IHCI Project Proposal

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.

Names of Group Members:

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Project Group Number: 2
HCI Group No.: 6

Requirement Gathering

<Identifying stakeholders and their roles, challenges, requirements and expectations of users through tools like interviews, mindmaps, use-case diagrams etc.>

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

STAKEHOLDERS

USERS	HOSPITALS/ CLINICS	AMBULANCE SERVICE PROVIDER	BANKS/UPI
ROLE • To use the app and avail its services **CHALLENGES** • To get medical services available at an affordable price **REQUIREMENT** • To get good quality medical services at a pocket-friendly cost	**ROLE** • To provide quality medical services at the best price **CHALLENGES** ➢ To provide good quality medical services to patients at an economical price, while also sustaining in the market. **REQUIREMENT** • Well-trained staff • Latest medical equipment/instruments	**ROLE** • To provide 24/7 ambulance services **CHALLENGES** • To reach to the patient and the hospital on time **REQUIREMENT:** • Well-trained staff • Enough ambulances available	**ROLE** • To enable 24/7 money transactions smoothly **CHALLENGES** • Cybersecurity threats • Meeting customer expectations **REQUIREMENT** • Cash flow • Well-trained staff • Good security systems

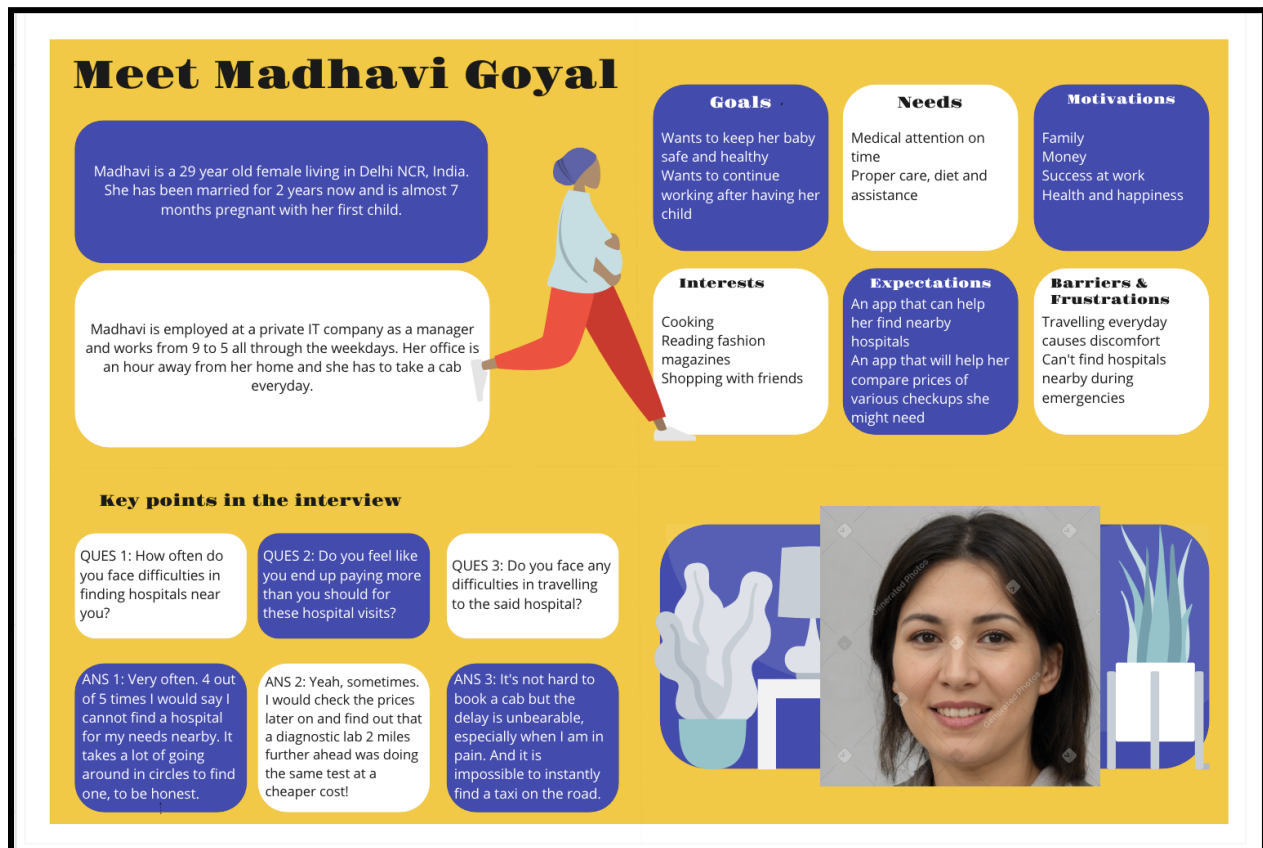We also tried to depict the services that our app tries to tie the users to through the mind-map given below:
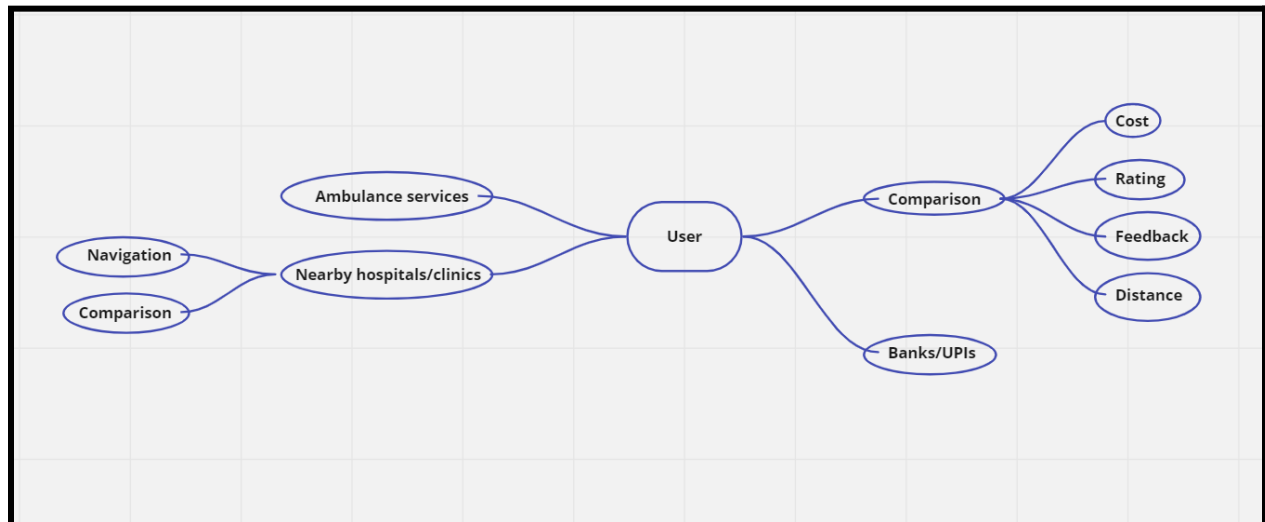
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Personas and Scenarios

A. We created personas based on our interviewees and their unique experiences to better understand our user base and their requirements.

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 7 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 everyday.

Goals
Wants to keep her baby safe and healthy
Wants to continue working after having her child

Needs
Medical attention on time
Proper care, diet and assistance

Motivations
Family
Money
Success at work
Health and happiness

Interests
Cooking
Reading fashion magazines
Shopping with friends

Expectations
An app that can help her find nearby hospitals
An app that will help her compare prices of various checkups she might need

Barriers & Frustrations
Travelling everyday causes discomfort
Can't find hospitals nearby during emergencies

Key points in the interview

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

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

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

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.

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!

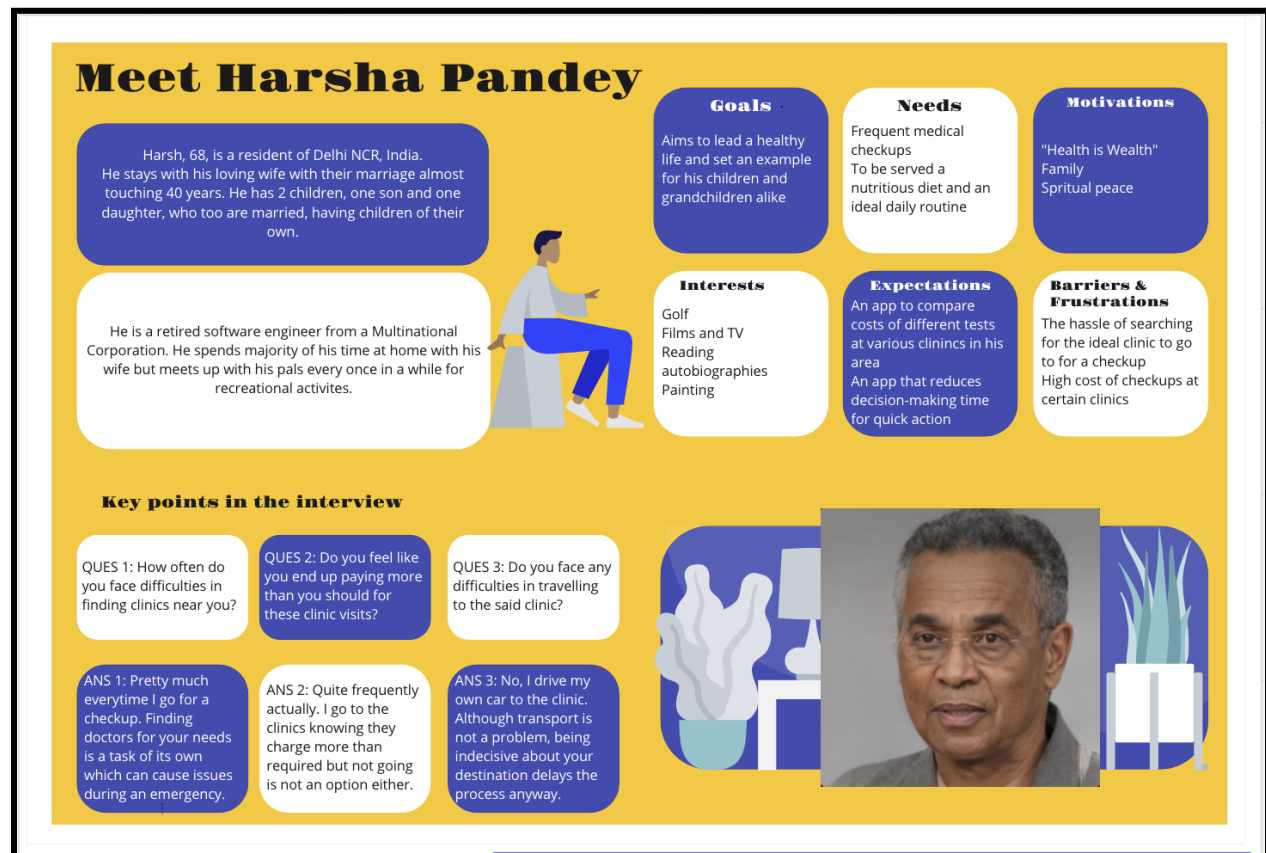ANS 3: It's not hard to book a cab but the delay is unbearable, especially when I am in pain. And it is impossible to instantly find a taxi on the road.

[Behavioral Persona, Online Whiteboard for Visual Collaboration (miro.com)](#)

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.

PERSONA 2

Meet Harsha Pandey

Harsh, 68, is a resident of Delhi NCR, India. He stays with his loving wife with their marriage almost touching 40 years. He has 2 children, one son and one daughter, who too are married, having children of their own.

He is a retired software engineer from a Multinational Corporation. He spends majority of his time at home with his wife but meets up with his pals every once in a while for recreational activites.

Goals
Aims to lead a healthy life and set an example for his children and grandchildren alike

Needs
Frequent medical checkups
To be served a nutritious diet and an ideal daily routine

Motivations
"Health is Wealth"
Family
Spritual peace

Interests
Golf
Films and TV
Reading autobiographies
Painting

Expectations
An app to compare costs of different tests at various clinincs in his area
An app that reduces decision-making time for quick action

Barriers & Frustrations
The hassle of searching for the ideal clinic to go to for a checkup
High cost of checkups at certain clinics

Key points in the interview

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

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

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

ANS 1: Pretty much everytime I go for a checkup. Finding doctors for your needs is a task of its own which can cause issues during an emergency.

ANS 2: Quite frequently actually. I go to the clinics knowing they charge more than required but not going is not an option either.

ANS 3: No, I drive my own car to the clinic. Although transport is not a problem, being indecisive about your destination delays the process anyway.

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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.
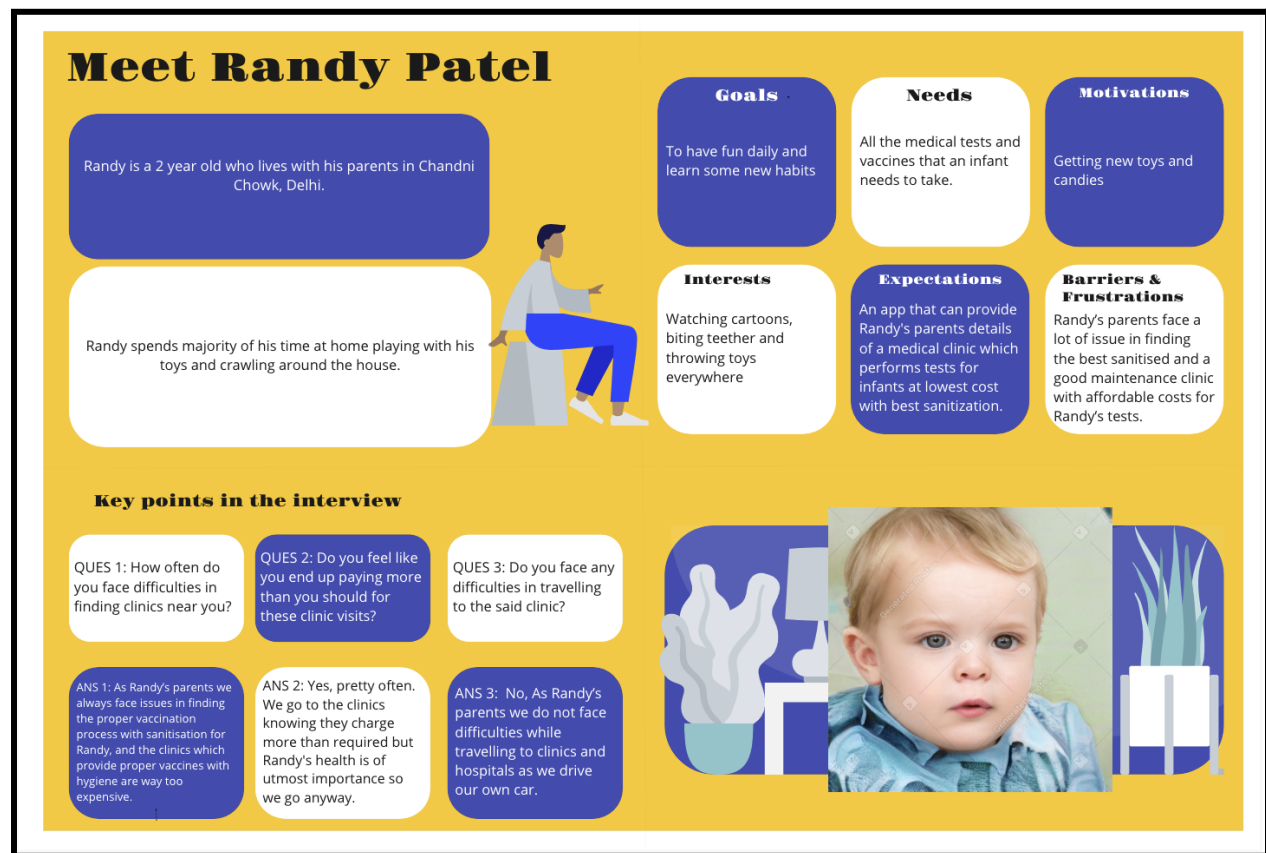
PERSONA 3

Meet Arun Kumar

Arun Kumar is a 45 year old male living in Gurgaon, India. Arun Kumar was diagnosed with stage 1 lung cancer 6 years ago. He was stunned, as he had never been sick a day in his life before that.

Having retired from working as a teacher, Arun Kumar is looking for ways to spend his free time. He is a very friendly individual and would like to share his thoughts and experiences with others going through a similar situation.

Goals
Leading a long and healthy life
To get well and feel normal again
Speedy recovery

Needs
Medical attention on time
Proper care, diet and assistance
Emotional support from family and friends
Healthy eating options

Motivation
Family
Volunteering
Health and happiness
New connections

Interests
Reading Books
Art and Craft
Watching Sports

Expectations
An app that can help him find nearby hospitals
An app that will help him compare prices of various checkups he might need
An app that will help him in providing ambulance service in emergency

Frustrations
Lack of resources
Unable to find people with similar struggles
Unavailability of ambulance or cabs when required

Key points in the interview

QUES 1: How easy was it for you to decide which doctor to go to?

QUES 2: What are the factors that came into play whilst deciding your doctor?

QUES 3: Do you face any difficulties in travelling to your appointments?

ANS 1: It took quite a bit of research to be frank. The process was pretty overwhelming, weighing each doctor's expertise as per my needs.

ANS 2: Various factors like ratings, cost, patients' feedbacks and distance from my accommodation played a huge role in making this decision.

ANS 3: It's easy to book a cab, but the delay can get frustrating often. And it is hardly possible to find a taxi/auto on the road when you need one.

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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 understand better how to design an app to cater to his needs and help him through these difficult times.

PERSONA 4

Meet Randy Patel

Randy is a 2 year old who lives with his parents in Chandni Chowk, Delhi.

Randy spends majority of his time at home playing with his toys and crawling around the house.

Goals

To have fun daily and learn some new habits

Needs

All the medical tests and vaccines that an infant needs to take.

Motivations

Getting new toys and candies

Interests

Watching cartoons, biting teether and throwing toys everywhere

Expectations

An app that can provide Randy's parents details of a medical clinic which performs tests for infants at lowest cost with best sanitization.

Barriers & Frustrations

Randy's parents face a lot of issue in finding the best sanitised and a good maintenance clinic with affordable costs for Randy's tests.

Key points in the interview

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

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

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

ANS 1: As Randy's parents we always face issues in finding the proper vaccination process with sanitisation for Randy, and the clinics which provide proper vaccines with hygiene are way too expensive.

ANS 2: Yes, pretty often. We go to the clinics knowing they charge more than required but Randy's health is of utmost importance so we go anyway.

ANS 3: No, As Randy's parents we do not face difficulties while travelling to clinics and hospitals as we drive our own car.

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The last persona talks about a 2-year-old infant, Randy and covers him and his parents' goals, needs and frustrations.

Problem Understanding

<Elaborate on the proposed solution, its target users, and the specific requirements it would fulfil >

PROBLEM UNDERSTANDING

➢ Access to quality healthcare in our country is a challenge due to overpopulation, cost and scarcity of medical staff and facilities.

➢ The first thing that needs to be done is that healthcare facilities must be provided at a minimum distance with ease at an affordable cost so that all sections of society can access the services.

➢ So, here we are with our app that will help one to compare medical facilities around him in terms of cost and services and hence can get the 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.

➢ Our app would fulfil various requirements:

1. Help users in getting the best medical services at the lowest cost nearby.
2. Help users to compare hospitals, medical staff and the quality of services offered by the hospitals/clinics/labs.
3. Be a profitable model for the local clinics.
4. Save the time of users by avoiding the hustle to decide which hospital to go to.
5. Provide ambulance services as early as possible in case of emergencies.

Contributions

<Mention the individual contributions of the group members>

Rishit Gupta	2022406	*Problem understanding, Persona: Randy Patel*
Ritesh Kumar Parihar	2022407	*Persona: Arun Kumar*
Ritika Thakur	2022408	*Persona: Madhavi Goyal*
Ritviek Padda	2022409	*Persona: Harsha Pandey*
Riya Gupta	2022410	*Requirement gathering*