

Name: user

<Files\\EU- 10> - § 2 references coded [3.45% Coverage]

Reference 1 - 1.74% Coverage

¶61: For example, the don't consider the food categories of south Asian users like myself when calculating some output.

Reference 2 - 1.71% Coverage

<Files\\EU- 11> - § 4 references coded [6.09% Coverage]

Reference 1 - 1.40% Coverage

¶40: **EU-11:**

¶41: I'm the CEO of a company that owns an eHealth app named 'Meditor'.

Reference 2 - 2.76% Coverage

¶73: 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.

Reference 3 - 1.32% Coverage

¶89: It seems people don't feel more comfortable following the revised manual during the registration process and also the appointment process, especially the people who are not experienced using mobile apps in general or not using internet that much.

Reference 4 - 0.60% Coverage

<Files\\EU- 12> - § 5 references coded [9.32% Coverage]

Reference 1 - 2.94% Coverage

¶40: **EU-12**

¶41: Sometimes I use the health diet app to reduce my weight.

Reference 2 - 2.39% Coverage

¶57: For example, when we are using messenger or Twitter, it varies from human to human how they used, but I think when we are using eHealth app the goal for the usages remain same, live more healthier live.

Reference 3 - 1.15% Coverage

¶164: Otherwise as I said early, too many variation will create confusion among different user groups.

Reference 4 - 1.52% Coverage

¶166: Then, integration indicated facts for different English words to the native language of the app user would be a bit challenging.

Reference 5 - 1.33% Coverage

<Files\\EU- 13> - § 1 reference coded [4.36% Coverage]

Reference 1 - 4.36% Coverage

¶140: **EU-13**

¶141: I think that this is one of the most language barriers and app usability.

<Files\\EU-1> - § 4 references coded [6.10% Coverage]

Reference 1 - 2.92% Coverage

¶141: **EU-1**

¶142: First of all, I don't think there exists any app till now that are suitable for everyone.

Reference 2 - 1.17% Coverage

Reference 3 - 0.45% Coverage

¶103: **EU-1:**

¶104: No, user diversity is still missing.

Reference 4 - 1.56% Coverage

¶106: If any app, any mobile app, which consider the user diversity, such in its interface or sittings, it would be more helpful and more popular, I'm sure.

<Files\\EU-2> - § 2 references coded [2.43% Coverage]

Reference 1 - 1.75% Coverage

¶141: **EU-2**

¶142: I use two fitness tracking app named Garmin and Google Fit, and one Telehealth app named HotDoc.

Reference 2 - 0.68% Coverage

<Files\\EU-3> - § 6 references coded [5.29% Coverage]

References 1-2 - 1.70% Coverage

¶40: EU-3

¶41: Look, I think, health app users are really diverse.

Reference 3 - 0.69% Coverage

¶49: So just using language, kind of issues, because they use Google Translate or something like this.

Reference 4 - 1.82% Coverage

¶49: So what I think is needed is, if somebody decides to develop a culturally aware tool, they have to work with communities, and they have to bring native speakers in creating the messages in the way that they kind of become more appropriate for that user group.

References 5-6 - 1.07% Coverage

¶89: And if any human centric issues is been a reason after by the real users, not potential users, they should actually take it as a opportunity to improve.

<Files\\EU-4> - § 5 references coded [8.09% Coverage]

Reference 1 - 1.10% Coverage

¶43: What I suggest a monitoring section is missing that actually monitors these type of user issues.

Reference 2 - 2.36% Coverage

¶56: This is problematic for the elderly users and for the people who are not that much associate themselves with technologies, or even people who newly arrive in Australia for the first time and using this app.

Reference 3 - 1.55% Coverage

¶61: Then, working process and recommendation need further research as I found some of the health apps doesn't consider the user preference.

Reference 4 - 1.80% Coverage

¶68: I know they have pretty different use and comparison is not suitable, overall I can say I felt less comfortable to use the health app compare to other apps.

Reference 5 - 1.28% Coverage

<Files\\EU-5> - § 4 references coded [7.99% Coverage]

Reference 1 - 3.44% Coverage

¶43: I also like to mention that there is another issues related to the gender of the users, i.e., it is a app for female only, but if some male user want to use it, they will feel uncomfortable as some notification doesn't make sense to them

Reference 2 - 2.05% Coverage

¶47: A children or senior citizens are not that much used to with using apps and hence faces problems, for example people who has vision problems.

Reference 3 - 1.25% Coverage

¶47: The manufacturer don't consider these types of users issues at all during development.

Reference 4 - 1.25% Coverage

¶65: So yeah, peer to peer advertising works in that case, especially for the mid age user.

<Files\\EU-6> - § 5 references coded [17.00% Coverage]

Reference 1 - 3.84% Coverage

¶38: **EU-6**

¶39: Okay Thanks, Let consider the Facebook app.

Reference 2 - 5.14% Coverage

¶39: I don't know what issue you can consider this one, may a user addition or may be a mental challenge, I mean, I feel like I miss the updated news from my friend from news agencies etc. For the health app that I use I don't fell like this may be due the interface they have or by somehow these are less interesting.

Reference 3 - 2.15% Coverage

¶60: What I found that it keep track of my past use and then do recommendation as per the last few scenario even I don't asked to do so.

Reference 4 - 4.02% Coverage

¶71: **EU-6:**

¶72: As I mentioned early, user related issues such as how to educate the non smart users to use such app, then some of the well known app need to much more accessible, working process and most importantly security of the data that it collect.

Reference 5 - 1.84% Coverage

<Files\\EU-7> - § 6 references coded [7.62% Coverage]

Reference 1 - 2.28% Coverage

¶168: Their actually a couple of reasons for that: first they believe this app is more secure compare to any other existing health apps, then they can share any document, large documents and can talk over it easily.

Reference 2 - 0.98% Coverage

¶177: First, we discuss why we are not able to make general people interested in the health app.

Reference 3 - 1.12% Coverage

¶177: Actually we found most of the existing health app users are young and mid age people, from 25-45 years.

References 4-5 - 2.03% Coverage

¶190: **EU-7:**

¶191: For my personal use I don't, but for my patient I use several hardware specialized in ICU, but I believe this a special scenario and would not reflect most the general users need.

Reference 6 - 1.22% Coverage

<Files\\EU-8> - § 1 reference coded [3.06% Coverage]

Reference 1 - 3.06% Coverage

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¶139: **EU-8**

¶140: I can tell you one app that I have used, when I was doing my bachelor's.

<Files\\EU-9> - § 2 references coded [6.45% Coverage]

Reference 1 - 4.52% Coverage

¶138: **EU-9**

¶139: I use Samsung app, I tried to use it continuously, but I have faced a lot of problems while using this app.

Reference 2 - 1.93% Coverage

¶171: Then, the app working process consider the previous history of use, not from the single users but also from the group of users.