

Name: Accessibility

<Files\\EU-1> - § 1 reference coded [3.93% Coverage]

Reference 1 - 3.93% Coverage

¶159: is not suitable for the elderly people. Actually, it is well accessible to the people with the good health condition, but not appropriate for not disabled people (physical, visual and hearing). Also one major challenge is to support users with delays, for example you have to register with this app for a Vaccine, but how can one use this if that person has learning delays.

¶160:

<Files\\EU-3> - § 1 reference coded [0.53% Coverage]

Reference 1 - 0.53% Coverage

¶170: It was mostly accessibility and the usability of it that was a problem.

¶171:

<Files\\EU-4> - § 1 reference coded [10.02% Coverage]

Reference 1 - 10.02% Coverage

¶156: Two issues I found, one is elderly people usability and another one is users with limited technological proficiency. For example in PT Victoria app, there is any problem. Let's say a station is underwater and bus replacement is going on. Now, if you put your destination during start of your journey, it does not show that there is a problem, it is hidden there, it just shows an exclamation mark. Then if you click on the mark, only then you will see that something is going on, like station is affected temporarily and bus is replacing. This is problematic for the elderly users and for the people who are not that much associated themselves with technologies, or even people who newly arrive in Australia for the first time and using this app. This issue is valid for a health app, say for booking reminder. So, I think these things can be improved in overall mobile app

¶157:

<Files\\EU-5> - § 1 reference coded [0.90% Coverage]

Reference 1 - 0.90% Coverage

¶151: I think accessibility which is missing in the app that I use.

<Files\\EU-6> - § 1 reference coded [8.28% Coverage]

Reference 1 - 8.28% Coverage

¶149: Mostly, accessibility, the app that I use is not accessible, especially by the people with limited technological proficiency. You need all the features to be more accessible, then some of the color is not suitable and too flashy, font size is not appropriate for the text segment, and contain many unnecessary information which are not required for the app usages. I think filter out unnecessary information is a challenging since sometimes there are some contain not suitable for the users.

¶150:

<Files\\EU-7> - § 4 references coded [14.32% Coverage]

Reference 1 - 4.21% Coverage

¶45: The main problem we found over using this app is related to the language. Although, both app support native language. However, when consultation over phone the patient sometime unable to let the doctor know what is actual problem they had. This not due to English, but rather due to different meaning of a same Bengali word in different part of the country, you can problem with jargon.

Reference 2 - 4.13% Coverage

¶46:

¶47: Then, we also observe some issues with elderly users, specially with the culture. For example, patient can express the level of pain while conversation. Let consider one patient have a mild stroke. These app aims to support these patients as well. However, there is no scale associate with it to measure the consciousness or reflection capabilities of that particular patient.

Reference 3 - 3.77% Coverage

¶52: mainly accessibility and recommendation. For example, the user select some predefine symptom before the app suggest a doctor or specialist. Now if a patient select the option for a pain, it goes to a medicine specialist. However, the patient might be suffering with a lower back pain and physiotherapist would be more appropriate for that patient

Reference 4 - 2.21% Coverage

¶64: Then for the children and older users if the app use some sort of related icons than actual text for different symptoms and different filed of the app, then it would be much easy for then to understand.

<Files\EU-9(10)> - § 1 reference coded [1.72% Coverage]

Reference 1 - 1.72% Coverage

¶44: Then, I also think the app should include few more accessible feature, for example feature like voice command.

¶45:

<Files\EU-9(11)> - § 1 reference coded [4.98% Coverage]

Reference 1 - 4.98% Coverage

¶71: So in terms of accessibility, a lot of thing we have included in Meditor due to covid 19 pandemic. For example, the telemedicine was not much popular before COVID-19 pandemic in our country.

¶72:

¶73: This and tuff reality, before COVID-19 most people use telemedicine as a pre service and use to visit doctor in person after while. However, then most of the patients started to pay for the telemedicine services in pandemic, that time payment processing was not the issue, but we found people having problem connecting to the doctor due to their language problem, for example user can't explain what problem they having to their health, the doctor cannot view the patient and hence cannot

interact with the patient as was in person, they cannot provide previous prescriptions, they cannot get the PBS health record, or any image from the patient. So we have to add a lot of thing in our overall system to incorporate this things.

¶74:

<Files\EU-9(12)> - § 1 reference coded [5.07% Coverage]

Reference 1 - 5.07% Coverage

¶45: While using this app I have faced some physical and mental challenges, for example the security of my data was a big concern and I think the language is too complex for me, some simple language would be helpful in this section (app information for the usages). If I overcome these two, then maybe I can continue, but seems developers are paying attention to my concerns that I send them. So I removed that app after sometime.

¶46: