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# UX Design Challenge (Interim)

with a focus on user participation

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# About Rhekiss



- › **Nationwide pregnancy registry** for rheumatism patients




- › Focus on **family planning, pregnancy and postpartum** outcomes
- › Patients are included by their treating rheumatologist



- › Both **physicians** and **patients** enter data via the web-application (surveys)
- › Investigates, inter alia, the **safety of medications**


# Current UI

 **Patientenliste** Infomaterial Neuer Patient Studienstatus Nachrichten Mein Profil

Willkommen:  Abmelden

### Patienten

Für Fragebögen bitte auf Patientennamen klicken

Name	Modul	Woche	Offene Bögen	Nächstes Ablaufdatum	Nächste Dokumentation
	Schwangerschaft 14		7	09.02.2026 SS: 17.02.26 - 07.04.26	
	Schwangerschaft 11		7	03.03.2026 SS: 11.03.26 - 29.04.26	
	Kinderwunsch	4	10	02.03.2026 KW: 10.03.26 - 02.06.26	
	Kinderwunsch	4	10	01.03.2026 KW: 09.03.26 - 01.06.26	
	Schwangerschaft 6		7	09.04.2026 SS: 17.04.26 - 05.06.26	
	Schwangerschaft 18		7	13.01.2026 SS: 21.01.26 - 11.03.26	
	Schwangerschaft 21		6	18.02.2026 SS: 26.02.26 - 11.06.26	

