
Lab Practical 02 – Project Selection & Supervisor feedback

Each UX team should research and find a Mobile app

Fill the following table to show your findings

Mobile App	E Channeling Application
Name:	echanneling
Developer	eChanneling PLC
Purpose:	<p>eChannelling Mobile application enables you to channel doctors/consultants from 140+ private hospitals, clinics, channeling centers and private ayurvedic hospitals in Sri Lanka. It is your easy, convenient, cost effective and time saving way for channeling doctors/consultants.</p> <p>With eChannelling mobile application you can</p> <ol style="list-style-type: none">1) Channel your doctor Simply search by doctors last name and/or specialty of a doctor and/or hospital name.2) View your channel history and book the same doctor from your channel history Channel history enables you to see your past channeling records. It also enables you to book from your history to avoid search process3) Claim for refund if you have applied for no show refund. No show refund is a value added service provided for the users for a fee.

Screenshot:

Android Emulator - Pixel_3_API_30:5554

1:48

eChannelling

Prescription Upload Lab Test Upload

Submit Your Prescription

Name:

Select your Area:

Select the Pharmacy:

Mobile:

Upload Prescription (image only):
 No file chosen

Android Emulator - Pixel_3_API_30:5554

1:50

eChannelling

Prescription Upload Lab Test Upload

Submit Your Lab Test

Name:

Select your Area:

Select the Lab:

Mobile:

Upload Test (image only):
 No file chosen

Android Emulator - Pixel_3_API_30:5554

1:52

eChannelling

MEDICINELAB CHAT TALK COVID PCR TEST DRIVING

PCR TESTING FOR COVID 19- ASIRI PCR TEST

Asiri Central Hospital Norris Canal Road - Colombo 10

Asiri Surgical Hospital Kirimandala Mw - Colombo 5

PCR FOR COVID ASIRI HOSPITAL GALLE PCR TEST

Asiri Hospital Galle - Galle

COVID 19 PCR FOR ASIRI HOSPITAL MATARA PCR TEST

Asiri Hospital Matara-Uyanwatta - Uyanwatta

Android Emulator - Pixel_3_API_30:5554

2:10

eChannelling

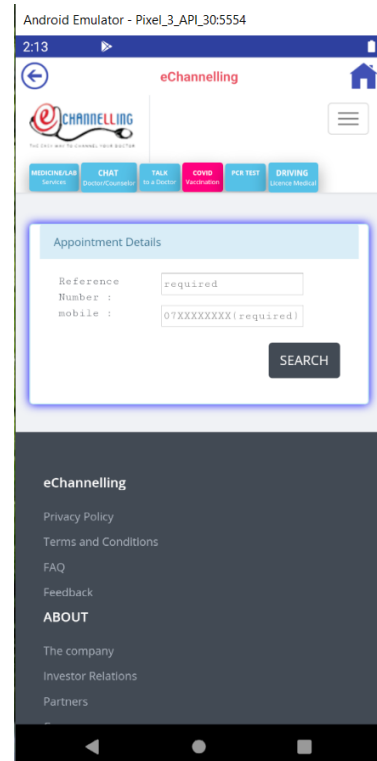
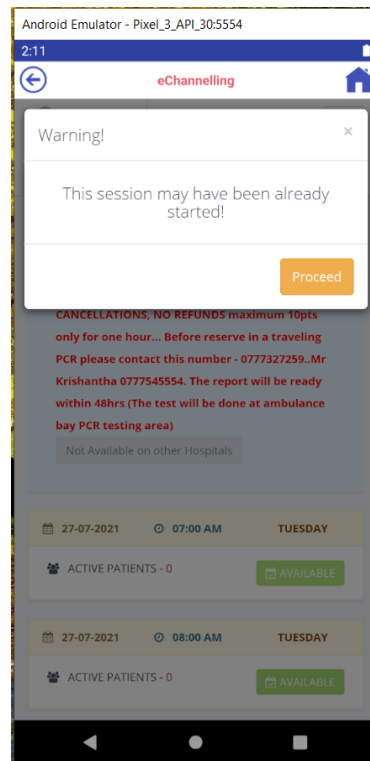
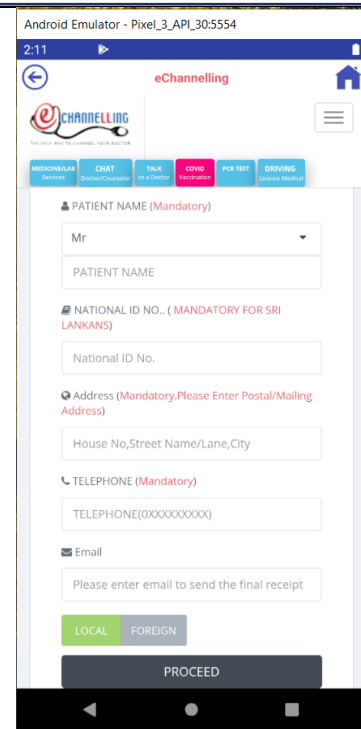
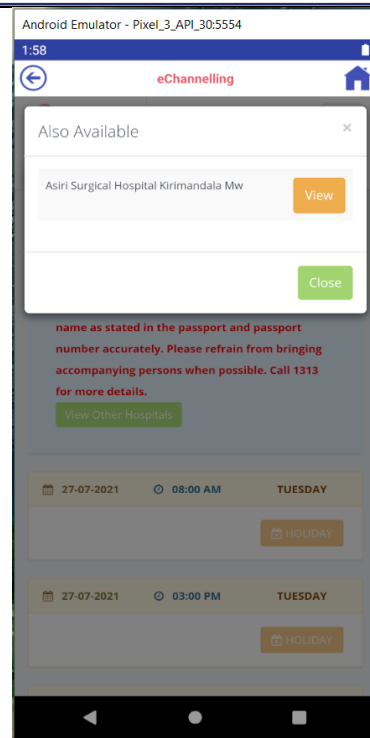
MEDICINELAB CHAT TALK COVID PCR TEST DRIVING

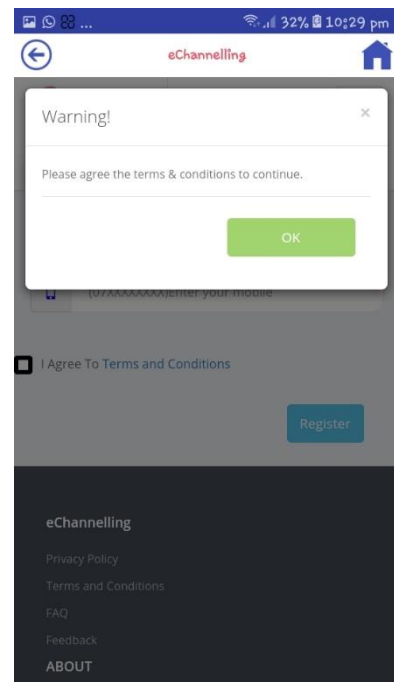
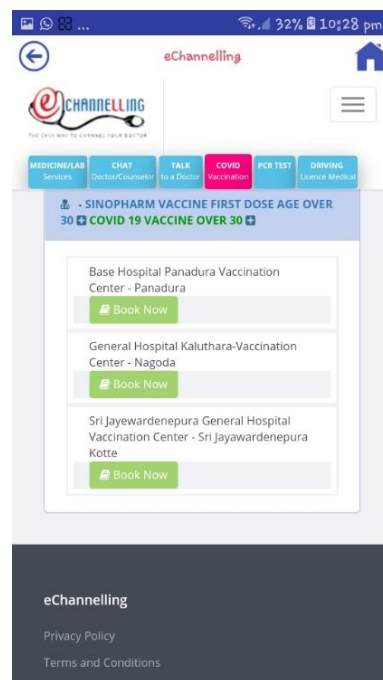
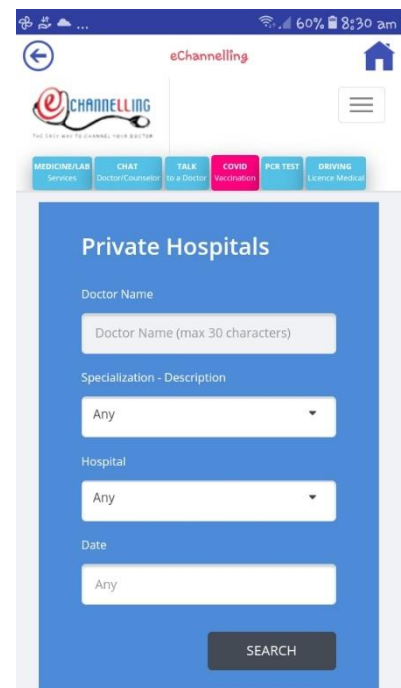
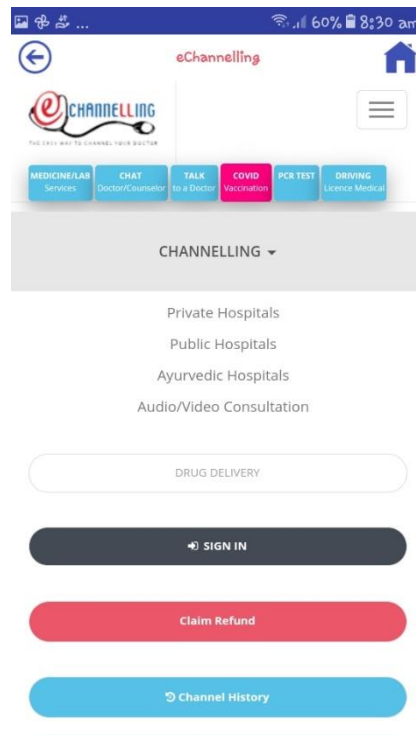
PCR FOR COVID ASIRI HOSPITAL GALLE

Asiri Hospital Galle
 PCR TEST
 paid appointments only STRICTLY NO CANCELLATIONS, NO REFUNDS maximum 10pts only for one hour... Before reserve in a traveling PCR please contact this number - 0777327259..Mr Krishantha 0777545554. The report will be ready within 48hrs (The test will be done at ambulance bay PCR testing area)
 Not Available on other Hospitals

27-07-2021 07:00 AM TUESDAY
 ACTIVE PATIENTS - 0 AVAILABLE

27-07-2021 08:00 AM TUESDAY
 ACTIVE PATIENTS - 0 AVAILABLE





eChannelling

THE EASY WAY TO CHANNEL YOUR DOCTOR

MEDICINE/LAB Services | CHAT Doctor/Counselor | TALK to a Doctor | COVID Vaccination | PCR TEST | DRIVING Licence Medical

PROMOTION CODE

Do you have a Coupon Code? Enter & Apply below

PROMOTION CODE

APPLY

PAYMENT METHOD VISA ☐ ☐ ☐

ANY MASTER OR VISA

PAY

eChannelling

THE EASY WAY TO CHANNEL YOUR DOCTOR

MEDICINE/LAB Services | CHAT Doctor/Counselor | TALK to a Doctor | COVID Vaccination | PCR TEST | DRIVING Licence Medical

MS SELANI ABEYKOON
PSYCHOLOGICAL COUNSELOR

LANGUAGE: ENGLISH/SINHALA

Qualifications : B. A. in Psychology(Hons)
Dip in Psychology

Chat Now

eChannelling

THE EASY WAY TO CHANNEL YOUR DOCTOR

MEDICINE/LAB Services | CHAT Doctor/Counselor | TALK to a Doctor | COVID Vaccination | PCR TEST | DRIVING Licence Medical

TELEPHONE (Mandatory)

TELEPHONE(0XXXXXXXXXX)

PATIENT NAME (Optional)

Mr

PATIENT NAME

NATIONAL ID NO.. (Optional)

National ID No.

PROCEED

eChannelling

Privacy Policy

eChannelling

THE EASY WAY TO CHANNEL YOUR DOCTOR

MEDICINE/LAB Services | CHAT Doctor/Counselor | TALK to a Doctor | COVID Vaccination | PCR TEST | DRIVING Licence Medical

Channel Details

Doctor/ Counselor	MS SELANI ABEYKOON
Specialization	COUNSELLING
App Date	28-07-2021
App No.	1
Patient	Mr Kasun
Contact No.	0713686538

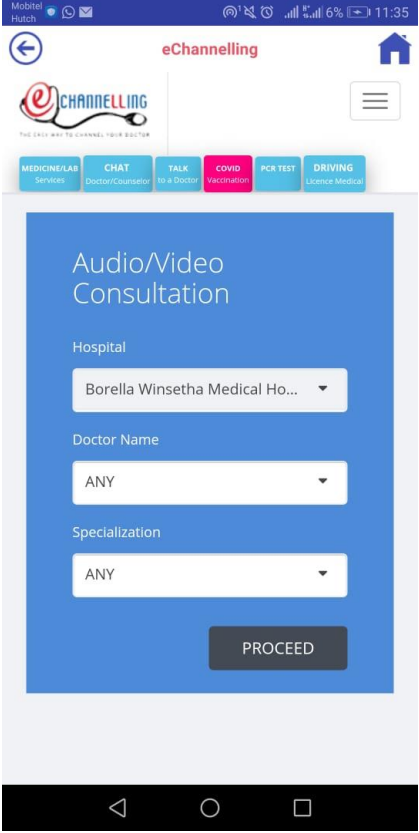
Total Fee: 149.00 LKR

PROCEED

eChannelling

Privacy Policy

Terms and Conditions



eChannelling

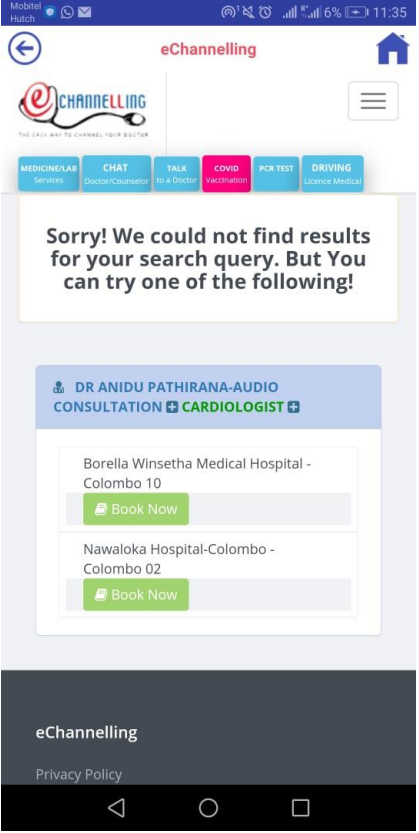
Audio/Video Consultation

Hospital
Borella Winsetha Medical Ho...

Doctor Name
ANY

Specialization
ANY

PROCEED



eChannelling

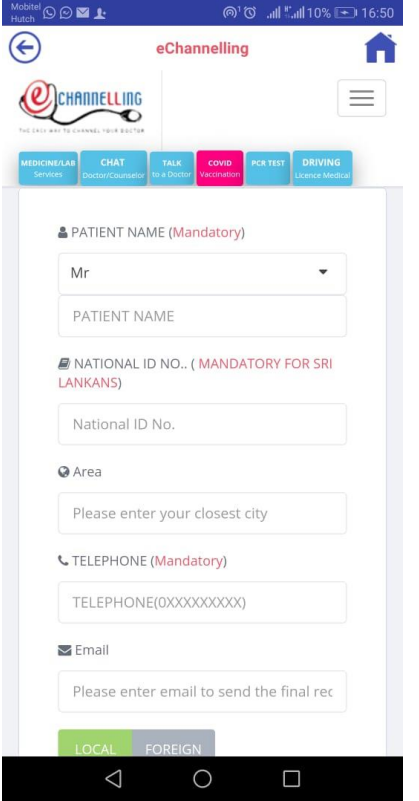
Sorry! We could not find results for your search query. But You can try one of the following!

DR ANIDU PATHIRANA-AUDIO CONSULTATION + CARDIOLOGIST +

Borella Winsetha Medical Hospital - Colombo 10
Book Now

Nawaloka Hospital-Colombo - Colombo 02
Book Now

eChannelling
Privacy Policy



eChannelling

PATIENT NAME (Mandatory)
Mr
PATIENT NAME

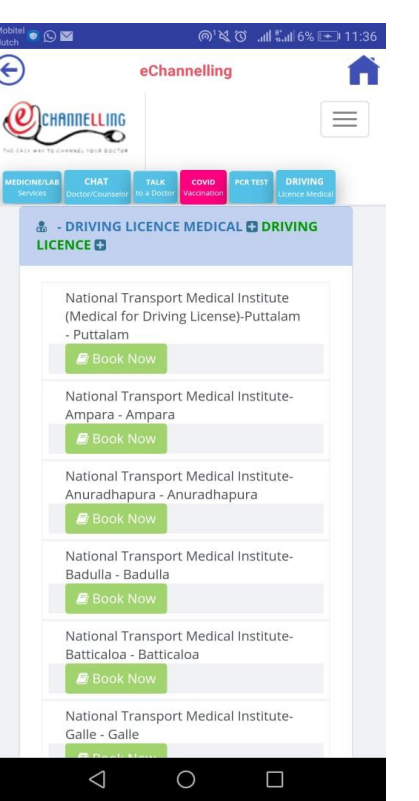
NATIONAL ID NO.. (MANDATORY FOR SRI LANKANS)
National ID No.

Area
Please enter your closest city

TELEPHONE (Mandatory)
TELEPHONE(0XXXXXXXXX)

Email
Please enter email to send the final rec

LOCAL FOREIGN



eChannelling

- DRIVING LICENCE MEDICAL + DRIVING LICENCE +

National Transport Medical Institute (Medical for Driving License)-Puttalam - Puttalam
Book Now

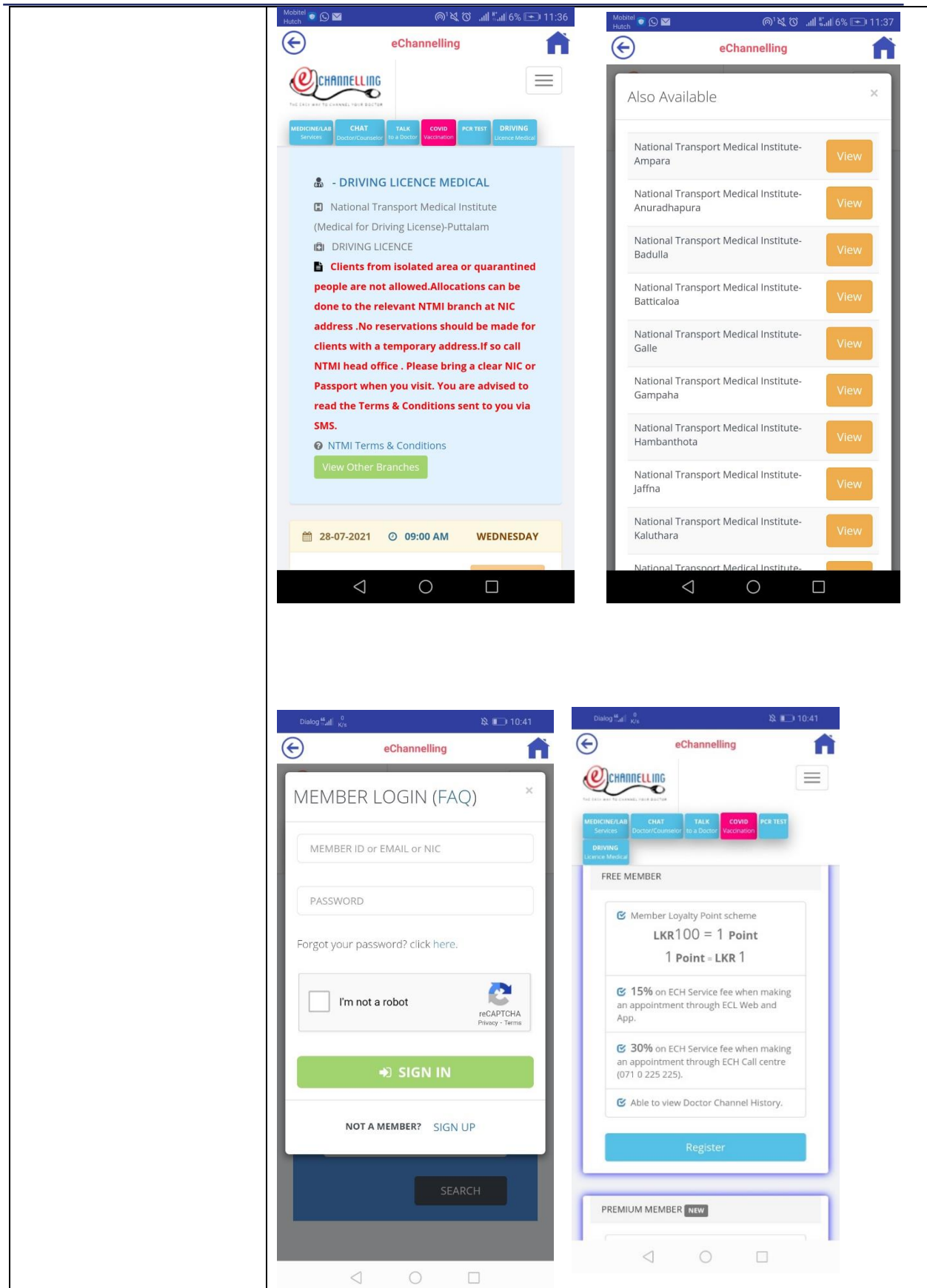
National Transport Medical Institute- Ampara - Ampara
Book Now

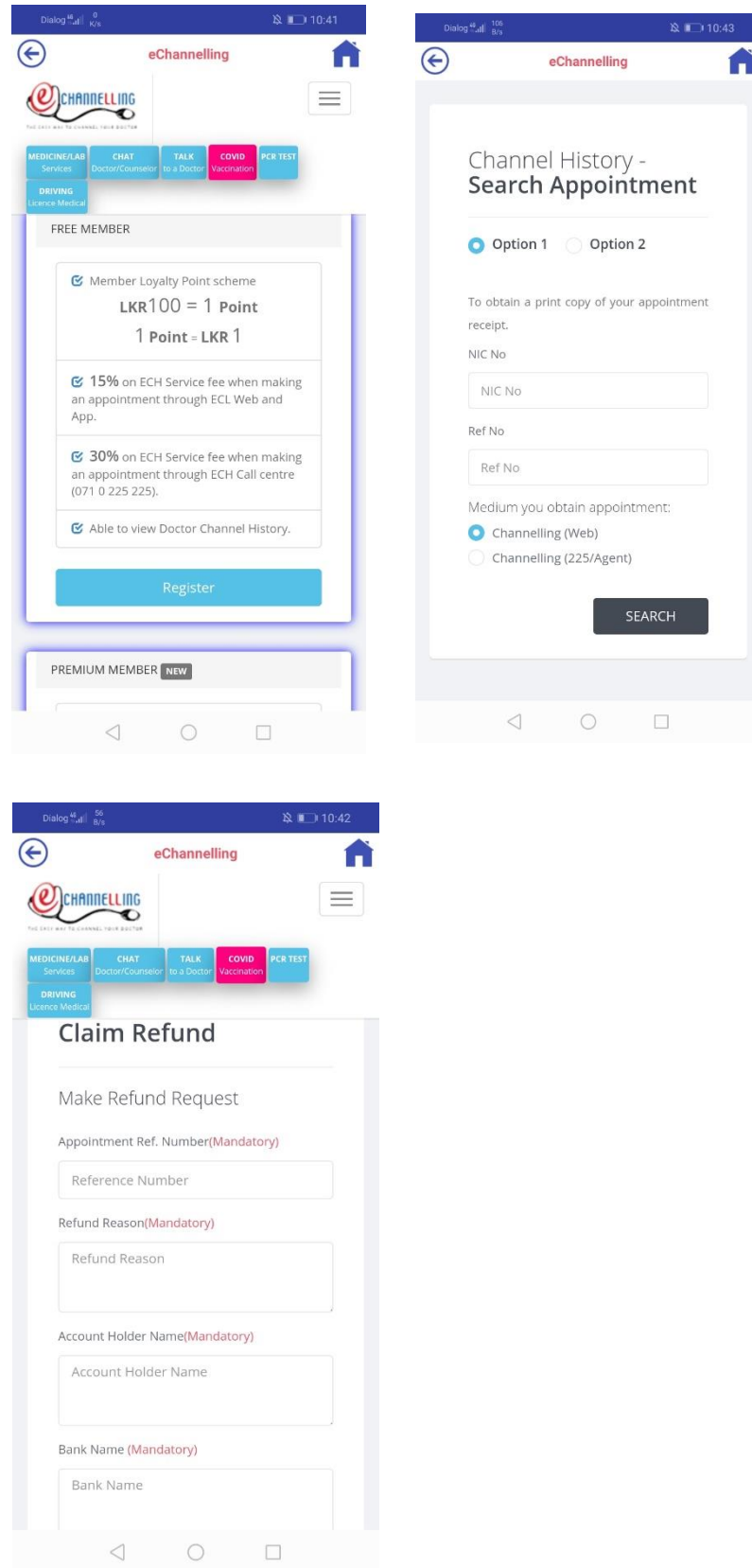
National Transport Medical Institute- Anuradhapura - Anuradhapura
Book Now

