UI UX (Milestone Report 3) - Dev, Erel, CJ

Link to the Figma - Figma ; Github page - Figma Interface

Our primary consideration was the demographic of patients frequently visiting the Accident & Emergency (A&E) department – these may range from youths suffering a sports injury, children with critical fevers, or, most commonly, the elderly. As such, we took a user-centric approach to the UI/UX. To address their specific needs, we aimed to create a user experience that is clear and straightforward. We recognized that users may be in distress or in a hurry, so we minimise the amount of information they need to input. The only data users are required to provide is their current location, ensuring a simplified interaction.

We understand that one of the most critical pieces of information for patients is the current waiting time at the hospitals, where often these elderly individuals need admission. This information is prominently displayed, ensuring users can quickly assess whether they need to visit a particular hospital based on the waiting time. When they click on the specific profiles of each hospital, waiting time is then separated into 1) outpatient waiting time (provided by hospitals themselves without any algorithm needed to process this information) and 2) admission waiting time (which our algorithm will calculate based on bed occupancy rate and historical admission waiting time). Additionally, directions to get to these hospitals are provided and integrated with Google Maps to make the process smoother.

We aligned our UI/UX with specific guidelines taught in our class. With regards to ‘don’t make users think’, we’ve made conscious efforts to design a user interface which is devoid of redundant information and has a clean and intuitive design. Users will not need to look around feverishly for the information they desire. Regarding ‘click more, think less’, the only information they are able to input is their current location and there is only a single button to input said information. After the list has been generated, there are only 2 buttons for each hospital that users can interact with: the name of the hospital emergency department and the go button. The former is underlined and the latter is contained within a green button which allows users to think less and click more to find out useful information. For ‘omit needless words aggressively’, the instructions have been greatly synthesised to just “key in your current location”. Furthermore, the information in the list only includes necessary info like the name of the hospital, distance from the user and expected waiting time for admission. This means that there is less noise on the page, the useful information becomes more prominent and it makes the page shorter, reducing the need to scroll down. Finally, regarding ‘use street signs and breadcrumbs’, our page has a persistent navigation at the top with an interactable button for home which allows users to conveniently return to the home page. This ensures there is backward navigation.

Next, for ‘simplicity’, to ensure clarity, we streamlined the user journey on the website so that they can reach their goal quickly and efficiently. We broke the task into 2 steps, the first being to input their location and the second being to search for the directions. We also ensured ‘consistency’ by ensuring we had persistent navigation in the form of the top ribbon on the page having the home button. Regarding ‘control’, we made it easy for users to undo and redo changes as they could simply delete the original location they had inputted and input an updated location to generate a new list. Lastly, for ‘visual hierarchy’, we noticed that the most important section of our website was the instruction to input the user address and so we increased the font size of the instruction.

Comments	Amendments made accordingly
Comment 1: It would be nice if the location can be tracked using GPS so that the location is auto populated. Comment 2: Sometimes, I'm not sure if my changes to the location have been saved because the list does not change. Comment 3: It would be nice if after clicking on the details of the hospital, I am still able to see the expected waiting time so I can use it to make a more informed decision while I'm reading about the details of the hospital.	We've integrated an autofill function to the "Key in your current location here!" when linked to Google Maps so that users can click more and think less. We've included a small pop up at the bottom of the page which would indicate that the list has been generated so as to improve feedback. This will allow us to improve the website with further iterations. We've included the data shown on the home page on the individual hospital page so that the relevant information is kept within the easy reach of the user and that they do not have to keep referring between pages.
Comment 4: It would help if the information was presented in a simpler manner. Too many words! Comment 5: In the list of hospitals, it would be nice to arrange by proximity and least waiting times, especially in an emergency. Comment 6: Some hospitals have more information about them than others. I find it hard to choose a hospital based on the mismatch of information between the hospitals.	We have tried to further simplify the information we provide. However, we have tried to keep essential information to create a "one-stop shop". A filter has been added so that users can sort by shortest distance or waiting times. Some details were further amended for a similar amount of information to be presented per hospital. However, for some hospitals we are also constrained by the amount of information available on hospital websites. In this circumstances, we have provided the link to direct to these official hospital websites so that users can be brought to them for information or contact the hospital through their listed number for more information.
Comment 7: I'm not sure how useful this website is compared to googling information normally. Comment 8: English is difficult to read for me. Is there a Mandarin option? Comment 9: I needed to call up the hospital to ask for more information about my daughter when she was sent to the hospital, so it would be useful if the contact information of each hospital were to be added.	The website synthesises information that is available to the public conveniently. It could thus be useful to less tech-savvy individuals who urgently need to compare waiting times. In addition, admission waiting times are not readily available nor is it predicted and the historical information is not easily accessible. The inclusion of alternative languages may be considered in the future. For now, as we are in the prototyping phase, we are more focused on the structure of the website. Contact information has now been added. The phone number of each hospital is now listed under their details.