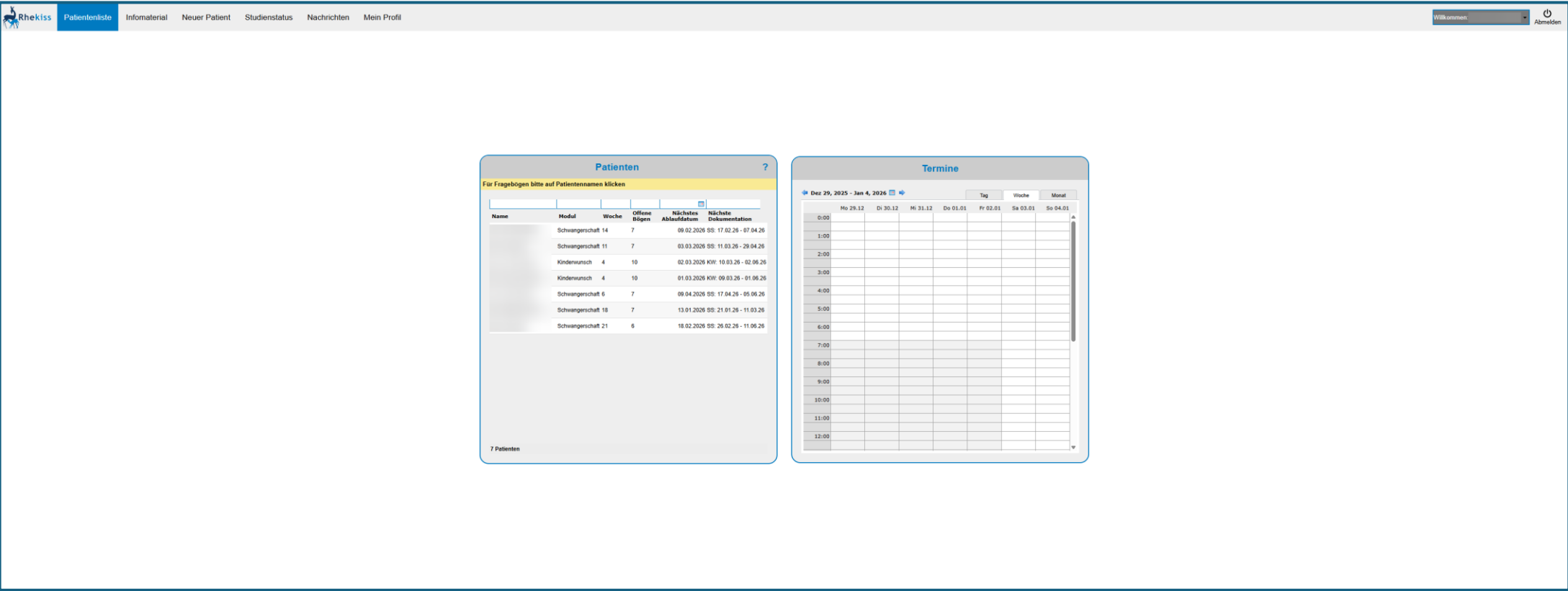
7 Patienten

### Termine

Dez 29, 2025 - Jan 4, 2026

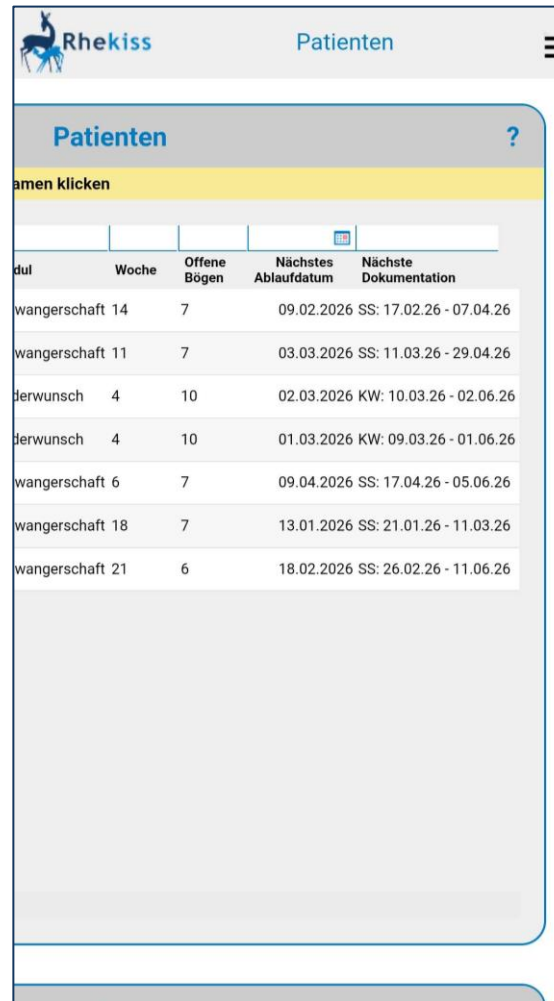
	Mo 29.12	Di 30.12	Mi 31.12	Do 01.01	Fr 02.01	Sa 03.01	So 04.01
0:00							
1:00							
2:00							
3:00							
4:00							
5:00							
6:00							
7:00							
8:00							
9:00							
10:00							
11:00							
12:00							

# Current UI (Wide Screens)



# Current UI (Mobile)

- › **Limited mobile device friendliness** despite ever increasing use of mobile devices



The screenshot shows the 'Patienten' (Patients) screen of the Rhekiss mobile application. At the top, there is a header with the 'Rhekiss' logo and the title 'Patienten'. Below the header, there is a search bar with the placeholder text 'Namen klicken'. The main content area displays a table with patient information. The table has five columns: 'dul', 'Woche', 'Offene Bögen', 'Nächstes Ablaufdatum', and 'Nächste Dokumentation'. The data rows show various patient entries with their respective week numbers, open arches, and dates for the next arch and documentation.

dul	Woche	Offene Bögen	Nächstes Ablaufdatum	Nächste Dokumentation
wangerschaft 14	7		09.02.2026 SS:	17.02.26 - 07.04.26
wangerschaft 11	7		03.03.2026 SS:	11.03.26 - 29.04.26
derwunsch	4	10	02.03.2026 KW:	10.03.26 - 02.06.26
derwunsch	4	10	01.03.2026 KW:	09.03.26 - 01.06.26
wangerschaft 6	7		09.04.2026 SS:	17.04.26 - 05.06.26
wangerschaft 18	7		13.01.2026 SS:	21.01.26 - 11.03.26
wangerschaft 21	6		18.02.2026 SS:	26.02.26 - 11.06.26

# UX Design Challenge

- › User experience and performance improvements for Physicians and Patients
- › Work should not be hindered by bad UX
  - › Identify pain points and suggest improvements
- › Physicians workflow enhancements
  - › **efficient, fast and simple** design
- › Patient participation is especially important
  - › UI needs to be **clear, self-explanatory, low barrier**

→ Identify **culprits** and make the website more **convenient and usable** for patients and physicians!

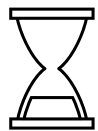
# UX Methods (Constraints)



- › Relatively small amount of users
  - › No large scale behaviour analysis



- › Budget and developer constraints
  - › No A/B testing



- › Time limitations
  - › No long term evaluations



- › Lack of web metrics due to anonymity
  - › No metric analysis



# UX Methods



- › **Clickstream analysis**

- › Analyze which parts of the website are difficult to use or are overly complex



- › **User interviews** with patients and physicians

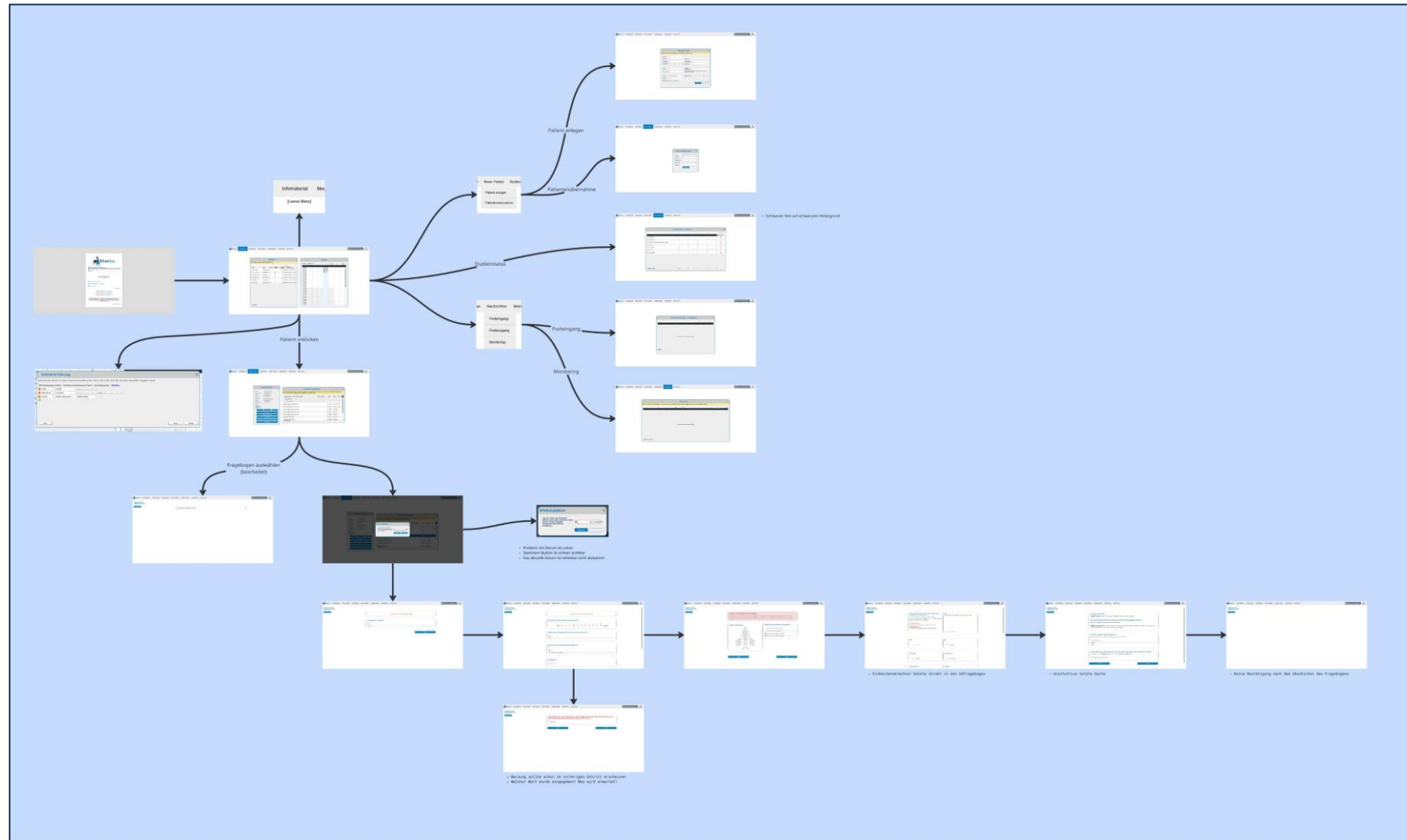
- › Gather direct experiences



- › **Accessibility testing**

- › Find out potential culprits for users with impairments

# Clickstream Analysis



# Preliminary Results

**Bitte geben Sie noch die Art der gesundheitlichen Besonderheiten an. Wenn Sie diese Frage zu einem späteren Zeitpunkt beantworten möchten, markieren Sie bitte das Feld.**

☒ ignorieren

Zurück

Weiter

Warnung sollte schon im vorherigen Schritt erscheinen

# Preliminary Results

Hatten Sie in den letzten 3 Monaten einen akuten Schub (eine deutliche Verschlechterung Ihrer rheumatischen Erkrankung, die über mehrere Tage anhielt)?

☐ nein

☐ ja, inzwischen beendet

☒

Zurück

Weiter

Text "verschwindet" nach  
Auswahl auf Mobilgeräten

# Preliminary Results

▲ [user-scalable="no"] is used in the `<meta name="viewport">` element or the [maximum-scale] attribute is less than 5. ^

Disabling zooming is problematic for users with low vision who rely on screen magnification to properly see the contents of a web page. [Learn more about the viewport meta tag.](#)

## Failing Elements

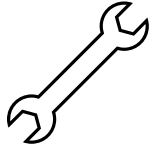
head > meta

```
<meta name="viewport" content="initial-scale=1.00, width=device-width, user-scalable=no, minimum-scale=1.00">
```

# Current Challenges



- › **Scheduling interview** appointments with patients proves difficult



- › **Technical problems** make certain analyses more complex than anticipated (e.g. user gets logged out after site refresh)
  - › Accessibility testing relies on page-reloading



- › Solutions/Improvements need to be **security conformant** and viable given the **limited budget**
  - › Implementation needs to be considered

# Conclusion

- › Goal has been determined
- › UX methods chosen to achieve this goal
- › Future work
  - › Perform user interviews for further analysis
  - › Investigate alternative tech solutions
  - › Create improved design prototypes