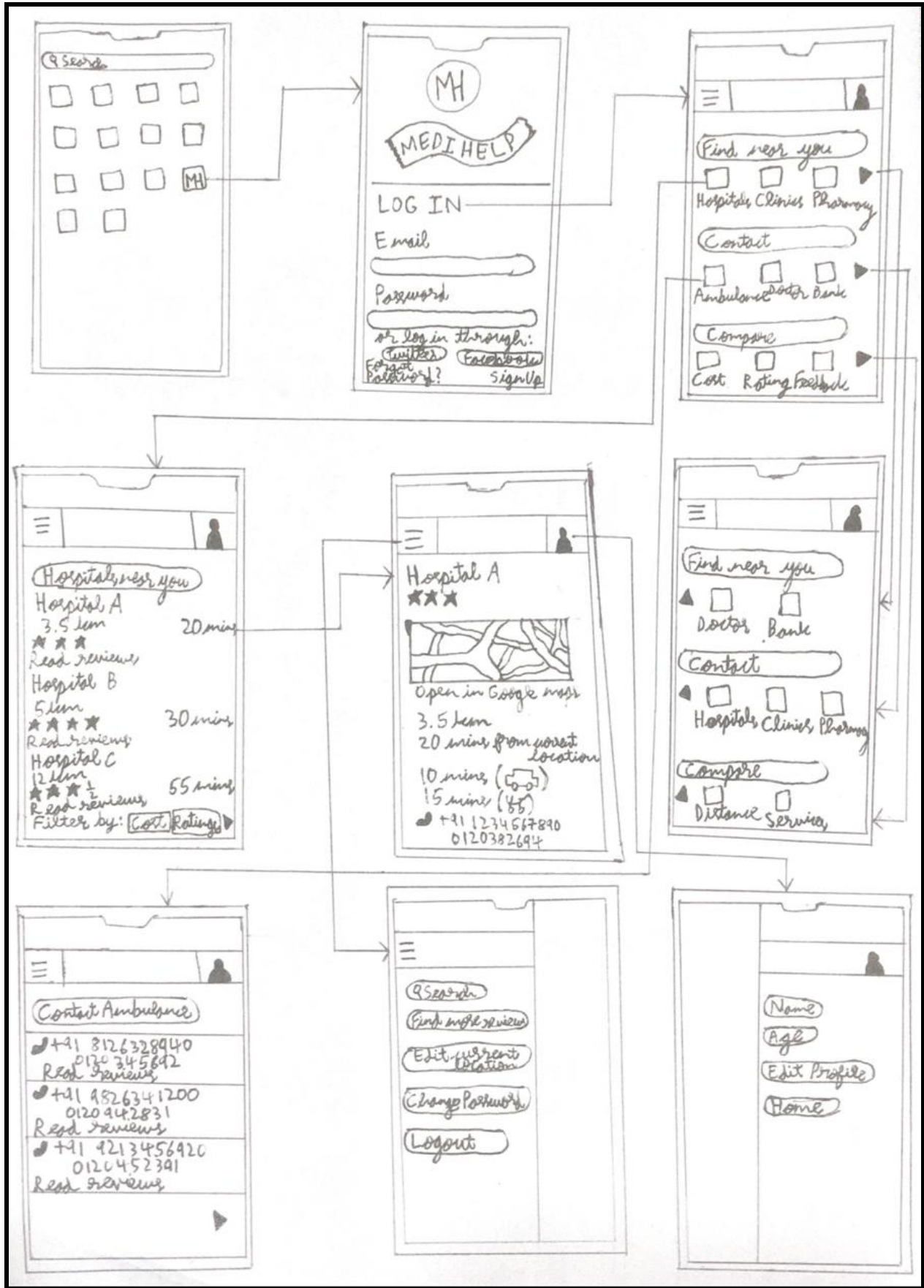
Edit Profile

Phone

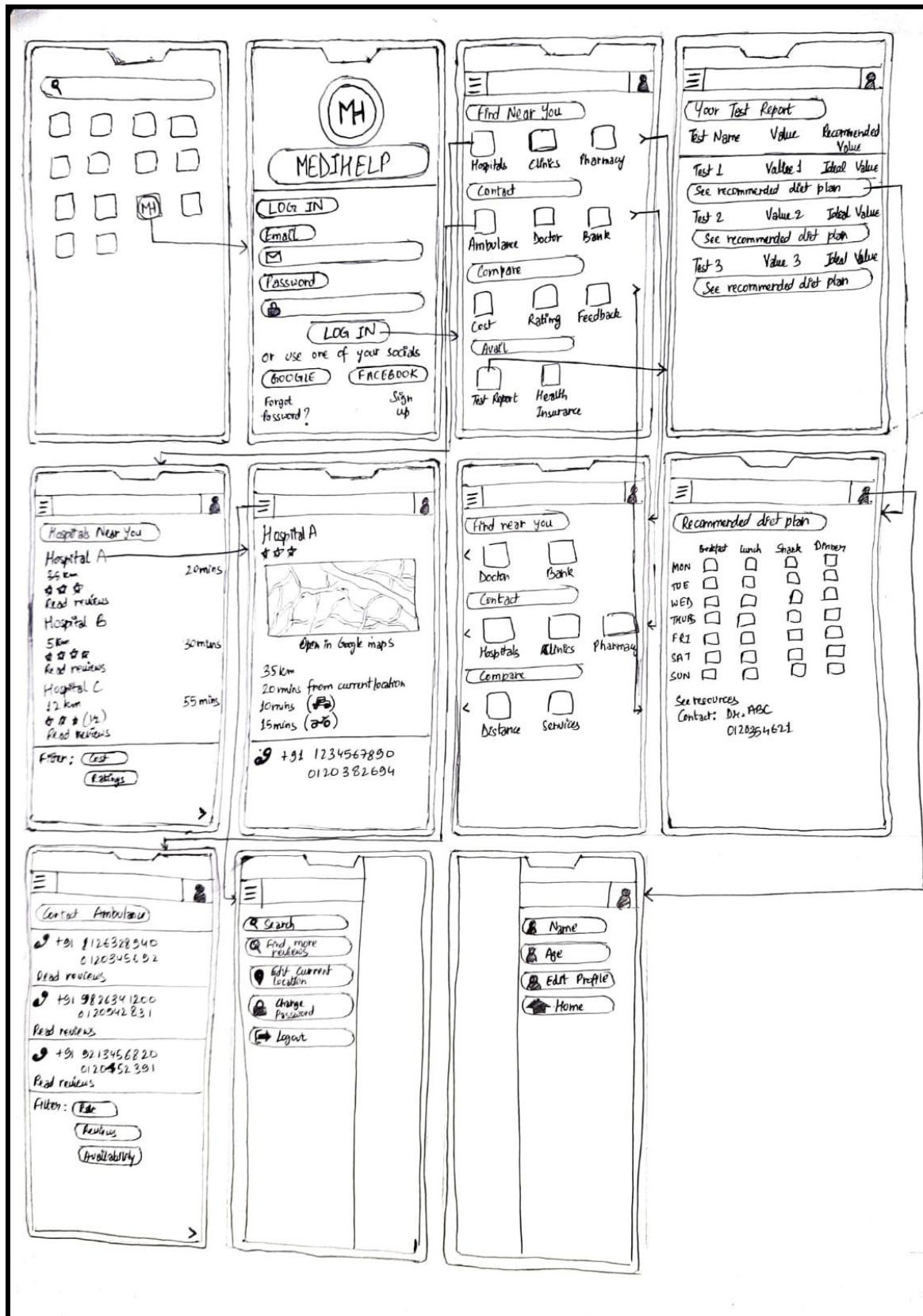
ALTERNATE 2



ALTERNATE 3



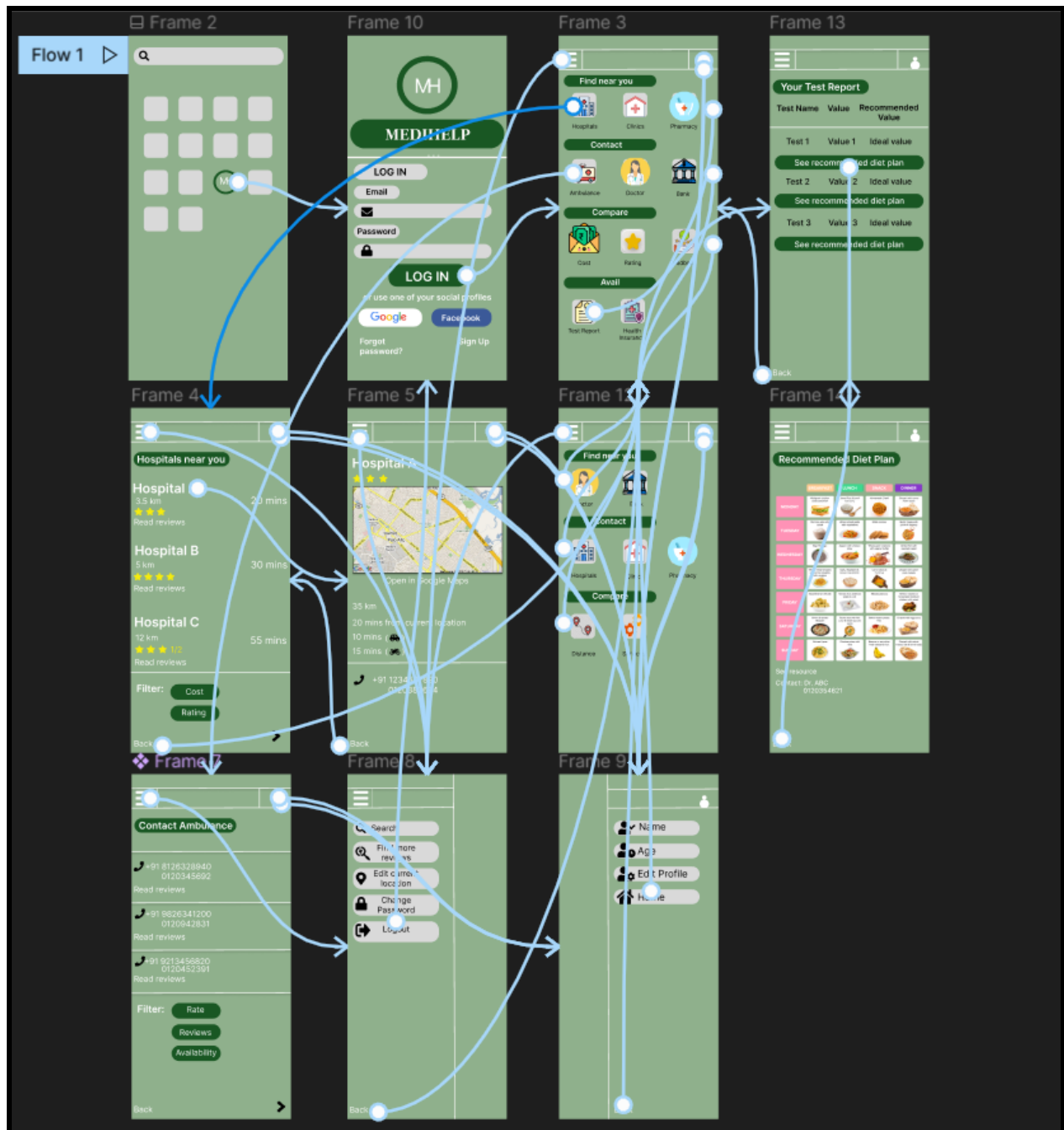
FINAL LO-FI PROTOTYPE:



Working Hi-Fi Prototype along with User Evaluation

Link to our working Hi-Fi prototype created on figma is:

<https://www.figma.com/proto/zJABIT0zWr4mQoXiYpxRRJ/IHCI-Mid-fi-Group-6-Project-2?node-id=102%3A5&scaling=scale-down&page-id=0%3A1&starting-point-node-id=102%3A5>



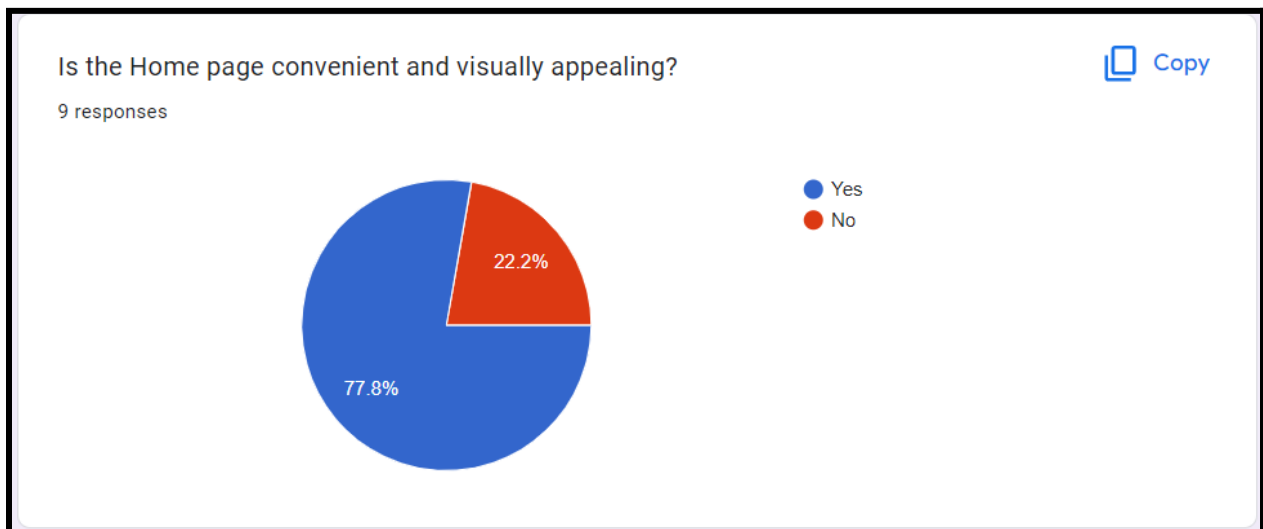
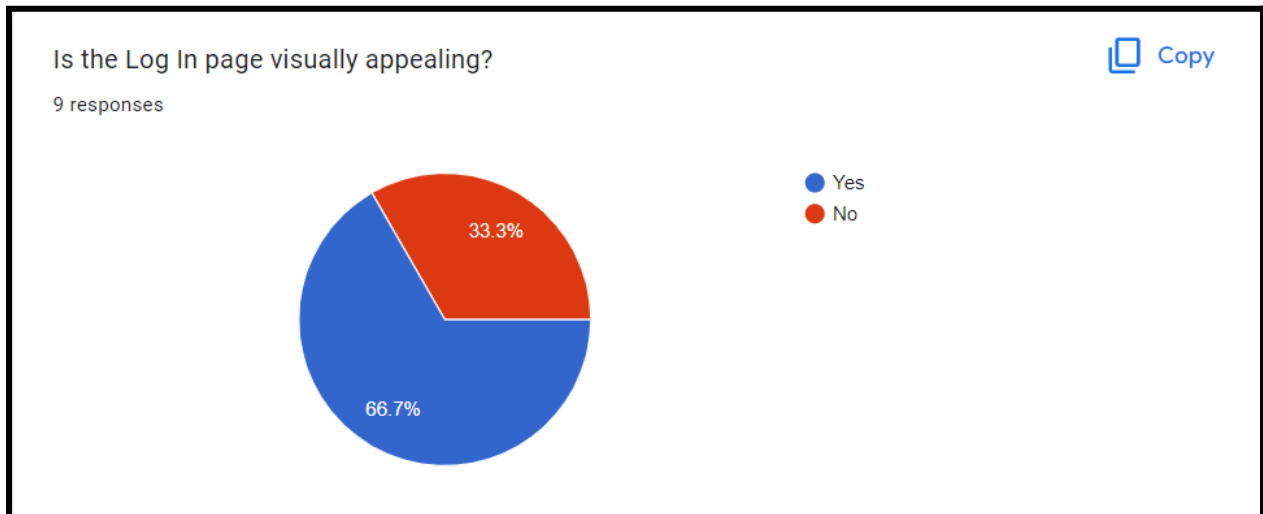
HI-FI PROTOTYPE

USER EVALUATION:

User evaluation of the Hi-Fi prototype was done through taking surveys and feedbacks using google form (link attached below):

https://docs.google.com/forms/d/e/1FAIpQLSfcmAJBaZTj2_QE4Ql6Le4cJy8scBWncmNNd9-EUjK9QF1vIw/viewform?usp=sf_link

