

## Usability Testing Report

### Objective

To evaluate the effectiveness, efficiency, and satisfaction of users when interacting with our prototype.

### Participants

- 5 participants (ages 18–35)
- Mixed backgrounds: students, and working professionals.

### Method

- **Type:** Remote testing via Google Meet
- **Tasks:**
  1. Check symptoms using the symptom checker
  2. Find a medicine for a common cold
  3. Book an appointment with a doctor
  4. Access emergency services flow
- **Duration:** Each session lasted ~20 minutes

### Key Findings

Category	Observations
Navigation	4/5 users found navigation intuitive. One suggested clearer labels.
Visual Design	All users appreciated the clean, minimal layout.
Task Completion	100% task completion rate across participants.
Pain Points	- One user had trouble locating the emergency section at first.
Suggestions	- Add tooltips for icons. - Improve contrast for button labels.

### Conclusions

Overall, the prototype performed well in usability testing. Minor UI adjustments and more intuitive iconography will enhance the user experience further.