National Transport Medical Institute- Badulla - Badulla
Book Now

National Transport Medical Institute- Batticaloa - Batticaloa
Book Now

National Transport Medical Institute- Galle - Galle
Book Now





eChannelling

FREE MEMBER

Member Loyalty Point scheme
 LKR100 = 1 Point
 1 Point = LKR 1

15% on ECH Service fee when making an appointment through ECL Web and App.

30% on ECH Service fee when making an appointment through ECH Call centre (071 0 225 225).

Able to view Doctor Channel History.

Register

PREMIUM MEMBER NEW

Channel History - Search Appointment

☒ Option 1 ☐ Option 2

To obtain a print copy of your appointment receipt.

NIC No

Ref No

Medium you obtain appointment:
☒ Channelling (Web)
☐ Channelling (225/Agent)

SEARCH

eChannelling

Claim Refund

Make Refund Request

Appointment Ref. Number(Mandatory)

Refund Reason(Mandatory)

Account Holder Name(Mandatory)

Bank Name (Mandatory)

Competitor Mobile apps	My Doctor Doc 990 NawalokaCare Lanka Hospitals Channeling Partner
Good design	
1. Prescription upload	<ul style="list-style-type: none"> • Use drop down to select area and pharmacy.it is easy to users. • Can upload prescription image. • Display required field in red color. It easy to users to find required field
2. Lab test Upload	<ul style="list-style-type: none"> • Use drop down to select area and lab.easy for users. • Can upload lab test image So the process can be fast • Display required field in red color .It easy to users to find required field
3.PCR test	<ul style="list-style-type: none"> • Users can see hospital that are doing PCR test.Users can book hospitals .There is Book now button to book hospitals. That is easy for some users to understand what to do here.
4.Proceed available test	<ul style="list-style-type: none"> • When user click available button it will prompt message “This session already start” .It is easy to understand users about the session • There is proceed button. Users can proceed there test click that button. This button help to users to understand what process happen in there.
5.Add details for available test	<ul style="list-style-type: none"> • Required details are in red color. That is useful to understand that as required field
6.Running numbers	<ul style="list-style-type: none"> • Users can search their appointment details by using references number and mobile number. No need to fill too many forms for searching .That saves users time .
7.Channeling	<ul style="list-style-type: none"> • User can easily navigate to channeling page using menu icon • It implement like Search function then user can easily select who are the doctor ,what is specialization, hospital and date
8.Doctor Registration	<ul style="list-style-type: none"> • In doctor registration ,they use to first input mobile number and then send validation code for validation it is successful method for validate user
9.Covid Vaccination	<ul style="list-style-type: none"> • In covid Vaccination, it display details about hospitals that only facilitate to covid vaccinate. User can easily click “Book now ” button and gives details about covid vaccinate

10.Home	<ul style="list-style-type: none"> In footer, it display about application and top of the application it display logo
11.Payment	<ul style="list-style-type: none"> Use dropdown for payment method.
12.Chat Doctor/counselor	<ul style="list-style-type: none"> Use various font sizes and colors to highlight doctor details. Provide doctor/counselor photo therefore patients can easily identify.
13.cahnneling (chat Doctor/counselor) 13.1. Form 13.2. Details receipt	<p>13.1. Users can be fill this form simply because use simple form. Display required field in red color. It easy to users to find required field</p> <p>13.2. After user filled form and the display all details about channeling.</p>
14. Talk to Doctor/counselor	<ul style="list-style-type: none"> Use dropdown for all fields therefore easy to user.
15. Driving license medical	<ul style="list-style-type: none"> In driving license medical, it displays details about hospitals that only facilitate to get medicine. User can easily click “Book now” button and gives details about medical.
16. Patient Registration	<ul style="list-style-type: none"> There could have two user types who are free user or premium user. Before the registering, that is clearly mentioned to the guest user.
17. Search channeling history	<ul style="list-style-type: none"> There are two option for searching channeling history, instead of using two forms

Design issues	
1. Prescription upload	<ul style="list-style-type: none"> Prescription tab, Title and form are all in together .It is not user friendly. Icons are not user friendly that used in input fields. There is no proper separation between boxes. There should be a proper headline in this page .otherwise how do they know what they need to do in this page.

2.Lab test upload	<ul style="list-style-type: none"> • Lab test tab, Title and form are all in together .There is no proper separation between these things. • Icons are not user friendly that used in input fields. • They are not using any theme when designing UI .So this is not good for app and its user reviews. • Submit button is also not in proper place.
3.PCR test	<ul style="list-style-type: none"> • The page doesn't have good color management. • The display structure of the PCR test are not user friendly .and users can't understand what they need to do. • Instead of "Book now " in button they need to display something that users can understand.
4. PCR test on particular hospital	<ul style="list-style-type: none"> • Users can't understand what is done by that page .So they need to add some kind of description. • The button color and page color theme is not matching. • And there is recycler view displaying time, date. Users can't identify what is that for.
5. Proceed available test	<ul style="list-style-type: none"> • This UI is displaying when we click one PCR test IU Book Now button .We can't identify the relationship among those buttons. • There is no proper title of this pages.
6. Add details of available test.	<ul style="list-style-type: none"> • When we click on available button it will navigate to this form. User s can't identify these pages and what happen in these page. • The display structure of the form is not user friendly. • There should be a proper description or title for these pages .Other wise users can't identify. • The button names should be proper name.

7. Running numbers	<ul style="list-style-type: none"> • We can't identify what is mean by running numbers .So they need add proper name for that button • Instead of form we can use search bar. • We can search the appointment details only by using appointment id. Because mobile number can be change. • Ui color is not user friendly.
8. Channeling	<ul style="list-style-type: none"> • It is getting more time to load details about channeling • It display separate pages for public, private and ayurvedically hospitals but that pages contents are same then we can put extra drop down box for that • In channeling, same pages not working
9. Doctor Registration	<ul style="list-style-type: none"> • In menu bar ,same times Doctor Registration function doesn't visible to users • That page UI is not user friendly
10. Covid Vaccination	<ul style="list-style-type: none"> • There is not any title of the page ,and it should have small description because most of the Sri Lankan users not much familiar with these apps. • The page doesn't have good color management. • It's input details not enough for the vaccination
11. Home	<ul style="list-style-type: none"> • It is not manageable and not user friendly • Always navigation doesn't work properly • In menu bar always select only one icon • When user click "Covid vaccinate" or another icon still it display "Covid vaccinate" as selected page (with red color)
12. payment	<ul style="list-style-type: none"> • The page doesn't have good color.
13. Chat Doctor/counselor	<ul style="list-style-type: none"> • New users have not any idea about doctors therefor need feedback about doctors/counselor. • It used colures are not matching
14. cahnneling (chat Doctor/counselor) 14.1. Form 14.2. Details receipt	<p>14.1. There is no any title</p> <p>14.2. In channeling detail page there is not given channeling time therefore doctors/counselor face many difficulties.</p>

15. Talk to Doctor/counselor	<ul style="list-style-type: none"> • Separate dropdown for name and specialization, for both of that need to use one dropdown then users can identify doctors easily.
16. Driving license medical	<ul style="list-style-type: none"> • There is not any title of the page, and it should have small description because most of the Sri Lankan users not much familiar with these apps. • The page doesn't have good color management.
17. Header/Footer	<ul style="list-style-type: none"> • No need to include the header and footer like a webpage, otherwise height of application interface would be too high.
18. Patient Registration	<ul style="list-style-type: none"> • There is no register via google sign up interface • No need to get user title such as Mr., Mrs., Miss, Rev, Master, Dr. Instead of that it should be gender type (male or female).