

TRANSLATOR MASK

Conceptual Design on 'Pandemic'

My team and I came up with this design solution hoping to help patients and doctors to communicate despite the language barrier that exists between them.

We did our research individually and decided as a group the direction of the project after the ideation was completed, my role was the user researcher.



User Research

To understand both the patient and the doctor, we created 2 persona accordingly. With this, we were able to understand the needs of both the patient and the doctor and the issues that they encounter due to the language barrier.

Persona



Persona: Tanaka Akira 田中晃
Gender: Male
Age: 73
Occupation: Retired
Location: Senior Citizen Nursing Home Care Centre
Personality: Talkative, sociable

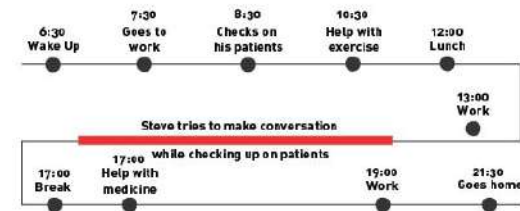


Tanaka used to work as a teacher and he truly adored teaching. His sociable personality and friendliness makes it easy for students to approach him and enjoy his lessons. Living in the nursing home now, he feels isolated as no one could understand him. Especially during the times of pandemic when the threat of contracting the virus is extremely high. Tanaka wanted to know the latest updates on the situation and also about his health in general. He feels restricted as no one is able to understand him and he is not able to understand anyone.

Persona

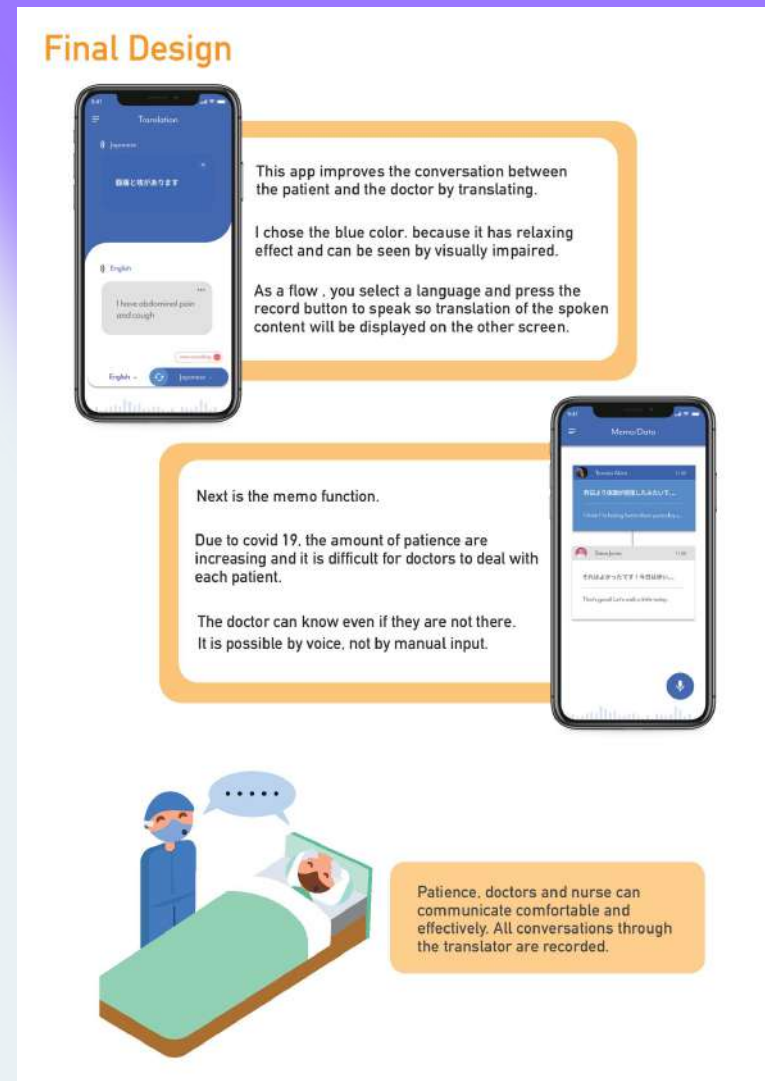


Persona: Steve Jones
Gender: Male
Age: 34
Occupation: Doctor
Location: Senior Citizen Nursing Home Care Centre
Personality: Serious, hardworking



Steve's dream was to always become a doctor. He works hard and is a prestigious doctor in his home country. When the virus struck and the World Health Organisation declared that it was a pandemic, he wanted to do as much as he can to help the patients in need all over the world. However, he realised that he has a problem communicating with the patients due to the language barrier. He fears that he may misdiagnose the patients. He also wants his patients to be comfortable around him and be able to speak up if there are any problems.

Final Design



Softwares used

