Name: Technologically challenged

<Files\\EU-1> - § 1 reference coded [2.18% Coverage]

Reference 1 - 2.18% Coverage

¶77: I haven't heard much from my friends or family regarding any HCIs in eHealth apps, but as I said my patient have reported some, such as app crashes, data discarded, need to logged in when even app is reopened.

<Files\\EU-2> - § 1 reference coded [3.25% Coverage]

Reference 1 - 3.25% Coverage

¶80: Ohh one more things is the cost related to this, you can say living setuations and educational attainment. For example, most of my friends and family are highly educated and they don't have much of the difficulty to use such apps, but how the app collect data present information is bit difficult for some users who are not technologically proficient. For example, it show some numeric parameters for stress level, so how a user of mid 60's like my mother could understand these unless they get educated on the app working process.
¶81:

<Files\\EU-4> - § 1 reference coded [9.90% Coverage]

Reference 1 - 9.90% Coverage

¶56: 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 associate themselves with technologies, or even people who newly arrive in Australia for the first time and using this app. This issues is valid for a health app, say for booking reminder. So, I think these things can be improved in overall mobile app
¶57:

<Files\\EU-6> - § 2 references coded [3.30% Coverage]

Reference 1 - 1.66% Coverage

¶49: the app that I use is not accessible, especially by the people with limited technological proficiency

Reference 2 - 1.64% Coverage

¶72: As I mentioned early, user related issues such as how to educate the non smart users to use such app

<Files\\EU-9> - § 1 reference coded [3.49% Coverage]

Reference 1 - 3.49% Coverage

¶62: First the UI, it is way too complex even for me. Now you can imagine how it will look for a user with less knowledge in mobile app usage. I would say the UI need to be more user friendly, actually a simple interface is needed.

¶63:

<Files\\EU-9(10)> - § 2 references coded [11.11% Coverage]

Reference 1 - 5.19% Coverage

¶42: In the app I found there is one major problem related to tracking the data. As I said, I mainly used this app for tracking of my several issues, I found tracking is difficult. Moreover, I can't change the tracking features. So, I think it will be more difficult for the elderly people as well as for the person who are not tech friendly.

¶43:

Reference 2 - 5.92% Coverage

¶79: I think the health app should be more user friendly. Currently, too many options to follow for a user which make it more complex for novice users. Ohh, I found one interesting issues with app that depending on the screen size of my mobile, some feature visible and some are not. For example, when use lower configuration mobile I found there/four feature don't shows in the front page.

¶80:

<Files\\EU-9(11)> - § 7 references coded [18.68% Coverage]

Reference 1 - 1.73% Coverage

¶58: Then, some people want to pay, but really they're not used to pay through digital payment method. So that's what we have experienced. Now it is getting easier day by day, but still some people that don't have internet accessibility or don't really want to know how to pay for this kind of telemedicine issues services.

¶59:

Reference 2 - 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 3 - 1.95% Coverage

¶78: many user want connect to our service through WhatsApp and Viber, as they more used to these app compare to our app. At the very beginning we used to share the WahtsApp and Viber based service too, but have to stopped it as we found many user unnecessarily try to contact the doctors in some wire time, like in midnight. This wan annoying and thus we stopped it.

Reference 4 - 2.19% Coverage

¶82: I want to mention very important thing in telemedicine process, the most important barrier is doctors don't get vital sign information from patients for providing better consultations, prescription and diagnosis advice. The doctor need to related information, but we found most of the patient cannot provide this information instantly, that is a barrier in our system, I believe in any telemedicine system.

Reference 5 - 4.10% Coverage

¶89: Therefore, we added a manual how to use our app and how they will get benefited in very simpler language at the end. Initially, we provide a lot of information, but found that this create more confusion among the users due to Technical terms of different feature. Hence, we have revised the manual couple of times and a informative but a simpler one was provided at the end and that's why we don't ask too many questions at the first time to the user. The user just the need to register and create a health profile. It seems people don't fell 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 6 - 0.50% Coverage

¶104: we're facing is that many people in don't want to really pay payment through digital platform

Reference 7 - 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)> - § 1 reference coded [7.30% Coverage]

Reference 1 - 7.30% Coverage

¶80: The main limitation I found is about the sharing of information among different participated entities with proper security and privacy of the data. For example, my health app capture some of health parameters, it was send to my GP and she found that I need to visit a cardiac specialist, the concern is how send the data from Health Device to GP to Cardiac Specialist, so that no one else can identify the meaning of the data.
¶81:
¶82: In medical audiences of doctors, we are not allowed to share the patient's information with the others non authorized person. I think if we can make a co-operation, It would help.
¶83: