CASE STUDY

REMAINDER AND NOTIFICATION SYSTEM

Background:

The population of older people is increasing worldwide, and with it comes a growing need for products and services tailored to their needs. One of the biggest challenges faced by older people is **memory loss and forgetfulness**, which can lead to missed appointments, medication schedules, and important tasks. To address this challenge, a remainder and notification application was developed specifically for older people.

Problem:

The problem was that older people often struggle to remember important events, such as appointments and medication schedules. This can lead to missed appointments, missed doses of medication, and other negative consequences. The existing reminder applications in the market are often not designed with older people in mind and can be difficult to use.

Solution:

The solution was to develop a reminder and notification application that is easy to use, with a simple and intuitive user interface. **The application would allow users to set reminders for important events, such as appointments and medication schedules, and receive notifications when the event is due.** The application would also allow users to customize the notification settings to suit their preferences.

Goal:

- To help users remember important **events, tasks, and appointments.**
- To provide timely reminders and notifications to ensure that users stay on track.
- To reduce the negative consequences of missed appointments or medication doses.
- To support older people in managing their daily schedules and routines.
- To improve the health outcomes and overall well-being of the users.
- To provide a simple and intuitive user interface that is easy to use for people of all ages.
- To offer customizable notification settings to suit the individual preferences and needs of the users.
- To utilize technology to enhance the quality of life for older people.
- To increase independence and autonomy for older people by helping them stay organized and on track.
- To provide peace of mind to the users and their families by ensuring that important events are not missed.

Design Process:

EMPATHIZE
conduct research to develop and understand users.

DEFINE
combining all research and observing where users problem exists.

IDEATE
generate a range of crazy, creative ideas.

PROTOTYPE
build real, tectile representtion for a range of ideas.

TEST
return to users for feedback

Competitor Analysis

COMPETITORS ANALYSE

Fitbit ,My therapy and Remainder and Notification

1 Fitbit

. Features:

Fitbit is primarily a fitness tracker that tracks steps taken, calories burned, sleep patterns, and heart rate. It also offers other features such as GPS tracking, music control, and guided breathing sessions.

. Target audience:

Fitbit is designed for fitness enthusiasts who want to track their physical activity and monitor their health.

. User experience:

Fitbit has a sleek and intuitive user interface that is easy to navigate.

. Pricing:

Fitbit offers a range of devices at different price points, ranging from basic fitness trackers to more advanced smartwatches.

2 My Therapy

. Features:

MyTherapy is a medication reminder and health tracking app that helps users manage their medications, track their symptoms, and record vital signs.

. Target audience:

MyTherapy is designed for people with chronic conditions who need to manage their medications and track their health.

. User experience:

MyTherapy has a simple and user-friendly interface that is easy to use.

. Pricing:

MyTherapy is free to download and use, but some features may require a paid subscription.

Remainder and Notification:

3

. Features:

Reminder and Notification application is a notification app designed for older people to help them keep track of their medications, appointments, and other important tasks.

. Target audience:

Reminder and Notification application is designed for older people who may have difficulty remembering important tasks.

. User experience:

Reminder and Notification application has a clean and simple interface with large buttons and text for easy readability.

. Pricing:

Reminder and Notification application is free to download and use, with some premium features available for purchase.
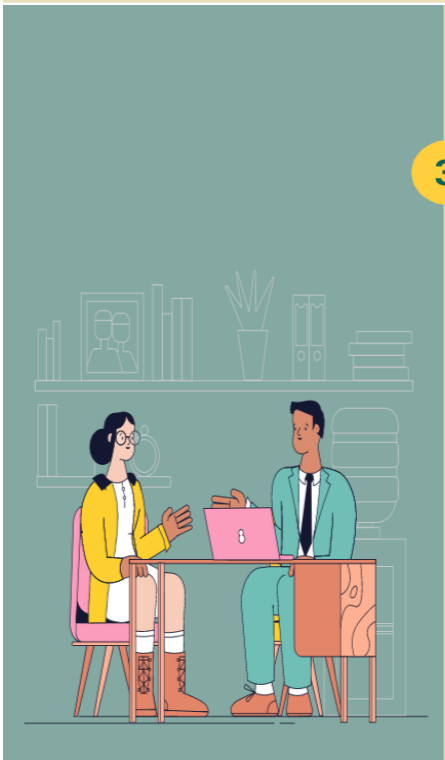
Research and Analysis

Where do you live?
23 responses
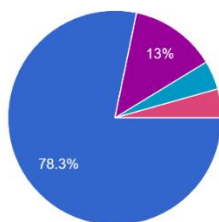
- Islamabad
- Karachi
- Lahore
- Kashmir
- Rawalpindi
- Gujrat
- Azad kashmir

78.3%

13%

Select Your age group
23 responses
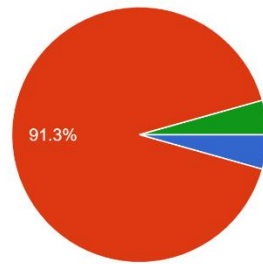
- below 18
- 18 to 24
- 24 to 30
- 30 to 35

91.3%

Select your gender
23 responses

- Female
- Male

39.1%

60.9%
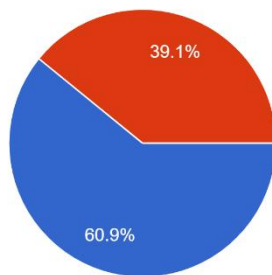
Select your profession
23 responses
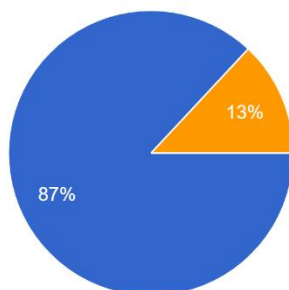
- Student
- Doctor
- Engineer
- House wife

13%

87%

Experience with the technology?
23 responses
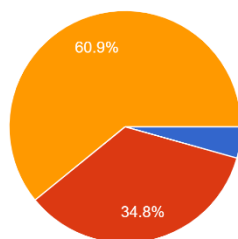
- 20 % to 30 %
- 40% to 60%
- above 60%

60.9%

34.8%

How often do you use the Reminder and Notification application?
23 responses
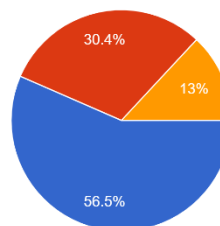
- Every day
- A few times a week
- Rarely
- Never

30.4%

13%

56.5%

Which features of the Reminder and Notification application do you find most useful?

23 responses

- Customizable reminders
- Medication reminders
- Task management

56.5%
13%
30.4%
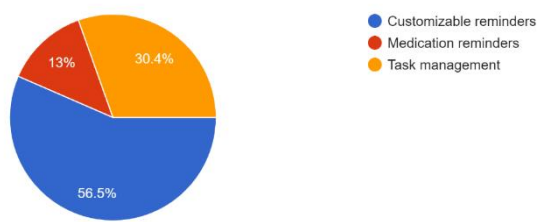
How often do you think older people would use a Reminder and Notification application?

23 responses

- Daily
- Weekly
- Monthly
- Rarely

69.6%
8.7%
8.7%
13%
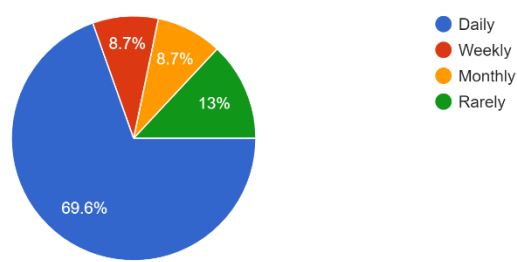
On a scale of 1-10, how helpful do you think the Reminder and Notification application is for older people?

23 responses
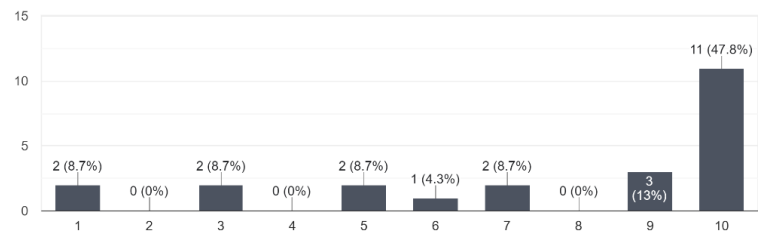
How likely are you to use a Reminder and Notification application specifically designed for older people?

23 responses
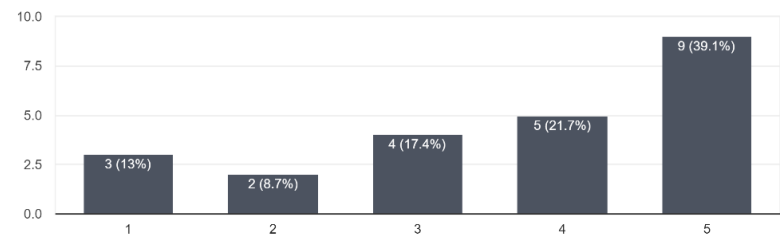
How easy do you think it would be for older people to use a Reminder and Notification application?
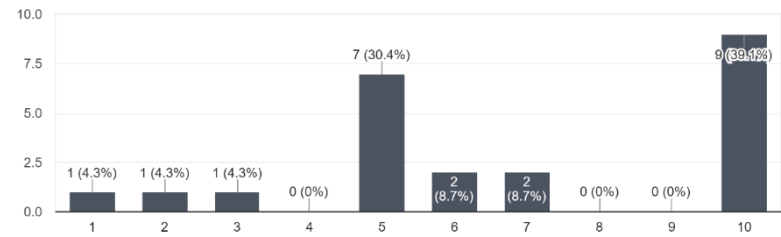
23 responses

What type of device do you think older people would prefer to use a Reminder and Notification application on?

23 responses

- Smartphone
- Tablet

91.3%
8.7%
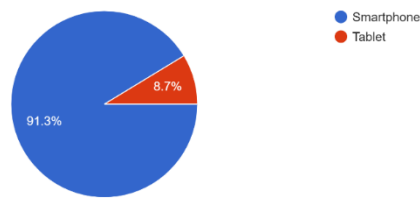
Do you think the Reminder and Notification application has helped you in improving your daily routine and staying organized?

24 responses

- Yes
- No

95.8%
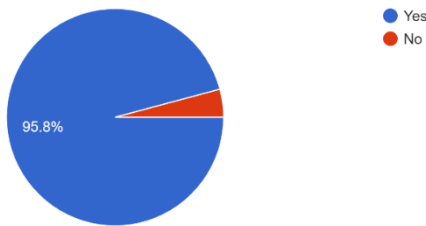
Would you recommend the Reminder and Notification application to other older people like yourself?

24 responses

- Yes
- No

95.8%
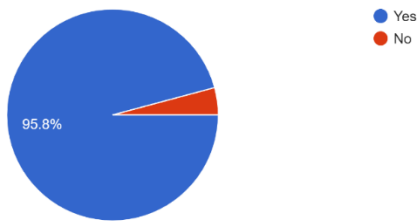
On a scale of 1-10, how much has the Reminder and Notification application helped in reducing your stress levels related to remembering tasks and appointments?

24 responses

Scale	Count
1	2 (8.3%)
2	1 (4.2%)
3	2 (8.3%)
4	2 (8.3%)
5	4 (16.7%)
6	2 (8.3%)
7	1 (4.2%)
8	1 (4.2%)
9	1 (4.2%)
10	8 (33.3%)
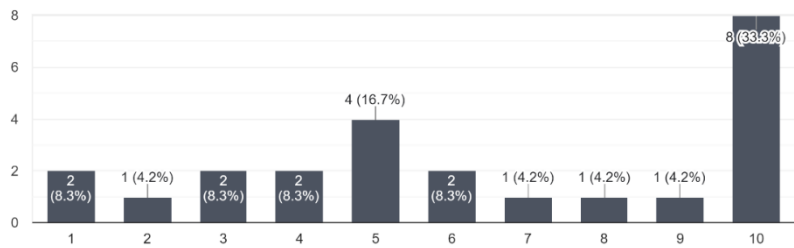
How likely are you to recommend a Reminder and Notification application for older people to your friends or family?

24 responses

Scale	Count
1	8 (33.3%)
2	2 (8.3%)
3	4 (16.7%)
4	3 (12.5%)
5	7 (29.2%)

Empathy Map:

Empathy Map   Of Remainder And Notification

🧠 THINKS
. I need to remember important tasks, appointments, and medications.
. I don't want to miss anything important or forget things.
. Technology can be confusing and difficult to use.

