

EASYCARE

Simplified Health Care

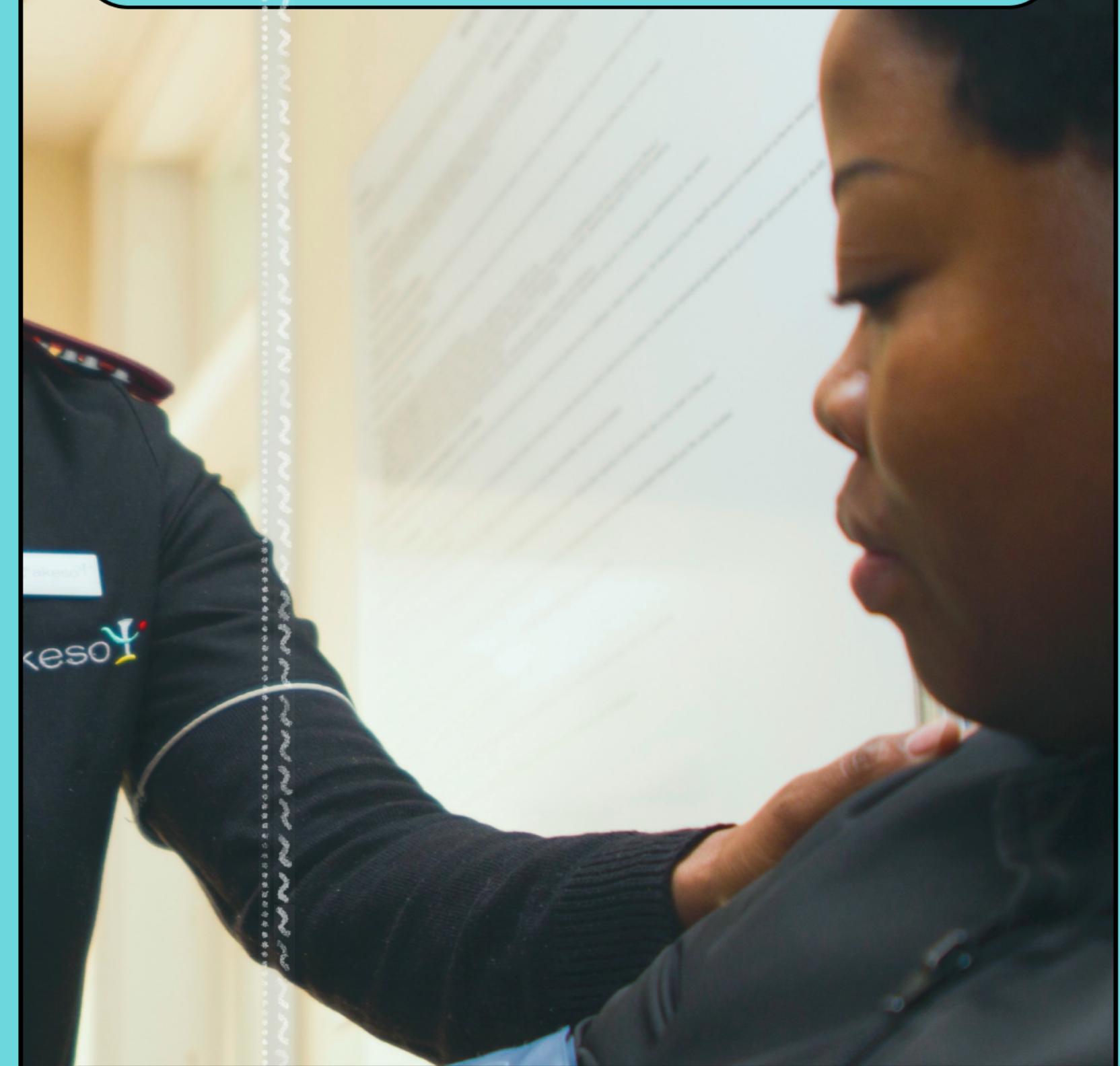
High Level Problem statement:

*Experience of going to a
Medical Practitioner.*

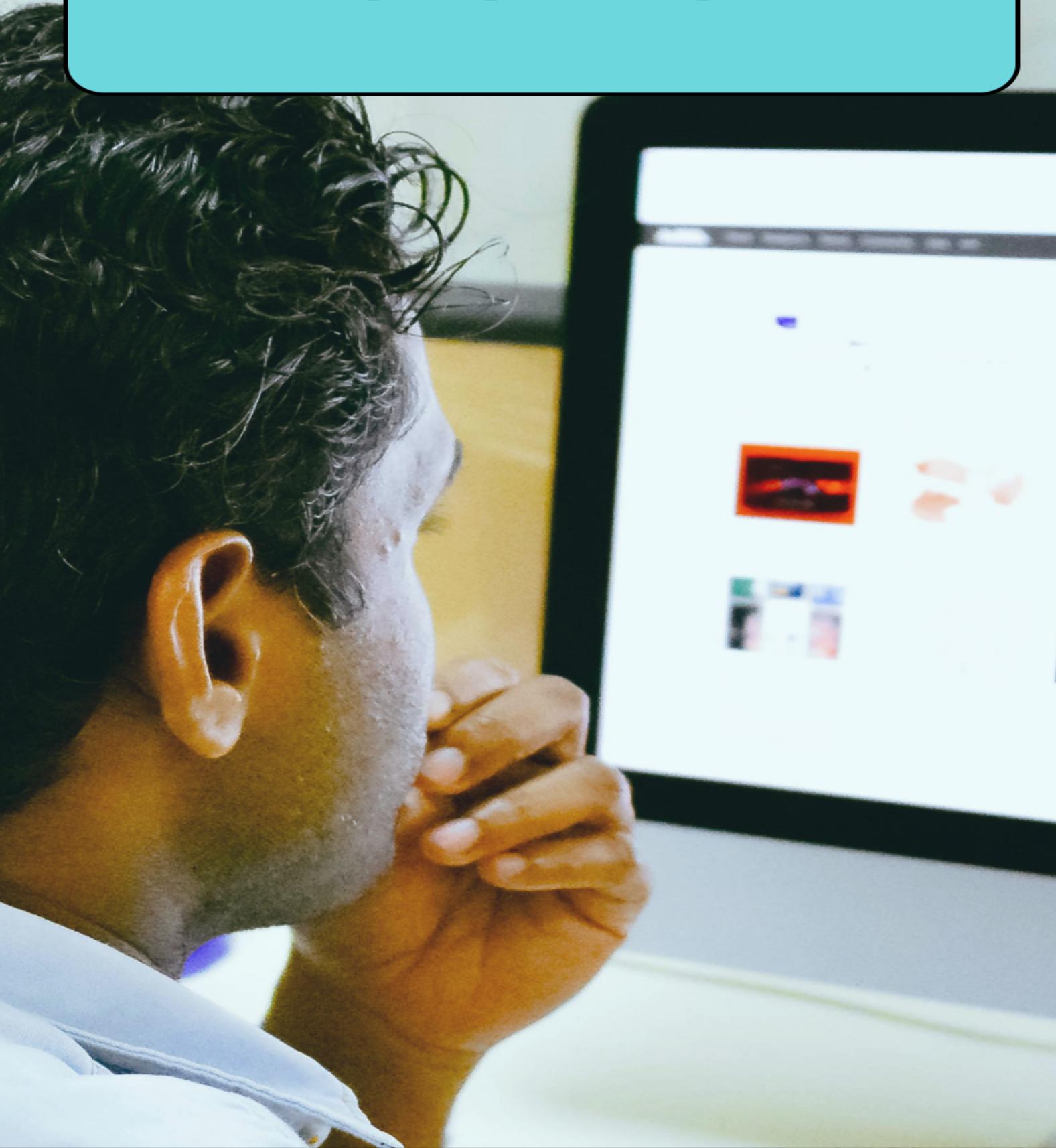
*Process and solutions to address
the challenges and pain-points.*



PATIENT



DOCTOR



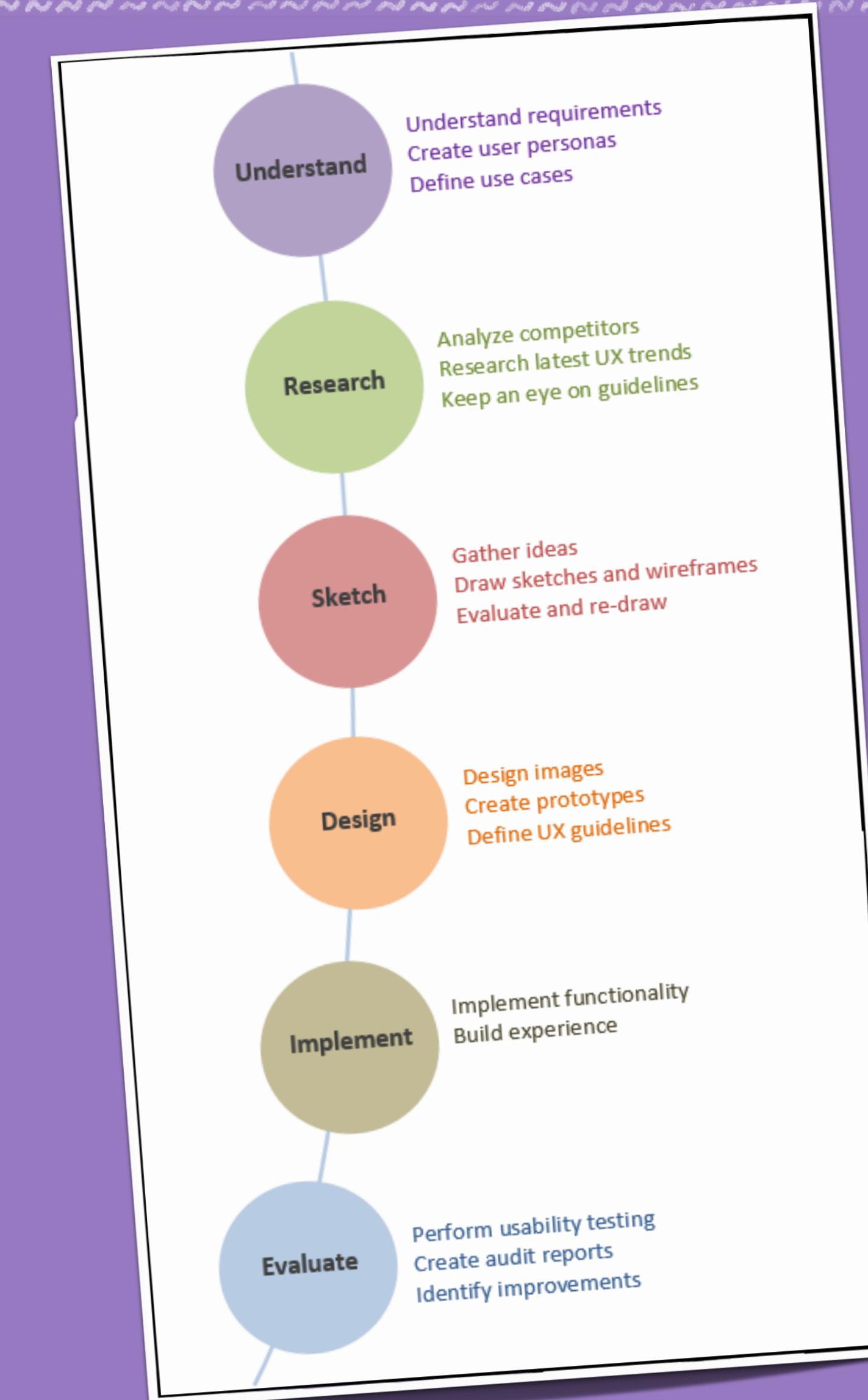
ADMIN



USERS

Design Process

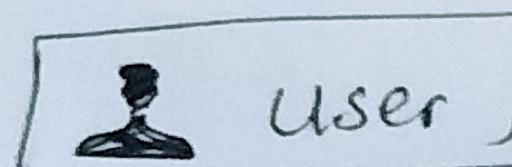
1. Understand



Brain Dump



USER JOURNEY STORY → Patient plans visit to a medical practitioner [ER & Physiotherapist]



Philip falls down on his way back home. He suspects a fracture.

Philip downloads the MEDICARE app and updates his Case → NEW PATIENT
WINTER/FALL DOWN ON ICE | Symptom and details.

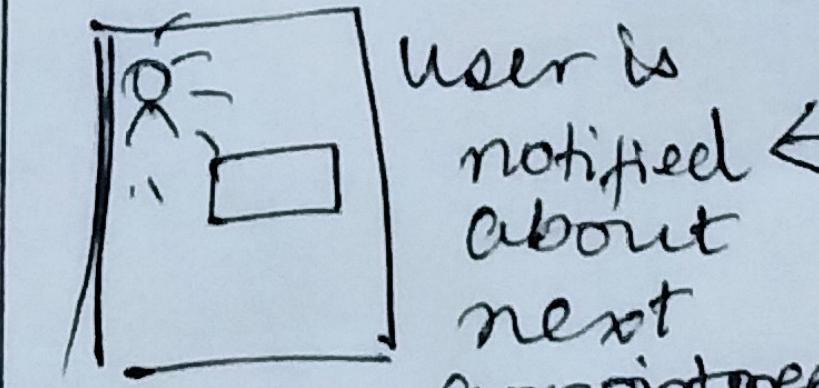
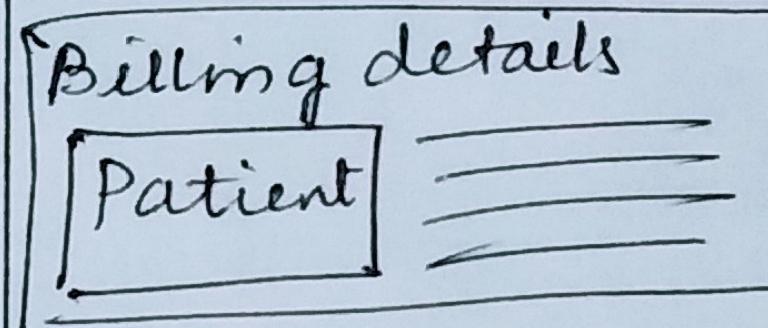
Philip schedules an appointment with Orthopedic ↓.
Based on his symptoms the Administrator Schedules appt ↓.

M	T	W	TH	F	S	SU
1	2	3	4	5	6	7
8	9	10	11	12	13	

NEW PATIENT

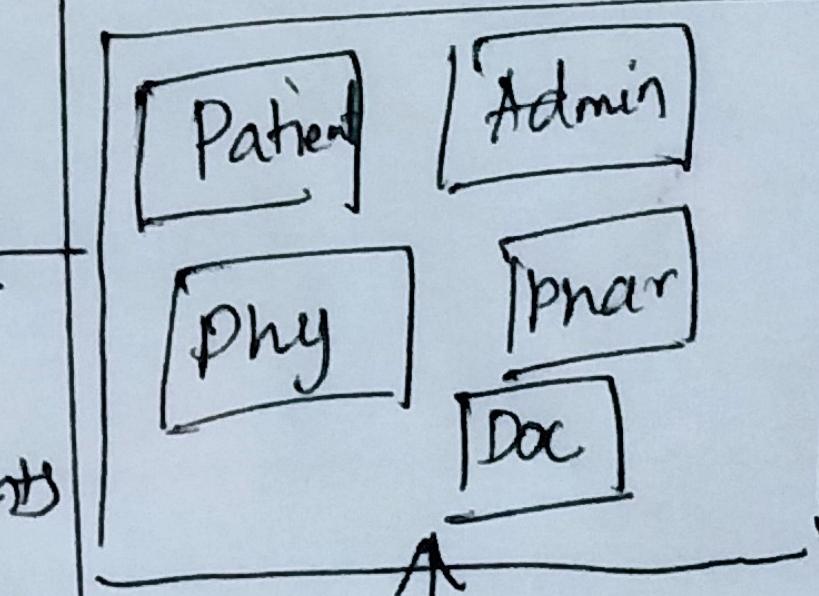
- NEW DOCTOR DB.
- NEW CLINIC

- NEXT VISIT
- PHYSIOTHERAPY NOTIFICATIONS
- EMERGENCY CANCELLATION
- RESCHEDULING VISIT.
- DOCTOR NOT AVAILABLE
- SCHEDULE MISMATCH
- NEW PATIENT DATABASE CONSTRUCTION

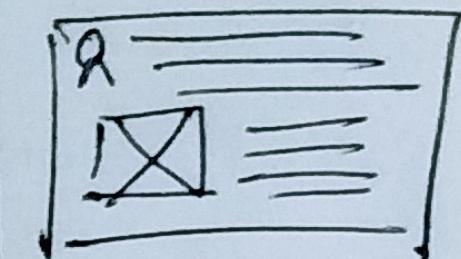
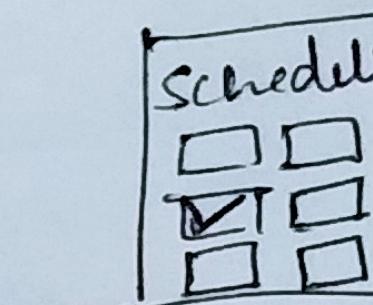


User is notified about next appointment
Reschedule cancel
↓ user fails to visit

- * PHYSIOTHERAPIST NOTIFIED
- * ADMIN "
- * USER SCHEDULED

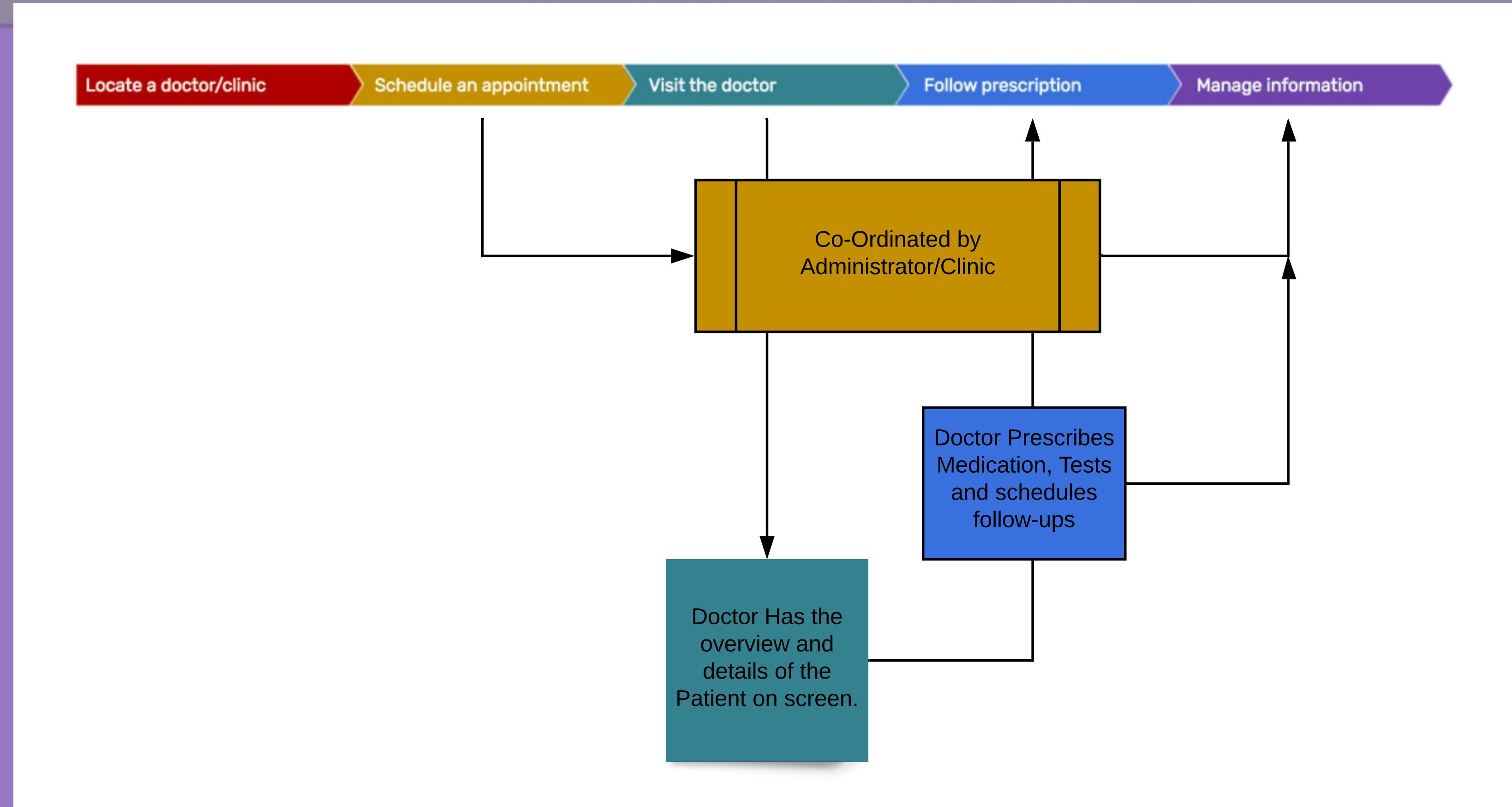


physiotherapist scheduling done
pharmacist is informed on medication



↓ Prescriptions & Physiotherapy are suggested to the patient
↓ Date for next review is shared
↓ USER NOTIFIED
ADMIN NOTIFIED
DOC APPT FIXED

