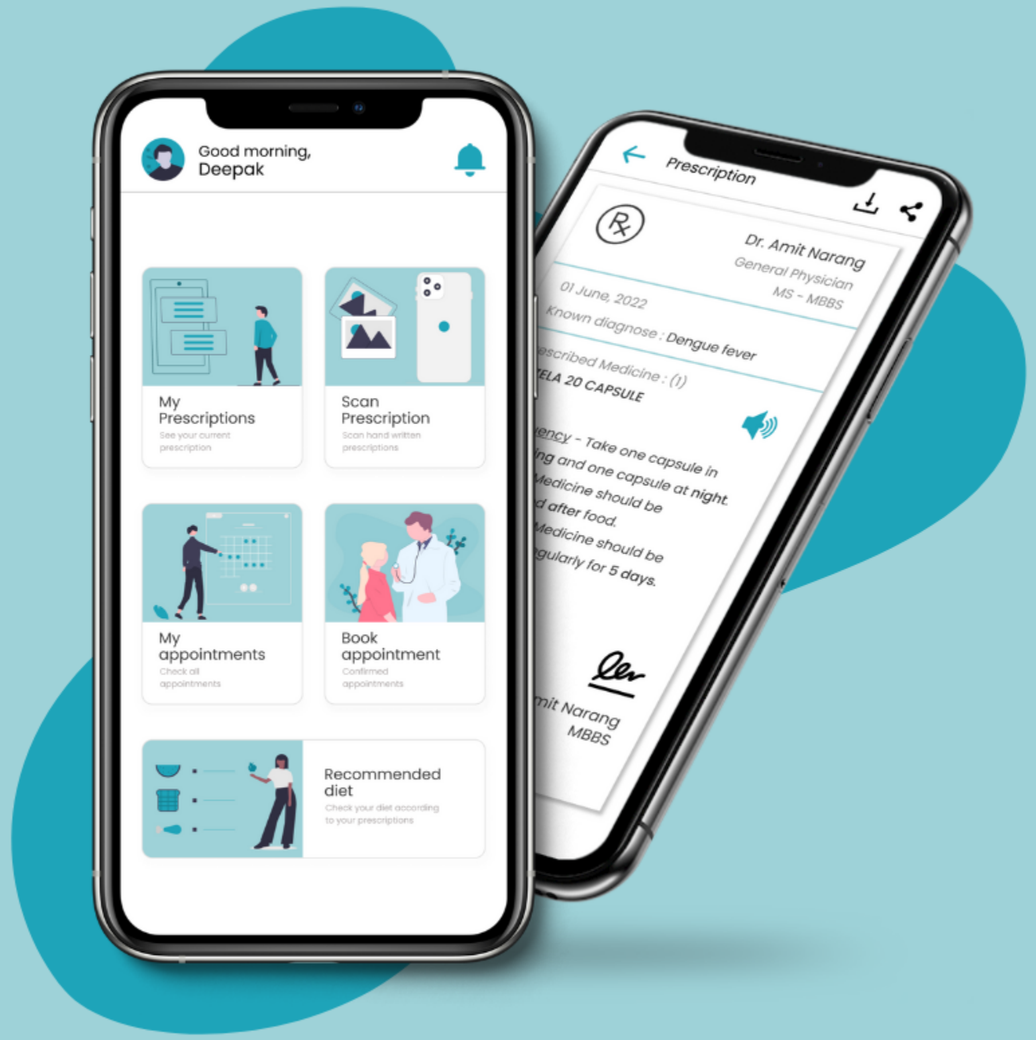
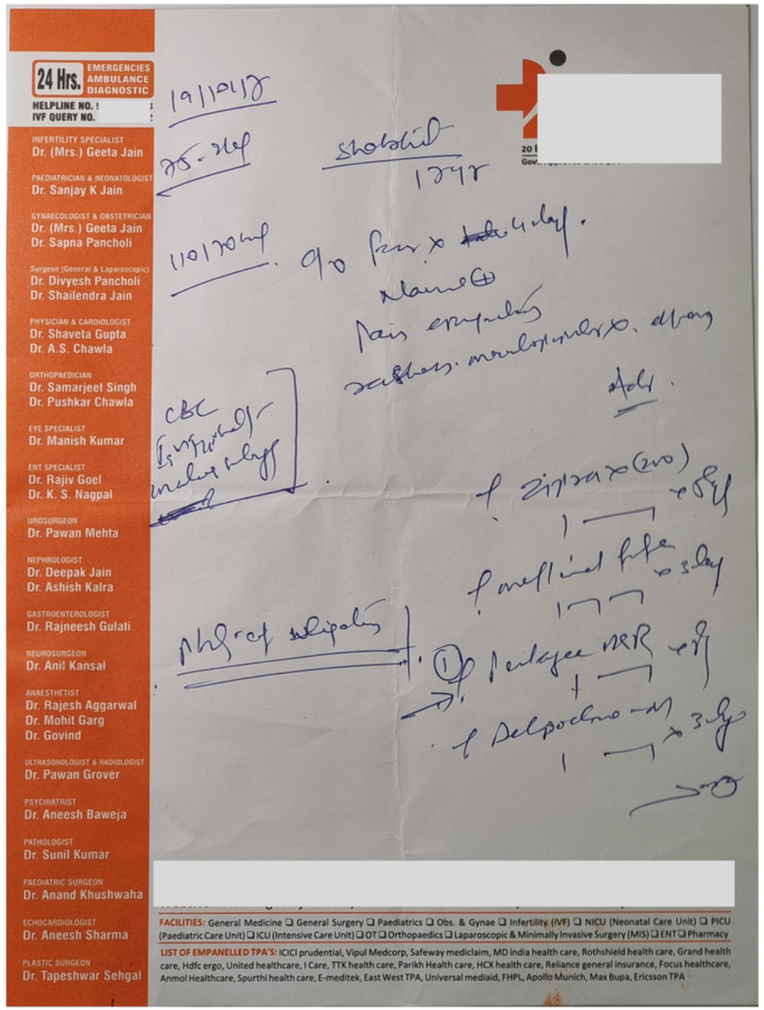
paRxcha

Shobhit Gupta
JK Lakshmipat University
M.des IxD





24 Hrs. EMERGENCIES AMBULANCE DIAGNOSTIC
HELPLINE NO. :
IVF QUERY NO.

INFERTILITY SPECIALIST
Dr. (Mrs.) Geeta Jain

PAEDIATRICIAN & NEONATOLOGIST
Dr. Sanjay K Jain

GYNAECOLOGIST & OBSTETRICIAN
Dr. (Mrs.) Geeta Jain
Dr. Sapna Pancholi

Surgeon (General & Laparoscopic)
Dr. Divyesh Pancholi
Dr. Shailendra Jain

PHYSICIAN & CARDIOLOGIST
Dr. Shaveta Gupta
Dr. A.S. Chawla

ORTHOPAEDICIAN
Dr. Samarjeet Singh
Dr. Pushkar Chawla

EYE SPECIALIST
Dr. Manish Kumar

ENT SPECIALIST
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Dr. Anil Kansal

ANAESTHETIST
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Dr. Govind

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PSYCHIATRIST
Dr. Aneesh Baweja

PATHOLOGIST
Dr. Sunil Kumar

PAEDIATRIC SURGEON
Dr. Anand Khushwaha

ECHOCARDIOLOGIST
Dr. Aneesh Sharma

PLASTIC SURGEON
Dr. Tapeshwar Sehgal

19/10/17

Shobhit
17yr

110/70 mm

c/o fever x 4 days.
Nausea ⊕
Pain epigastric
scattery, mouth ulcers, dysp

Adv.

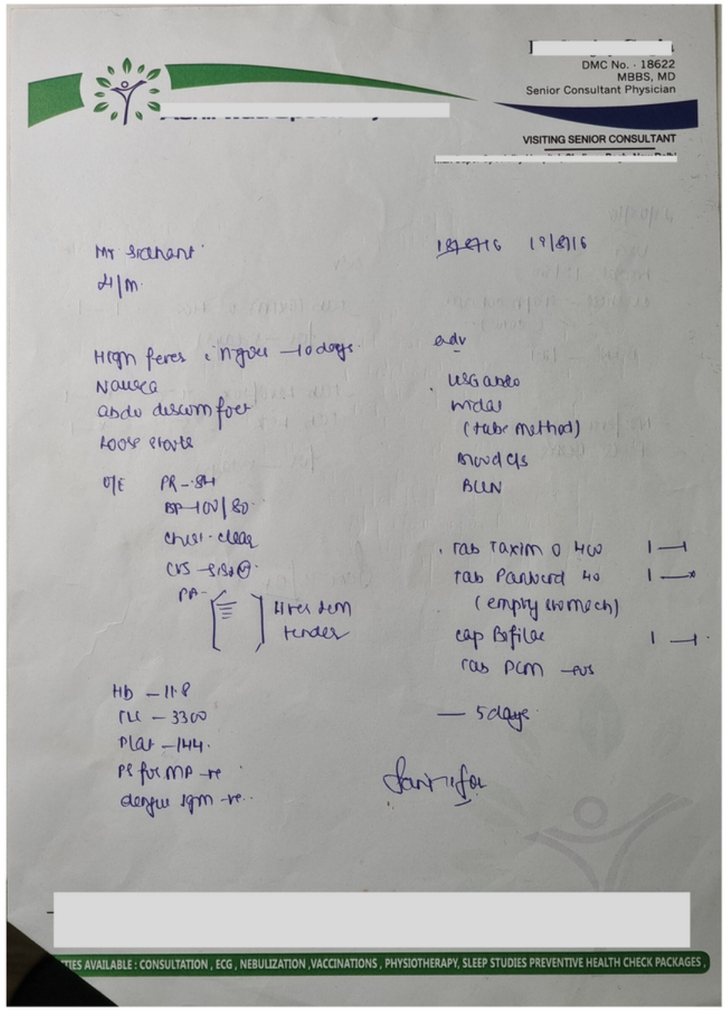
CBC
LFT, urine R/E
malaria antigen

Inj Zinnat (cvs) 1-1-1
Inj Emeset Inf 1-1-1 x 3 days
Inj Pantop MBR 1-0-1
Inj Deltacortil-M 1-0-1 x 3 days

Mgt of dengue

FACILITIES: General Medicine ❑ General Surgery ❑ Paediatrics ❑ Obs. & Gynae ❑ Infertility (IVF) ❑ NICU (Neonatal Care Unit) ❑ PICU (Paediatric Care Unit) ❑ ICU (Intensive Care Unit) ❑ OT ❑ Orthopaedics ❑ Laparoscopic & Minimally Invasive Surgery (MIS) ❑ ENT ❑ Pharmacy

LIST OF EMPANELLED TPA'S: ICICI prudential, Vipul Medcorp, Safeway mediclaim, MD India health care, Rothshield health care, Grand health care, Hdfc ergo, United healthcare, I Care, TTK health care, Parikh Health care, HCX health care, Reliance general insurance, Focus healthcare, Anmol Healthcare, Spurthi health care, E-meditek, East West TPA, Universal mediaid, FHPL, Apollo Munich, Max Bupa, Ericsson TPA



DMC No. - 18622
MBBS, MD
Senior Consultant Physician

VISITING SENIOR CONSULTANT

Mr Shrikant
21/M

19/8/16

High feres c rigors - 10 days
Nausea
abdo discomfort
Loose stools

O/E PR - 98
BP - 100/80
chest - clear
CVS - S1S2 ⊕
PA - Liver dem tender

adv

USG abdo
MP/AI (Tube method)
Blood Cs
BUN

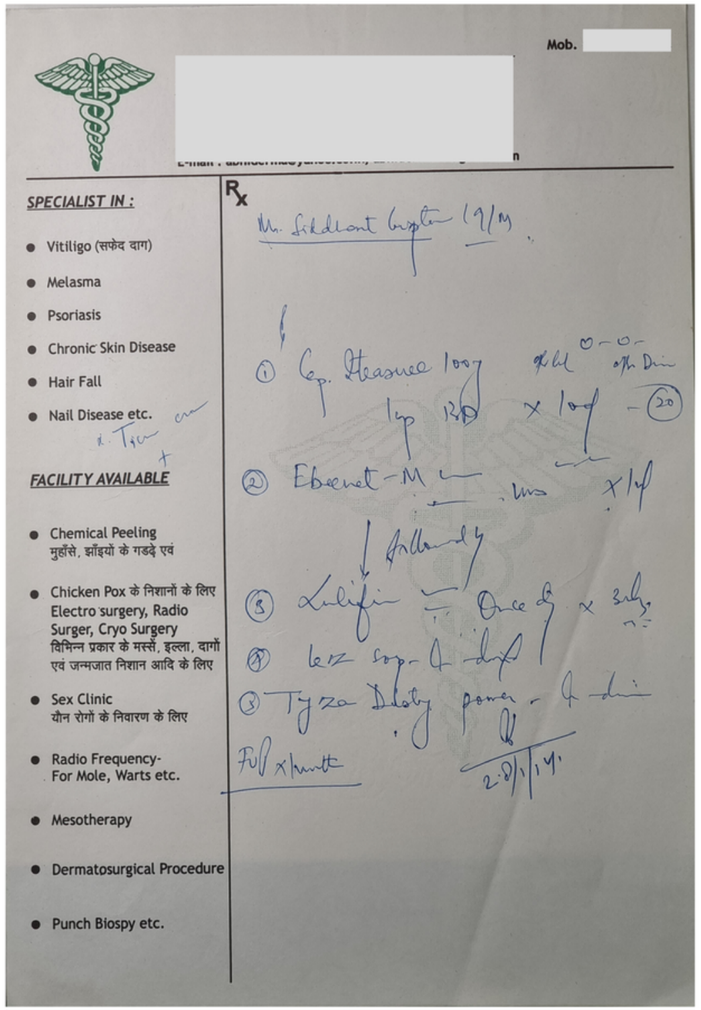
Inj Taxim O 4GM 1-1-1
Inj Pantocid 40 1-0-0 (empty stomach)
Cap Bifilac 1-1-1
Inj PCM - SOS

— 5 days

Hb - 11.8
TLC - 3300
Plat - 144
PS for MP - Nr
dengue IgM - Nr

Short fever

TIES AVAILABLE : CONSULTATION , ECG , NEBULIZATION ,VACCINATIONS , PHYSIOTHERAPY, SLEEP STUDIES PREVENTIVE HEALTH CHECK PACKAGES ,



Mob.

SPECIALIST IN :

- Vitiligo (सफेद दाग)
- Melasma
- Psoriasis
- Chronic Skin Disease
- Hair Fall
- Nail Disease etc.

FACILITY AVAILABLE

- Chemical Peeling
  मुहाँसे, झाँइयों के गड्ढे एवं
- Chicken Pox के निशानों के लिए
  Electro surgery, Radio Surger, Cryo Surgery
  विभिन्न प्रकार के मस्सें, इल्ला, दागों एवं जन्मजात निशान आदि के लिए
- Sex Clinic
  यौन रोगों के निवारण के लिए
- Radio Frequency-
  For Mole, Warts etc.
- Mesotherapy
- Dermatosurgical Procedure
- Punch Biospy etc.

Rx

Mr. Siddhant Gupta 19/M

① Cap. Itrasure 100mg 1-0-0 a/f Dinner
Inj 1gm x 1 vial - (20)
② Ebecret-M 1-0-1 x 1/f
Followed by
③ Lulifin Once daily x 3 days
④ Lex Syp - 1 tsp
⑤ Tyza Daily power - 1 tube
Full x 1 month

20/9/19

There is a problem with all these prescriptions and my aim is to find and solve it.

User-centered Design Process

Research

- User research
- Data interpretation
- User persona
- User journey map
- Storyboarding

Ideate

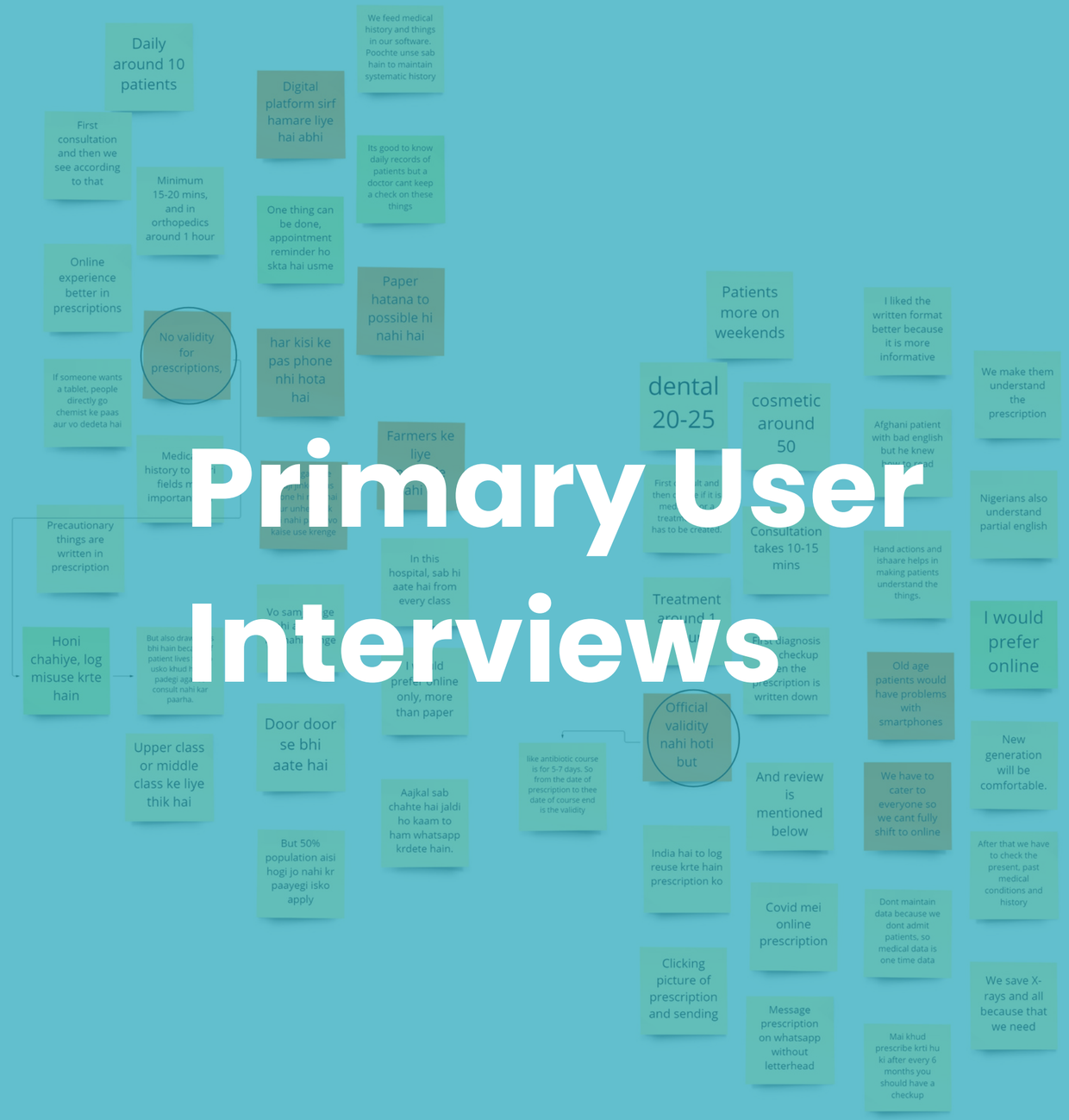
- Information architecture
- Wireframing

Design

- Visual design
- Prototyping

RESEARCH

Primary User Interviews



Primary Insights

Understandability and readability of Prescriptions

Language Barriers

Lack of dietary knowledge in illness and during medications

Issues in maintaining and accessing physical documents.

