



# Helping Those Who Help Us - “Apollo” App: Mental Health of Healthcare Workers

Project Group Members: Bennett Taniguchi, Max Kinsel, Dylan Hartono, Tahmin Talukder, Jinghua Sun  
INFO 200 | BI-3 | Shray Arora

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# The Team

Below is a short introduction to each of us on the team. We included some background information, skills, and some fun facts about us.

## Team Members

**Dylan Hartono:** Hi! My name is Dylan Hartono; I am a Freshman intending into Computer Science or Informatics. I have strong experience in technical programming and research, but I have an eye for design. I have a sweet spot for track and field sports, so hit me up if you ever want to protest with me that Tokyo 2020 is cancelled hahahaha. :')

**Jinghua Sun:** Hi everyone, my name is Jinghua and I am a freshman intending for the political economy track in International Studies. My hobbies include dancing style longboarding, I have some experiences in researching (though mostly on international affairs) and a tiny bit of programming skills.

**Tahmin Talukder:** Hi, my name is Tahmin Talukder, but I go by Raj (my middle name) since it's easier for people to remember. I am a second-year student majoring in Mathematics and I am thinking of double majoring in Informatics. My hobbies include reading, watching anime, programming, and working on side-projects. I really like working with React and other web development technologies because I can express my creativity with these tools.

**Max Kinsel:** Hey, I'm Max. I'm a current freshman and I plan on majoring in informatics. I have little experience with the design part of informatics, but I have a lot of technical experience with the programming part. When not in quarantine, I enjoy rowing, hanging out with friends, and programming.

**Bennett Taniguchi:** Hi, I'm Bennett. I'm a sophomore and I plan on majoring in Economics with an interest in a possible informatics minor or double major. I enjoy rock climbing inside and outside, hiking, and going to the gym. I have a little programming experience in Java as my only language.

## Introduction

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The group of people we are going to serve are healthcare professionals, and the problem area we will investigate and address is mental health. Since hospitals are primarily a place meant for taking care of patients, focus is lost towards handling and recognizing the stress and workload of healthcare workers. The unawareness from both healthcare professionals and ourselves leads to many doctors and nurses to drown in mental health problems without notice, and it can impact their lives and work. Situations like COVID-19 only emphasize the stakes in taking care of healthcare professionals' mental health. Burn out of many of our doctors and nurses means fewer people on the field to help others. Therefore, stronger mental health will keep our hospitals joyful on both ends, and we need a solution that keeps healthcare professionals safe. Our solution can be implemented in hospitals as a bridge that helps people help others.

# Solutions Considered

In creating our solution, we thought of different means of impacting the most people in a sufficiently profound way. Therefore, we can maximize our efforts in providing help to mental healthcare workers that have trouble with mental health. Below, we brainstormed four different means of a solution. We explored the extent of impact that we have with those solutions and compared their advantages and disadvantages to our plans and other solutions. We also took in consideration what medical professionals would be looking for and their situation.

## Solution 1: App

At an age where we are so connected with our technological devices, a solution that can easily be accessed to a large audience and used is creating a phone app. Since we assume healthcare workers are employed with stable income, we assume most will probably have a phone. Advantages for using an app includes being easy with help being one tap away and noncommittal without having to schedule meetings with a mental health provider. In addition, an app can notify users and remind them of keeping up with mental health, and it is part of a system outside of healthcare workers, who still have the stigma of not handling their own mental health. Also, it is quick and easy to access, especially for the lives of medical workers. A hint of anonymity hides that shame of taking care of your mental health too. Downsides however are minimal professional involvement, over-reliance (without going to a real professional), and wrong self-diagnosis. Although calls can be added to the system, there is a worry that professionals will ignore it due to busy lives or being scared to use it.

(Source:  
<https://www.mytransformations.com/post/pros-and-cons-of-mental-health-apps>. Took information about pros and cons of mental health apps. Official cite in Bibliography)

## Solution 2: Data Visualization

An important issue with providing healthcare workers access to mental health is that many healthcare workers have a stigma against handling their own mental health. The main problem is that people need information to see the importance of mental health even if and especially if you are someone that works in the healthcare field. Data visualizations can provide information to healthcare workers to take better care of their health. Advantages of data visualizations are that they are easy to understand and read,

so information to persuade healthcare workers to take better care of their health is emphasized. Disadvantages however will be that data visualizations are only data and pictures, so the next steps towards better mental health are unclear to healthcare workers. In addition, data only shows overall information, not personal information, so users can incorrectly assume their own mental health without having sufficient or correct evidence.

### Solution 3: Website

We could make a website that connects healthcare workers to their local mental health professionals based on their area. If there aren't any local resources for doctors the website can recommend online counseling services provided universally. However, there is a drawback because many of these services are overloaded because of increased demands so increasing traffic is a last resort unless there aren't appropriate resources locally for workers. The website could also have online message boards or services to talk between healthcare professionals or to consult mental health professionals in order to allow doctors to connect. An advantage of this is that using a website is superior for communicating with text compared to a phone, however calls on a computer can only be done with a conferencing program, and for many people using a phone to call a mental health specialist may be more practical. Another disadvantage would be that it would be hard to access, especially since healthcare professionals are busy people that may not have the time to go on the Internet for help.

(Source: <https://project-parachute.org/>. There are sites like these that offer services on a country basis or city to city. Official source cite in bibliography)

### Solution 4: Comic Poster

In order to lighten the mood in hospitals, a comic poster would be a nice quick reminder to healthcare workers that they need to take care of their mental health. Advantages for using the comic poster include being easy to implement and distribute throughout the hospital, and it serves as a constant reminder to those who pass it every day, especially healthcare workers who are in the hospital for long periods of time. However, the disadvantages to comic posters are that they are easy to miss and are not interactable (all the user does is look at the poster). Therefore, the comic poster might lack in its effectiveness and usefulness for healthcare workers. In addition, it may be confusing to refer to healthcare worker's mental health in a place that is meant to focus on patients.

## Selected Solution

The most appropriate solution for our stakeholders is an app. We assume healthcare professionals have access to smartphones and apps are very accessible to this huge population. Since an app is more interactable (especially since phones are so personal now), we thought it was the best solution to help healthcare workers. Posters and data visualizations do the same, but we thought that something to interact with is better.

The advantages of using an app includes being easy to use and being one tap away, and it can notify users and remind them to check in on certain things (in this case their stress and mental health). This ruled out the website since users would have to go on websites in their free time, and apps are a little easier to interact with.

From our research, we found that there were solutions to mental problems in hospitals, but doctors and nurses claim there is a stigma for those with mental health of healthcare workers and possibility of being fired for incompetence. An app personalizes users without needing to be in contact with hospital resources, and it allows a person to more comfortably work on their mental health.

## Description of Solution

Our app solution will include elements that will slowly build up a person to connect with the mental health professionals via a hotline, which is one of our main features. We wanted a solution on the app that included a human aspect for people to talk to. Therefore, when the stress from work starts to pile up or they have heavy feelings, they have a solution on an app. Even if the users believe online guidance would not be enough, the app would also feature the nearest mental health clinics and recommend it to the users, thus facilitating their processes of securing mental health consultations with convenience.

However, we understand that talking about mental health is difficult, so other features were added to make it more comfortable for people to speak to professionals. We wanted to create a positive app that puts people in the right mindset. Comics and videos and anonymous posting will allow for people to open up about their problems. These features are meant to help healthcare professionals understand and work on their mental health. Therefore, when they come to the hotline, which is a mental health consultation with real professionals, they are more ready to talk about their stresses and fears.

## Product Features

We initially thought through our solution to be a hotline for health professionals. We thought human interaction is the best medicine for mental health. However, we had to consider the stigma about mental health in hospitals, and we wanted to add more ways to better open up healthcare professionals to the idea of talking to therapists and the hotline.

Therefore, we slowly moved our process towards being a service of help to be a source that helps people to consider the idea of having a therapist and someone that can help with mental health. We realized too that our app can only do so much for people, so our primary goal is to get that person to professional help.

### Primary Features

**Feature 1: Hotline to mental health professionals.** Our primary feature is to allow healthcare professionals an easy way to contact mental health professionals. Therefore, we want an app that directly provides a hotline to talk to mental health professionals and be able to provide the services towards maintaining or improving mental health. Because it tends to take lots of research to find the right mental health professional though (and people tend to pick certain people), an option can be made to pick and choose which person that you want.

**Feature 2: Videos and modules about mental health.** For healthcare professionals approaching the app, it is due to their unwillingness to go to a mental health provider, so the best way to handle this is to take the human and go to places out through videos and articles. Therefore, we are able to help the user without them having to put so much commitment, and it will slowly open them to finding help through mental health professionals.

### Secondary Features

**Feature Name: Anonymous posting.** In order for people to better convey their problems without identifying who they are, anonymous posting allows there to be a feeling of safety while pushing their confidence towards approaching mental health. Commenting will be filtered to those that are supportive, so people can feel safe using the app. (template)

**Feature Name: Locating nearest mental health clinics.** Although the app can help give assistance to healthcare professionals, help in the long run primarily comes through interacting and working with a mental health provider. Therefore, the app will

connect to nearby places for healthcare workers to continue their process of healing or maintaining their mental health.

Feature Name: **Daily quotes and comics**. In order for the app to be a little more lighthearted for its users, a section for daily quotes and uplifting comments is meant to be a brighter reminder to strengthen and maintain mental health. Therefore, there is a balance that users experience using the app, so they continue using and looking at other features.

## SiteMap

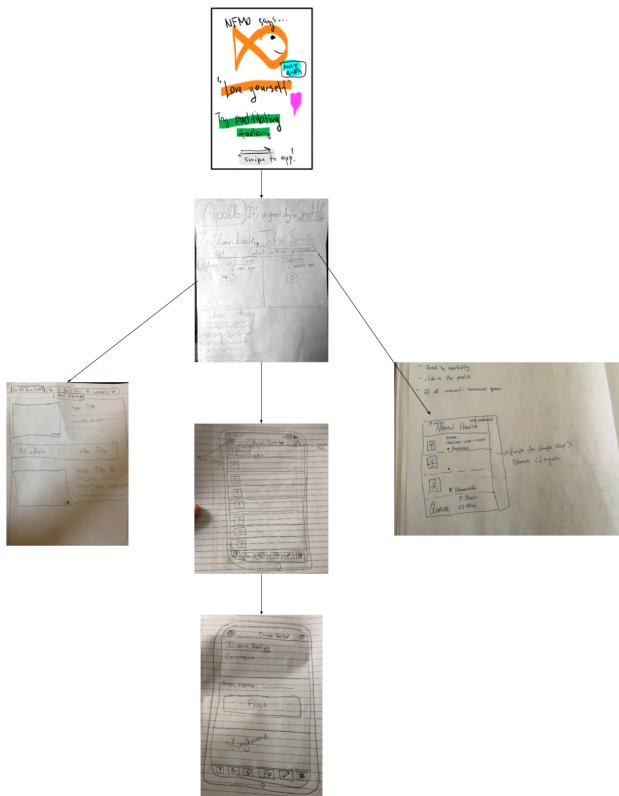
The way we formatted our site map was a little different to the design. Since there is minimal hierarchical design with all the features being able to be moved by swiping or tapping something, the app looks very top heavy. Although this could be confusing, it allows each and every feature to be equally used in the app. This is especially important since there are different levels of seriousness to each feature, and the lack of difference makes the user believe that talking to a professional and comics can be done at the same level.

We improved the complicated design with the navigation bar able to go to any of these pages. Swiping between screens allow for that as well



## Other Design Map Considerations

We thought initially before thinking about the user themselves to create a hierarchical site map like this below since we wanted there to be a center hub where every user starts on. The home screen could be customizable to each user's needs, and each feature is sectioned out on its own.



(There is a bigger version in the appendix)

However, as said before, having these many levels from the start screen, the main screen, and then a bunch of small components seemed pretty hard to navigate, even as people that thought of the idea. In addition, separating all the features make the app not cohesive enough. We believe that working with mental health requires all aspects of serious talks with therapists along with short laughs at comics and quotes. Therefore, we switched more to a tab-like design where you can see all options. It is more open, and people better understand the features the entire time using the app.

## Low Fidelity Wireframes

Here is a complete set of our wireframe:

<https://www.figma.com/file/sd wfzsFtP2nRhZLUTxuPMg/INFO-200-Apollo-Wireframe?node-id=9%3A382>

When approaching low fidelity wireframes, we initially started with thinking about each feature by itself and how to implement it in the app. However, after working on them individually for a while, we found our solution lacked cohesiveness, so we remodeled our wireframe to be more uniform in its style and features.

What is nice about working with healthcare workers is that due to their job requiring to be capable of reading and thinking along with being in a decent place financially, we can assume a lot from healthcare workers such as they have the ability to access apps and have used technology before. Therefore, we can design based on what modern apps look like. Considerations are minimal as well. One thing we did keep in mind is how to keep our users active. Healthcare workers are busy especially during these times. Time is a factor. In addition, We did not want something that would scare them away easily from the app since mental health is hard to talk about.

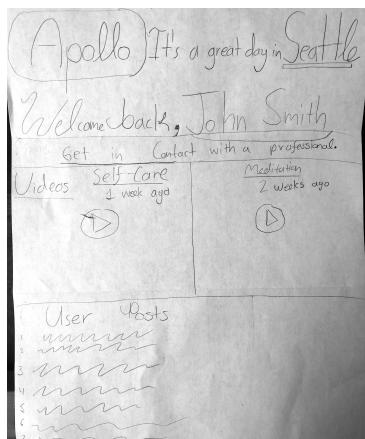
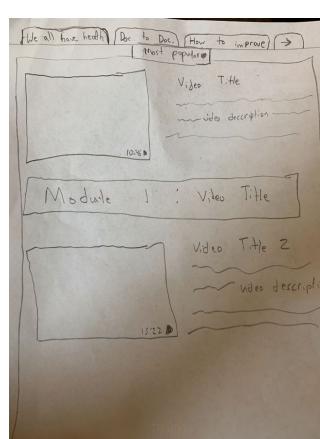
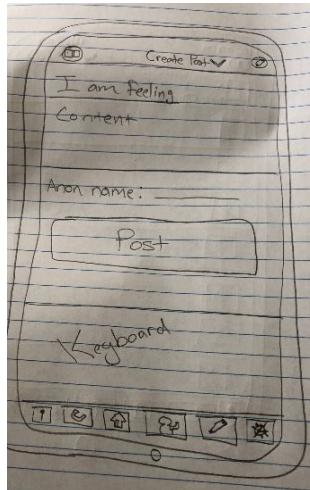
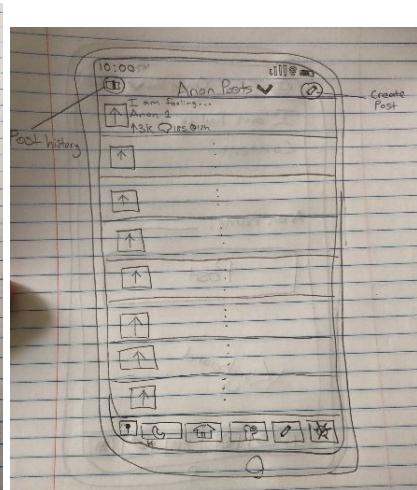
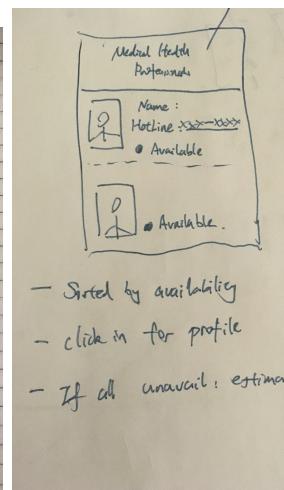
## Brainstorming Stage

At the brainstorm stage, we each individually worked on a feature and presented different ideas for our features. Each feature brainstormed had two or three different ideas. Those pictures are in the Appendix. It was a quick draw, so it was more for the idea rather than the final design and not included in the main report.

However, some key takeaways here were that we based our designs on already well-known features. For instance, the anonymous posting would be like reddit, and the videos would look like YouTube. Since we knew that health professionals have probably used these apps, it would be easy for them to use.

After that, we critiqued each others' works and improved upon our own designs. Our problems though were mostly simplifying those softwares so it would look clean as an app. For instance, our video section we had to decide based on newest videos or sectioning them to stress, burnout, and etc.

Our critique was well structured where we included great things about the design with other things to improve on. Therefore, we worked for some more time and came up with one main page for our initial wireframe for our app.

**Home Page****Comic Page****Video Page****Creating Post****Posts Page****Health line Page**

We then decided to move towards creating our sitemap, which is shown above, and all of us agreed that there needed to be more cohesiveness to the wireframe. Therefore, we ended up with the final wireframe down below accumulating our ideas together into one app.

Before going to the final wireframe, we want to use some of the brainstorm section to include other considerations:

- We know that many apps were referenced, and we as a group kind of expected people to understand their function. Although Youtube was large enough, we were not really sure if the Reddit board would look accessible to people, so we went more with a view that would be more attractive for people to see (cards).