👁 SAYS
. I wish there was an easier way to remember everything.
. I can't figure out how to set up this app.
. I'm worried I'll forget something important.

PAINS
Forgetting important tasks or appointments.
Feeling frustrated or embarrassed when technology is difficult to use.
Missing medication doses or other important reminders.

👂 DOES
Uses reminder apps or paper calendars to keep track of tasks and appointments.
Asks family members or caregivers for help with technology.
Sometimes forgets to check reminders or forgets to set them up.

👩 FEELS
Anxious about forgetting things or missing important appointments.
Frustrated with technology or difficulty understanding how to use it.
Relief when reminders work and help to remember important things.

GAINS
Increased confidence in remembering important tasks and appointments.
Reduced anxiety and stress about forgetting things.
Improved quality of life by being able to stay on top of important tasks and appointments.

User Persona

Demographic

♂ Male ⚙ 70 ⬍ years
📍 Urban
Retired

Skills

Strong communication skills

0   25   50   75   100

Excellent organizational skills

0   25   50   75   100

Interests and Hobbies

Reading, gardening, and walking

NAME
John ↺ ✎

MARKET SIZE
35 %

Background

John has recently retired and is now living alone. He has been struggling with his memory and often forgets important tasks and appointments. He is also concerned about his health and medication schedule.

Status

"
Widower
"

Needs and Goals

John needs an application that can help him stay organized and remind him of his **daily tasks, appointments,** and **medications**. His goal is to stay independent and manage his schedule efficiently.

Motivations

John is motivated to learn new technology to improve his daily life.

Technology

John has a basic smartphone and laptop.

Pain Points:

John finds it difficult to navigate complex user interfaces, and he sometimes forgets to input information into applications.

NAME

Mary

MARKET SIZE

45 %

Demographic

Female   75 years

Suburban

Retired teacher

Female

Skills

Strong communication skills

| 0 | 25 | 50 | 75 | 100 |

Excellent organizational skills

| 0 | 25 | 50 | 75 | 100 |

Interests and Hobbies

Painting, cooking, and traveling .

Background

Mary is an active retiree who enjoys pursuing her **interests**. However, she has been experiencing age-related forgetfulness and has trouble remembering important dates and appointments.

Status

" *Married*

Needs and Goals

Mary needs an application that can help her stay on top of her schedule and remind her of **important events.** Her goal is to maintain an active lifestyle and not let her memory issues hold her back.

Motivations

Mary is motivated to learn new technology to improve her daily life and keep up with her grandchildren.

Technology

Mary is comfortable using a smartphone and laptop.

Pain Points:

Mary finds it frustrating when technology is not **intuitive and difficult to navigate.** She also values privacy and security in her applications.

