



Clymb Health

UX Research for a symptom-tracking app that helps Lyme patients.

Background

Clymb Health is a digital platform backed by machine learning algorithms to enable chronic lyme patients to get better faster and have a better informed health. I am working with Clymb Health in a team of four to provide guidelines for an app redesign that can help the client achieve its business goals. This research was a part of our INFO 214 Needs and Usability Assessment major project. The following are highlights in our reserach process. To view our comprehensive report, [click here.](#)

Client Goals

1. Get as many lyme patients as possible on the platform
2. Get lyme patients to enter symptom data regularly
3. Get lyme patients to pay by showing them their progress and helping them get better faster

Our Research Goals

1. Establish a baseline of user performance, determine and validate user performance measures, and identify potential design concerns to be addressed in order to improve the efficiency, productivity, and end-user satisfaction
2. Determine why, when, and how people enter symptoms and the barriers that keep them from doing so
3. Understand how patients have conversations with their doctors and relatives about their symptoms

Research Questions

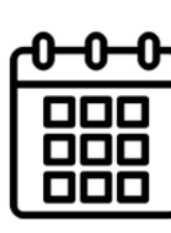


Are patients able to **use the app** to record symptoms and understand their progress?



What are people's behaviors around symptom tracking?

Assumptions



Patients will be entering symptoms on a **daily basis**



Patients will **understand** what is progress

Research Methods

1. Surveys because they provide quantitative data that is measurable
2. Cognitive Walkthroughs as expert reviews can provide rich analysis on usability
3. Usability Tests since we need to determine the usability of the new app prototype

Key Findings

Surveys

- Symptom tracking is occuring 1-3 months before seeing a doctor
- Doctors visits are increasing with age
- Major chunk of doctor's visit is currently spent on discussing symptoms
- Not a lot of people currently using mobile app f or symptom tracking

Cognitive Walkthroughs

- Clarity in the functions of each page
- Maintains consistency
- Better onboarding instructions
- Affordances need to be more prominent

Usability Test

- Low completion rates for entering symptom severity data
- People appreciate the way information about their health is represented
- Everyone is able to reach the calendar view

Reflection

Diving into user experience research with Clymb Health was an amazing experience. Looking back, I've learned that IRB permissions take a long time and we should have started petitioning for that earlier to conduct more usability tests with lyme patients. We had also initially thought that testing the app with non-lyme patients would deliver similar results. But through the survey responses, we realized the behaviors of those affected by lyme and those who were not are quite different. Future work should include different surveys for targeted groups to address this problem and collect rich data.