- There are a lot of features, and we even wondered if it was too much for the app to handle. However, we in the end decided to keep all of them since it followed the overarching idea to open people up through the means of one app.
- We also considered the usage of the app and getting mental health services. We wondered how the system would scale if there were too many users or too many mental health professionals. We ended up believing that the design of scaling both sides would just use data received over time with the app.
- The comic design seemed very useless to the situation since it did nothing to really help the user. However, we decided that it was important to balance the heavy aspects with the lighter ones such as a comic.

## Final Low-Fidelity Wireframes

Our final wireframes ended up a little different to what our initial ones were. Our initial designs were based on apps that we knew, but it ended up looking a little janky with the different styles. There were lots of steps that took place in redesigning where we looked at cohesiveness. Therefore, in our solution, we attempt to fix that with creating a navigation bar, and we made elements look more similar to each other to increase cohesiveness

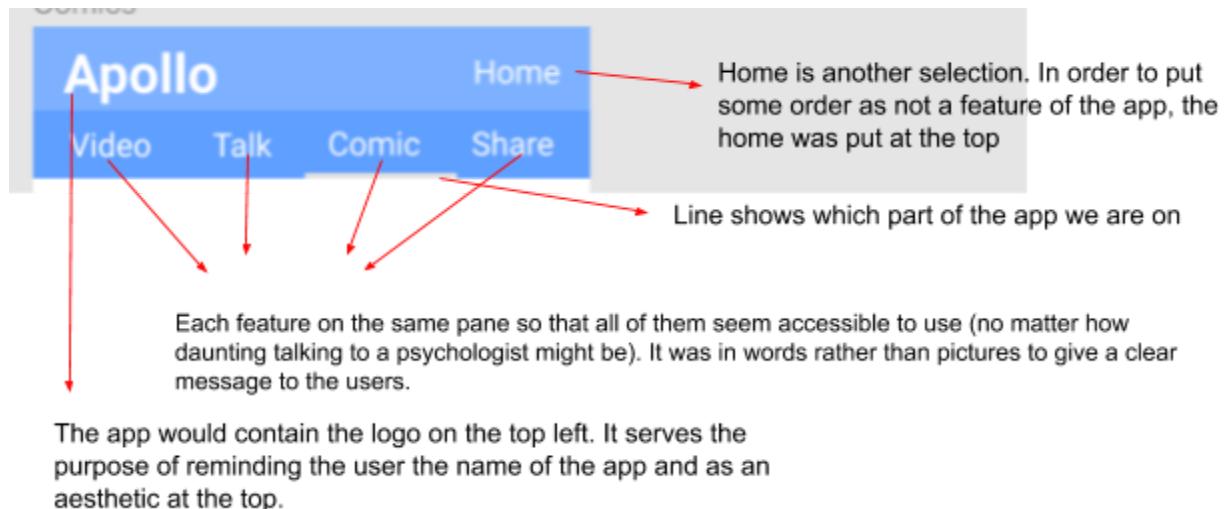
### Apollo

We decided to name our app and our team Apollo since Apollo is the Greek patron God of Medicine. Without a really suggestive name regarding mental health of health professionals, it would be more approachable especially for those that do not want to admit issues with mental health.

Our main palette for our design was mostly grays and blues since the colors were like the color of scrubs from hospitals. In addition, the blue colors are calming in order to assure the users that the app is a safe and calming place.

#### Top Nav Bar (Not a screen, but used to navigate content categories)

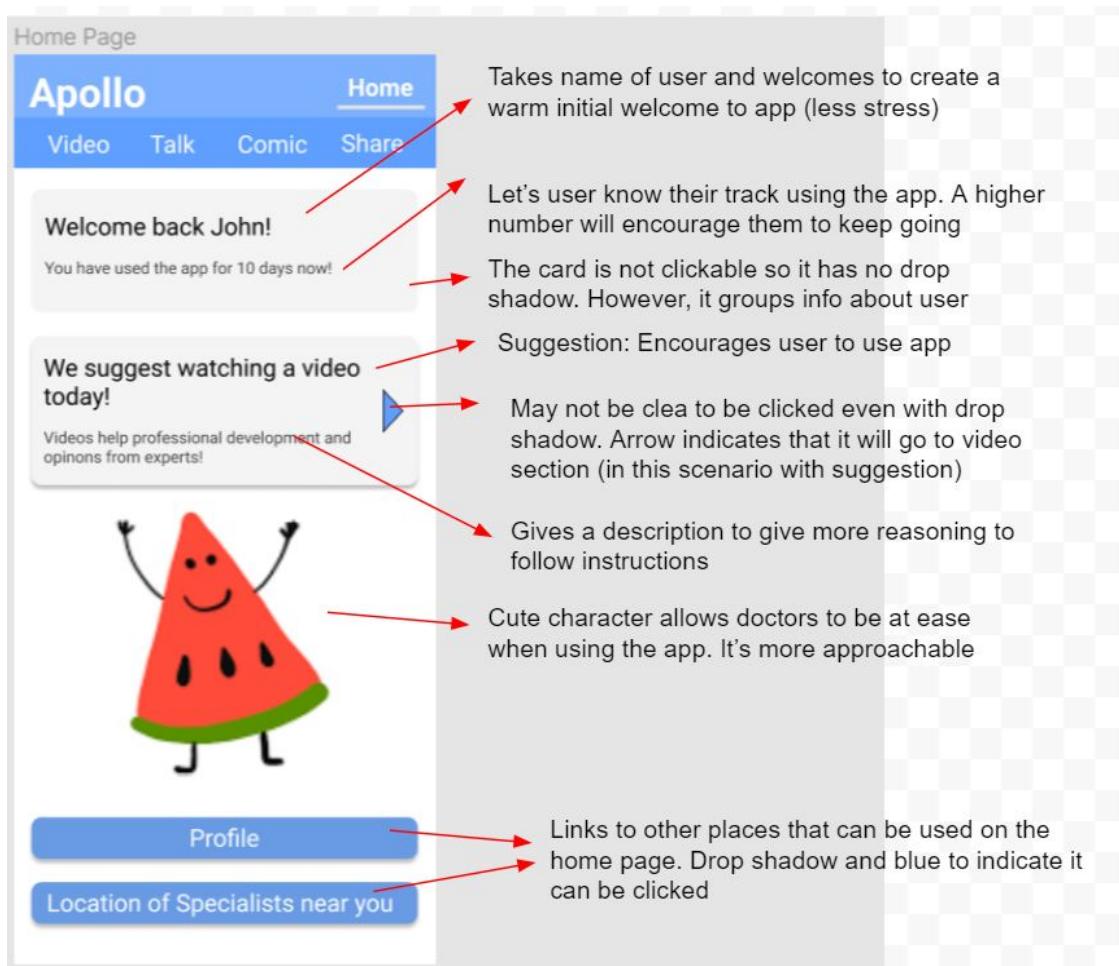
In order to better focus on the cohesiveness of the app, we included a top navigation bar in order to go through each different feature. We thought that it would be better to put all features on the same level rather than having to go back to the main screen.

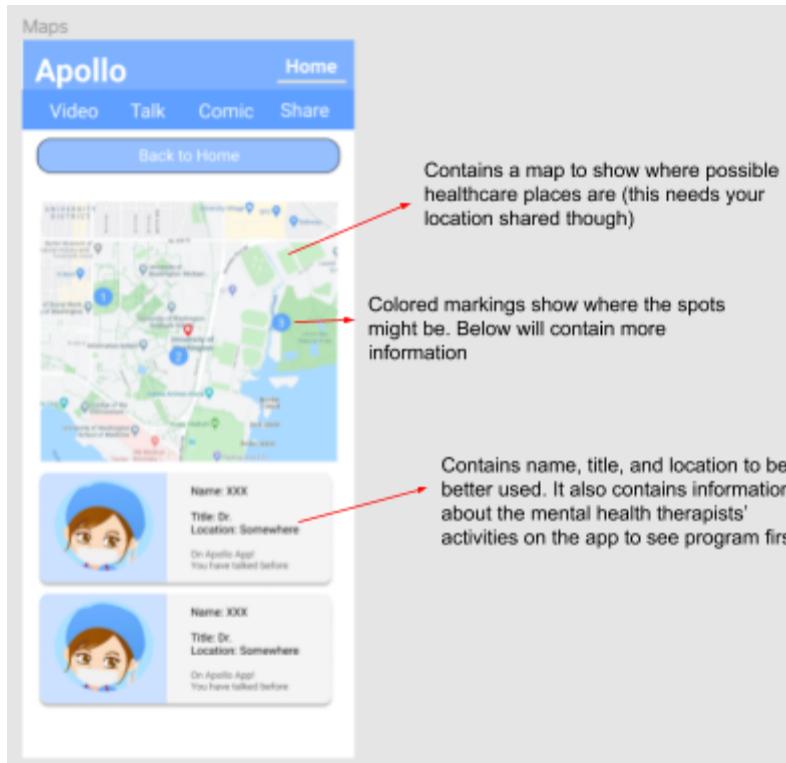
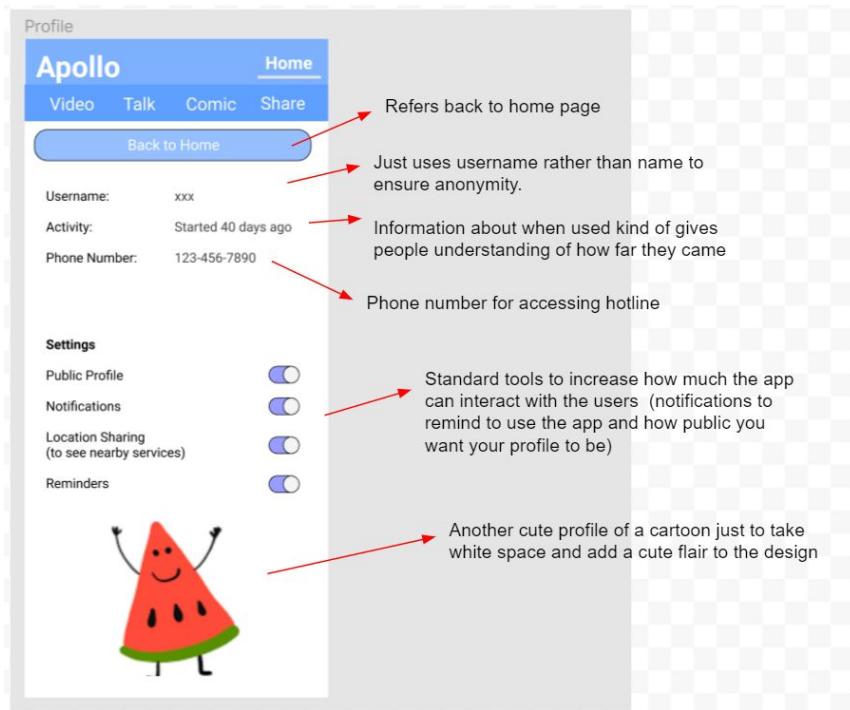


## Home Screen / Screens 1,2,3

The purpose behind this screen is to introduce users to the app and provide an easy intuitive way to navigate to all of the screens that won't confuse users. Home is highlighted to indicate where you are. The top card welcomes users with indication of days used to make it more approachable and fun. A cartoon was added to make it more welcoming as well. Users change profiles and the location of other professionals with buttons on the bottom. They are at the bottom since they are not accessed often.

The profile and location page allow people to find others on the app. They are meant to be a way to open up past the app, and you can be more public and go to healthcare clinics for mental health. The profiles allow personal data and other information that wants to be shared. We thought that location sharing might be important to put at the top, but really that was an extra feature since users could just use Google.

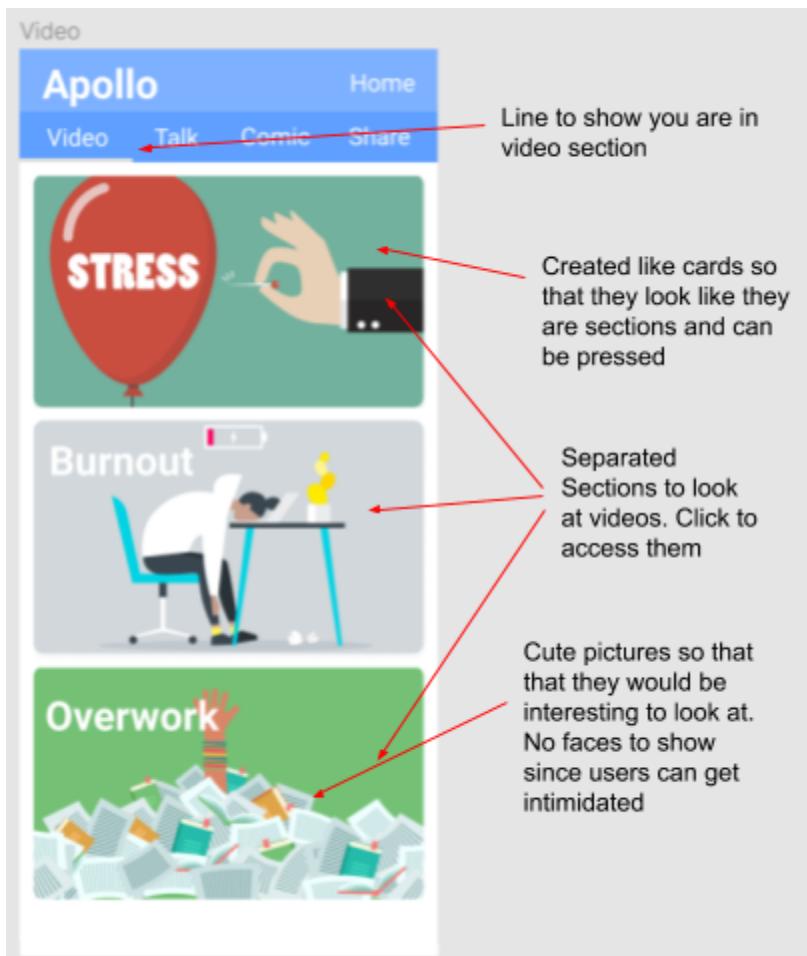




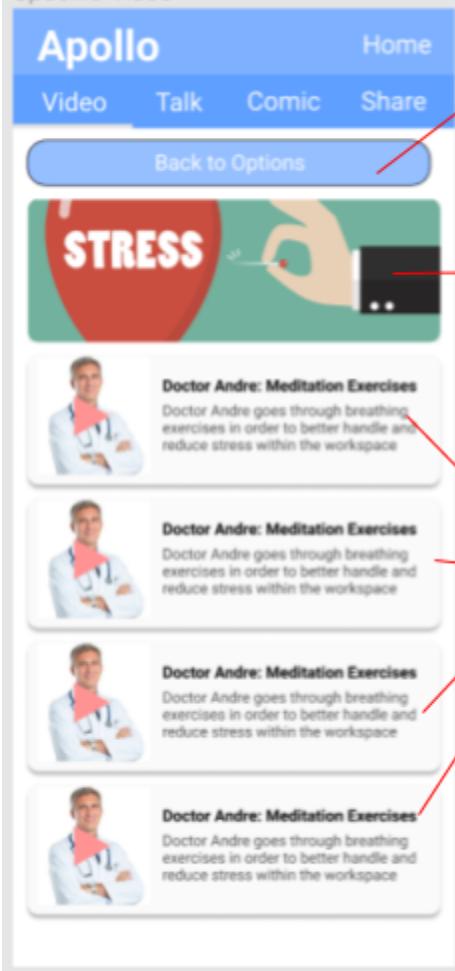
## Videos / Screens 4, 5

The purpose for videos were meant to create an experience that allows human interaction without the user having to say anything. With videos, users are able to watch and idly gain information about the topic and introspectively look on how to improve on their own.

In order for a better design, cards were used to separate sections, and videos in mini sections are meant to act like YouTube in which you can search and look for videos. The top navigation bar is maintained in order to keep the cohesiveness of the design, and cute pictures made the sections and videos that deal with heavy topics such as stress and burnout be more accessible.



### Specific Video



Going back is on the top, so the focus of the bottom and middle is for scrolling through videos.

Shows smaller card with focused section. Same picture to not get confused

Design of videos look like YouTube so that it is easy to look at videos by the user

## Talking with mental health professionals / Screen 6, 7

The rationale behind the screen layout is to provide maximized efficiency for our users when they are reaching out for help from the mental health professionals. To start with, the professionals are sorted based on their availability, and all users have to do is to click on the row of telephone numbers of an available professional to be automatically connected onto the line.

The additional feature of adding the red or green colors next to the status is to enhance the efficiency in conveying these relevant messages to our users. When all the lines are busy, the users would have an option to enqueue themselves by clicking onto the green button at the bottom section of the page. In the same section, the users could always come back and check to see the latest update on the estimated remaining waiting time so as to reduce the unnecessary time wasted on the queue. Alternatively, for users having a particular preference over particular mental health therapists, they could always expand the therapist's profile and enqueue themselves by the queue bar specific to one person.

