**Objective:**

Feedback for the prototype of Pills on Track- an app to aid older generations with reminders to take medicines.

**Strategy:**

We have chosen three people (grandparents of the people working on this app) to represent the target user population. On the basis of research and insights from these three people, we have designed the prototype of Pills on Track as it currently exists. As a part of the feedback strategy, we will share the prototype with them and obtain their insights on how convenient the app is to use and if they find it as an effective medium for reminding people to take medicines. We will be collecting these insights through an interrogative conversation with them. We will also observe if they can easily figure out how to interact with the app without guidance.

**Strategy execution:**

We conducted interviews with three older adult users showing them the app prototype and describing the functionalities. The feedback received from them provides valuable insights into the Pills on Track app prototype. While two users express high satisfaction with the app's functionality and concept, the third user highlights concerns related to technology dependence.

**Interviews:**

**Feedback 1:** The "Pills on Track" app has exceeded my expectations in managing my medication schedule. The interface is incredibly intuitive, making it easy for me to navigate without encountering any confusion or difficulty with features. Personally, I find the app alerts to be the most effective reminder method, providing timely notifications that are clear and easy to understand, complete with detailed information about my medications. The integration with my smartwatch has been a game-changer, enhancing my experience with discreet reminders on my wrist.

**Feedback 2:** I am really happy with the "Pills on Track" app concept; it has really given me a sense of freedom in managing my medicines. The idea that I can rely on the app to effectively handle the schedules of my medication is relieving. It gives me more control over my health since I don't need other people to constantly remind me of things.

**Feedback 3:** I must admit that my experience with the 'Pills on Track' app will leave me somewhat dissatisfied, primarily due to the level of technology involved. While I

understand the intent to streamline medication management, I will find it challenging to be reliant on my phone or wearing a watch constantly for alerts. It will not be practical for me to carry my phone everywhere, and wearing a watch consistently will feel uncomfortable. I will wish there was an option for the app to allow the use of both the phone and the watch simultaneously. This way, if I'm not wearing my watch or don't have my phone on hand, I could still receive crucial medication alerts. A more flexible approach in terms of technology integration will make the app more accommodating to users like me who will not be entirely comfortable with constant device dependence.

**Feedback Analysis:**

The feedback suggests us to enable an additional mode of receiving reminders where watch and mobile phone alerts can be used simultaneously. Though enabling this will help people who do not keep their phones with them at all times but do wear the watch, it can also become irritating. Key points:

1. The addition of this feature needs to be well thought off so as to not frustrate the users.
    a. Alert on both the phone and watch only if the distance between them is more than 1 metre. If the distance is less than 1 metre, alert on the watch alone.
    b. Responding to the alert on any 1 device will automatically silent the alert on the other device as well.
2. This feature will allow us to expand our app to an additional user group - differently-abled people, especially those with hearing and visual impairments. Vibrating watch alerts with instructional audio/graphic alerts on the phone can help us assist them with medicine reminders in formats that are easy to understand.

**Next Stage of Design:**

The next design phase of Pills on Track will prioritize thorough research and prototyping, with a particular emphasis on accessibility for those with disabilities and guaranteeing extensive user adoption. Particular areas of interest include:

**User Research:** Conduct user research, including surveys, interviews, and focus groups to understand the requirements and preferences of differently-abled people. Explore how

features that combine the use of the phone and watch for reminders can assist those with visual or hearing impairments.

**Prototyping:** Design prototypes keeping in mind the preferences and requirements of people who are differently-abled. Functionalities including phone-based visual alerts, voice alerts, and vibrating watch notifications should be tested and improved thereby ensuring that people with a range of impairments may easily utilize and benefit from these features.