Process flow





Pain Points and Challenges



Steve Smith

DEMOGRAPHICS

Male, Software Professional
Married • 2 Children
Diabetic • Goes to Gym regularly

Patient Persona

ABOUT STEVE

Steve is a Software Professional. He has two teenaged children and lives in the suburbs with his family of four. He schedules Medical appointments and takes care of his aged parents who are in a local retirement home.

He is in initial stage of diabetes and frequents the nearby Doctor for medical advice and prescriptions.

PAIN POINTS 😞

- Unable to book efficient Appointments
- Rescheduling
- Cancelling
- Cannot understand the Payment Structure
- Hates Waiting and too much of paperwork
- Wants his parents to independently handle their appointments



WISHLIST

- Appointment Reminders
- Prescribed medicine reminders
- Simple App so that he can guide his family on managing their appointments
- Health quizzes and informative videos
- Personalized and Authentic Care

Patient - Pain Points

- ▶ Wait Time in the Clinic
- ▶ Appointment Scheduling & Follow-up
- ▶ Tedium registration process & a lot of paperwork during visits
- ▶ Struggles to accomplish goals due to too many features in Apps
- ▶ Have to repeat the symptoms & history every visit
- ▶ Payments & Insurance claim issues



Dr. James Harrison

DEMOCRAPHICS

Male, MD, Family Practice
• 3 Children, 7 Grandchildren
Fit • Tries different workouts

Doctor Persona

ABOUT DR. JAMES

Dr. James is a Compassionate and Skilled physician who wonders if there is a way to streamline his consultation process in order to save time and treat many more patients than he regularly does.

He feels that the patients need a human touch for diagnosis and most of his time goes in looking at the multiple disorganized papers the patients bring.

PAIN POINTS 😞

- Schedules affected due to more time spent with a particular patient
- Hates paperwork and disorganized reports
- Work life balance
- Simplify complex medication - educating the patients



WISHLIST

- Going paperless
- Maintain standard patient flow
- Ensure thorough patient care
- Wants to have all the information he needs in one huge screen

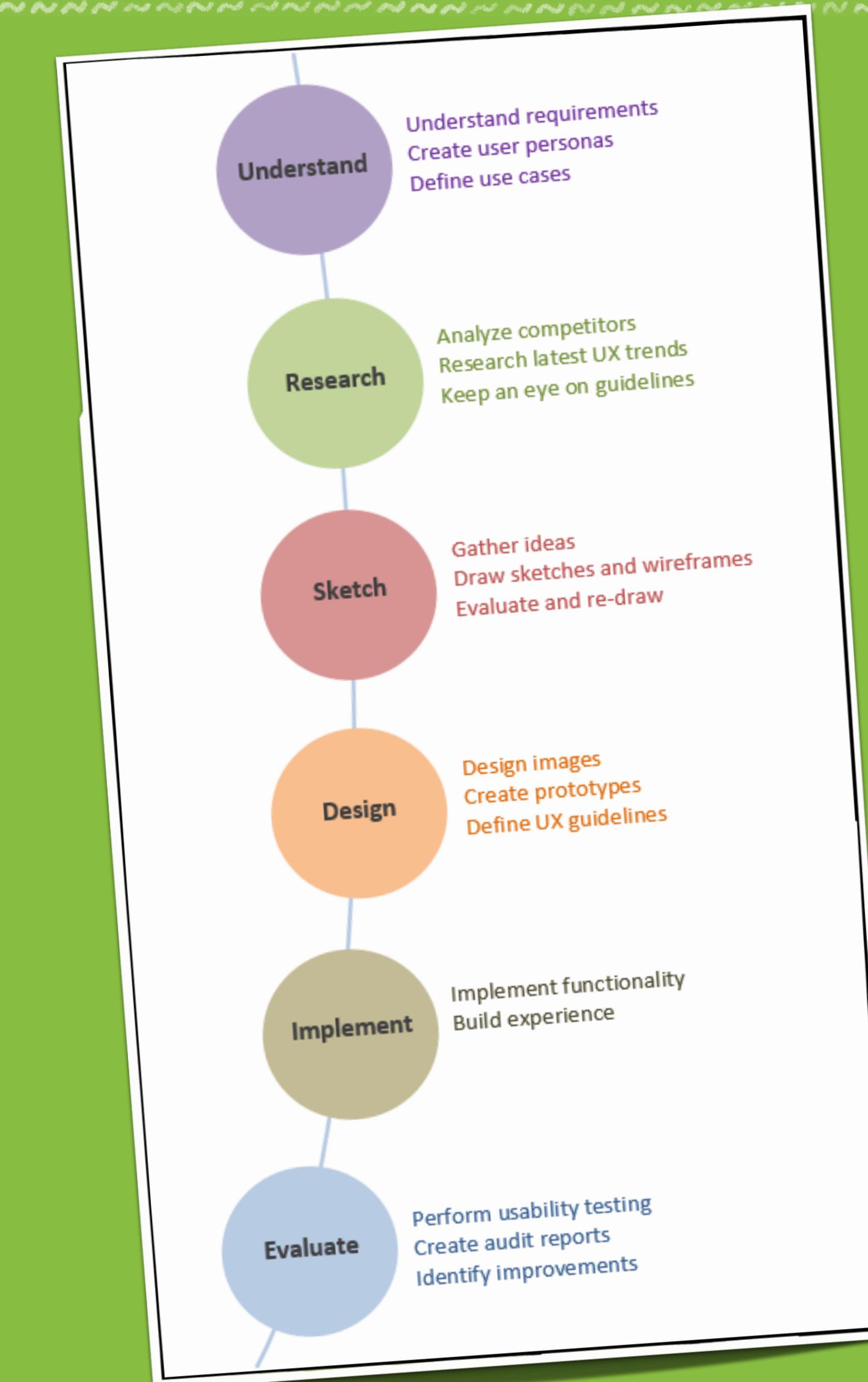
Doctor - Pain Points

- ▶ Optimization of huge amount of patient data that they deal with on daily basis
- ▶ Find data about particular patient easily and effectively
- ▶ View history of diagnosis/prescribed medicines
- ▶ Make complex medication plans understandable to the patient
- ▶ Maintaining appointments and schedules - get notified before the event

Admin - Pain Points

- ▶ Various channels used to book appointment
 - * Phone Call
 - * Walk-Ins
 - * Bookings through App
- ▶ Maintain the schedules of the Doctors and time the interaction of each patient
- ▶ Balance patient overflow and underflow
- ▶ Maintaining appointments and schedules

Research

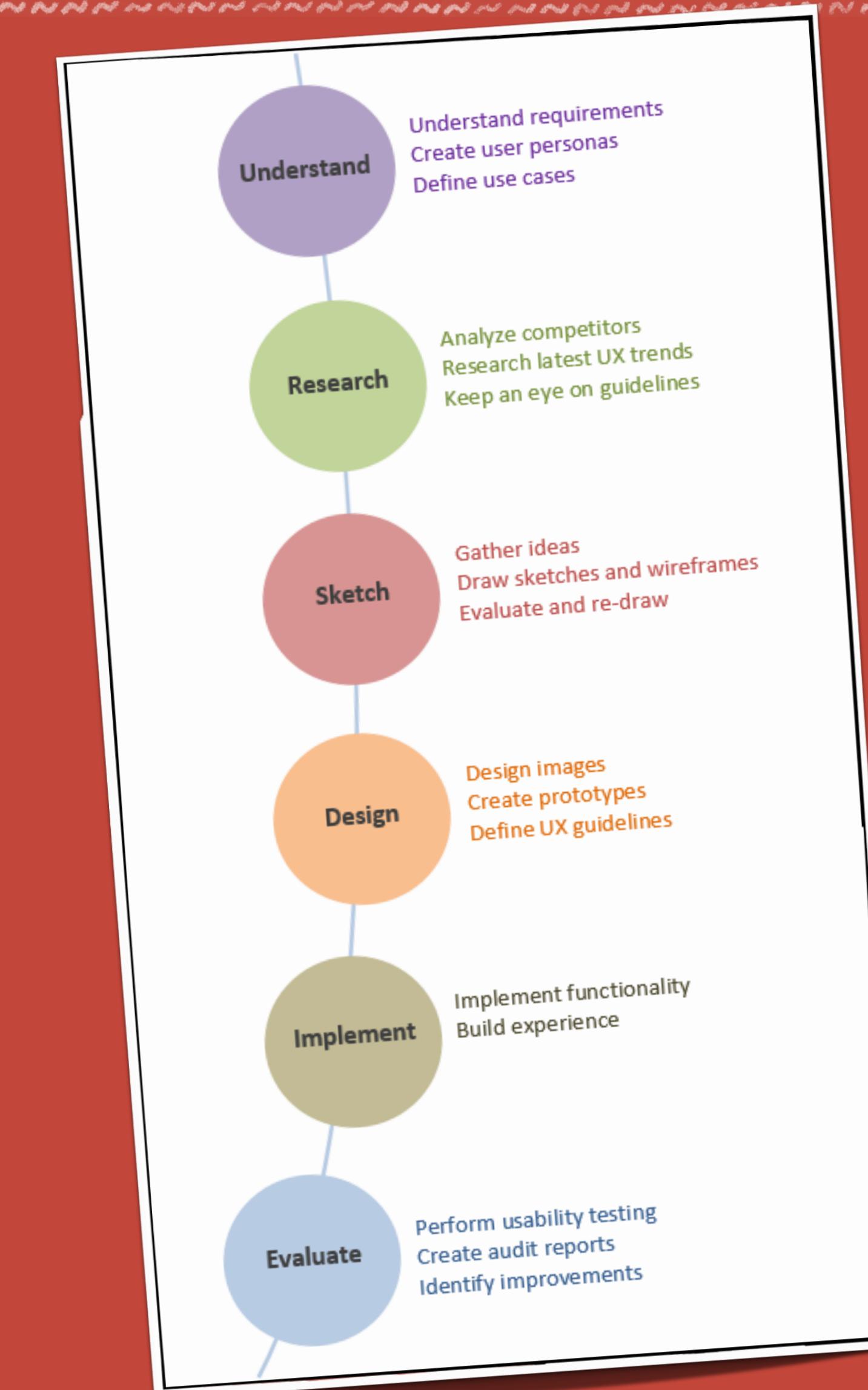


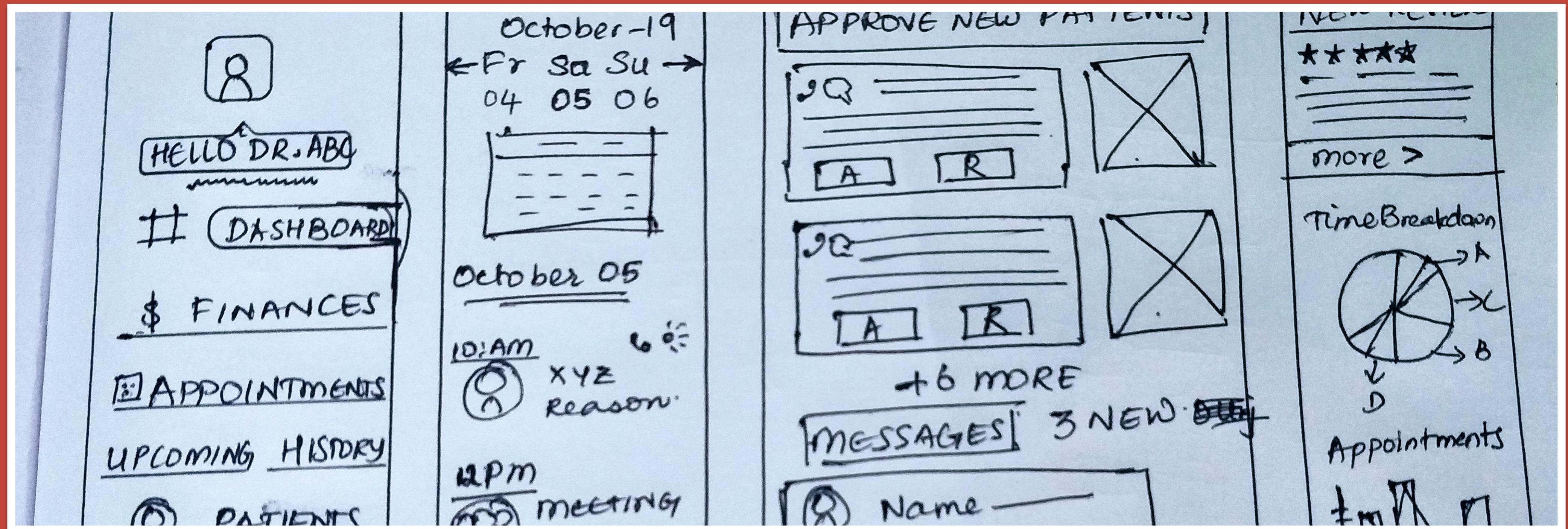
“Design in Healthcare is about efficiency, usability, and a better User Experience for patients as well as Medical Practitioners”

UX Trends in Health Care

- ▶ Applying design thinking to reduce wait period
- ▶ Providing informational self-help guides and content
- ▶ Self administering injections & vein locators
- ▶ Wearables and Data Visualization
- ▶ VR, AI Chatbots & Voice User interfaces
- ▶ Personalized health care
- ▶ Telemedicine

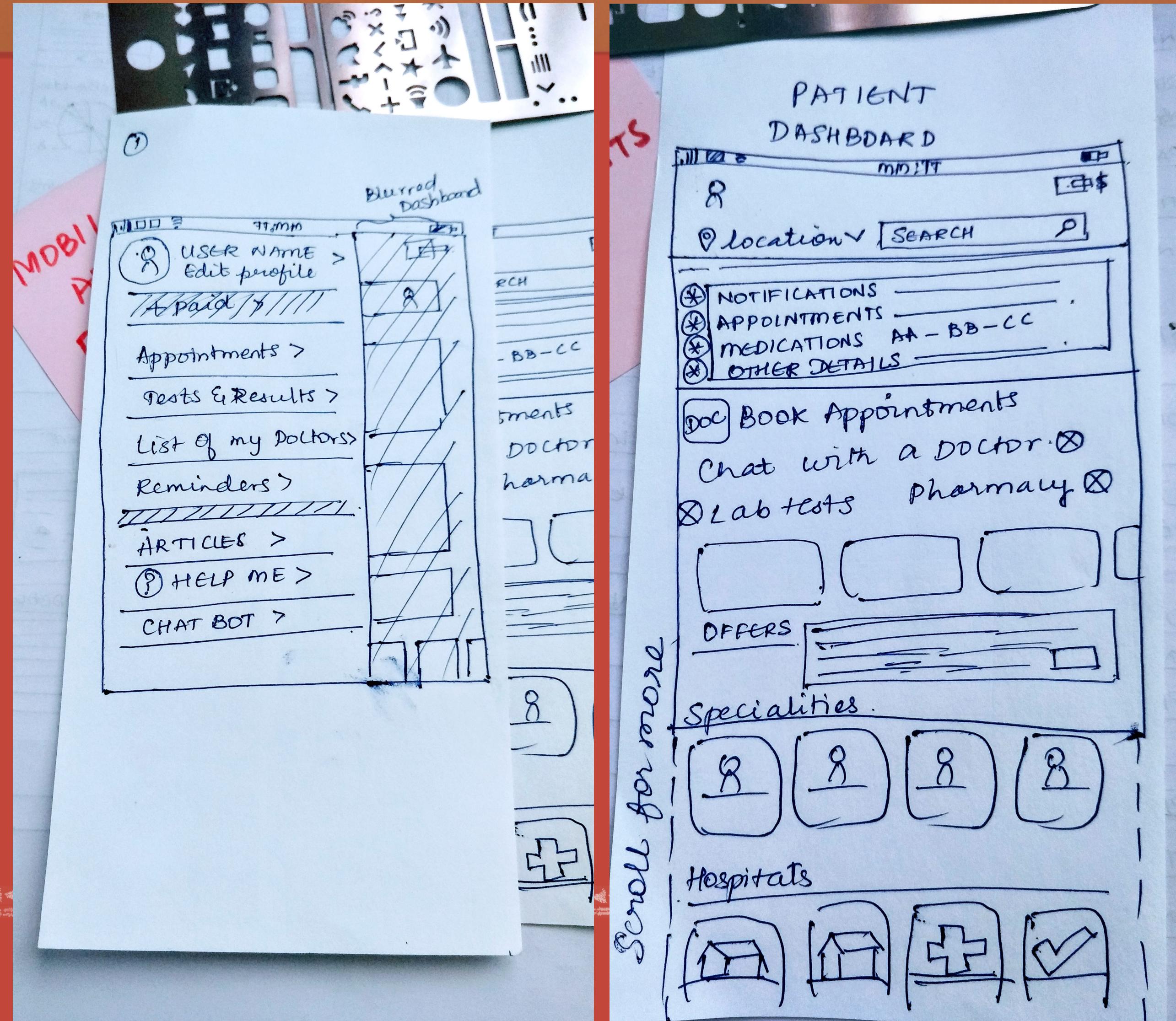
Sketch





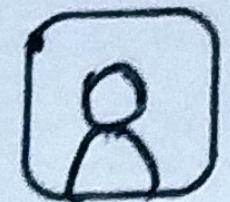
Low Fidelity Mockups

Patient Dashboard



Doctor Dashboard

LogoName



HELLO DR. ABC

DASHBOARD

\$ FINANCES

APPOINTMENTS

UPCOMING HISTORY

PATIENTS

OPTIONS

SETTINGS ☀

October-19
← Fr Sa Su →
04 05 06

October 05

10:AM 6:00
Reason: XYZ

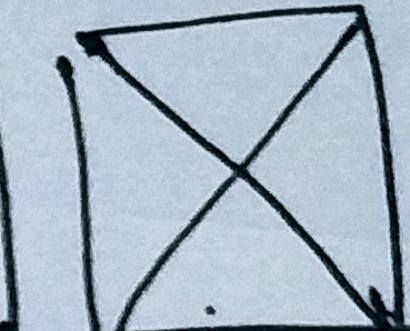
12PM meeting location

2PM XXX Reason:

APPROVE NEW PATIENTS

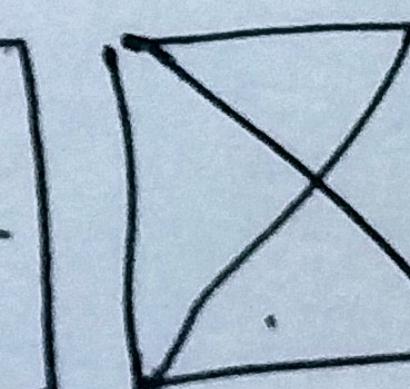
JQ

A R



JQ

A R



+6 MORE

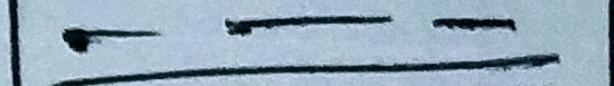
MESSAGES 3 NEW

Reason: Name _____
Subject: _____

+ 2 more >

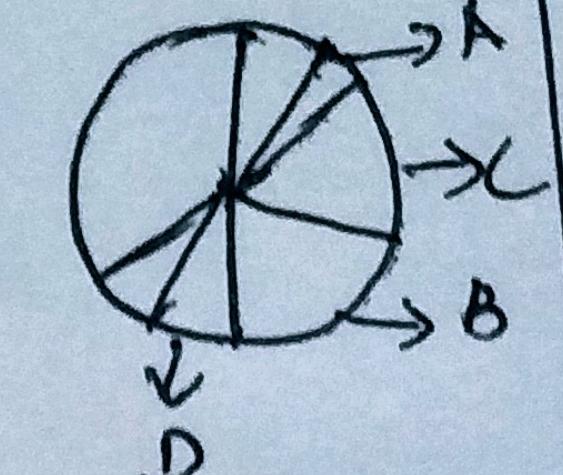
NEW REVIEWS

★★★☆☆

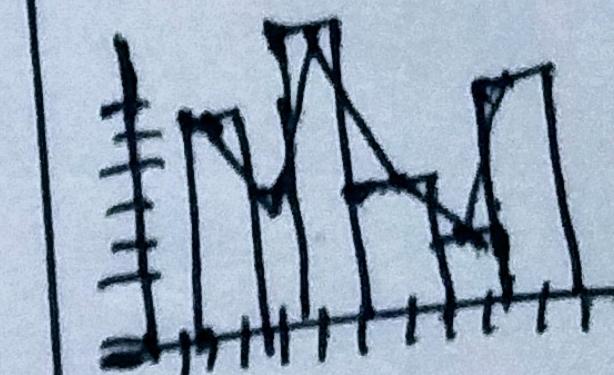


more >

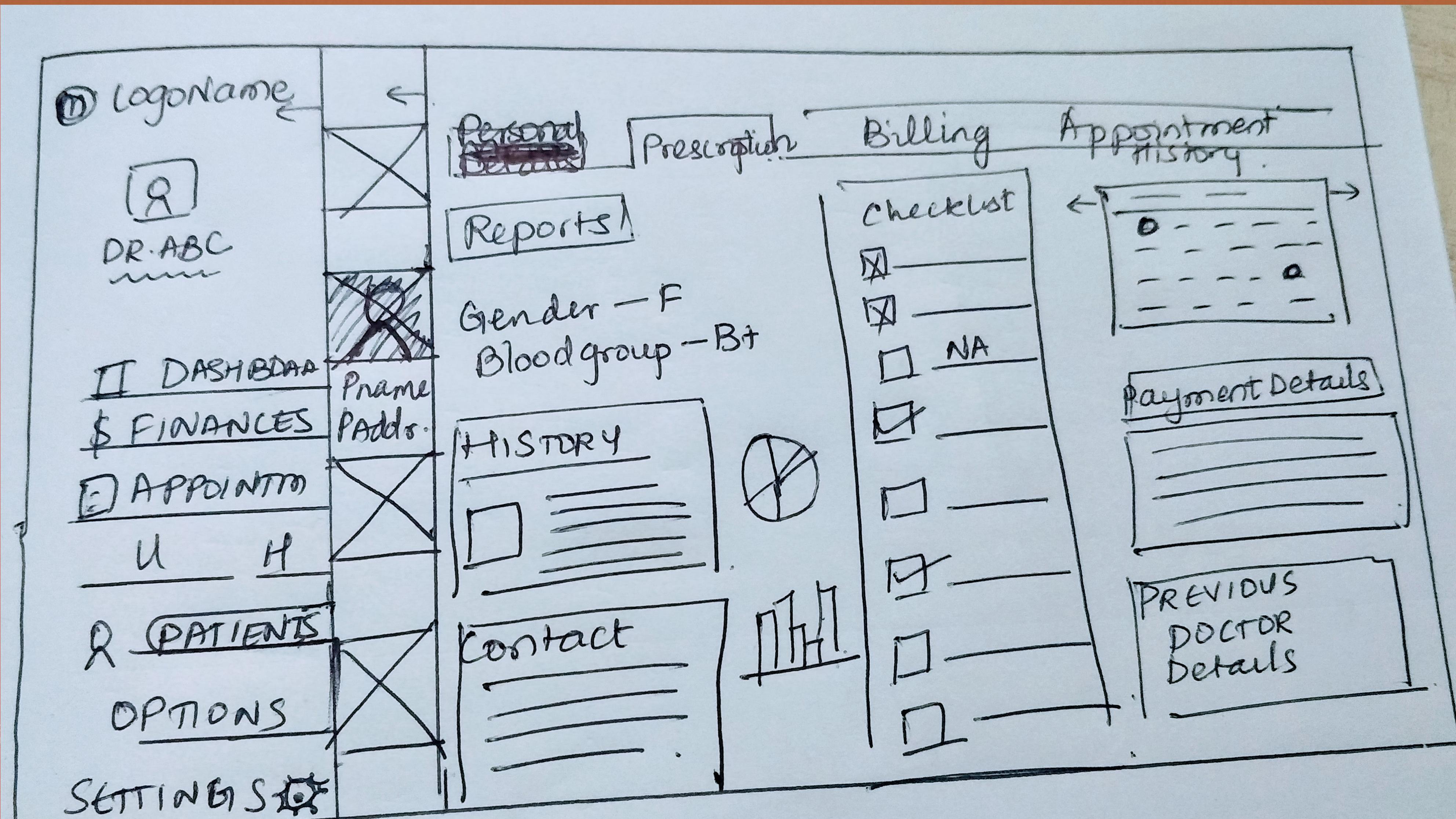
Time Breakdown



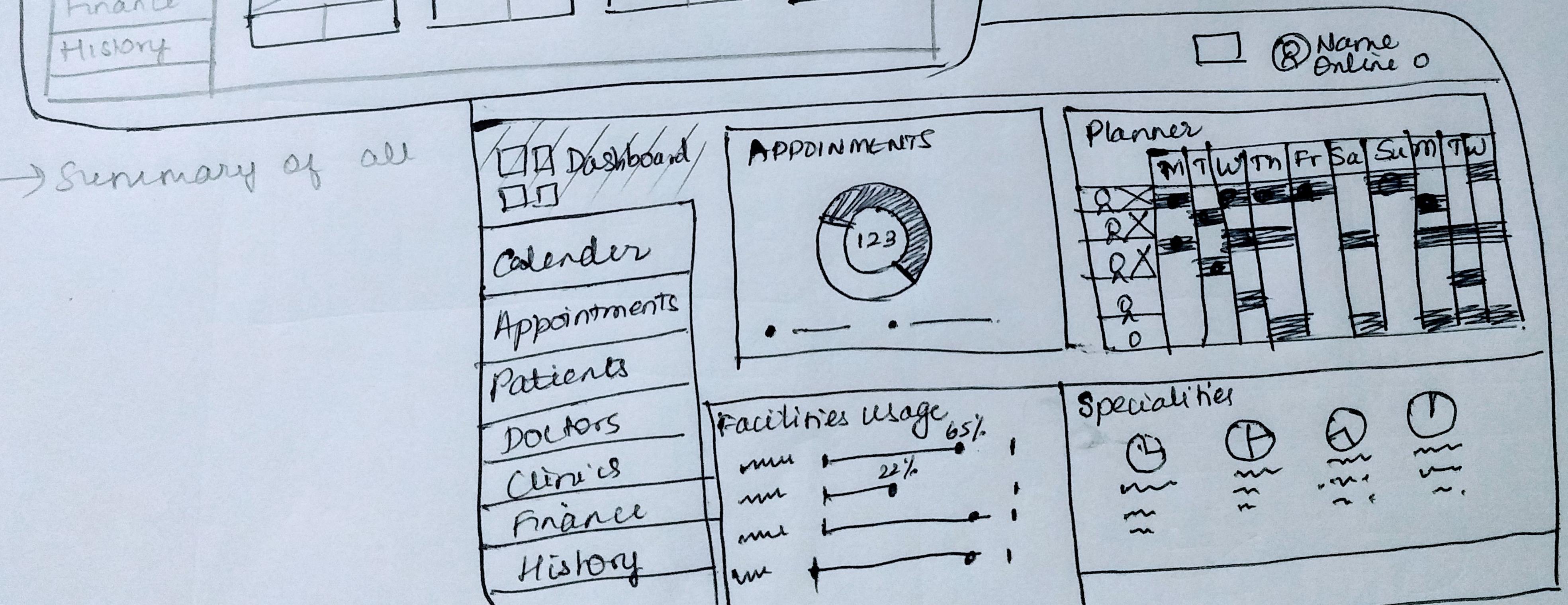
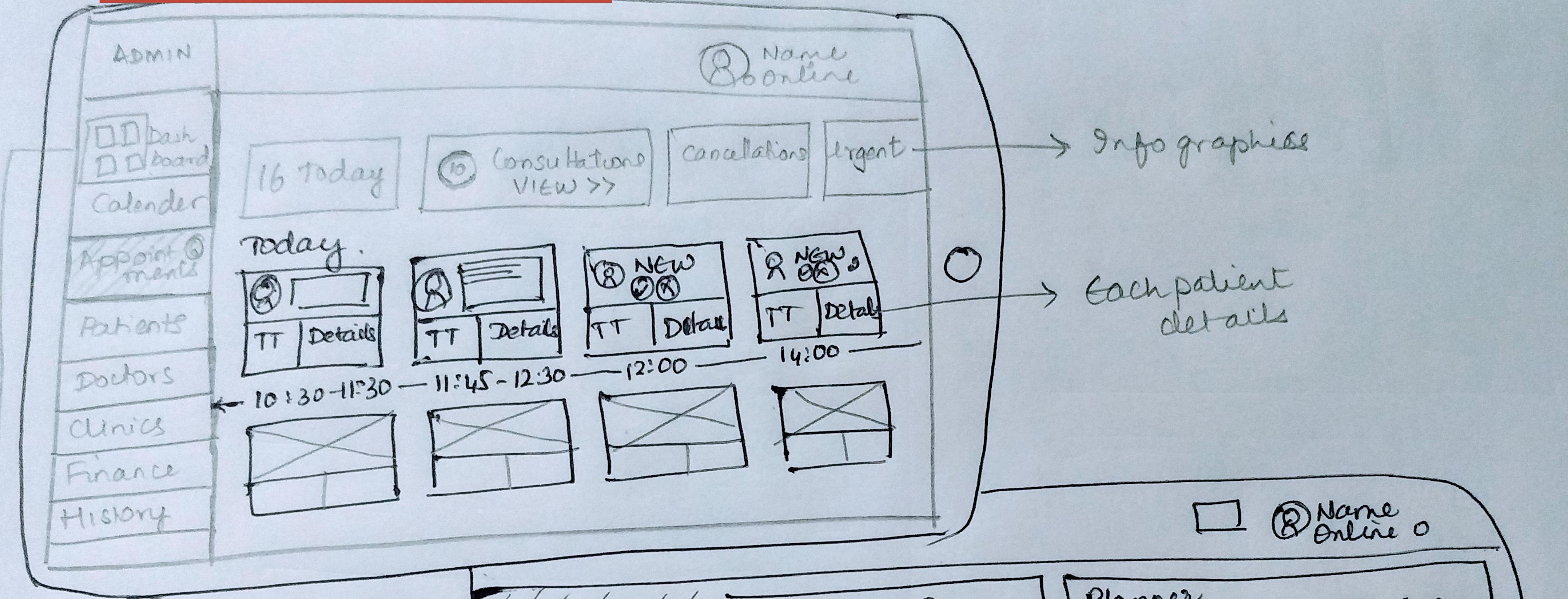
Appointments



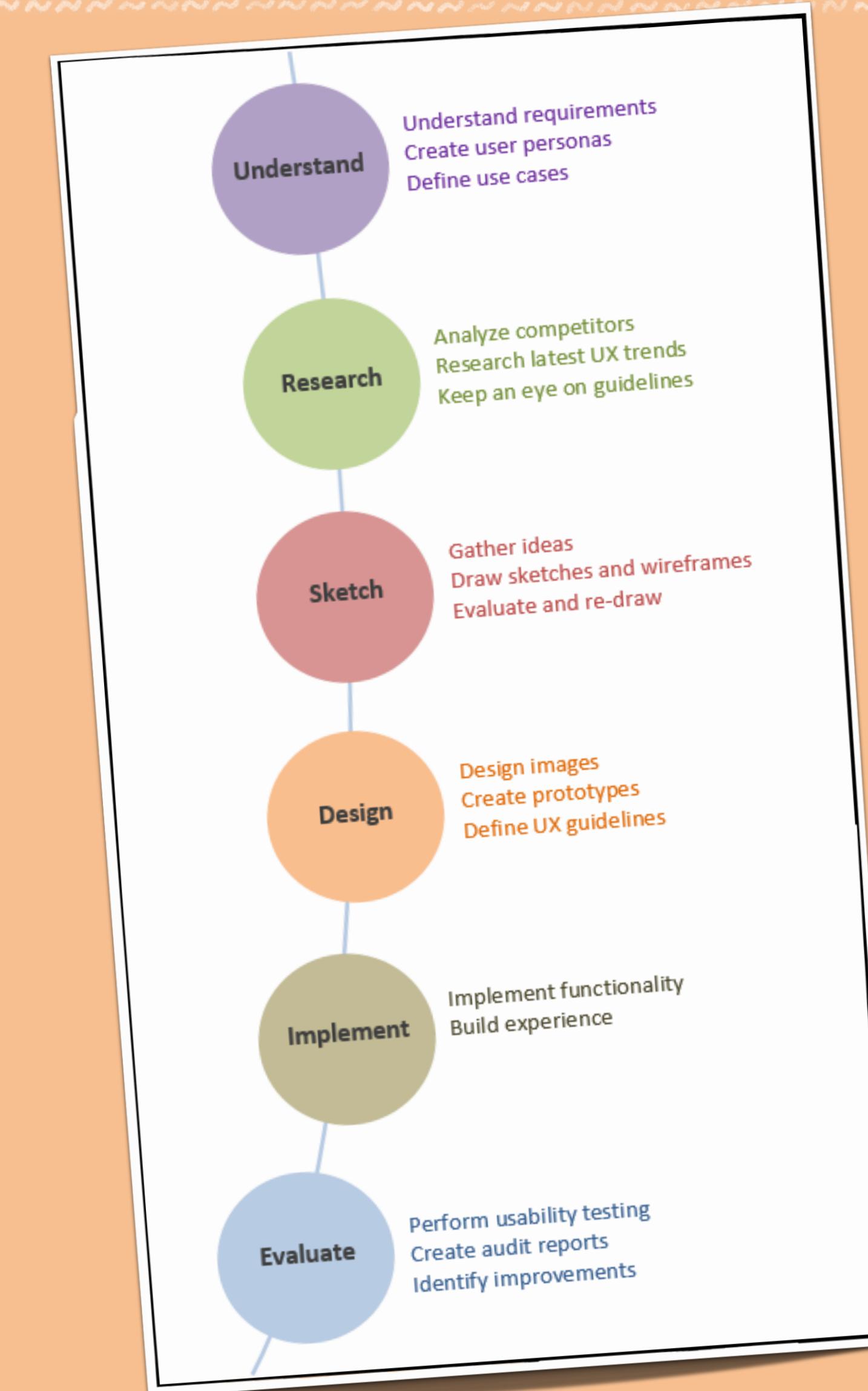
Patient Record View



Admin Dashboard



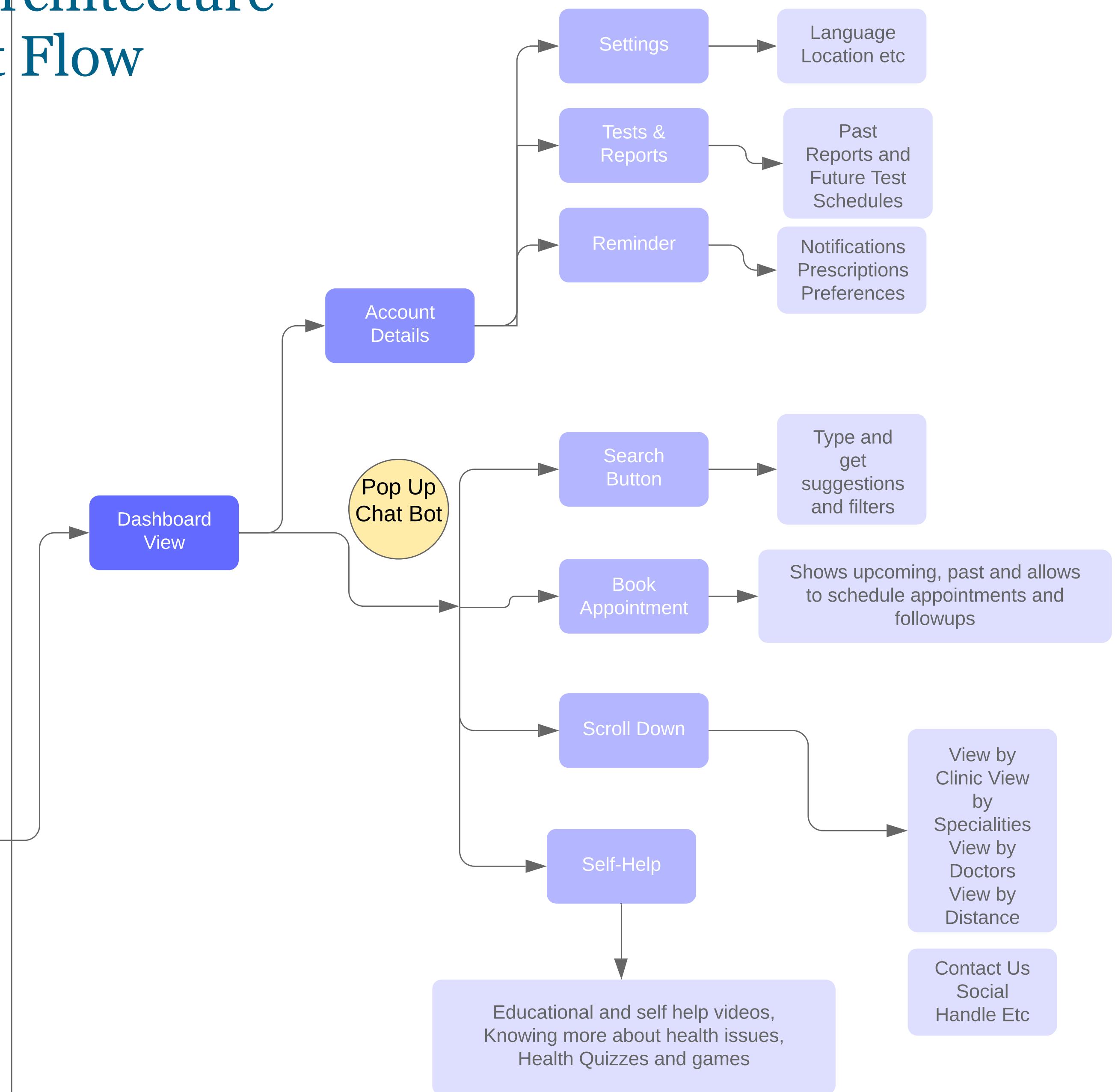
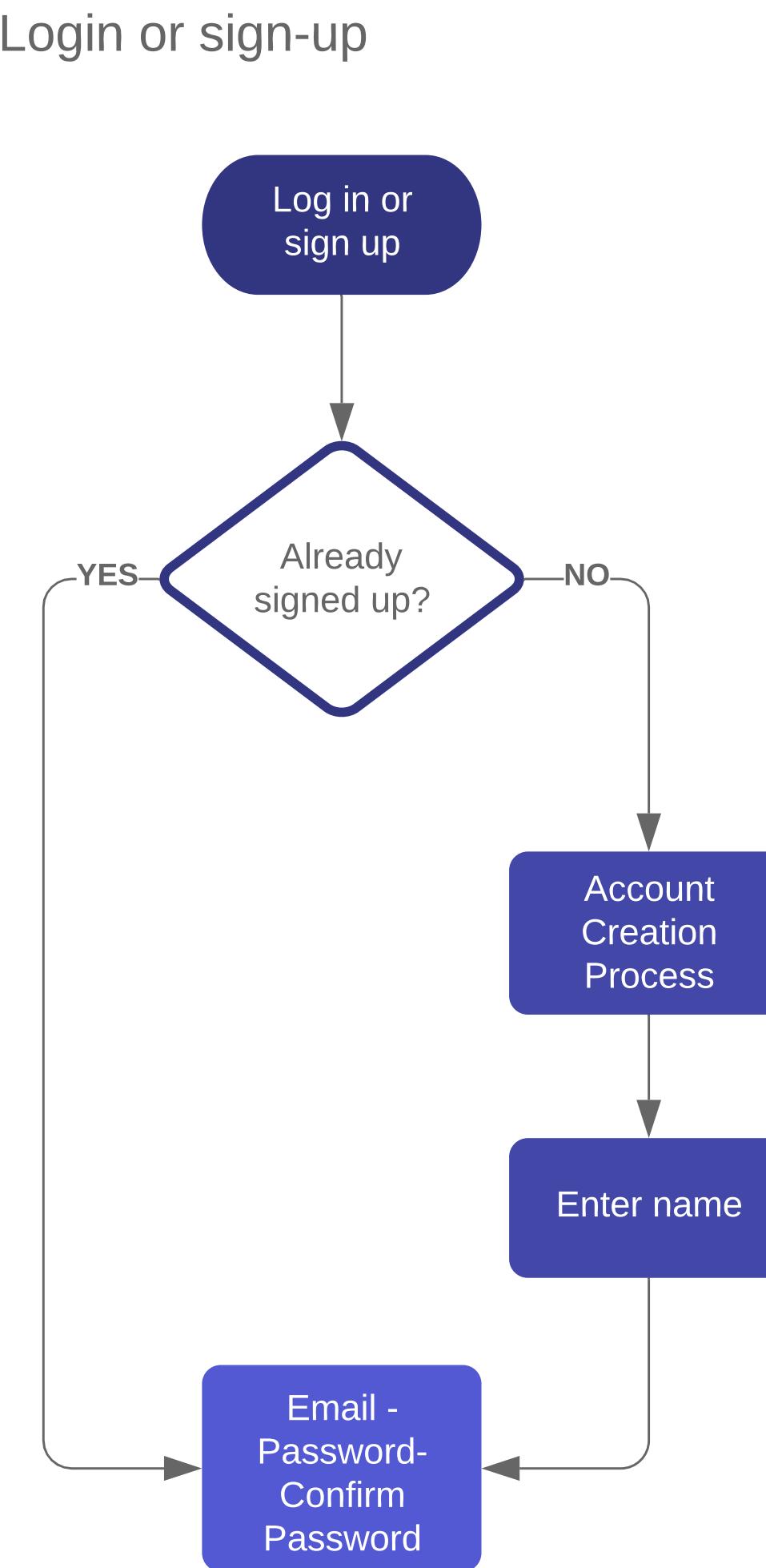
Design



User Journey flow - Patient

- ▶ Simple Homepage
- ▶ Contains all data that the User needs to access
- ▶ Inbuilt entertainment and educational videos that the patient can access during wait time
- ▶ Any transaction will not digress the User

Information Architecture & Patient Flow



Pain Points - Addressed

- ▶ Wait Time in the Clinic

User can browse through the self-help section of the app, answer questionnaires and play quiz

- ▶ Appointment Scheduling & Follow-up

Easy flow to book an appointment, User gets notified on appointments and medications

- ▶ Tedium registration process & lot of paperwork during visits

User is registered within seconds with name email and phone number

User can upload his details - The app would list out the documents before the appointment (gamification)

- ▶ Struggles to accomplish goals due to too many features in Apps

Simple navigation - ensures that User is not overloaded with information

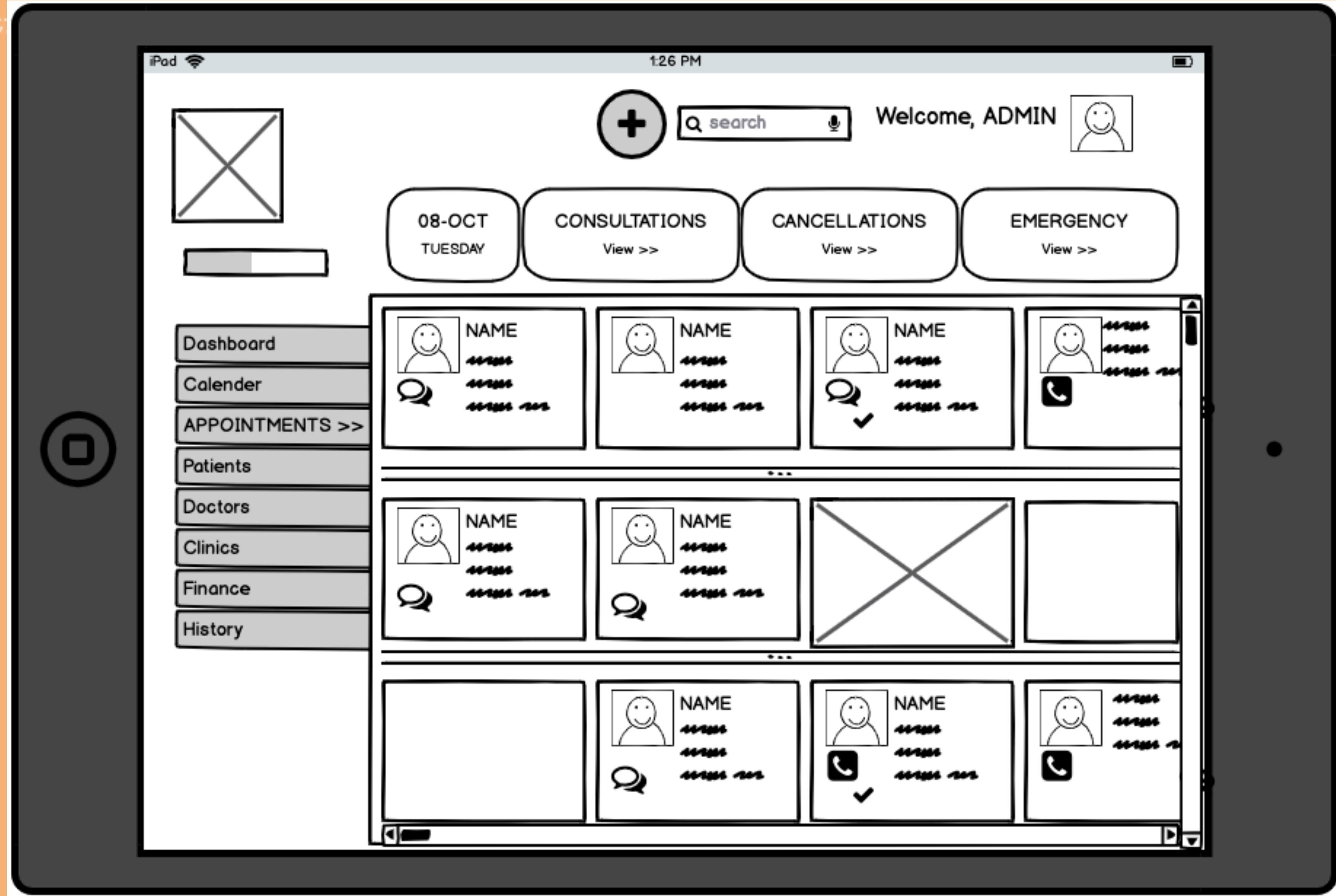
- ▶ Have to repeat the symptoms & history every visit

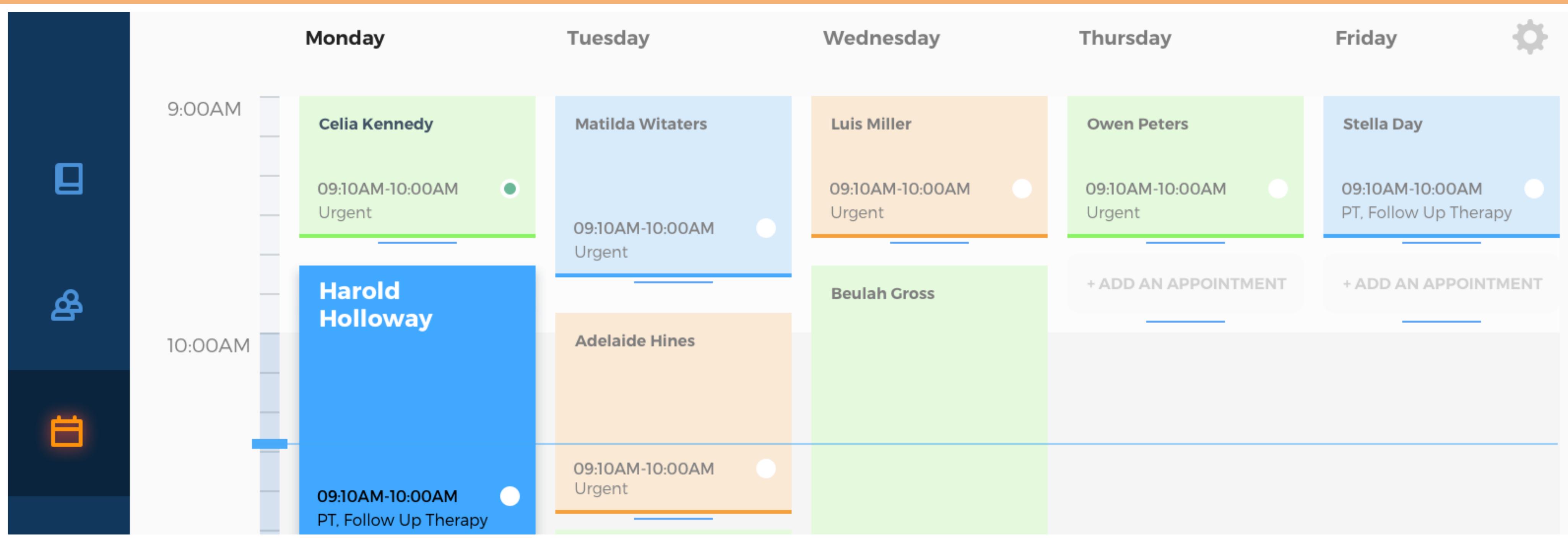
User updates the questionnaire the app prompts before he meets the doctor (gamification)

- ▶ Payments & Insurance claim issues

Detailed break-up can be accessed in the app and when the user clicks on the “?” “Or “i” he can know the context

Admin Appointments - Wireframe

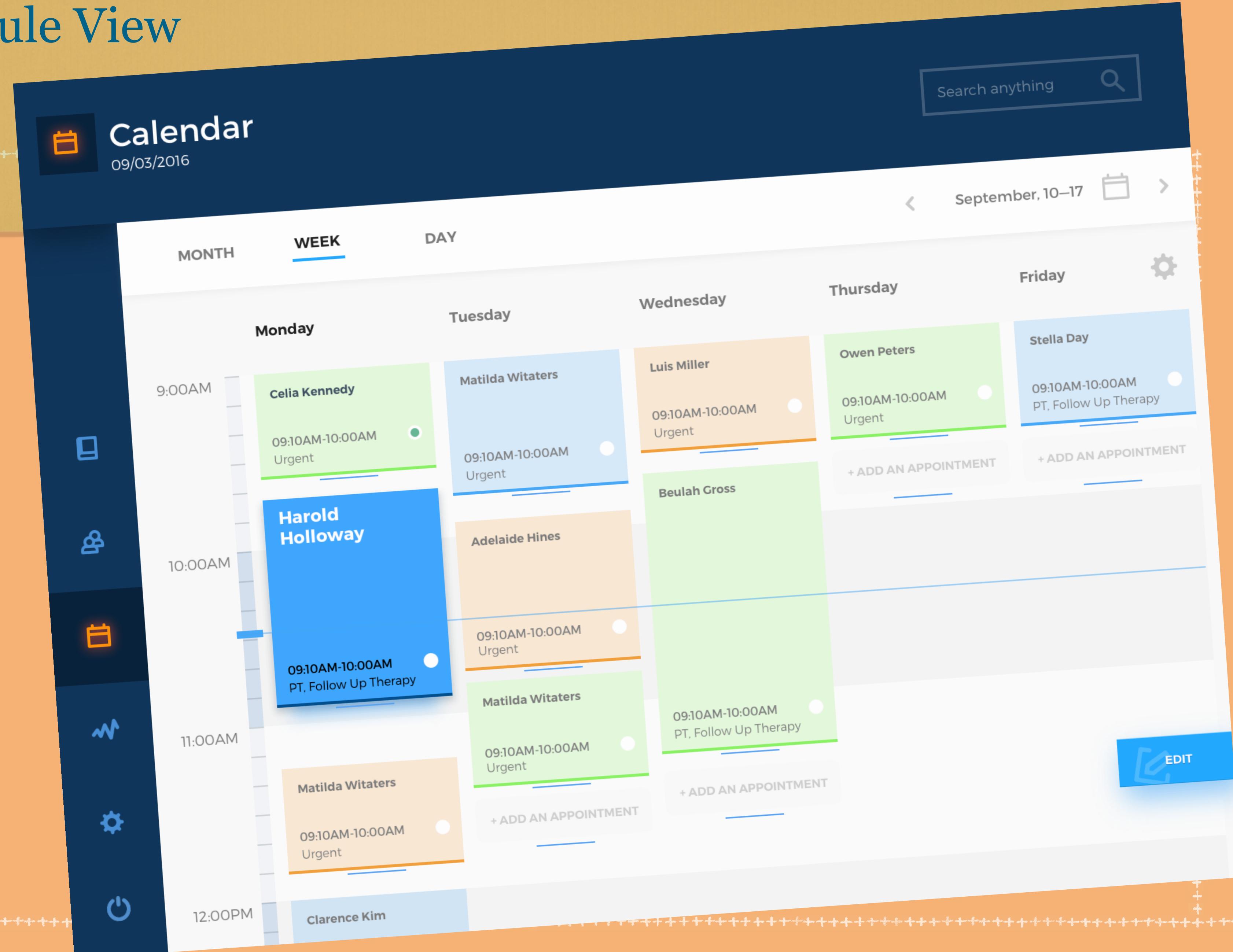




High-Fidelity mockup samples

Schedule View

- ▶ Color blocked appointment details
 - ▶ Expands when hovered
 - ▶ Month Day and Week view



Patient Record View

The screenshot displays a patient record interface with the following sections:

- Appointments:** Shows an appointment for Holloway, Harold on 09/03/2016 from 09:40PM - 10:50PM, listed as Urgent.
- Patient Details:** Shows a photo of Holloway, Harold, his ID (12345), birth date (09/03/1990), and gender (26 y/o, male). It also lists his family doctor (Amanda Sherman) and address (25 Adams Highway Suite 774).
- MEDICAL BACKGROUND:** Lists allergies (Dust Allergy, Hay Fever Allergy, Mold Allergy) and problems (Skin Rush, Itching, Swelling).
- LAB RESULTS:** A placeholder section for laboratory results.
- INSURANCE & CHARGES:** A placeholder section for insurance information and charges.
- Meds:** Lists medications (Benadryl, Nasonex, Claritin).
- Plans:** Lists a plan for a Claritin course starting on 31 October (in 10 days).
- CREATE CLINICAL NOTE:** A button to create a clinical note.

On the left, a vertical sidebar shows icons for different sections: Appointments, Medical History, Prescriptions, Problems, and Plans.

At the top right, there are social media sharing icons (Facebook, Twitter, Email), a search bar, and a navigation bar with tabs for Appointments, Medical History, Prescriptions, Problems, and Plans.

At the bottom right, there is a large orange "NEXT" button.

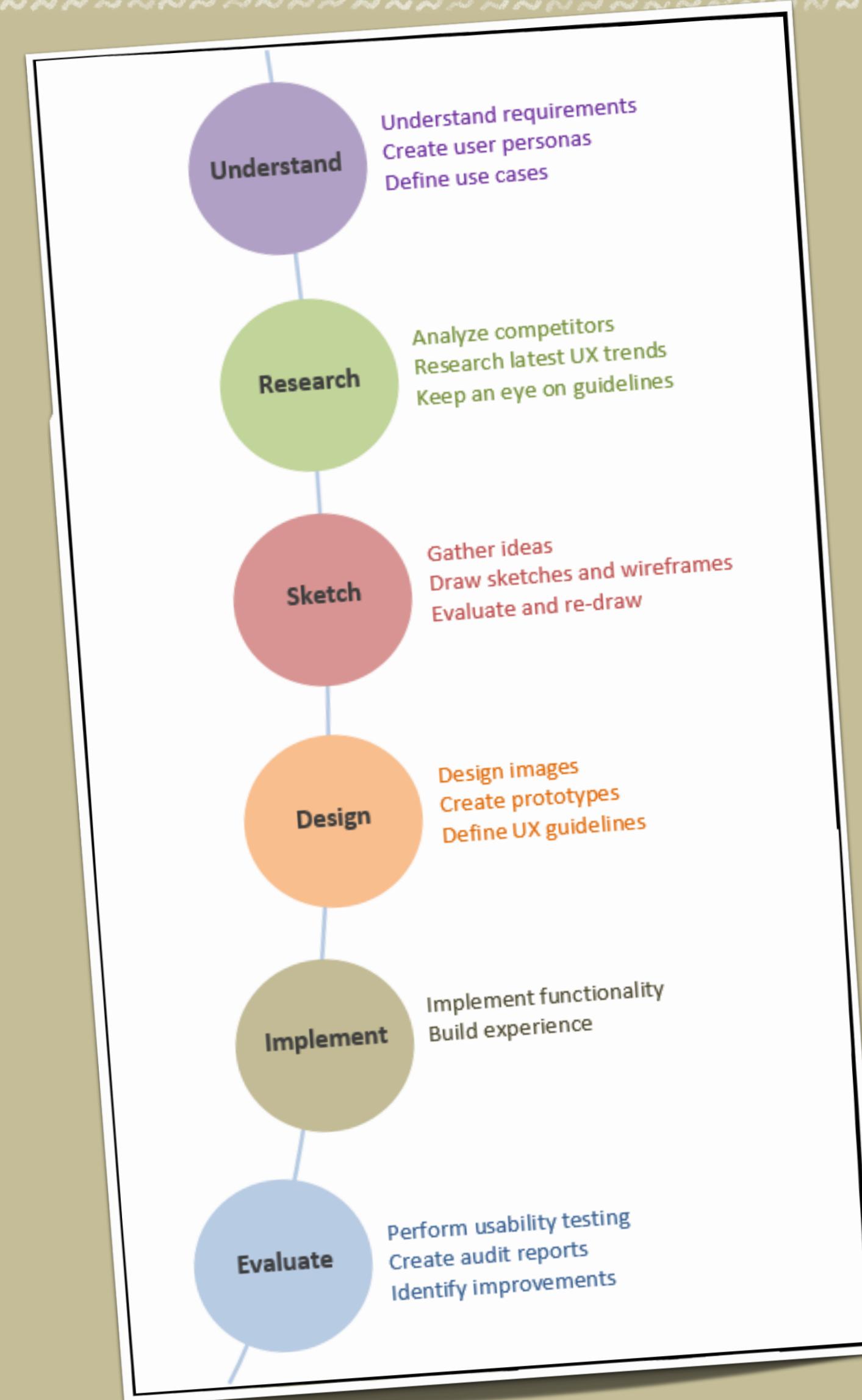
- ▶ Birds eye view of the patient details
- ▶ Lab test results and prescriptions can be seen in the next tab
- ▶ Complex medication can be updated in Plans section

Simple scheduling screen

- ▶ Patient selects date
- ▶ Patient selects time slots
 - the Doctor spends 5-15 minutes with each patient
- ▶ Special slots can be selected for more time with the Doctor



Implement



Evaluate

