



User Documentation

The purpose of this document is to provide non-technical information regarding the application and its functions. It provides information about the goal and purpose of each feature, and how to use these features.

The document is divided into the following sections:

1. 'How To' videos are to be found in the doc folder
2. Overall Goals of the app
 - 2.1. Purpose and justification of each feature
3. Assumptions and/or expectations

1. 'How To' Videos:

We have made several 'How To' videos which are aimed to be useful to all users, including non-technical users. In these videos we go through each feature of the app and explain how it should be used, and its purpose. We also describe how to navigate the app and where to find information about the app creators or disclaimer information.

There videos can be found in the 'doc' folder, which contains this file as well as all other technical transfer related files.

2. Overall Goals:

The client's overall goal:

- Ensure that cancer patients are empowered from the beginning of their journey with the knowledge of the financial expenses they are going to incur.

The client envisions:

- App helping ensure patients receive the right treatment at the right time, by providing users with knowledge.

Motivation for app:

- While most patients have insurance, patients on average reach their out of pocket maximum within the first 30 days of diagnosis. The client wants to help the patients navigate this economic burden by providing them with information based on their diagnosis, insurance and treatment plan, when to expect to reach the out of pocket cost and how much the overall treatment is expected to cost.

2.1 Goals for each feature:

CostCalculator:

- Purpose: Provide user with survey, so they can input their treatment diagnosis and receive an personalized estimated time to reaching out of pocket maximum.
- Components: This feature includes the survey and the timeline page, which presents the results of the survey.

- Helpers in feature to improve UX and UI:
 - We provide a '?' button which provides users with information about the step they are at in the survey.
 - Each question in the survey requires an answer in order to move onto the next question.
 - There is a carrot feature on the timeline page to take the user to the top of the page, saving them from needing to scroll (useful when the timeline is very long).
 - Can print the timeline page to bring to meeting with medical professional to discuss.

Conversational Guide

- Purpose: Having conversations with patients and/or medical professionals about the finances of treatment can be difficult and is often stigmatized. The goal of this feature is to ease both parties into this conversation, as it allows the user to print off a list of questions which they want to know the answers to. They can bring this list to their next appointment, and use it as a conversation starter and something to structure the conversation, reducing the stigma and discomfort of having this important discussion.
- Components: This feature includes the conversational guide page.
- Helpers in feature to improve UX and UI:
 - Boxes which can be 'checked' by the user next to each question.
 - 'Generate PDF' button which the user can press and generate all the questions they checked into a single PDF.
 - Explanation at the top of the page about how to use the feature.

Home Page:

- Purpose: Introduce users to the app with an inviting, friendly, simple page. Here we have a brief explanation of the purpose of the app and how to use it. We have features in the home page which allow the user to route to the main features of the app, which provides a flow to the experience.
- Components:
 - Routers to Cost Calculator page and to the Conversational Guide page
 - Information about the app
 - Information about cancer
- Helpers in feature to improve UX and UI:
 - Cards separating the different aspects of the home page (routers, feature info and general info).

Navigation Tools:

- Purpose: Aim to maximize app and feature accessibility. Can get from each page in the app to another. Easy return to the home page.

- Components:
 - Nav bar
 - The logo in top left corner can be pressed to route user back to homepage
 - Routers on the homepage to Cost Calculator page and Conversational Guide page
- Helpers in feature to improve UX and UI:
 - Explanatory text (tested during user testing).
 - Nav bar in intuitive location.

About Page and Disclaimer Page:

- Purpose: Both are to inform the user about the app's origins and to protect app users and creators by making it clear that the app should be regarded as a 'road map' and is not completely accurate or factual - it provides as estimate.
- Components:
 - About Page
 - Disclaimer Page