Workflow Binder

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Workflow 1

Imagine that you work as Client Service Coordinator in a hospital. It's a typical day at Banfield and you are standing at the front desks in the reception area.

The phone rings and you answer.

Using PetWare, go ahead and schedule an appointment for the client on the phone. The client provides you with the following information:

Client Name:

Pet Name:

Appointment Type: *Preventive Care*

Appointment Reason: *Comprehensive Exam*

Requested Time: *Afternoon*

Drop-Off: *No*

Date:

Turn the page to read and fill out Workflow 1 Questionnaire

Workflow 1 Questionnaire

Please rate the following statements about scheduling an appointment.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
It was easy to navigate through the workflow.	O	O	O	O	O
I was able to track my progress while completing the workflow.	O	O	O	O	O
I could accurately predict the steps toward completing each workflow	O	O	O	O	O

Workflow 2

A client comes in for their scheduled appointment. Go ahead and check them in using the following information.

Client Name:

Pet Name:

Client Service Coordinator: *Choose Any*

Client Information: *No changes since last visit*

Weight: *15 lbs, Estimated*

Workflow 2 Questionnaire

Please rate the following statements about checking in a patient.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
It was easy to navigate through the workflow.	O	O	O	O	O
I was able to track my progress while completing the workflow.	O	O	O	O	O
I could accurately predict the steps toward completing each workflow	O	O	O	O	O

Workflow 3

An exam room opens up for a patient and client. The patient and client go into Exam Room #1. Please change the location of the patient and client in PetWare.

Now imagine that you a vet tech in the exam room with a pet and client. Go ahead and conduct the physical exam for the patient using the following information.

Client Name:

Pet Name:

Heart Rate: 100, Normal

Respiratory Rate: 25, Normal

Capillary Refill Time: Under 2 Seconds

Body Condition: Ideal

Temperature: 100, Normal

Microchip Status: No Chip

*All remaining body systems are normal (Nutritional, Coat & Skin, Ocular, Otic, Oral & Nasal, Respiratory, Cardio, Abdominal, Urogenital, Perineal, Musculoskeletal, and Neurological)

Turn the page to read and fill out Workflow 3 Questionnaire

Workflow 3 Questionnaire

Please rate the following statements about the physical examination.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
It was easy to navigate through the workflow.	O	O	O	O	O
I was able to track my progress while completing the workflow.	O	O	O	O	O
I could accurately predict the steps toward completing each workflow	O	O	O	O	O

Workflow 4

Imagine that you are a Client Service Coordinator at the front desk. A client exits an exam room with their pet. They approach you, ready to check out their pet. Go ahead and check-out the client using the following information.

Client Name:

Pet name:

Payment Method: Cash, In-Full

Turn the page to read and fill out Workflow 4 Questionnaire

Workflow 4 Questionnaire

Please rate the following statements about checking out a client.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
It was easy to navigate through the workflow.	O	O	O	O	O
I was able to track my progress while completing the workflow.	O	O	O	O	O
I could accurately predict the steps toward completing each workflow	O	O	O	O	O

Turn the page to read and fill out Post-Test Questionnaire

Post-Test Questionnaire

Please rate the overall usability of PetWare UX based on the following principles.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Simplicity	O	O	O	O	O
Naturalness	O	O	O	O	O
Consistency	O	O	O	O	O
Minimizing Cognitive Load	O	O	O	O	O
Efficient Interactions	O	O	O	O	O
Forgiveness & Feedback	O	O	O	O	O
Effective Use of Language	O	O	O	O	O
Effective Information Presentation	O	O	O	O	O
Preservation of Context	O	O	O	O	O

End of Workflows