

# Clinic Access Support Network: Linked Dispatcher and Driver Progressive Web Applications



**Austin, Texas**  
**June 22-24, 2018**

**ABORTION  
ACCESS  
HACKATHON**

# Team

## **Project Manager**

Katie Sullivan

## **Front End Designers**

Jamie Anderson

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## **Front End Development**

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## **Back End Development**

David Wilson

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# CASN Process Evolution

1



Started as 1-3  
drives per month,  
scaled to 60-70

2



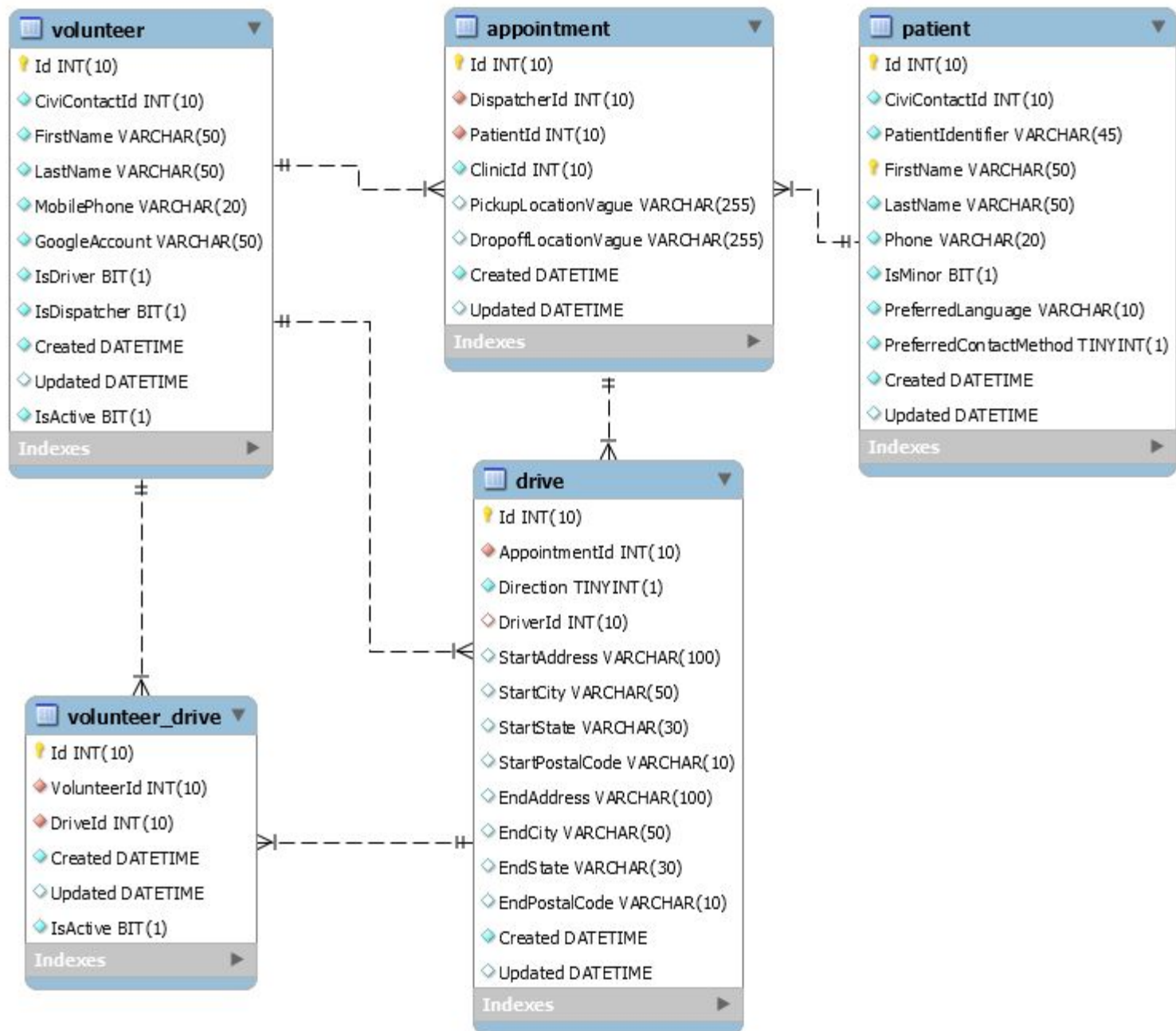
80 drives per month  
Tested during  
Harvey with 150+

3



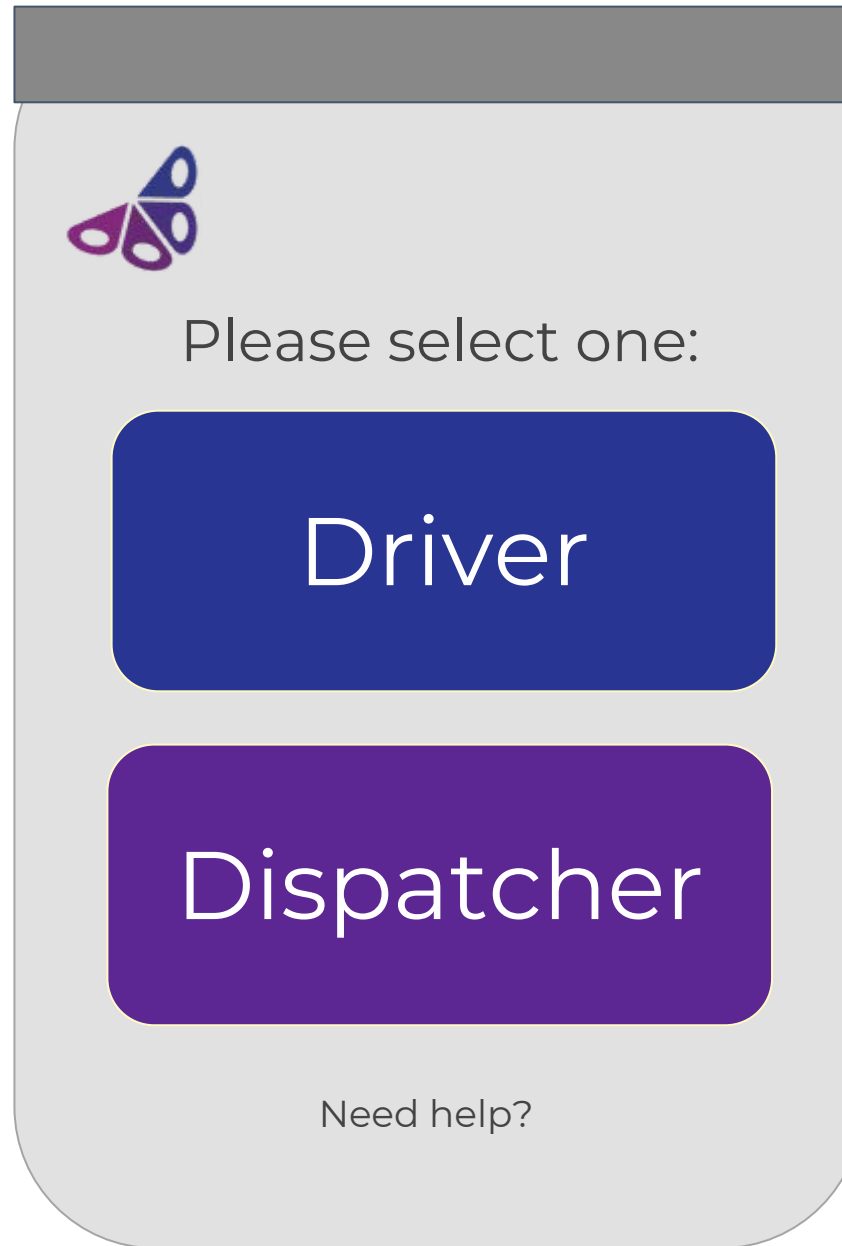
Single application  
Scalability  
Designed for our  
users

# Database Map

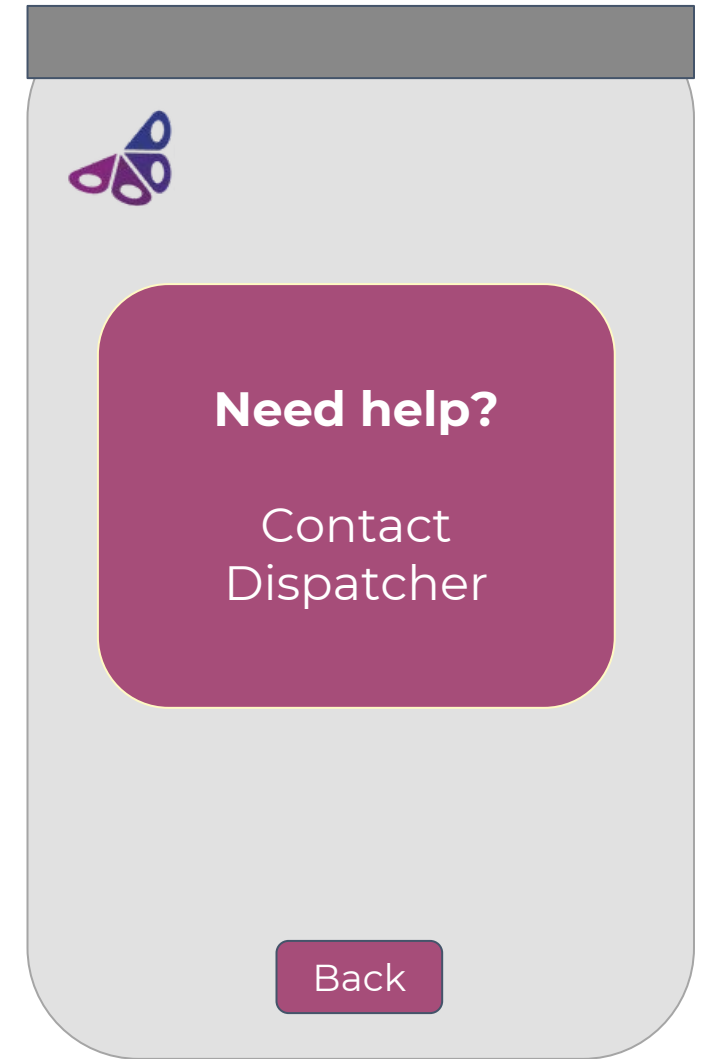


## DISPATCHER App & DRIVER App: Shared Landing Page

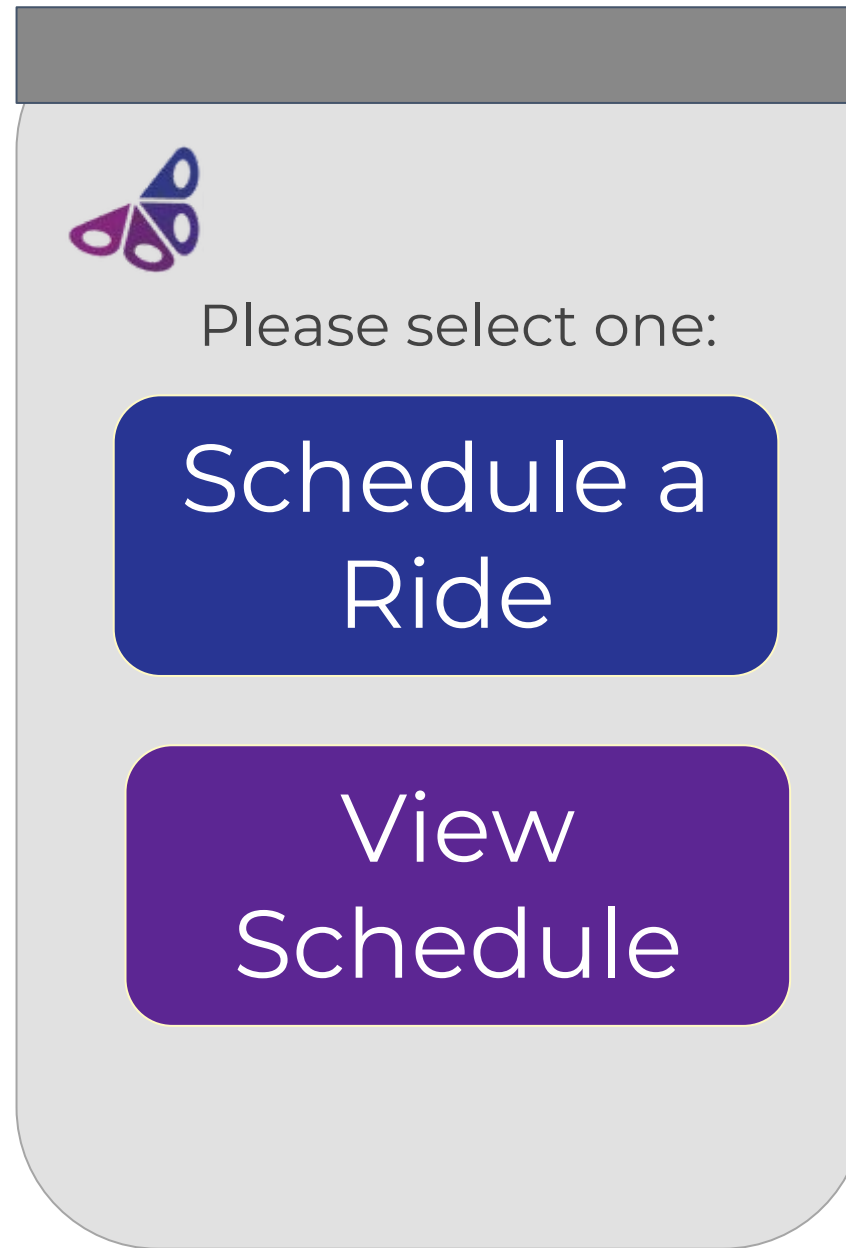
After user selects “**Driver**” or  
“**Dispatcher**,” one-click  
authentication takes place



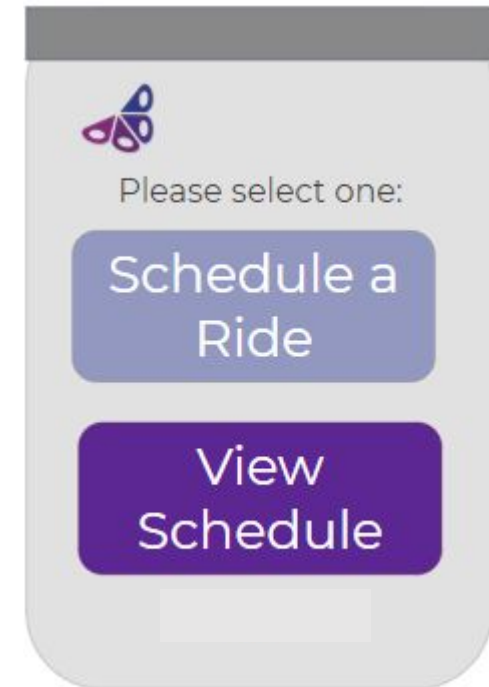
For “Need Help?,” user taken  
to button that allows texting



## DISPATCHER App: Ride Scheduler



Once **Dispatcher** has authenticated, choose "Schedule a Ride" or "View Schedule"

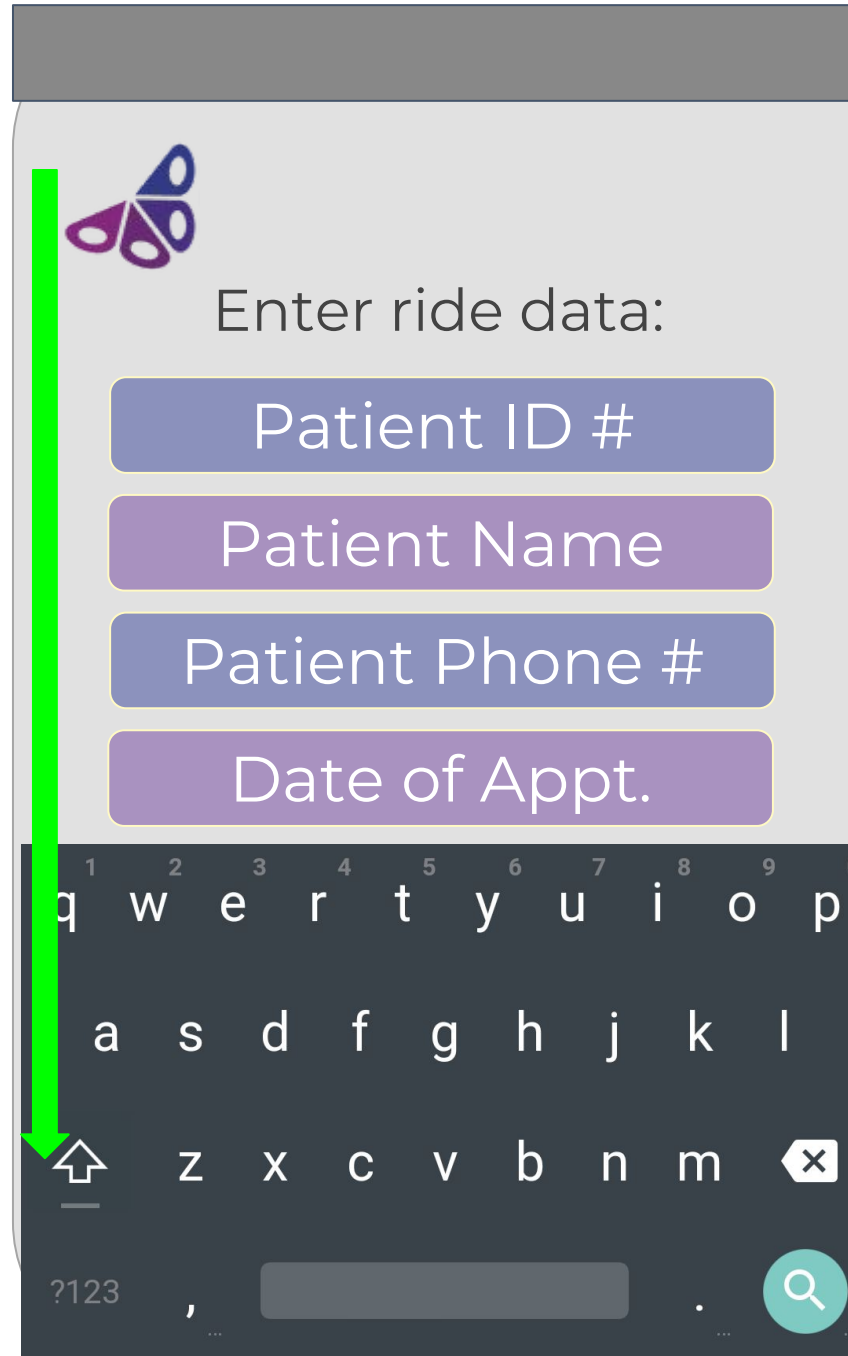


## DISPATCHER App: Schedule a Ride

**Dispatcher** enters all data about the patient and appointment

Screen is scrollable

Rides are created and pushed to **Driver**



The Dispatcher App interface shows a scrollable list of input fields for ride data. A green arrow points to the bottom of the list, indicating scrollability. The fields are: Patient ID #, Patient Name, Patient Phone #, and Date of Appt. Below these is a keyboard with a home button and a search icon.

Enter ride data:

- Patient ID #
- Patient Name
- Patient Phone #
- Date of Appt.



The Driver App interface shows a scrollable list of input fields for ride data. The fields are: Time of Appt., Type of Appt., Vague Location, Exact Location, and Destination. Below these is a large Submit button.

- Time of Appt.
- Type of Appt.
- Vague Location
- Exact Location
- Destination

Submit

## DISPATCHER App: List View (Map View)

**Dispatcher** can toggle between “List” and, in later version, “Map”

Color code for rides:

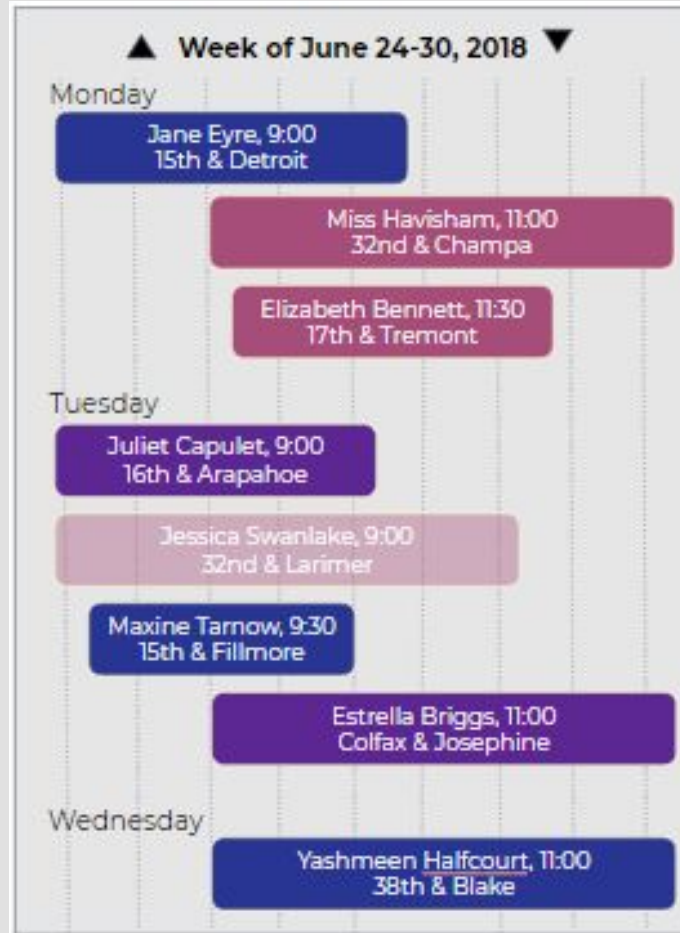
**Available**  
**Pending**  
**Covered**

Map pin click will link to related List view for ride selection



List

Map

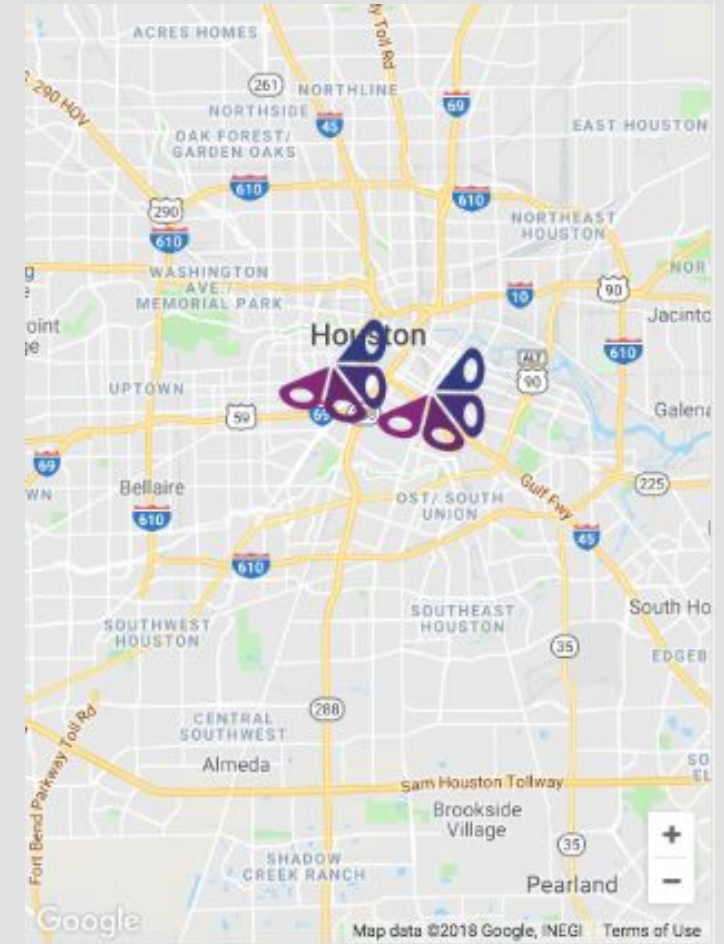


Back



List

Map



Back



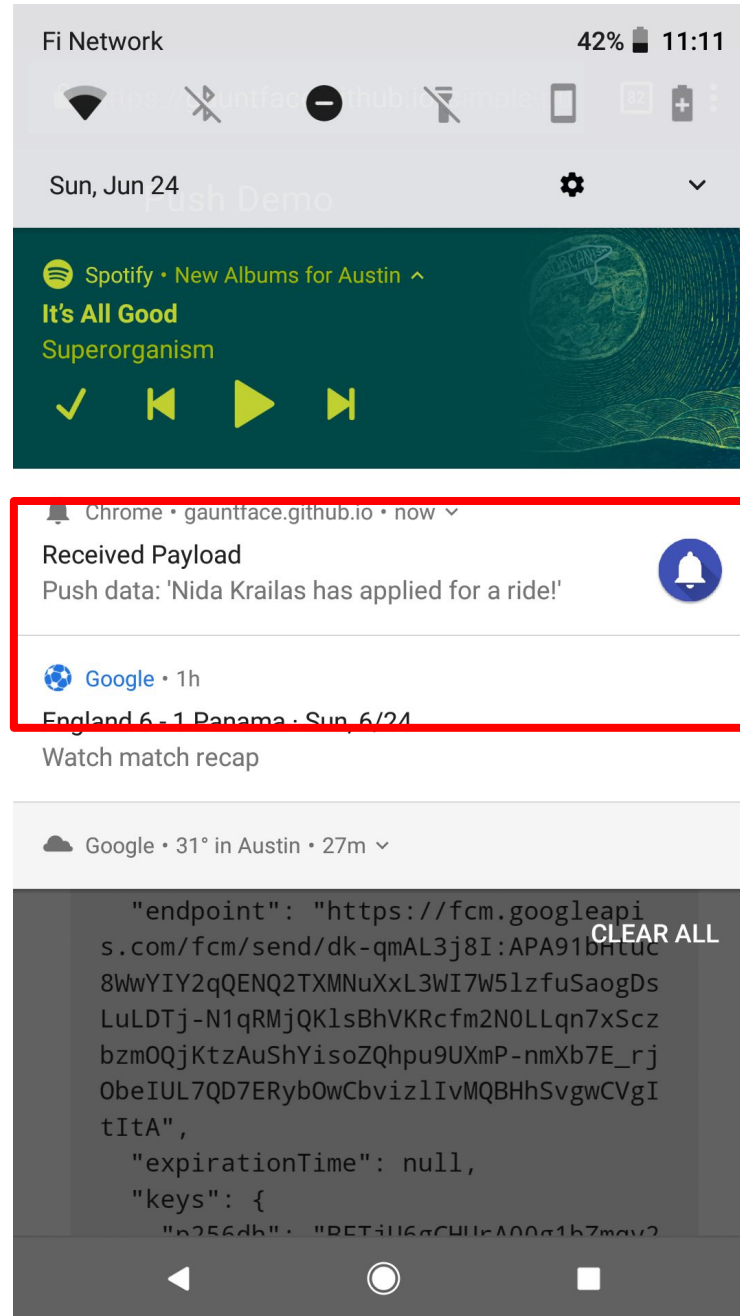
## DISPATCHER App: Expanded View



**Dispatcher** clicks on  
a ride listing for  
expanded view

All available  
information is  
displayed in a single,  
easy to read window

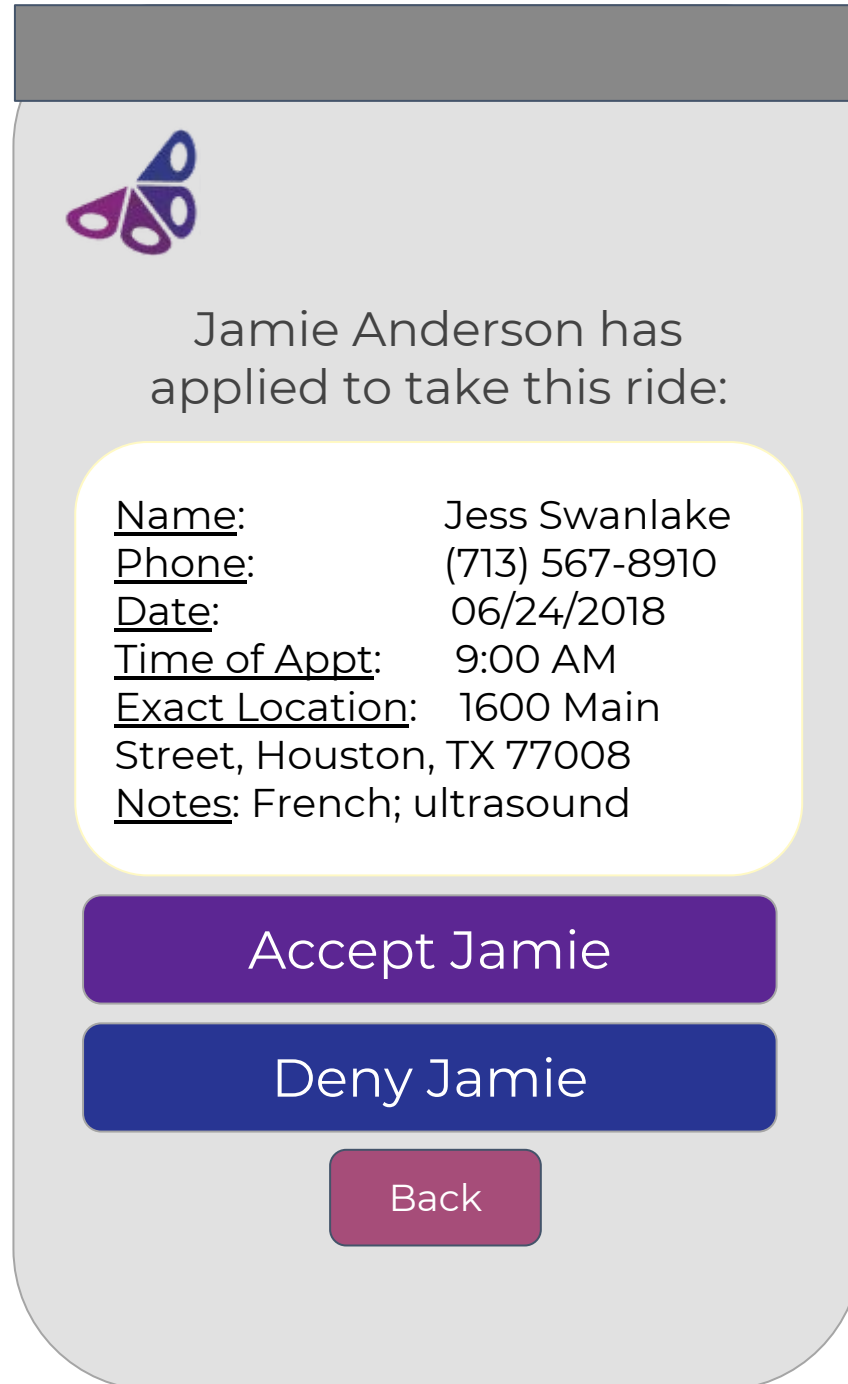
## DISPATCHER App: Push Notification



**Dispatcher** receives a push notification that a **Driver** has applied for a ride

Click on notification

## DISPATCHER App: Driver Application



The image shows a mobile app interface for a dispatcher. At the top is a grey header bar. Below it is a light grey rounded rectangle representing the app screen. Inside the screen, at the top left, is a logo consisting of three overlapping circles in purple and blue. To the right of the logo, the text reads: "Jamie Anderson has applied to take this ride:". Below this text is a white rounded rectangle with a