Healthcare line

**Apollo**

Home

Home Talk Comic Share

Name	Title	Status	Dial
XXX	Dr	Available	XXX-XXXX-XXX
XXX	Dr	Available	XXX-XXXX-XXX
XXX	Dr	Unavailable	XXX-XXXX-XXX
XXX	Dr	Unavailable	XXX-XXXX-XXX

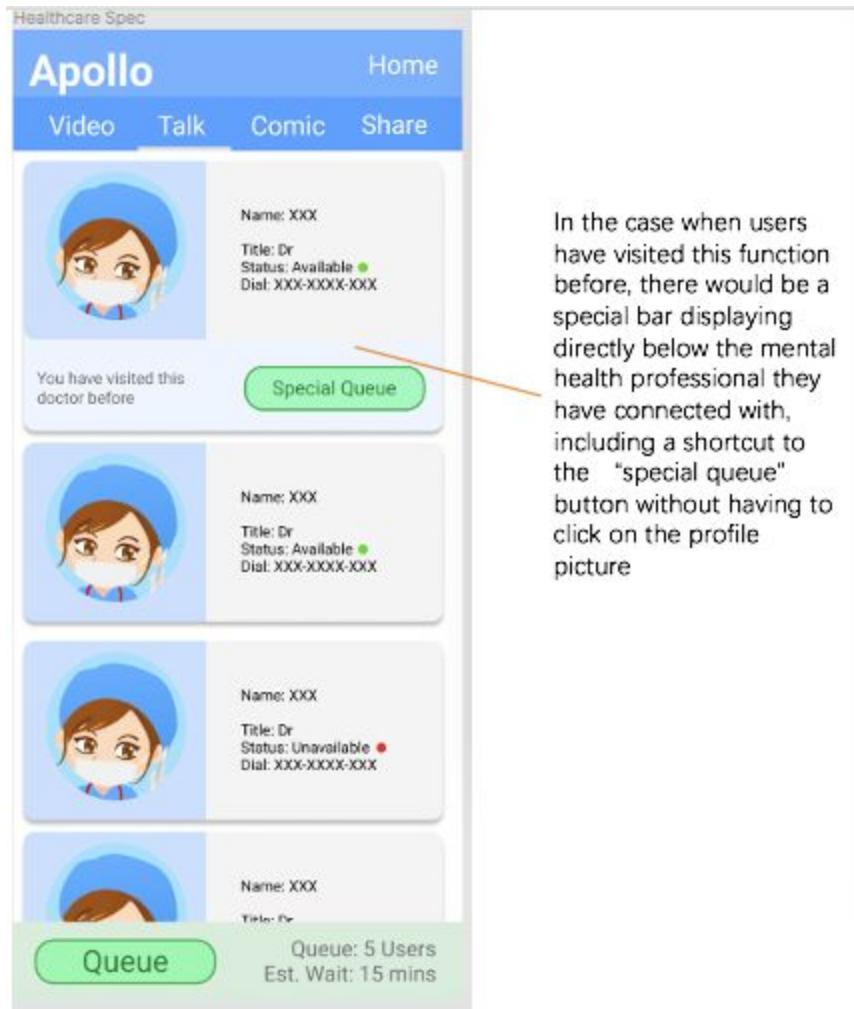
**Queue**

Queue: 5 Users  
Est. Wait: 15 mins

We have a list of mental health professionals, sorted based on their availability.

By clicking on the telephone-number of those available, the user would be directed to a 5-mins session with the corresponding professional.

If none of the professionals is available, the user may choose to "queue" up by clicking onto this button. The adjacent section would indicate an estimated waiting time

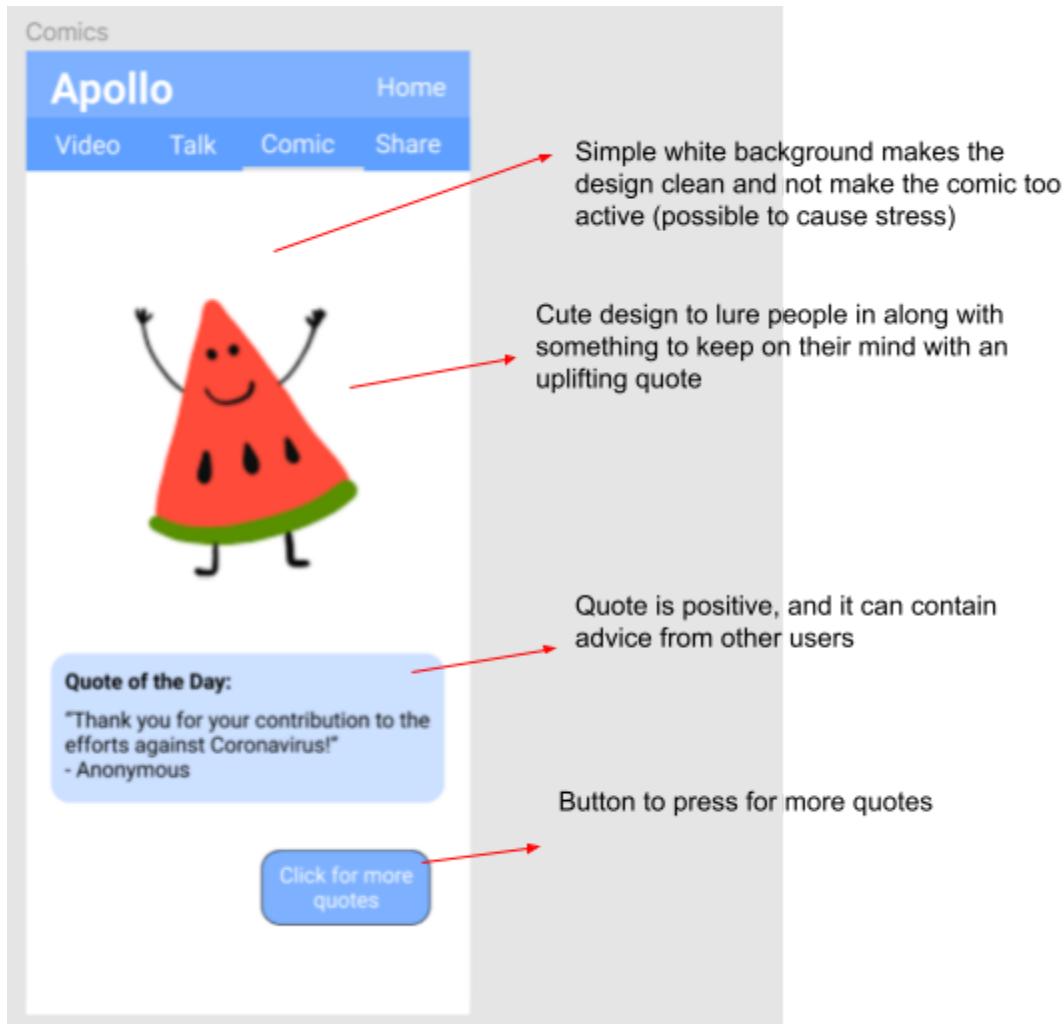


In the case when users have visited this function before, there would be a special bar displaying directly below the mental health professional they have connected with, including a shortcut to the "special queue" button without having to click on the profile picture

### Comics/Quote of the Day / Screen 8

Adding a comic section was to add a lighthearted place for people to look at. While it is not the main feature of the app, we thought it would be important that a comic was there to lighten up the app, so the app was not so dismal with "stress", "burnout", etc.

We included a cute character for users to see that changes every day in order for the quotes to have some personality to them, and quotes are uplifting and promote self-love and care. Therefore, it brings people in the right mindset when coming into the app. There is an option for more quotes, so people can have different reminders of how they can love themselves.



### Anonymous Posting / Screens 9, 10, 11

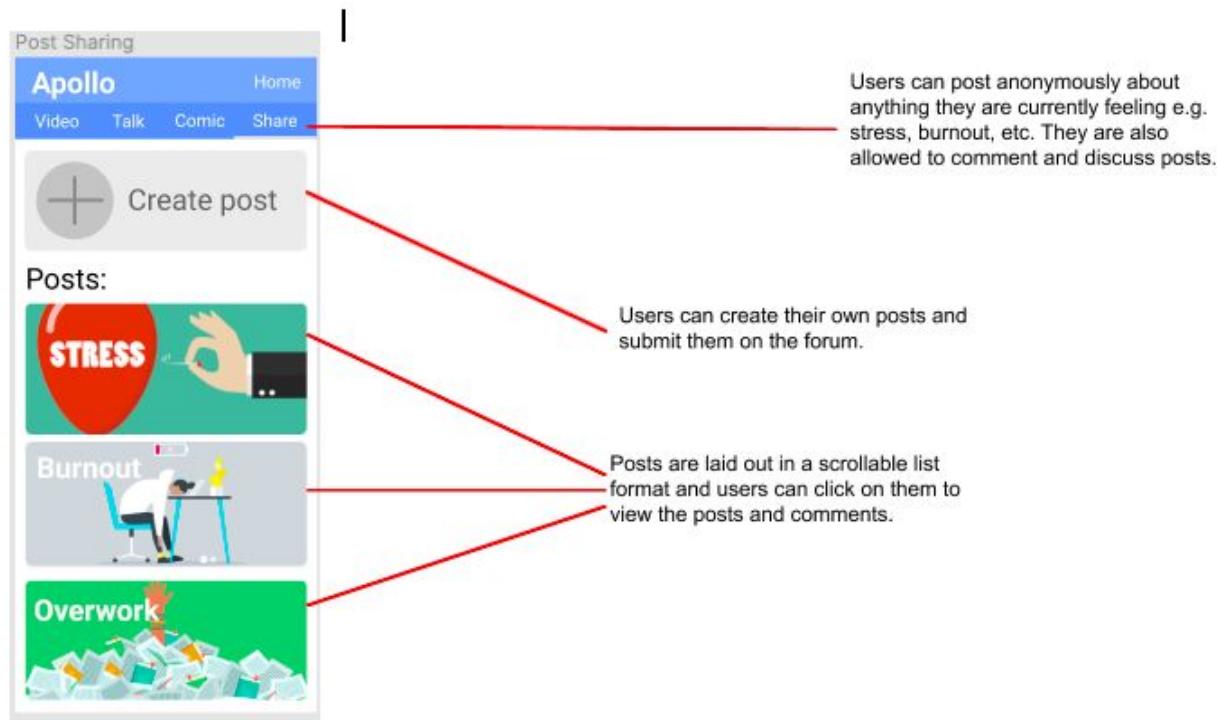
The rationale behind the screen layout is to provide a safe, non-judgemental, and anonymous space for our users to discuss their problems and issues with others and to gain advice. By tapping the share option in the tab bar, it will lead users to a list of posts submitted by other anonymous users ordered from most recent to oldest.