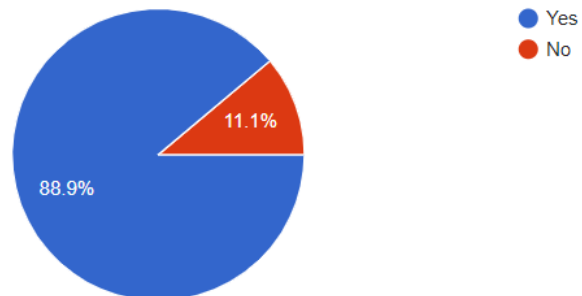
RESPONSES RECIEVED:



Tapping on Hospitals under Find Near You will lead to this page, is it convenient for the user:

 Copy

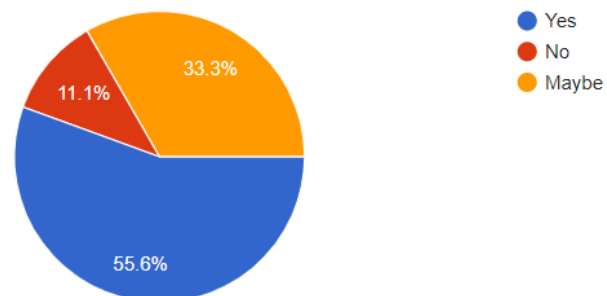
9 responses

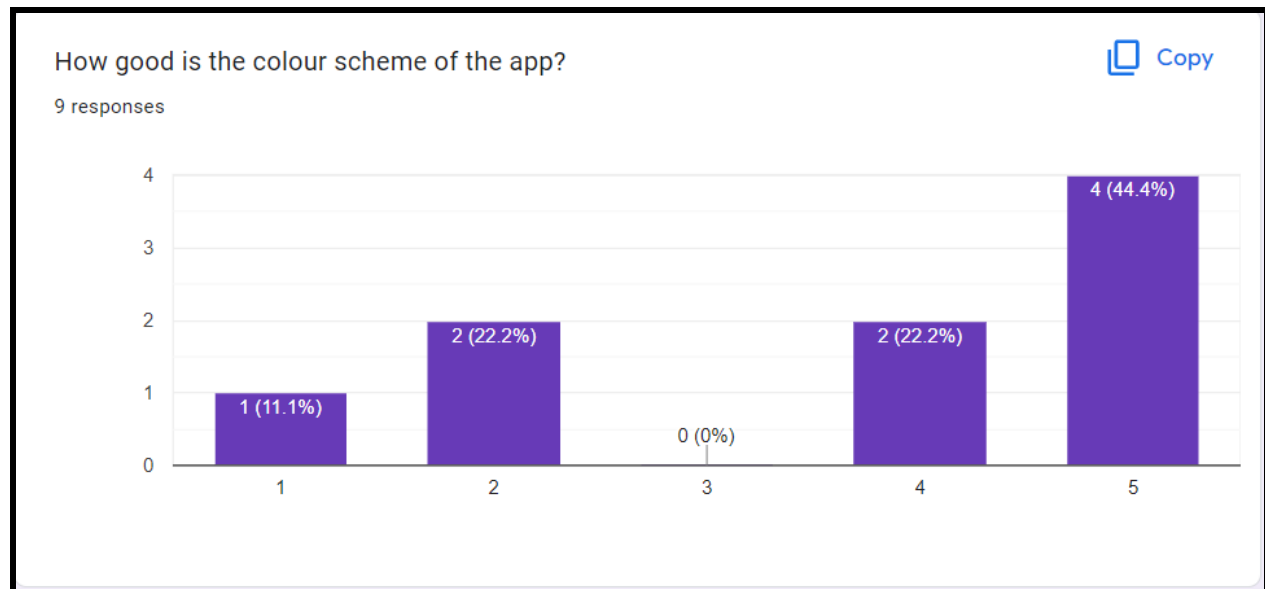


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 Copy

9 responses





Contributions

Rishit Gupta	2022406	Refined Problem Understanding
Ritesh Kumar Parihar	2022407	User Evaluation
Ritika Thakur	2022408	Refined Lo-Fi Design, Working Hi-Fi Prototype, Refined Personas and Scenarios
Ritviek Padda	2022409	Refined Lo-fi Design, Working Hi-Fi Prototype, Refined Personas and Scenarios
Riya Gupta	2022410	Refined Gathering, Working Hi-Fi Prototype