yellow border containing the following information: "Name: Jess Swanlake", "Phone: (713) 567-8910", "Date: 06/24/2018", "Time of Appt: 9:00 AM", "Exact Location: 1600 Main Street, Houston, TX 77008", and "Notes: French; ultrasound". Below the white box are two large buttons: a purple one labeled "Accept Jamie" and a blue one labeled "Deny Jamie". At the bottom center is a small pink button labeled "Back".

Jamie Anderson has applied to take this ride:

Name: Jess Swanlake  
Phone: (713) 567-8910  
Date: 06/24/2018  
Time of Appt: 9:00 AM  
Exact Location: 1600 Main Street, Houston, TX 77008  
Notes: French; ultrasound

Accept Jamie

Deny Jamie

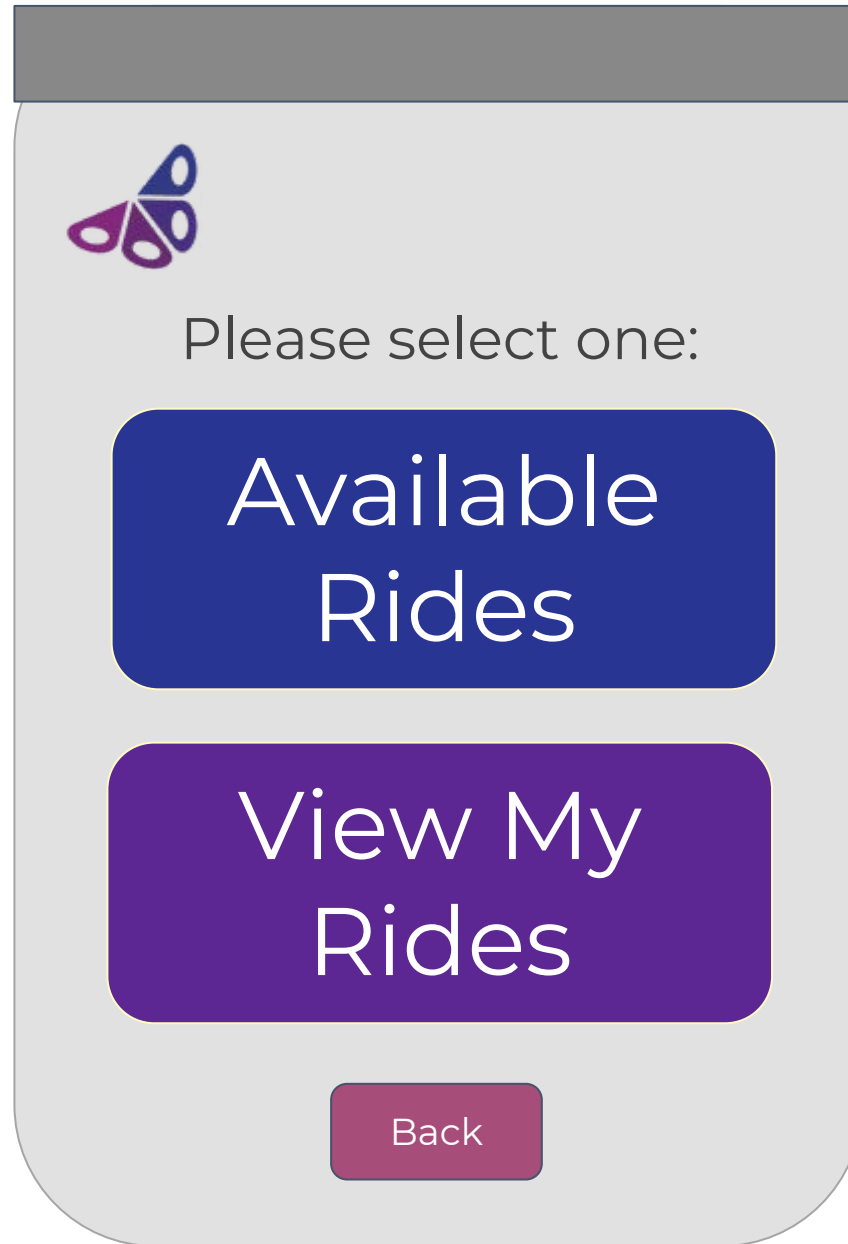
Back

If **Dispatcher** approves the ride, patient information, phone and exact location is sent to **Driver**.

If **Dispatcher** denies the ride, the **Driver** is notified "This ride is unavailable" and offers an option to apply for another.

After either button is chosen, the **Dispatcher** returns to View Schedule.

## DRIVER App: Ride Schedule



### **Driver** will see only:

- Date
- Time of Appt
- Vague Location
- Destination
- Notes (e.g. language)

Generates a list view of approved rides for **Driver**



## DRIVER App: List View (Map View)

**Driver** selects ride by  
clicking list item

Color code for rides:

**Available**  
**Pending**  
**Covered**

Map pin click will link  
to related List view for  
ride selection



List

Map



Back



List

Map

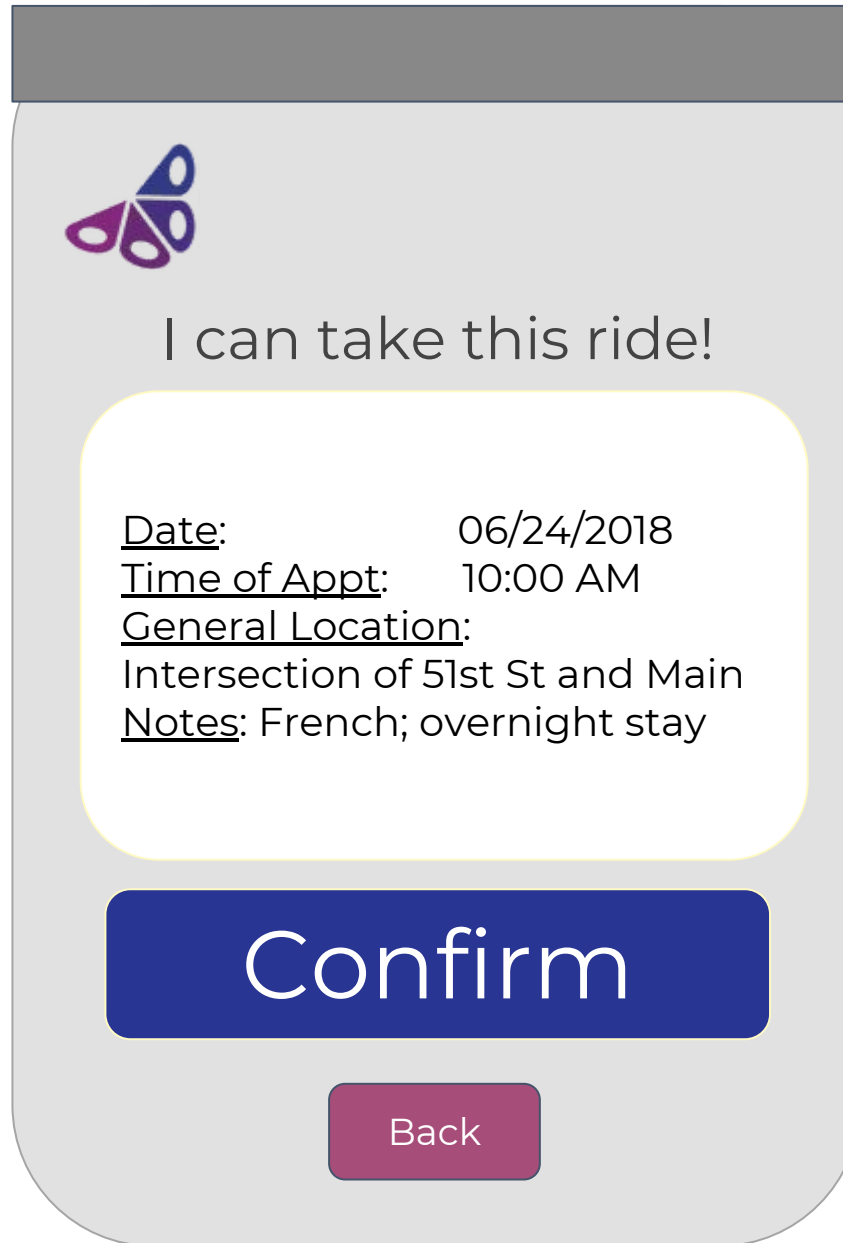


Back

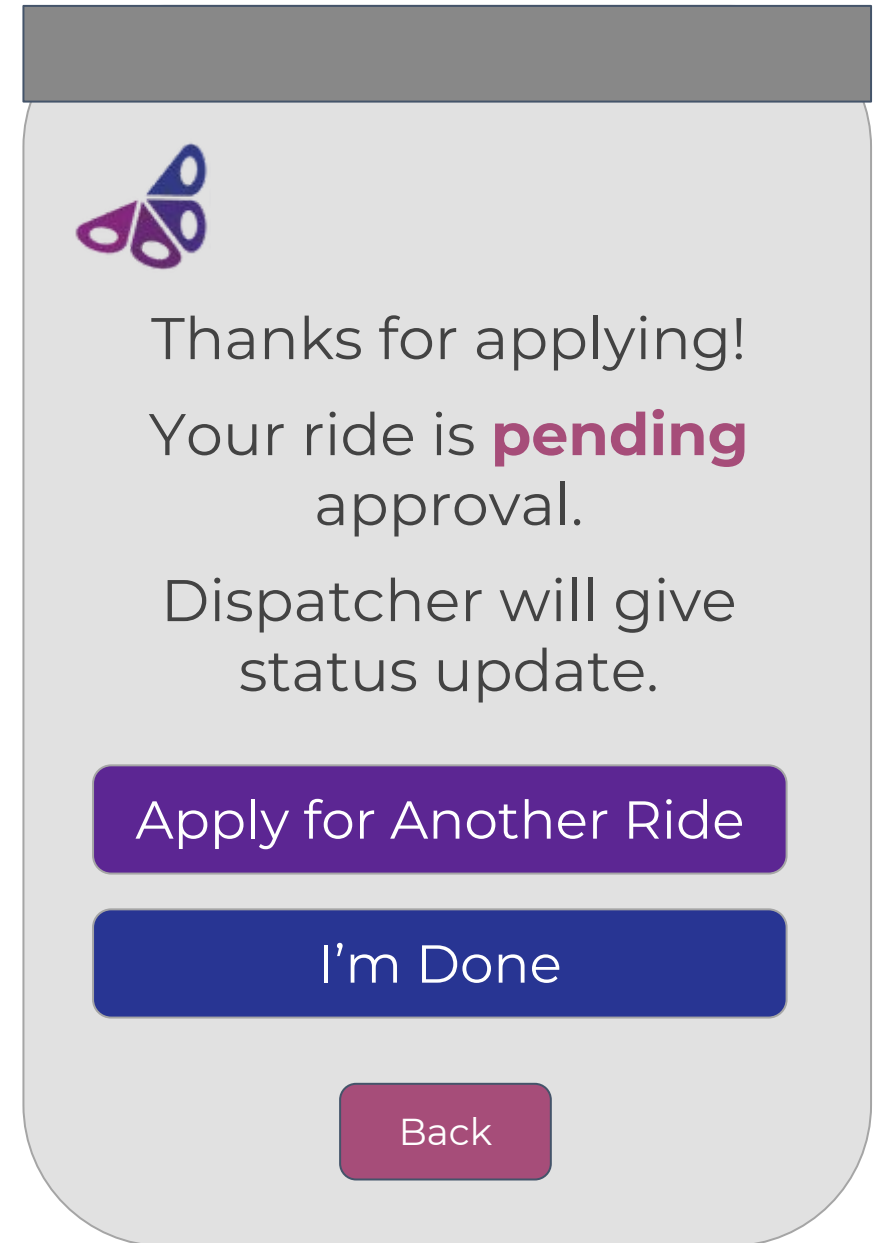
## DRIVER App: Confirm or Pending

If **Driver** selects  
“**Confirm**,” a push  
notification sent to  
**Dispatcher** for review.

When **Driver** selects  
**Apply for Another Ride**  
**I'm Done**  
**Back**  
returns to List view.



The screen displays the CASN logo at the top left. Below it, the text "I can take this ride!" is centered. A white rounded rectangle contains the following details: "Date: 06/24/2018", "Time of Appt: 10:00 AM", "General Location: Intersection of 51st St and Main", and "Notes: French; overnight stay". At the bottom of this rectangle is a large blue button labeled "Confirm". Below the rectangle is a purple button labeled "Back".



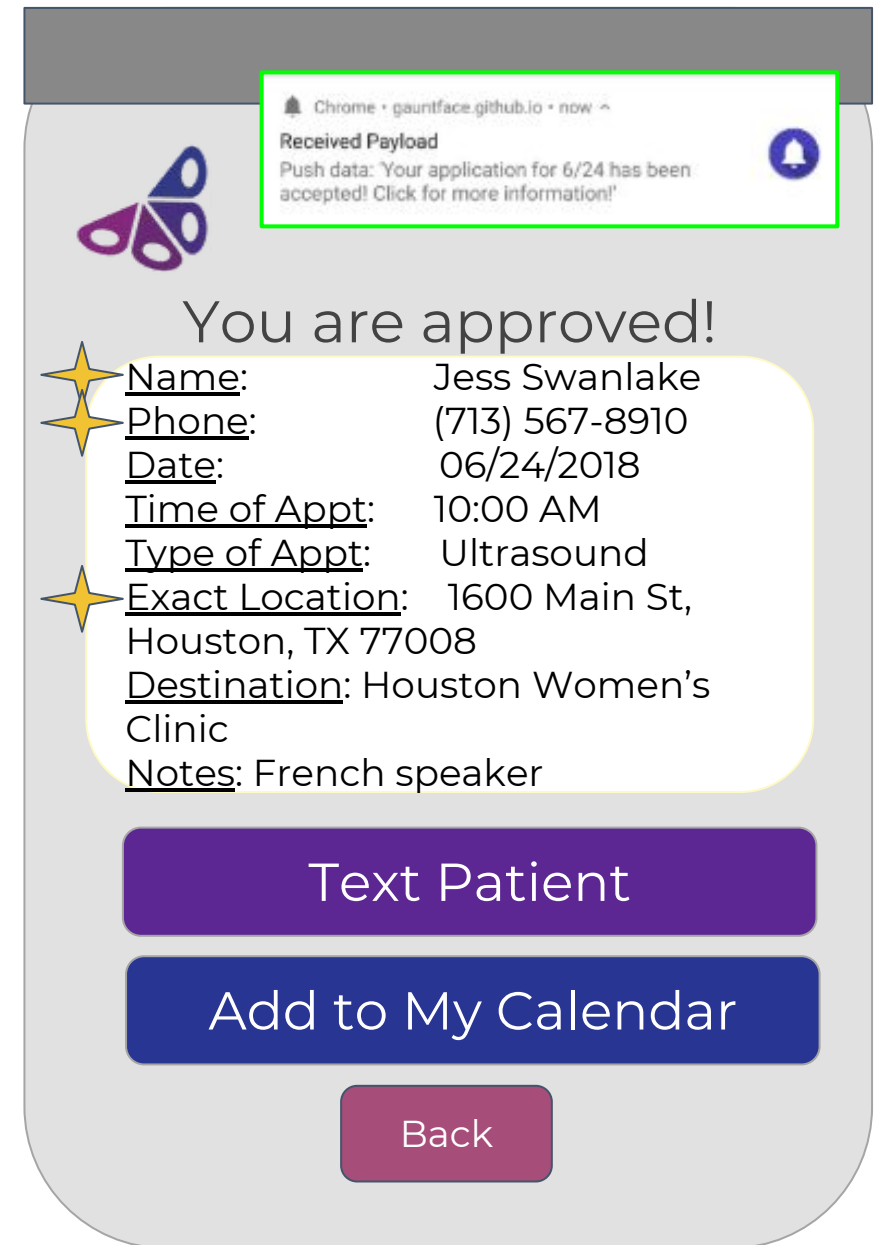
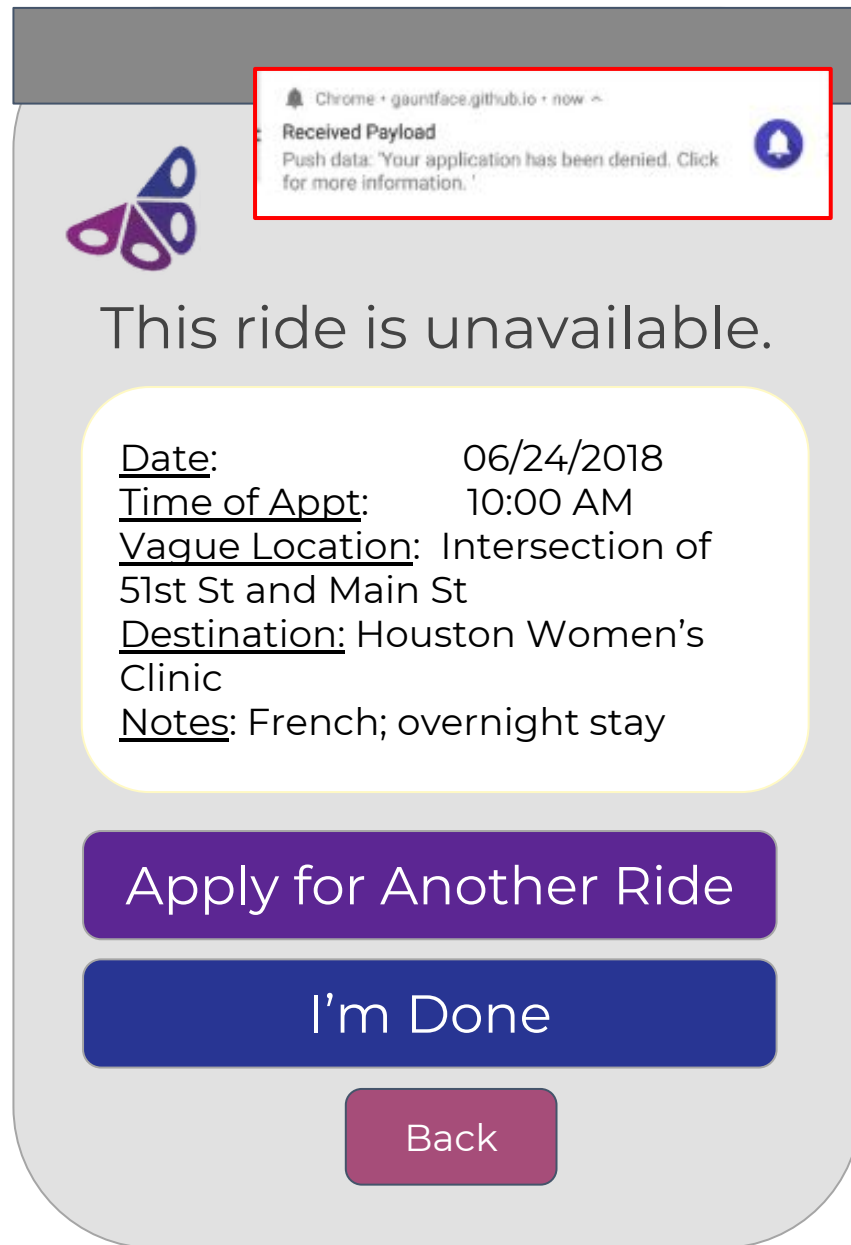
The screen displays the CASN logo at the top left. Below it, the text "Thanks for applying!" is centered, followed by "Your ride is **pending** approval." and "Dispatcher will give status update." At the bottom are two buttons: a purple button labeled "Apply for Another Ride" and a blue button labeled "I'm Done". Below these is a purple button labeled "Back".

## DRIVER App: Status Update

**Dispatcher** sends push notification to **Driver**

★ Approved ride will include:

Name  
Phone  
Exact Location



## Next steps...

- Complete front end work on **Dispatcher** and **Driver** applications
- Integrate with CiviCRM
- Build encrypted messaging interface
- Research VOIP integrations

**Please help us with these goals!**

**Contact information: [katie@clinicaccess.org](mailto:katie@clinicaccess.org)**

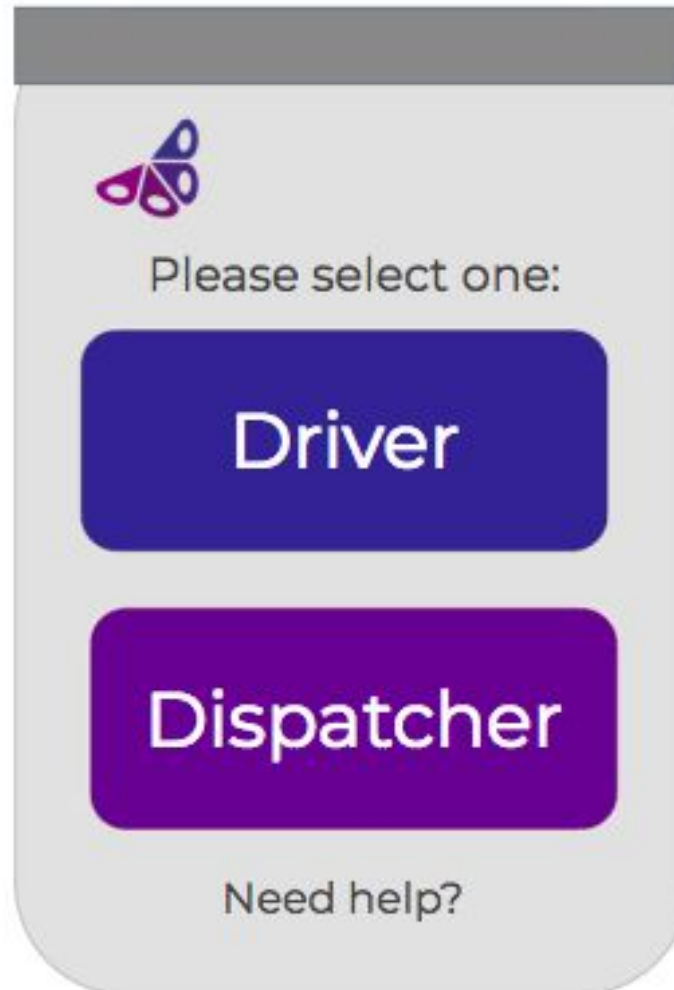


# Design Guidelines ~ Dispatcher/Driver Apps

(focusing on specifications inclusive of elderly/senior users - over 65 years\*)

## Font & Colors

Font:	Montserrat
Status Bar:	#888888ff
Background Color:	#e1e1e1ff
Driver Button:	#283593ff
Dispatcher Button:	#5c2693ff
Text on Background:	#434343
Text on Button:	#ffffff



## Button (for Android UI)

Touch Targets:	min 48dp x 48dp
Distance btw Touch Targets:	min 8dp
Raised Button Height:	36dp
Floating Action Button Tip:	Place min 16dp from edge of view

Note: Give feedback after every action ---  
change color or ghost button when clicked

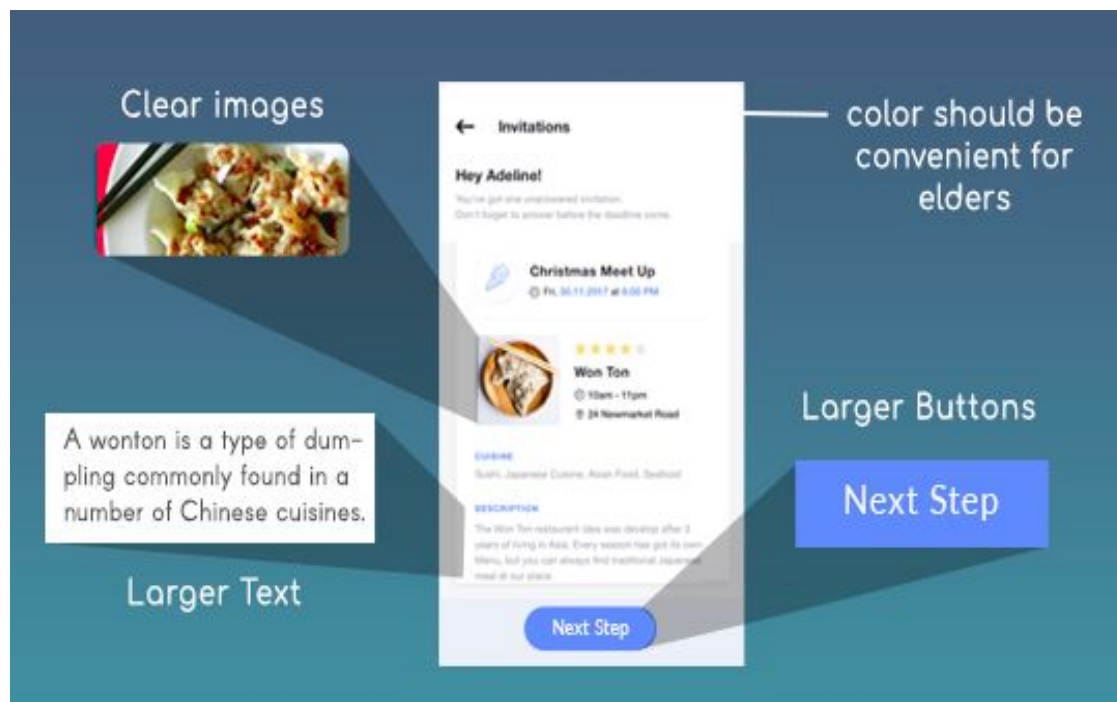
<https://uxplanet.org/7-rules-for-mobile-ui-button-design-e9cf2ea54556>

## Design Guidelines ~ Dispatcher/Driver Apps

(focusing on specifications inclusive of elderly/senior users - over 65 years)

### Considerations

- Possible limited ability to perform dual finger scrolling, pinching, swiping, etc.
- Possible vision issues (decreased color distinction)



### User-Friendly Features

- Use minimal design to prevent cognitive issues
- Provide clear instructions on how to use the app
- Provide only features required by user
- Use simple and easy navigation, e.g. “back” button
- Use the smallest number of clicks possible
- Limited gesture control and focus on touch interfaces (simple tap, swipe)
- Use simple background and similar color scheme

### Things to Avoid

- Avoid irrelevant content on the screen
- Avoid tiny text and blue font color if important
- Avoid slide out menus
- Excessive scrolling