Name: Language

Reference 1 - 5.40% Coverage

¶54: However, the good thing is that we came to know that, our health ministry trying to become more digitalized specially for the Regional Health System. For example, recent initiative for COVID vaccination of the people, their information is recorded using national national ID card and all the information is merged in a single part for future references. Even then, general people need assistance for this, even to use the app due to literacy problem, although Govt has set to use this app either in English or Bangla.

Reference 1 - 7.10% Coverage

¶49: Then what I also found interesting, like in COVID, in particular, I think Australian government realized earlier last year, especially cultural minorities don't get the messages, and they tried to translate information in multiple languages. Sometimes I get messages about COVID, on my mobile phone in Russian. I don't know who translates them, because we just don't speak Russian this way. So just using language, kind of issues, because they use Google Translate or something like this. But I can tell you, some of the messages are even more confusing than if they were in English. 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.
¶50:
¶51: Yeah, sometimes this is helpful if someone is good translated to this information, Google doesn't actually know the actual inherent meaning of many sentences.
¶52:

Reference 1 - 10.10% Coverage

¶41: For the human centric issues, I want to pick up firstly is language. Then, I would also like to say social condition, because language is a huge barrier, many people are still not fluent in English. But, these apps are not always available in the in native language other than English and hence many users are not using this app appropriately as they don't know meaning of some word, sections and text. I mean they will face difficulties while using this app, because this app wants to know about your weight your height, what are your expected goals and many other stuffs which will meet, which we might find easy, but people who have very little knowledge in English will find it difficult.
¶42:

Reference 2 - 2.46% Coverage

¶70: The app currently I'm using there are still some lacking because it is in English language. And many people are still don't have access to English as I said early.
¶71:
¶72:

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 - 5.44% Coverage

¶66: Of course, the language and culture is always an issue in this part of the world. First of use of technical language in the app itself should be minimized. For example, if some recommendation shows you DM is X and LCS value is Y, so on so forth. It actually doesn't mean anything to the end-users. However, if we provide the same recommendation like your sugar lever X% higher than normal sugar level and we pretend you might have a diabetics, that would have more meaningful meaning to the users.

¶67:

<Files\\EU-9(10)> - § 2 references coded [6.84% Coverage]

Reference 1 - 4.78% Coverage

¶63: Then, I think a language support should be included in this app. For example, three years ago my come to my house, who is a non-native English speaker. I found herself to be very interested to use this app. However, due to her poor knowledge in English she unable to use the app and some point uninstalled it.

¶64:

Reference 2 - 2.06% Coverage

¶72: We also talk about the multi-lingual support and use of more simpler language in the app. It seems some of text are like more bookish.

<Files\\EU-9(11)> - § 2 references coded [8.22% Coverage]

Reference 1 - 3.79% Coverage

¶73: 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

Reference 2 - 4.42% Coverage

¶122: we tried to make different modules for elderly users, or try to use different model for children or the people below 18 years old. For example, some people really don't have this enough knowledge about using mobile apps and how to get the best of from it. Some people cannot really read English in terms of Bangladeshi context. So we faced issues to implement a Bengali version of our app, you

know, in other countries, they might need to implement another their countries or you know, the own our own language base app. One issue is this language barrier we're facing, and we're trying to implement a multi-lingual support system. And for elderly people, we are trying to create a different model that they can use easily. This system currently running to the doctors end as pilot project, but we are getting good response

<Files\\EU-9(12)> - § 2 references coded [7.13% Coverage]

Reference 1 - 3.07% 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)

Reference 2 - 4.06% Coverage

¶66: Then, integration indicated facts for different English words to the native language of the app user would be a bit challenging. For example, diagnosis have two complete different meaning in medicine and social science filed. So sometimes this might make confusion among users. If we can introduce those words with example that would be good.

<Files\\EU-9(13)> - § 3 references coded [18.44% Coverage]

Reference 1 - 8.25% Coverage

¶43: I work with a pediatrics doctor. In this work, I need use an app to monitor the children development regarding if they had any mental health issues, whether they need any extra help, if the kid had any speech delay and so on. While using this app I found the language of the app text as well as how they present the recommendation is bit complex. Even after working more than a decade, I found some of terms are difficult to go, especially to let that information pass to the guardian of the children.

Reference 2 - 6.77% Coverage

¶52: So, when we tell the parents to use this app, sometimes the information extracted from the parent end don't match with information in doctors end, I would say there is a difference in information and that are not matched. So as a practitioner, we face lot of difficulties why there exists a difference between the information, that's why sometimes we can't decide whether the child need the extra help or not.
¶53:
Reference 3 - 3.42% Coverage

¶67: You say in UI and in working procedures. The interface need to be more simpler, and working process should be more clearer to users i.e., how it works should be explain more clearly with more simpler language