Prescription Expiry

User Personas
& Journey Map

Deepika Sharma

AGE	24
OCCUPATION	MBA -Finance Student
STATUS	Single
LOCATION	New Dellhi
TECH COMFORT	5/5

> “I’m a hard worker, but not working smart makes you useless.”

Brief story

Deepika is a MBA student with a passion of working in finance. But her health often holds her back from working. Unfortunately she has to get frequent checkups at clinics which takes up most of her time.

Goals

- To get treated on time.
- Give 100% of creative and productive input in her job.
- To easily read prescriptions on the go.
- To eat healthy food in time of illness.

Frustrations

- Very difficult to maintain records, because of frequent clinic visits.
- Difficult to understand prescriptions.
- Have to carry test reports everywhere.
- In the time of illness, don’t know what to eat and what to avoid which leads to bad reaction with medicines.

Sanjay Mishra

AGE	33
OCCUPATION	Travelling Salesman
STATUS	Unmarried
LOCATION	Ranchi, Jharkhand

Brief story

Sanjay is a travelling salesman, who is on the road 9 out of 12 months. He has to travel across India, to different states and cities in order to sell his merchandise.
Once he was in Chennai, Tamil Nadu and got food poisoning. He had to visit a local doctor to get diagnosed and received a prescription for it. But the doctor could not explain the medication to him due to the language barrier. He had to ask random strangers for assistance.

Goals

- Get monthly health checkups
- Manage time for family.
- Maintain his own health to take care of his family.
- Keep prescriptions handy and quick to read

Frustrations

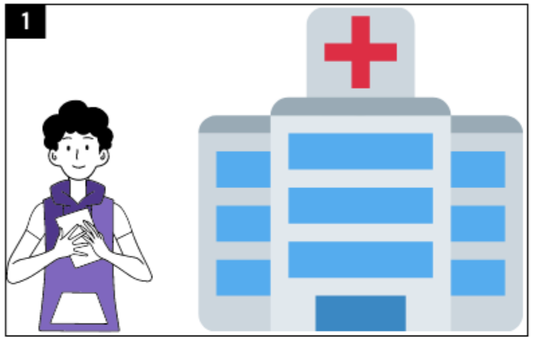
- Physically storing medical prescriptions of the whole family.
- Timely appointments for so many people.
- Understanding prescriptions after coming back from the doctor’s.
- Remembering when to give and take medicine.

User Journey

	DOCTOR	PATIENT
Appointment	😑 Maintains diary	😑 Physically calls for appointment.
Patient Arrives	😢 Many patients at the same time in the waiting room with walk ins.	😢 Waiting for a long time even after taking an appoinment.
Checkup	😑 Many checkups are going on, listening to medical history and problems from patients.	😃 Telling about medical history and current problems.
Prescription	😑 Doctor hands over handwritten prescription.	😢 Difficult to read.
Pharmacy Visit		Didn't get the prescribed medicine but the pharmacist gave some other with same salt.
Re-visit	😃 At the the of first checkup, doctor asked for a scheduled re-visit after one week.	😃 Without visiting again, I'll have the same medicine on my own.

Storyboard - Prescription

1

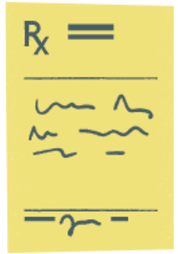


Scene: Got the prescription, now I can buy medicine for myself.

2

Scene: Going home

3



Scene: Can't understand a single word written on this. And I don't remember what the doctor told me.

4

5

Scene: He goes to his nearest pharmacy to get the medicine and ask for instructions.

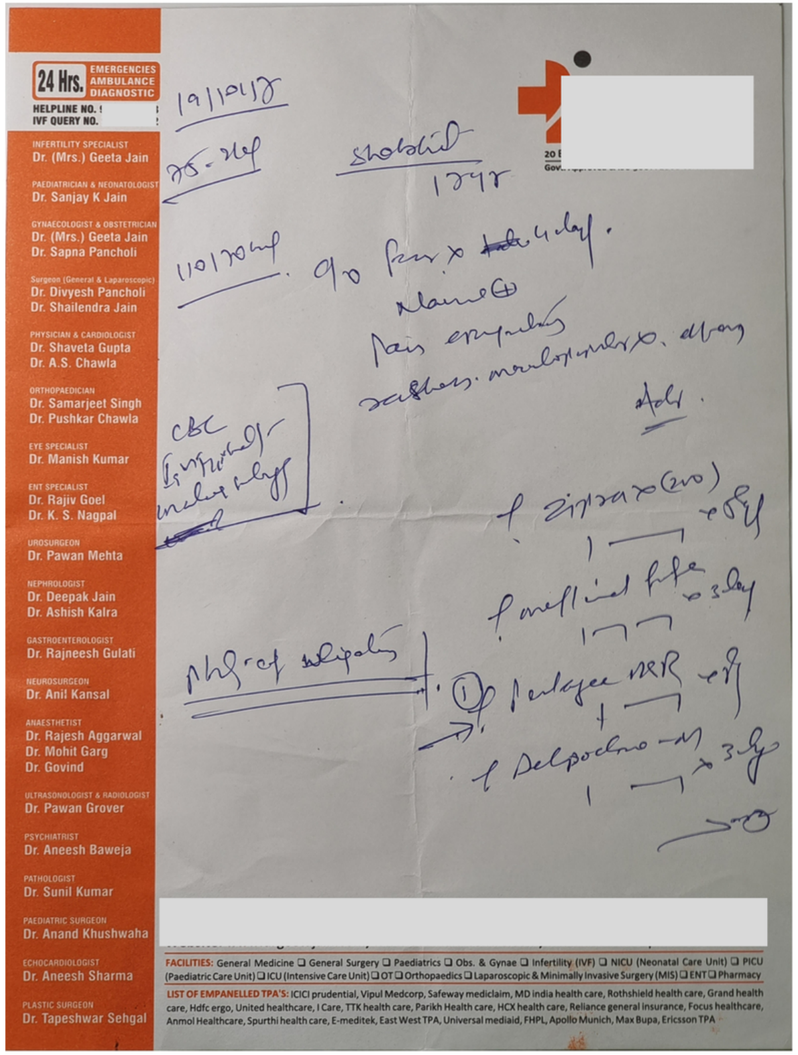
6

Scene: The pharmacist gives the medicines and verbally dictates the medicine schedule to him.

7

8

Shot size:
Scene:



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Dr. Anand Khushwaha

ECHOCARDIOLOGIST
Dr. Aneesh Sharma

PLASTIC SURGEON
Dr. Tapeshwar Sehgal

19/10/17

Shatshid
17yr

110/70 mm

9/0 fever x 4 day.
Nausea ⊕
Pain epigastric
scabies. moderate. along

Adv.

CBC
[illegible]

f Zinnat (250) 1-1-1 x 5 day
f Ondinol forte 1-0-1 x 3 day
f Pantop NSR 1-0-1 x 5 day
f Deltoclino-M 1-0-1 x 3 day

Phy of epigastric

FACILITIES: General Medicine ❑ General Surgery ❑ Paediatrics ❑ Obs. & Gynae ❑ Infertility (IVF) ❑ NICU (Neonatal Care Unit) ❑ PICU (Paediatric Care Unit) ❑ ICU (Intensive Care Unit) ❑ OT ❑ Orthopaedics ❑ Laparoscopic & Minimally Invasive Surgery (MIS) ❑ ENT ❑ Pharmacy

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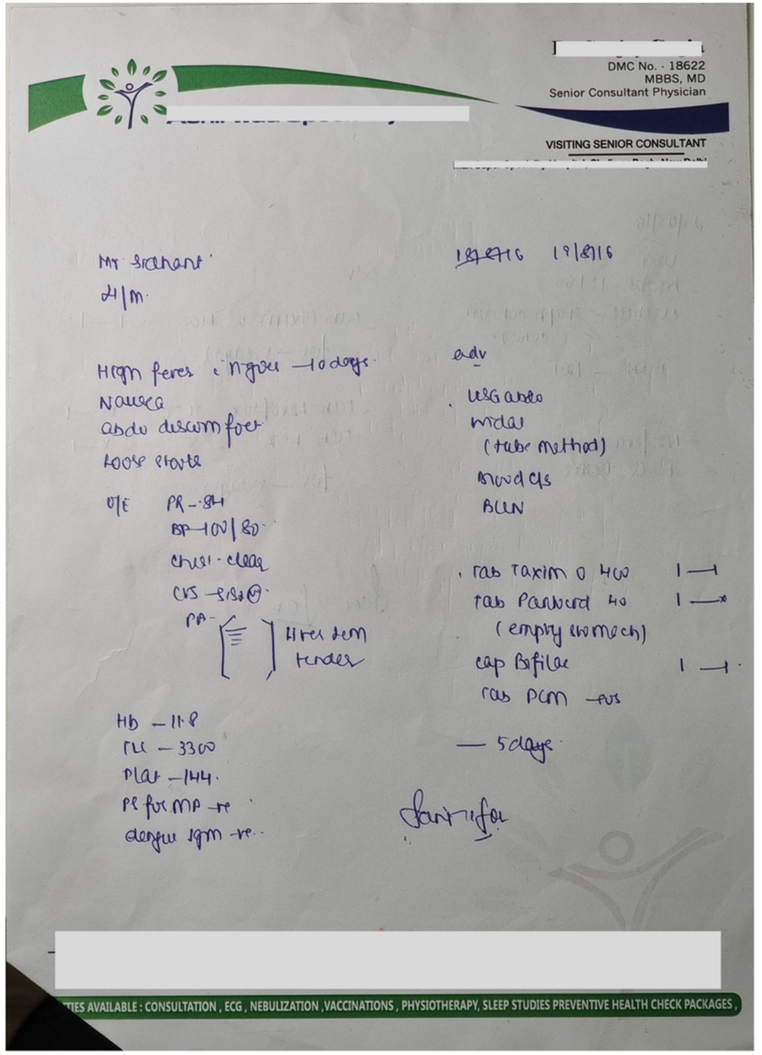


DMC No. - 18622
MBBS, MD
Senior Consultant Physician

VISITING SENIOR CONSULTANT

Mr Srikant
24/M.

19/8/16

High feres x 7 days
Nausea
abdo discomfort
Loose stools

O/E PR - 84
BP - 100/80
Chest - clear
CVS - S1S2⊕
PA - Hepatomegaly tender

HB - 11.8
TLC - 3300
Plat - 144.
PS for MP - ve
dengue IgM - ve.

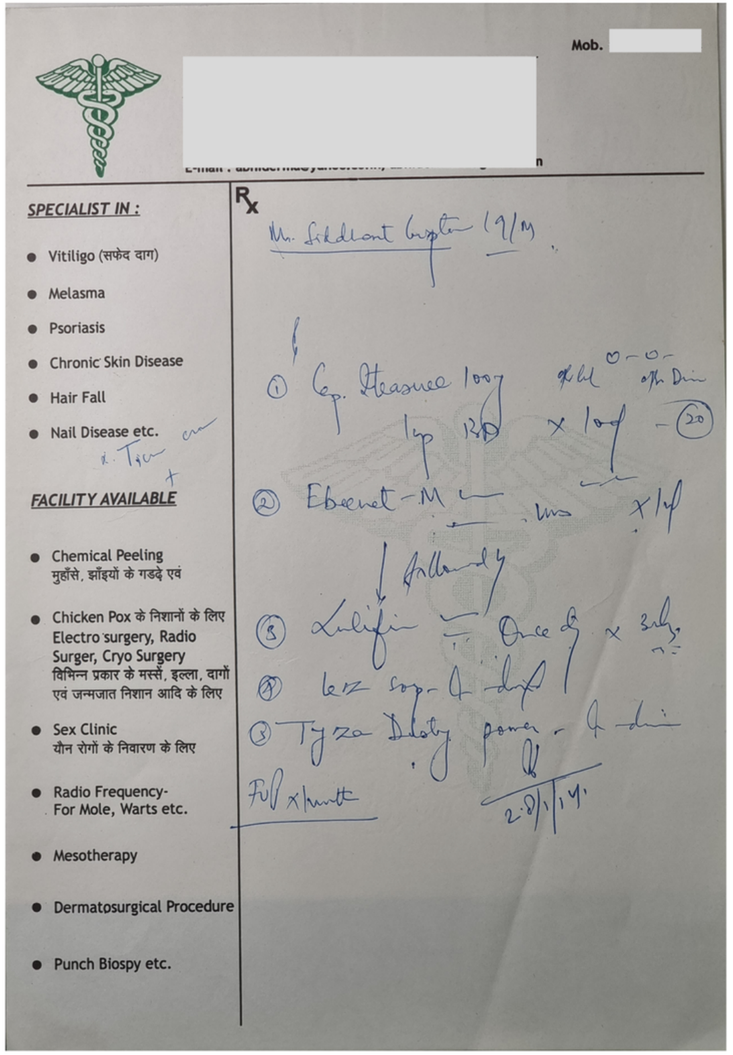
adv
USG abdo
MRCP
(Tube method)
Blood cls
BUN

1. Tab Taxim O 400 1-0-1
2. Tab Pantocid 40 1-0-0
(empty stomach)
3. Cap Bifilac 1-0-0
4. Tab PCM - sos

— 5 days

Start iv fl

TIES AVAILABLE : CONSULTATION , ECG , NEBULIZATION ,VACCINATIONS , PHYSIOTHERAPY, SLEEP STUDIES PREVENTIVE HEALTH CHECK PACKAGES ,



Mob.

SPECIALIST IN :

- Vitiligo (सफेद दाग)
- Melasma
- Psoriasis
- Chronic Skin Disease
- Hair Fall
- Nail Disease etc.

FACILITY AVAILABLE

- Chemical Peeling
  मुहाँसे, झाँइयों के गडढे एवं
- Chicken Pox के निशानों के लिए
  Electro surgery, Radio Surger, Cryo Surgery
  विभिन्न प्रकार के मस्सें, इल्ला, दागों एवं जन्मजात निशान आदि के लिए
- Sex Clinic
  यौन रोगों के निवारण के लिए
- Radio Frequency-
  For Mole, Warts etc.
- Mesotherapy
- Dermatosurgical Procedure
- Punch Biospy etc.

Rx

Mr. Siddhant Gupta 19/M

1. Cap. Neurocet 100mg 1-0-1 x 10 day — (20)
2. Ebecet-M 1-0-1 x 1/7
3. Lulifin — Once a day x 3 days
4. Lex Syp - 4 ml
5. Tyza Daily power - 4 ml

Full x 1 month

2-9-16

Why are these so badly written?

Why are prescriptions poorly written?

Lot to write

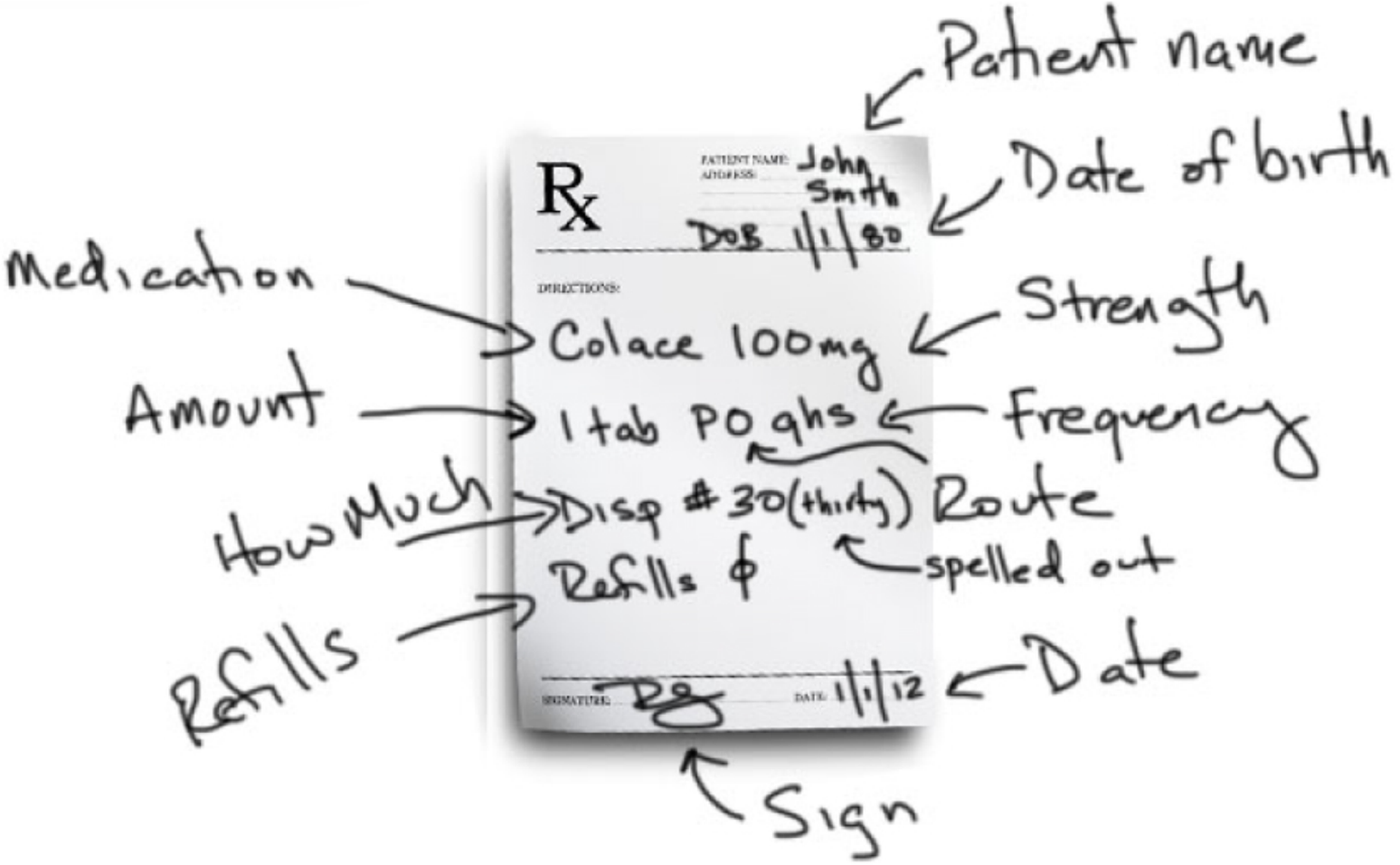
Difficult jargons

Long and stressful day

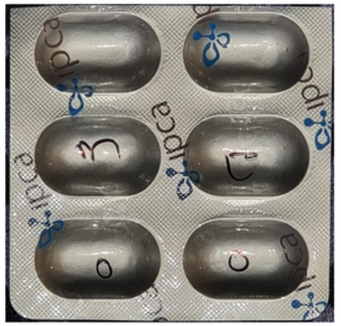
Large number of patients

Parts of Prescription :

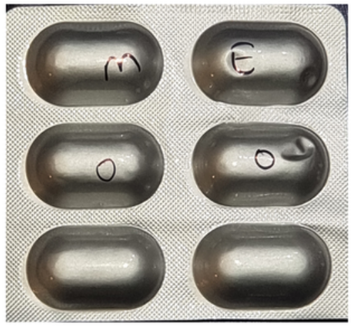
1. Date
2. Name, Age, Sex & address of patient
3. ~~Superscription~~
4. ~~Inscription~~
5. ~~Subscription~~
6. Signature
7. Renewal Instruction
8. Signature address & registration number & prescriber



How pharmacists explain medicines.



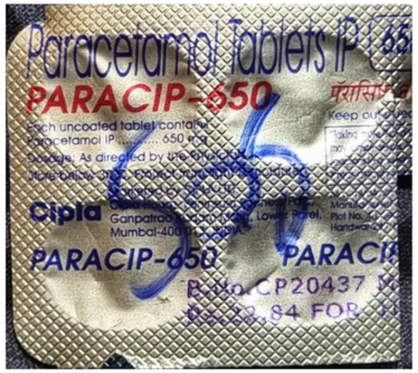
The medicine strip shown above has markings of ‘M’ and ‘E’ and has ‘O’ below each of them.
The ‘M’ denotes ‘Morning’ and the ‘E’ denotes ‘Evening’. The ‘O’ denotes a tablet, which means that one tablet in morning and one tablet in evening.



The same goes for the medicine strip shown above.

In this medicine strip, only one letter is given that is ‘N’ but it is encircled.
An encircled ‘N’ means one tablet at night.

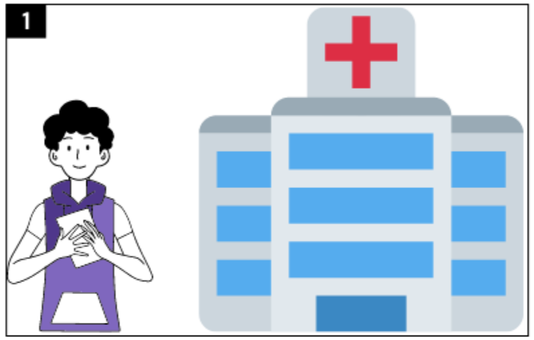
This strip has Hindi writing saying ‘pain’.
This medicine was prescribed for pain, incase pain arises the medicine should be taken.



This strip labels as ‘SOS’, which means only take if there is an emergent need of taking it.

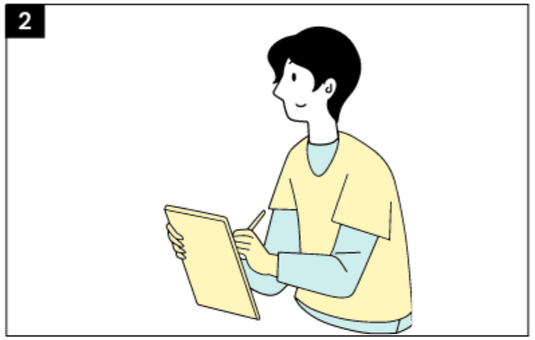
Storyboard - Diet

1



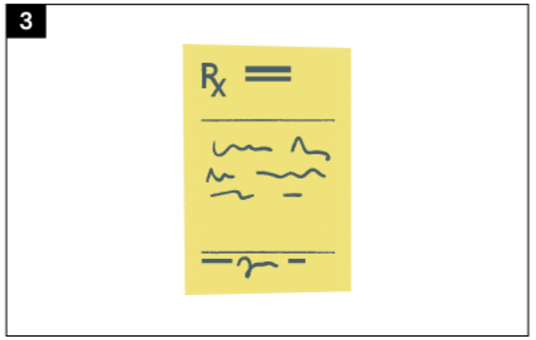
Scene: Gotta go for a checkup, I'm having a bad fever.

2



Scene: You're having a dengue fever that's why it wasn't going by normal medicines and that's why you're not able to digest properly.

3



Scene: Can't understand a single word written on this. And I don't remember what the doctor told me to take care about.

4

5

Scene: He tries home remedies, but they don't work because dengue doesn't have specific medicine or cure, only medicines are for fever and pain.

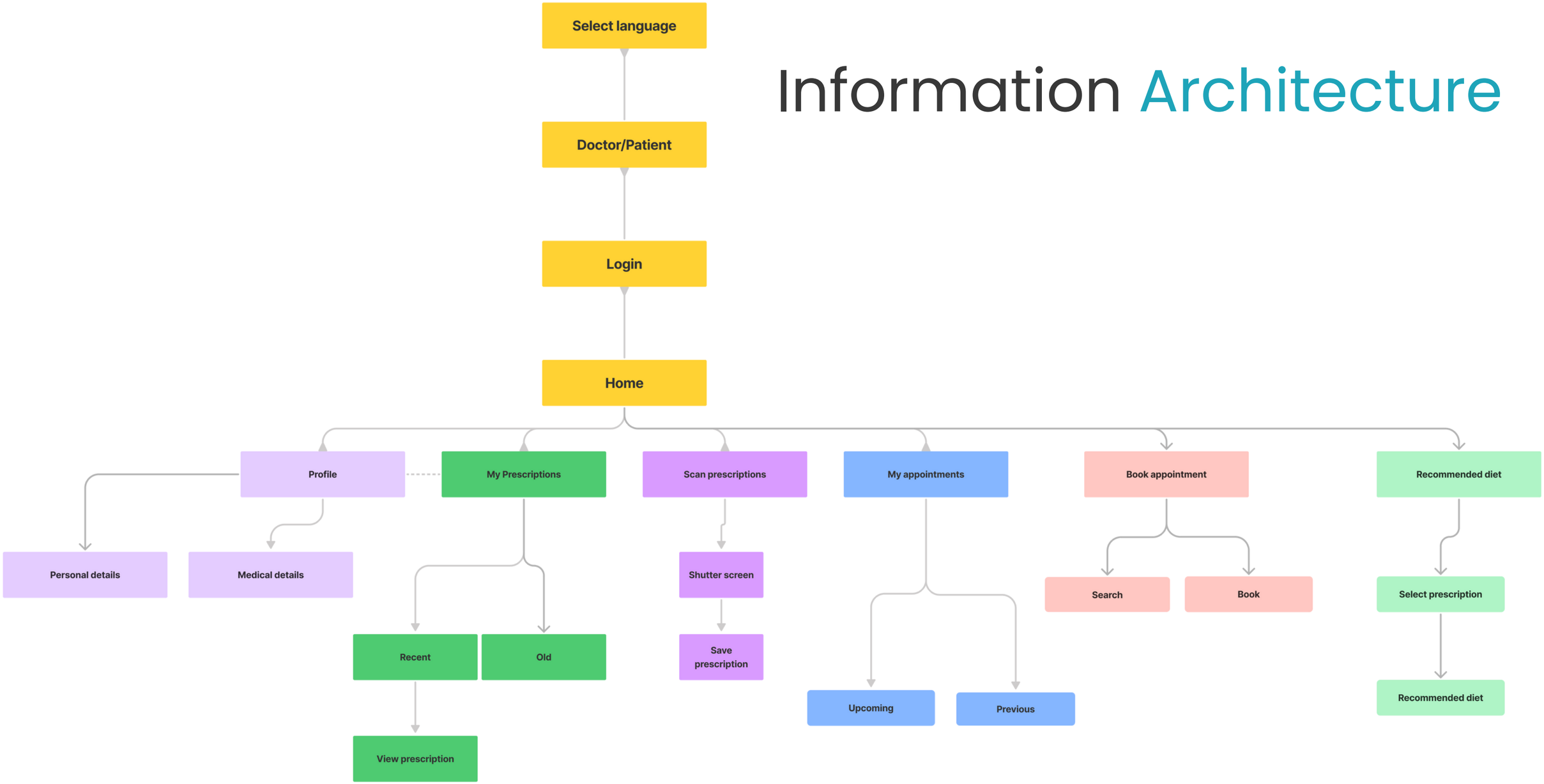
6

Scene: He tries calling his relatives for advice and check internet for suggestions but, everyone gives different opinions.

7

IDEATE

Information Architecture



Book Appointment
Scan Prescription
WIREFRAMES
Rescheduling an appointment

DESIGN of

City Hospital

Dr. Amit Narang

General Physician

MS - MBBS

40 years experience overall

May, 2022

13 SUN	14 MON	15 TUE	16 WED

Available Time

Morning | Afternoon | Evening

2:00 pm | 2:30 pm | 3:00 pm | 3:30 pm | 4:00

Book appointment

Good morning,
Deepak

My Prescriptions

See your current prescription

Scan Prescription

Scan hand written prescriptions

My appointments

Check all appointments

Book appointment

Confirmed appointments

Recommended diet

Check your diet according to your prescriptions

Prescription

Dr. Amit Narang

General Physician

MS - MBBS

01 June, 2022

Known diagnose : Dengue fever

Prescribed Medicine : (1)

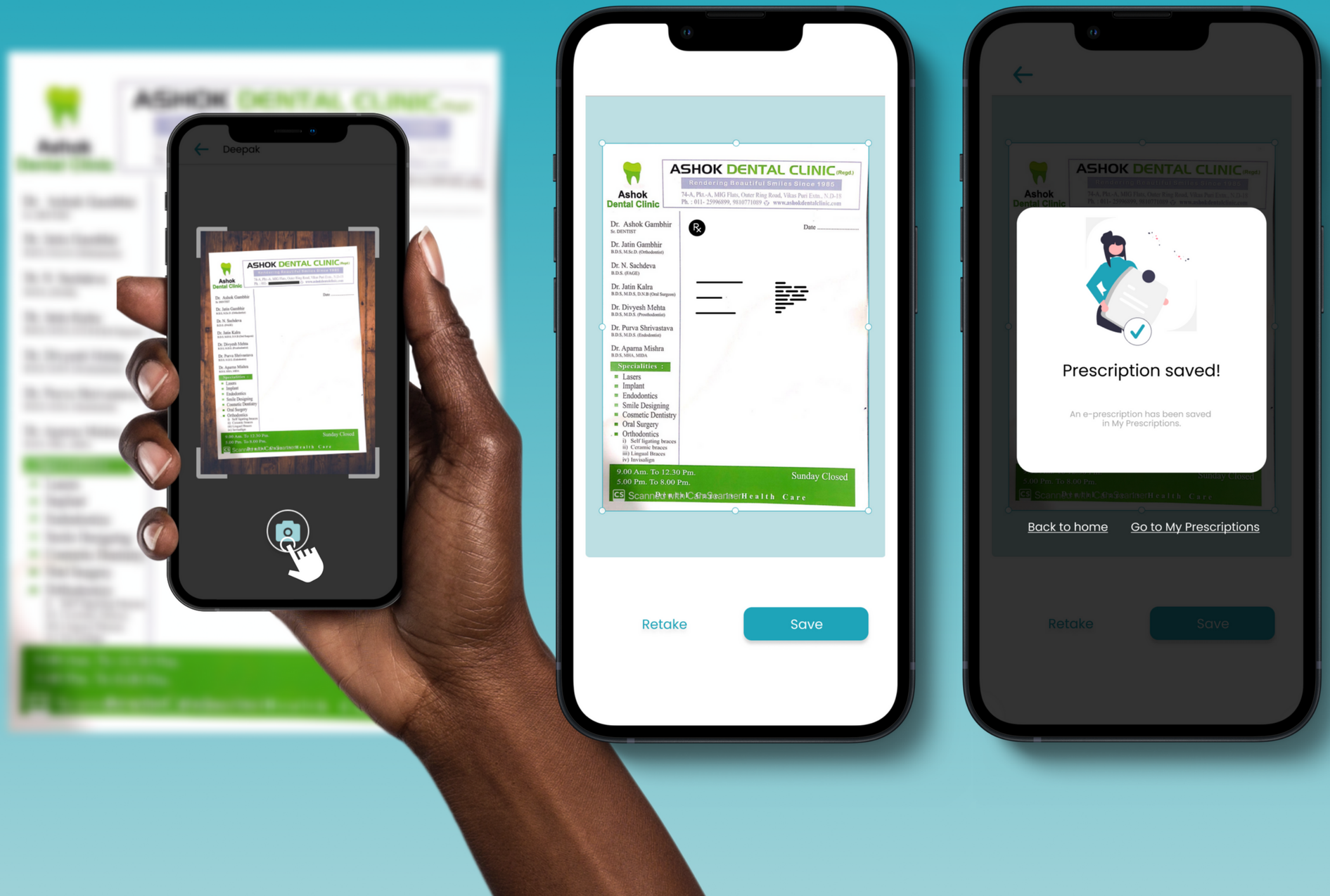
DUZELA 20 CAPSULE

- Frquency - Take one capsule in morning and one capsule at night.
- Food - Medicine should be consumed after food.
- Duration - Medicine should be consumed regularly for 5 days.

Dr. Amit Narang

MBBS

Scan your paper
Prescription



Easy to read **Prescription** format is generated, and it's available in multiple languages.

ENGLISH

हिन्दी(HINDI)

বাংলা(BANGLA)

Thank You

For Prototype - CLICK HERE