Heuristic Evaluation of cARe

By Manny Rodriguez November 18, 2020

**1) Visibility of System Status**

***Evaluation***

Although the system function in which the user is utilizing has its icon bolded, the other menu options contain the same button outline. This could potentially add difficulty to some users differentiating the function in which they are currently utilizing.

When viewing a report or image from a test result there is nothing displaying to the user informing them which report or image they are currently viewing. For example, some photo galleries on devices will let you know the name of the image file you are viewing. If you tap on the image, then an outline will appear with the name of the file at the top or the outline will disappear if the outline was previously visible.

**2) Match Between System and the Real World**

***Evaluation***

Some of the language on the patient card does not contain proper terminology of a healthcare practitioner. Instead of having “Reason for stay” on the card perhaps having a term related to “admittance” may be a better option for the user to add more familiarity to the system.

**3) User Control and Freedom**

***Evaluation***

The back button could be more clearly marked out and isolated away from the notifications. Might potentially want to consider following more standard conventions and put the back button on the very top left corner.

The system does not support a redo function. For example, when adding notes to a test, if the user accidently deletes it then they have to re-enter the note manually and go through the whole process.

**4) Consistency and Standards**

***Evaluation***

From my observation I do not see cases where certain similar words or gestures have different outcomes. Closest case that came to my mind was when closing or deleting a note from a test image or report. To close a note you tap the circle, to delete you press and hold but there is no indicator for how long it needs to be held.

If more functionality arises this heuristic needs to be carefully considered since there are only a certain amount gestures that can be easily differentiated and be tied to certain functionality.

**5) Error Prevention**

***Evaluation***

There is possibility for a user to mistakenly tap on the back button when they are trying to view their notifications. Also, the case they may mistap on the notifications when they are trying to use the back button.

When deleting a note, a small popup would be useful to assure the user that they indeed are wishing to delete a certain note.

**6) Recognition Rather than Recall**

***Evaluation***

The symbols used for the buttons on the menu seem appropriate for the setting. Practitioners should be to correlate the symbols to the functionality associated with them.

**7) Flexibility and Efficiency of Use**

***Evaluation***

The adding a note to a test image or report is not flexible in changing the size of the circle. Considering a case where the injury in small like a less severe fracture then a smaller circle would be more appropriate. When an injury is more severe then a bigger circle should be considered.

**8) Aesthetic and Minimalist Design**

***Evaluation***

There is a good mix of aesthetics and minimalist design. The minimalist design takes in good consideration that the healthcare practitioners need as much vision available to possible to be able to interact with the system while assisting their patients. The aesthetics is consistent with the color theme of the project.

To make the application more aesthetically pleasing, a monochromatic color theme with more tonality should be considered to be added. The components of the user interface could be upgraded to be more graphically advanced to have the appearance of an innovative project for healthcare workers.

**9) Help Users Recognize, Diagnose, and Recover from Errors**

***Evaluation***

As of now the system does not show error messages indicating the problem to the user.

**10) Help and Documentation**

***Evaluation***

The system does not have a help feature. Similar to common help features, the application could use a question mark button which would display helpful information to the user. Documentation is not necessarily needed to be within the system, that is more of a user manual part of the project. The help feature would be valuable to new users and in a rarer extreme scenario, a nervous user who blanks out.