Users will be able to scroll through these posts and select the ones they are interested in reading. Users are allowed to click on posts to view them and comment on them by clicking the add comment button. Similar to how the posts were laid out, the comments on each individual post are listed from the most recent to oldest.

User posts are also put under certain categories such as stress, overwork, burnout, etc. to emphasize the main issue their post will be discussing. Users are also able to create and submit their own posts by clicking on the create post button which will lead them to

another screen in which they enter information such as the title of their post, the category they are entering it under, and the actual content of it.

Users type out their posts into a textbox and after they are done with entering the necessary information they can click the submit post button to enter it into the forum.



Post Sharing 2

**Apollo** Home

Video Talk Comic Share

I am feeling...

Category: Stress

Donec nec tincidunt erat, quis gravida justo. Orci varius natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec facilisis mollis urna, ut volutpat lorem placerat eu. Sed efficitur feugiat lorem, ac mattis nulla posuere vitae. Donec nec tincidunt erat, quis gravida justo. Orci varius natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus.

This is the title of this example post, the font is much a bigger than the rest of the text and underlined to emphasize the post's importance to users.

This is the category the post is submitted under, so users can understand the general issue the post is discussing. There are various categories such as stress, overwork, burnout, etc.

This is the actual content of the post submitted by the anonymous poster, other users are able to read it.

**Comments:**

Add Comment

Donec nec tincidunt erat, quis gravida justo. Orci varius natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec facilisis mollis urna, ut volutpat lorem placerat eu. Sed efficitur feugiat lorem, ac mattis nulla posuere vitae.

Donec nec tincidunt erat, quis gravida justo. Orci varius natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec facilisis mollis urna, ut volutpat lorem placerat eu. Sed efficitur feugiat lorem, ac mattis nulla posuere vitae.

Donec nec tincidunt erat, quis gravida justo. Orci varius natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec facilisis mollis urna, ut volutpat lorem placerat eu. Sed efficitur feugiat lorem, ac mattis nulla posuere vitae.

Users can click this button to add their own comment to the post which they will be able to type via their keyboard.

The comments are laid out in a scrollable list format, users can read them.

Creating a Post

**Apollo**

Home

Video Talk Comic Share

Title: \_\_\_\_\_

Stress Burnout Other

Submit Post

q w e r t y u i o p  
a s d f g h j k l  
z x c v b n m ⌘  
123 ☺ ☺ space return

When creating their own post, users can create their own title by typing it via their keyboard.

When creating their post, users can select the category their post fits under. They click a button to select a category and their selection is highlighted in a dark gray color to signify that it has been selected to the user.

Users type out the actual content of the post into this textbox with their keyboard.

Users click this button to submit their post to the forum after they are done with typing and selecting a category. It is a large enough button to signify its importance to the users.

This is an example keyboard that users will utilize when typing out their post.

# Usage Scenarios

## Usage Scenario 1: Scared Annie

Annie has been in the healthcare industry for about 10 years now. However, Annie has been dealing with mental health issues that she does not want to talk to others about since she has seen the toxic culture and stigma of hospitals in regards to healthcare workers' mental health. Annie is scared, stressed, and wants a solution that will not turn her down.

One day, a nice coworker suggested Annie use the "Apollo" app as she said Annie looked a little stressed in the workplace. Annie opened the app and was welcomed with a home screen and the top left showed talking with a therapist. She was scared initially and wanted to delete the app in fear of talking to others, but the top bar showed comics for her to look at. She clicked it and was happier from the light pictures and quotes.

She ventured then to click the videos tab, and she tapped on the "stress" bar and watched. She slowly realized more about herself and her situation; Annie was better able to handle her feelings. She then looked to the share tab hoping that she did not have to talk to anyone. She was glad to see it was an open forum to see experiences just like hers. She taps on the top to create her own post going through her story, and she posts it under the tab of stress.

Finally building up the courage, she enters back to the home slide and decides one day to talk to the therapist. She queues and is welcomed by a cheery voice. Happy about her journey, she now sees Apollo as an app to better open people up without getting help from medical professionals right away, and she shares the apps to others like what her coworker did for her.

## Usage Scenario 2: John's Light Activity

John is a working healthcare professional in one of the hospitals in New York. The heavy workload and increased duration of working shifts have made him usually extremely exhausted each day, and he always prefers lighter activities for his personal life.

One day, when the deteriorating situation in the hospital made him extremely frustrated, he decided that he could take 15 minutes out for himself in between his shifts to talk with a mental health professional and get rid of the negative sentiments he was

experiencing. After opening the app, and viewing the welcome page consisting of the cheer-up quote, he felt a little better and clicked onto the feature of “mental health professional hotline” on the homescreen. He was then directed to the page enlisting the 3 mental health professionals currently online.

However, he saw from the bottom section of the screen indicating that since there are still 3 users before him, he might have to wait for another 5 minutes. He enqueued himself, sat down in the armchair, and gave a single swipe to reach another feature of the app, where the video posts that made the top hits of the day are being recommended at the top of the page.

He felt a lot better after watching the interesting clips people posted, before being able to connect to the mental health professionals.

## Low-Fidelity Wireframing Stage

The feedback that we got from the low-fidelity wireframing stage was to mostly update our app to be more modern. Cards would need to be wider to fit more color into the screens, and the home button should be combined with the title of the app. It was interesting that we tried to move away from looking like other apps to increase cohesiveness, and now we are trying to go the opposite way. In addition, we were given feedback to increase our signifiers for users to better organization of functions in our app. That means we needed ways to show that windows can scroll or better signify which part of the app you are on in the navigation bar.

We learned from our feedback to be more conscious of our users. Although we focused mostly on the functionality of the app, we failed to recognize common aspects such as making it fluid to switch between all the different forms of functionality. We also learned better design decisions to better fill up the whole page. We learned that cards have to be wider, and our signifiers need to be more present and recognizable.

Taking this information, we greatly revised our low fidelity wireframes. Although we already have our app in Figma, steps included fixing the smaller details that the feedback provided, and we incorporated the better design decisions mentioned above.

## Design Language / Style Guide

The plan for our overall style with the Apollo app was to make it look soft and welcoming. Therefore, when approaching a topic that is often taboo for healthcare professionals, we wanted to create an environment that does not create too much pressure or anxiety. Therefore, we worked on more softer colors and fonts to be more welcoming.

In addition, we wanted to make the app cater more to our doctor demographic by using styles that doctors are familiar with. Scrubs that are blue along with other duller colors and fonts.

### Font

The approach towards picking a font was for the style to be simple, easy-to-read, and soft. Since healthcare professionals, our stakeholder group, are busy with their jobs

handling patients throughout the day, we aimed for a font that provided a different, more comfortable atmosphere.

We decided to use Roboto. Roboto is a Sans-serif, so without any serif, or any feet, the font will look more smooth and more comforting than a serif font such as Times New Roman. Therefore, the font will continue the tone of the app of being comfortable and welcoming.

In addition, Roboto is a font many other apps such as YouTube and Google Maps use. Choosing a font scheme that is familiar to users serves to ease any learning by the users when using the app. Roboto lacks anything special, so people can focus on the functionality of the app

## Colors

In choosing our final color palette, we want to have colors that show that the app caters to healthcare professionals. Healthcare work especially during the pandemic is extremely stressful and wants to have colors reminiscent of what doctors look like and wear. We first wanted to have a color that was softer and cooler in order to be more relaxing since healthcare workers through research are usually stressed from their work. A lighter color will change their stressed mindset into a more meditative one. In addition, we wanted colors to be more welcoming to our users, healthcare professionals, so healthcare workers can more easily forget about the stigma attached with mental health.

Finally, we ended up picking colors that looked like the scrubs of health professionals: white, gray, and different shades of blue. The blue colors will be slightly dulled to have a more relaxed feel, and duller colors make the site seem more normal. Normal means that healthcare workers see this as an essential daily activity rather than just something to put onto the side. The simple color design makes it look more simple compared to the hectic lives of healthcare professionals as well.

Deeper blues and grays are meant to represent highlights while the lighter grays and blues hold up the background.

## Color Scheme

Blues



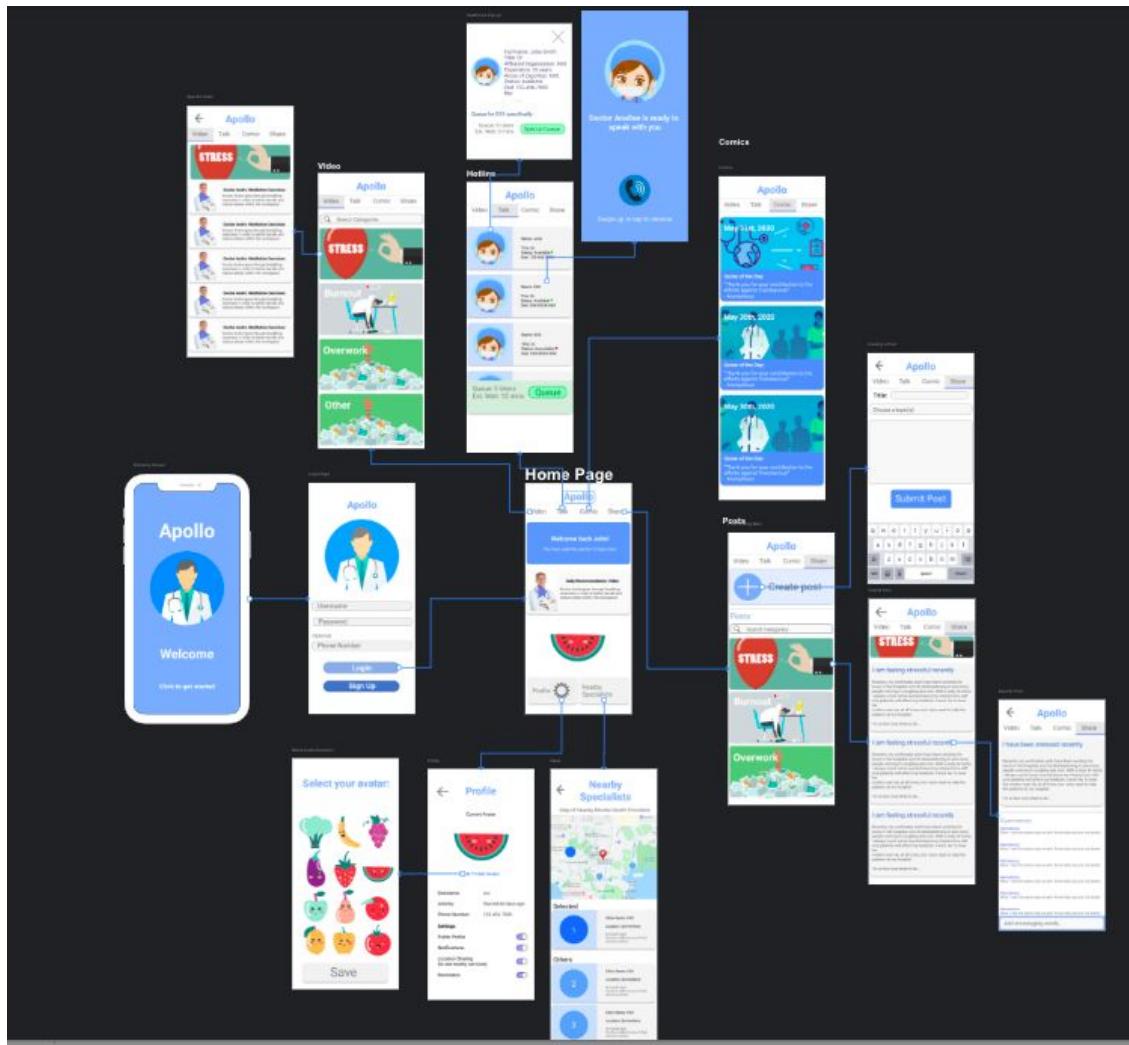
Grays



## High-Fidelity Wireframes

For a complete look at wireframes, take a look at this Figma Link:

<https://www.figma.com/file/sdwfzsFtP2nRhZLUTxuPMg/INFO-200-Apollo-Wireframe?node-id=9%3A382>



These are the high fidelity wireframes to our designs. We took to the feedback given and implemented them into a way that brings together our design. We updated the navigation bar, added back arrows, allowed choosing avatars, and among many more. In addition, we continued to make our app more welcoming with more brighter colors and cleaner graphics.

Note, this site map has all the screens relating to the home screen (pointing), but our design specifically seen in our interactions show that users can access any feature from any screen. Therefore, users can use the app when waiting in a queue or wanting to pick a lighter or heavier topic found on the app. We mentioned our features cover a vast array of ways to approach mental health, so we wanted them to be able to mix and match those features.

In addition, some repetitive screens were ignored in the site map for more clarity.

## Onboarding: Profile, Maps, Other customizations

The image displays seven mobile phone wireframes arranged in two rows. The top row shows the Welcome screen, Login screen, and Home screen. The bottom row shows the About screen, Nearby Specialists map screen, Avatar selection screen, and the Profile screen.

**Welcome, Login, and Home Page**

- In the Welcome screen users are greeted to the app and can continue to the login page by tapping anywhere
- Following this, the user can sign up with a profile or login with their username and password on the login screen
- After successfully signing up or logging in, the user is sent to the main home page of the app and can freely navigate to the other pages
- Clicking on the profile button leads the user to the profile page where users can change their username, phone number, privacy/notification settings, and change their avatar
- Clicking Nearby Specialists icon in the bottom left of the home page (top right screen) will lead to a maps page with nearby mental health clinics. Click on a dot or other places to highlight a certain place to get more information
- Following this the user can navigate to the avatar selection page by clicking "Edit Profile Avatar" and they may change their avatar and return to the profile screen by clicking "save"

# Usage Scenario 1: Talking with Healthcare Professionals

## Talking with Professionals:

In this section, users could talk with mental health professionals through Apollo hotline with the following features:

1. Click on professional to open more information or
  - a. More information includes specific information given by mental health provider. You can also queue for that specific professional with the special enqueue button
2. Once Finished with queue, healthcare professional will call through the app
3. Click Queue for getting the next available professional. Below includes wait time.
4. Once Healthcare provider is available, a call will appear through the app that you can respond to by tapping or swiping (so it is easier to tap). You can then have a phone conversation with the professional

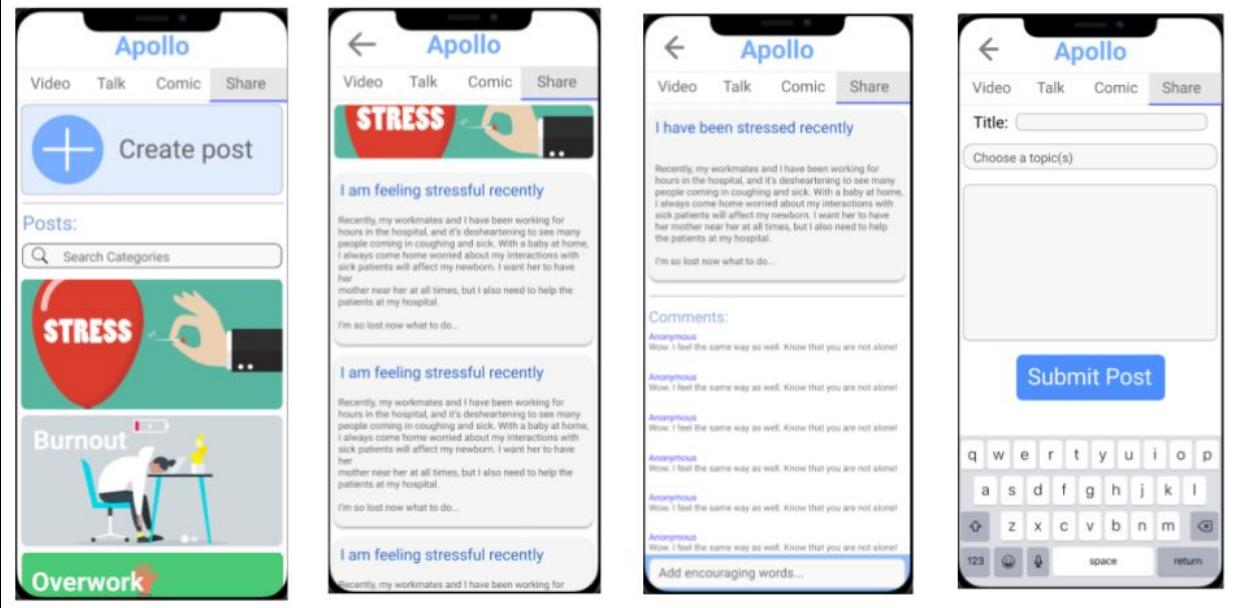


## Usage Scenario 2: Anonymous Post Sharing

### Anonymous Posting:

In the "Share" section, we allow users to create posts on their recent experiences with stresses anonymously. They could also view others posts and comment below.