User Journey Map

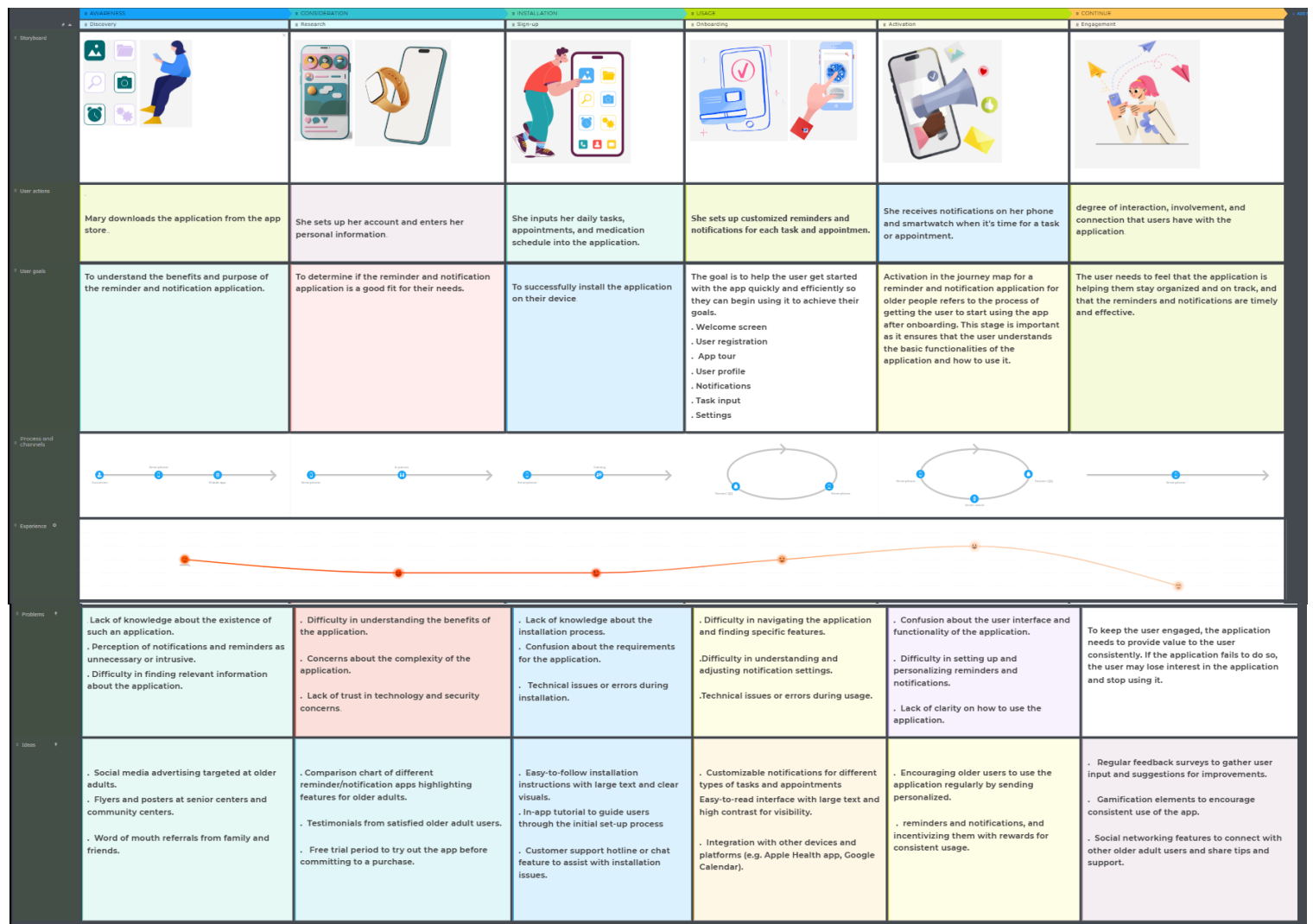|	AWARENESS / Discovery	CONSIDERATION / Research	INSTALLATION / Sign-up	USAGE / Onboarding	CONTINUE / Activation	Engagement
User actions	Mary downloads the application from the app store.	She sets up her account and enters her personal information.	She inputs her daily tasks, appointments, and medication schedule into the application.	She sets up customized reminders and notifications for each task and appointmen.	She receives notifications on her phone and smartwatch when it's time for a task or appointment.	degree of interaction, involvement, and connection that users have with the application.
User goals	To understand the benefits and purpose of the reminder and notification application.	To determine if the reminder and notification application is a good fit for their needs.	To successfully install the application on their device.	The goal is to help the user get started with the app quickly and efficiently so they can begin using it to achieve their goals. . Welcome screen . User registration . App tour . User profile . Notifications . Task input . Settings	Activation in the journey map for a reminder and notification application for older people refers to the process of getting the user to start using the app after onboarding. This stage is important as it ensures that the user understands the basic functionalities of the application and how to use it.	The user needs to feel that the application is helping them stay organized and on track, and that the reminders and notifications are timely and effective.
Process and channels						
Experience						
Problems	. Lack of knowledge about the existence of such an application. . Perception of notifications and reminders as unnecessary or intrusive. . Difficulty in finding relevant information about the application.	. Difficulty in understanding the benefits of the application. . Concerns about the complexity of the application. . Lack of trust in technology and security concerns.	. Lack of knowledge about the installation process. . Confusion about the requirements for the application. . Technical issues or errors during installation.	. Difficulty in navigating the application and finding specific features. .Difficulty in understanding and adjusting notification settings. .Technical issues or errors during usage.	. Confusion about the user interface and functionality of the application. . Difficulty in setting up and personalizing reminders and notifications. . Lack of clarity on how to use the application.	To keep the user engaged, the application needs to provide value to the user consistently. If the application fails to do so, the user may lose interest in the application and stop using it.
Ideas	. Social media advertising targeted at older adults. . Flyers and posters at senior centers and community centers. . Word of mouth referrals from family and friends.	. Comparison chart of different reminder/notification apps highlighting features for older adults. . Testimonials from satisfied older adult users. . Free trial period to try out the app before committing to a purchase.	. Easy-to-follow installation instructions with large text and clear visuals. . In-app tutorial to guide users through the initial set-up process . Customer support hotline or chat feature to assist with installation issues.	. Customizable notifications for different types of tasks and appointments Easy-to-read interface with large text and high contrast for visibility. . Integration with other devices and platforms (e.g. Apple Health app, Google Calendar).	. Encouraging older users to use the application regularly by sending personalized. . reminders and notifications, and incentivizing them with rewards for consistent usage.	. Regular feedback surveys to gather user input and suggestions for improvements. . Gamification elements to encourage consistent use of the app. . Social networking features to connect with other older adult users and share tips and support.

User Flowchart

Guidance:

- User opens the application.
- Application displays home screen with options to set up reminders.
- User selects a reminder option (e.g., medication, watering plants, exercise, eating).
- Application displays the input screen for the selected reminder.
- User inputs the necessary information for the reminder (e.g., medication name and dosage, plant name and watering frequency, type of exercise).
- User selects the preferred notification method (e.g., text message, voice message).
- User sets the time for the reminder.
- Application confirms that the reminder has been set.
- User is taken back to the home screen.
- The application displays the upcoming reminders.

- When a reminder is due, the application sends a notification to the user according to the selected notification method.
- User acknowledges the reminder.
- The application updates the status of the reminder (e.g., completed, skipped, rescheduled).
- The application continues to display the upcoming reminders on the home screen.
- User can edit or delete the reminders as needed.
- User can close the application.

Start

Home Screen

Remainder Option

Medication

Exercise

Watering Plants

Eating

Input Screen For Selected Remainder

medication name and dosage

plant name

watering frequency

type of exercise

Notification Method

Text Message

Voice Message

Timer Set

Timer Confirmed

Application displays upcoming remainders

Back to Home screen

When remainder is due application sent notification

Application Update Status Of Remainder

User acknowledge

Completed

Skipped

Rescheduled

User edit or delete remainder as needed

Close

Results:

The application was well-received by older people, who found it easy to use and helpful in managing their daily schedules. The customizable notification settings were particularly appreciated, as users could choose to receive notifications in a variety of ways, including visual and audio alerts. The application also helped to reduce missed appointments and medication doses, improving the health outcomes of the users.

Conclusion:

The reminder and notification application designed for older people was a success, providing a much-needed tool to help older people manage their daily schedules and reduce the negative consequences of forgetfulness. The user-cantered design approach ensured that the application was intuitive and easy to use, while the customizable notification settings allowed users to tailor the application to their individual needs. Overall, the application was an excellent example of how technology can be used to improve the lives of older people.

High Fidelity Wireframes

Screen 1 (Sign Up):

LOG IN   SIGN UP

ENTER EMAIL OR USERNAME

PASSWORD

CONFIRM PASSWORD

SIGN UP

OR

Screen 2 (Welcome):

WELCOME!

Screen 3 (Remainder Option):

Search

Remainder Option!

Medication

Eating

Exercise

Watering plants

Screen 4 (Remainders):

Search

Remainders

Set Remainders   Remainders   History

Medicine (Bp)

Watering paint (rose)

Walking

Fruits

Remainders

May

S	S	M	T	W	T
3	4	7	8	9	10

Medicines

💊	Cosac 0+0+1	8:00 am
💊	Calsium 1+1+1	1:00 pm
💊	Vietmens 1+0+1	10:00pm

Remainders

May

S	M	T	W	T	F
4	7	8	9	10	11

Walking

🚶	Walk	6:00 am
🧘	Yoga	6:40 am

Remainders

May

S	S	M	T	W	T	F
3	4	7	8	9	10	11

Watering Plants

🌱	Rose	5:00 am
🪴	Lavender	5:30 am

Remainders

May

S	S	M	T	W	T	F
3	4	7	8	9	10	11

Fruits

🍎	Apple	7:00am
🍌	Banana	11:00 am