

Clover - The Health Assistant App

Overview

This project was a design challenge hosted by the University of Maryland's UXTerps organization. It was given by the sponsors, CommunicateHealth.

Objective

To design a solution that improved health literacy for the general public, using artificial intelligence, in 24 hours.

Challenges

- Overcoming the technological barriers of a general user.
- Finding relevant participants within 24 hrs.
- Designing in line with the company's existing branding while improving it too.
- Simplifying the multiple aspects of the American healthcare system into a centralized solution.

Solutions

- A mobile application that has a voice and text-based AI assistant for health inquiries.
- The assistant answers basic health questions, insurance queries, and directs you to appropriate sources for advanced queries.
- The app stores your health documents securely and retrieves any information from them.

Benefits

- The solution improves health literacy for users with any technological competency.
- Centralizes all personal health information.
- Simplifies healthcare for the general public, especially for people new to the American healthcare system.

Reflections

- Watching accessibility features become a big factor in our win helped me understand its value even better.
- Observing the work done in 24 hours helped me realize the potential of focused sessions for any kind of work.
- Comparing this to big team environments or working alone, I realized I work the fastest with a few teammates having high synergy with me.