1. By clicking on the sections under "Posts" of the main page, users will be led to the posting threads.
  - a. By clicking on each post in the thread, users can view the entire post with comments below
2. By clicking on "Create post", users will be directed to the page where they could create their own posts and submit.



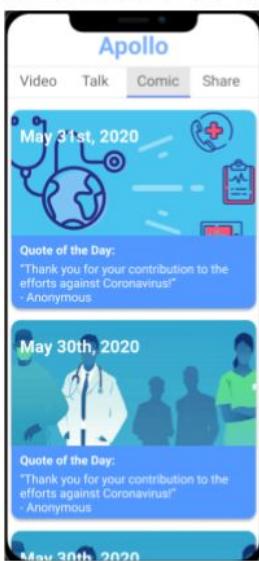
## Usage Scenario 3: Comics and Videos

### Comics and Video

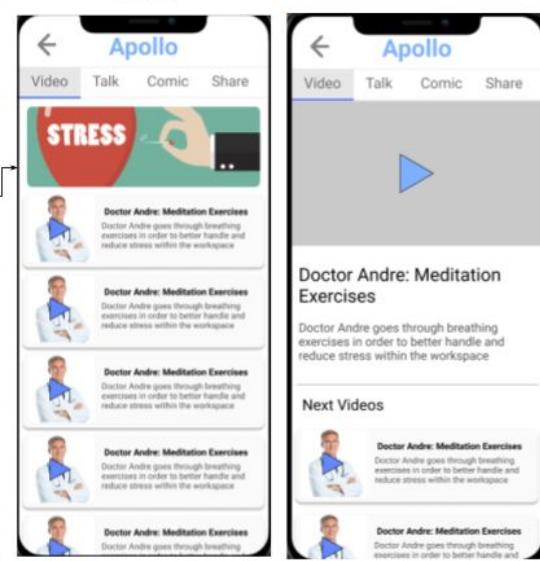
Multimodal functions for comics and videos create a relaxed environment for users:

1. Comics using scroll card format includes "Quotes of the Day" with picture
2. Tap on videos to open videos going through personal exercises to improve mental health
3. Tap on sections or type in search to find videos relating to the user's needs
4. Videos are formatted to be in the style of YouTube

Comics/ Quote of the Day



Videos



## Interactive Prototype

In our interactions, we aimed to really connect the entire app together through clicking. Although some of the actions are instant to more quickly go through different features, back buttons do have the screen slide to indicate the user that they are going to a previous page.

Of course with a navigation bar, this was tough to create all the interactions, but we wanted to include this functionality to allow users to have complete use of the app.

In our interactions, we also aimed to create scrolling. Although most apps do not show a scroll bar, we had to work on the mechanics of the prototype to allow certain tools such as the navigation bar to stay put while the rest of the page moves.

Link to the figma page with interactions:

<https://www.figma.com/file/sd wfzsFtP2nRhZLUTxuPMg/INFO-200-Apollo-Wireframe?node-id=42%3A0>

Link to the interactive prototype:

<https://www.figma.com/proto/sd wfzsFtP2nRhZLUTxuPMg/INFO-200-Apollo-Wireframe?node-id=331%3A49&scaling=scale-down>

## References

Project Parachute. (n.d.). Retrieved from <https://project-parachute.org/Pros and Cons of Mental Health Apps>

Health Apps. (n.d.). Retrieved from  
<https://www.mytransformations.com/post/pros-and-cons-of-mental-health-apps>

# Appendix

Initial Brainstorm ideas:

Welcome Screen:

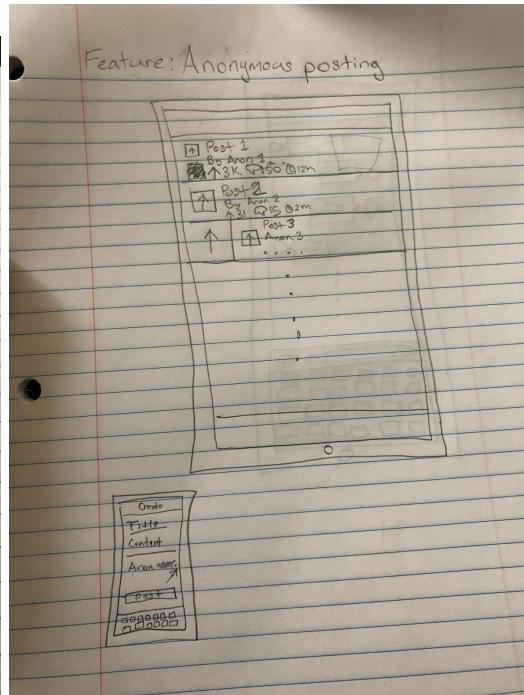
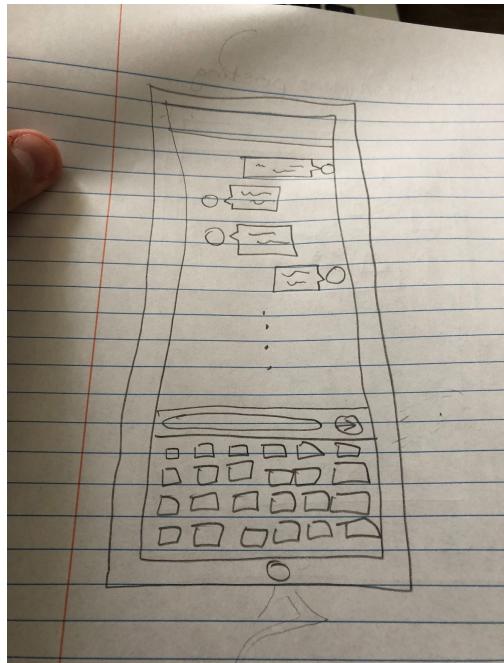


Looks like a Windows start screen!

Seems kind of jumbled

The welcome screen is very nice though! It really brings people in

Anonymous posting:



Two interesting styles. Liked the reddit like one though  
Not really sure how we will incorporate to the full solution though?

Comics:

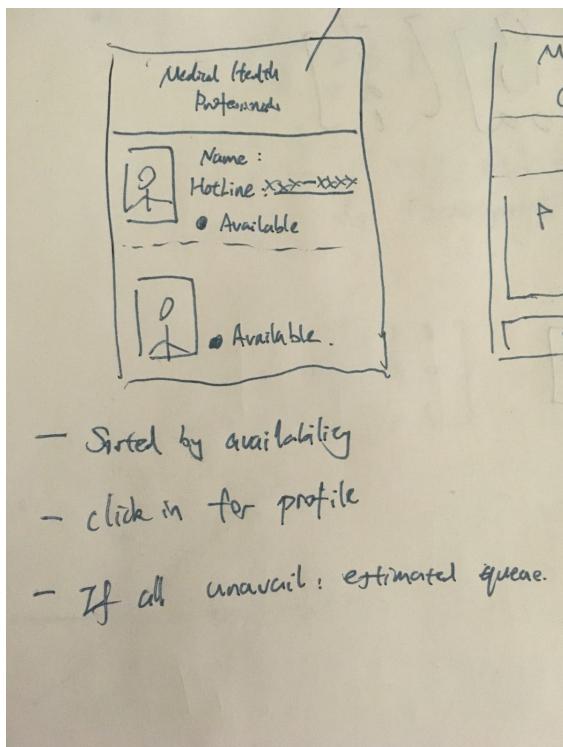


Thought that swiping might be a good idea.

Character is really cute!

Comics seem to be much, but the quote really hits it well!

Talking with mental health professionals:



- Sorted by availability
- click in for profile
- If all unavail: estimated queue.

Very simple design!

I like the available

Could have an option for specific for a provider?

## Final Initial Wireframes:

