



## **User Experience Nanodegree Capstone**

### *Learning Reflection Write-up*

Basically, I used a design interaction process where I built a basic prototype model of the solution I proposed and interacted with other customers or potential users so as to have feedback from them on the areas on which I could optimize my product. I mostly used my design and entrepreneurial skills to go about in this phase. I used my mastery of popular design skills like figma and miro. The main activities were the recruiting of my participants, since they were exclusive made of doctors and patients. I always had to go to them to make my interviews and conduct my surveys. One of the most interesting fact is that more than 50% of the patients would prefer an online consultation than to go to a hospital for the traditional consultations.

Our major challenges that came across the way were the unavailability of my participants as they didnt respect the rendezvous for us to conduct our interviews. This was a very frustrating situation. So, to overcome this I had to meet the doctors in their work place (Hospital / Clinic) and the patients at their homes. This was at the expense of time but was worth the sacrifice. After the different surveys and interviews, I decided to design a digital system that solved the problem. I build a system that connected a patient at home that could not go to the hospital and a doctor that could attend to the patient and conduct a medical consultation online. This help patients with inabilities to move to have their normal consultations. The number of consultation sessions increased by 17% in the first month of test. We had a great number of patients with increased satisfaction and well-being.