GHW3 Part 3

An Uber/Lyft like experience for hospital patients with the option to have added support through short term visits.

Team 7: Sita Robinson, Robert Wilson, Alpha Diallo

INFO 310-002

Due Date: 12/10/19

Project Description

Our project is Hosper, an Uber/Lyft like service that drives a patient to the hospital/doctor's appointments with the option to stay with them throughout their short term hospital visit before driving them back. The idea behind this application is some older patients do not have a support system to help with their hospital visits and often times the patient's families have to take off hours from work in order to send their family members to the hospital. Having a doctor come home can often cost a lot more and that could be a bigger burden on the family. If a patient likes a specific driver/person they can request them if they are available. This application will not be for serious situations in that it is not a replacement for an ambulance and 911.

Process of Design Changes

The students in our class gave a lot of good constructive criticism about our prototype. We incorporated most of the changes in our revised prototype. We listed some of the comments that were useful and the changes we made/our responses below. Some of the comments they made referred to the security issues and liability issues. We understand that these would be potential issues but we can't show that in our prototype. For example our drivers/accompaniers need to have proper background checks and need to be HIPAA compliant. The application will be secure storing credit card information and personal information.

Feedback	Response
The "Would you like to see enlarged text" text is the smallest text on the page. Users who need that option may not be able to see it.	Changed the font size of the text.
If I've just registered, I should be logged in automatically.	Changed it to log in automatically after you finish the sign-in process. This was originally done for security reasons but we can understand it might be a little too much.
Logout button is far too prominent for what is meant to be a secondary/non-active button, especially since the users may be confused by the technology	We removed this from the location screen and from the options screen. The logout is just in the profile now.
Should the initial text for the log-in, etc be enlarged by default so the elderly can read it?	We enlarged the text a little but be aware that this is only a prototype.
If it's for an appointment why can't the drivers be scheduled ahead of time	Added schedule time option to the pickup/dropoff location screen.
If the app is storing credit card information, you need to have proper security to protect that information.	Yes, it would need to have this but this is just a prototype and we can't show this in a prototype.

What if the driver didn't like the client, but the client added them to the favorite	This would be handled on the driver's side. We are only handling the client-side of the application but the driver would be able to rate the client as well.
On the main page for calling a driver, include a description to call 911 for emergencies rather than just one spot	Added to pickup/dropoff location screen.
Notify a family member option/emergency number	Users mentioned too complex, possibly for the future.
Have an option to choose a ride based on the injury the user substained	If a user enters in that they are handicapped for example vehicles that are handicap accessible will be notified.

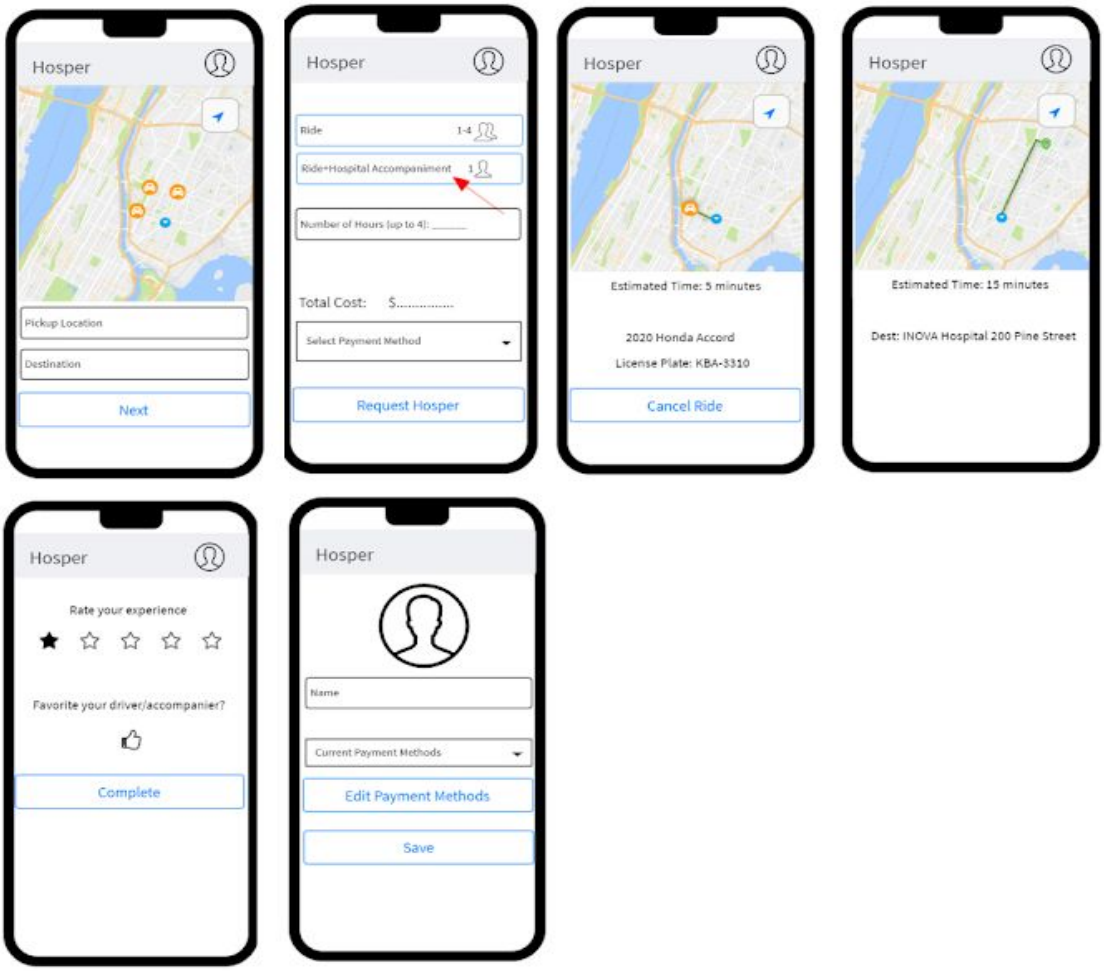
Additional changes:

- Moved the payment screen from the signup screen to after the option selection screen for the first time a user uses the application. Otherwise, they can edit this information in the profile. This will reduce the strain on the number of steps to get into the application.
- Added logo for branding

See the Revised Prototype section for a clearer understanding of the changes we made.

Prototype Version 1-Rough Prototype

This was our original prototype was created using an application called Mockflow. It did not show all the necessary steps in our original prototype in that it was just a mockup to think through the process. We felt that although this was an early mockup, it didn't do the best job in terms of making the application easy for the older crowd. We wanted to make sure that the app was not only intuitive but also easy to use for our older users. We also felt like more color would make the application pop more which is usually appeasing for the users and can make the app less dull.



Prototype Version 2-Low Fidelity Prototype

Our low fidelity prototype shows more pages and navigation than the initial prototype. We added a screen so that a user can enter any conditions/disabilities they have that would affect their Hosper experience so we can best accommodate those individuals. We also added an additional note to the first screen noting that "Hosper is not a replacement for 911. If this is a serious situation call 911." Originally we were thinking of our idea being cross-platform for laptops and mobile devices but after thinking the design out we realized it makes more sense to be a mobile-only application. We were also thinking in our original prototype to allow users to enter multiple card information but realized it was not necessary. We added a lot of navigation in this version so users can go back and forth easily between certain screens if they need to make changes. For this prototype, we used an application called Figma which is great for collaboration.

Video Demo

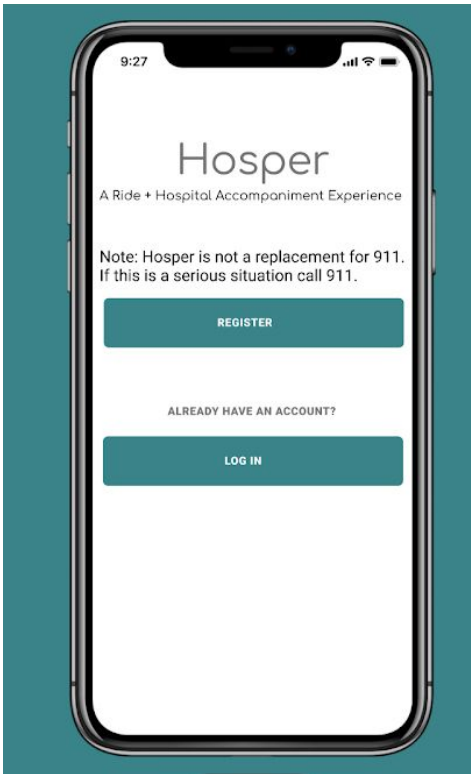
A video demo of our prototype is shown below to show the flow of the application in an easier to digest manner.

View the video here: https://youtu.be/R9T80mEz23I

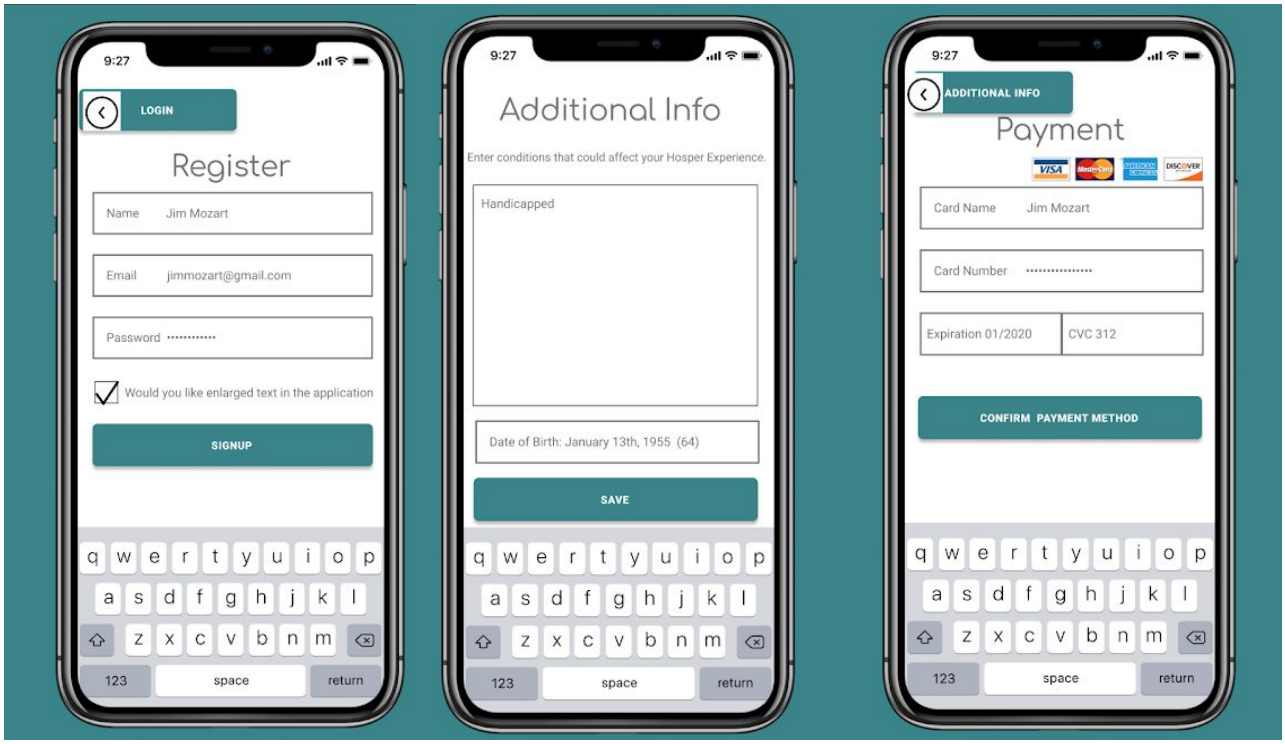
Screenshots of the application are shown on the next page.

Screenshots

This is the first screen you see the first time you download the application and open it. This screen allows you to register or login. There is also a note mentioning that this is not an application used for emergency situations.

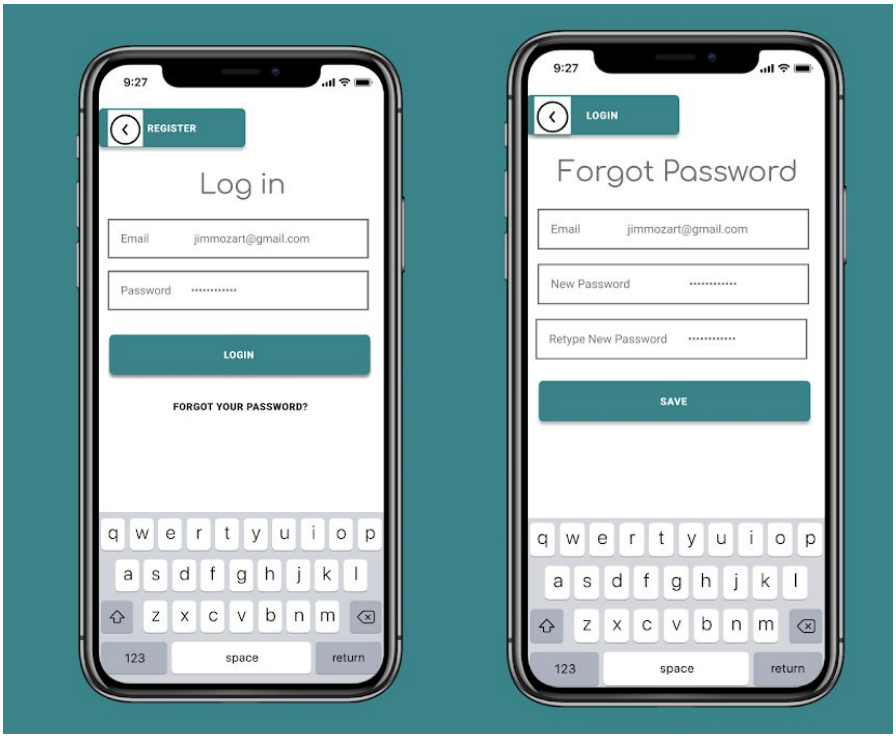


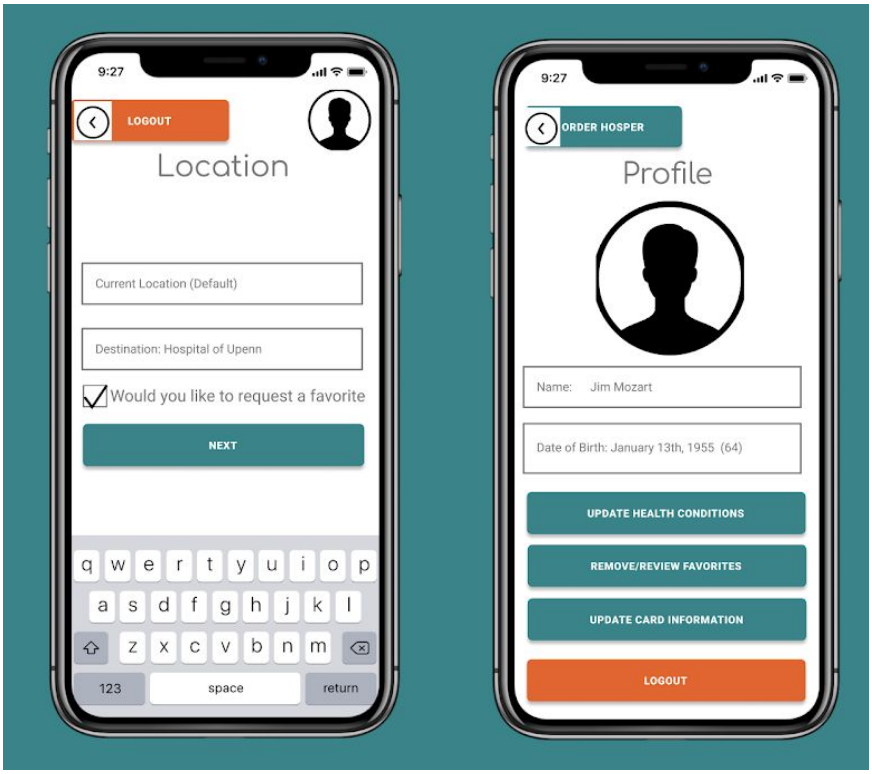
When a user is registering for the application they will be asked to enter their name, email and password to register. They will also be asked if they would like the enlarged text in the application. Since this application is targeted towards older individuals, it is important to have this option available. They will also be asked to enter any health conditions/disabilities they have that could affect their Hosper experience so the drivers/accompaniers know how to best accommodate them. The last step in the registration process is to enter payment information so they can order a ride.



Once their payment method is confirmed, the user will be directed to the login screen where they must re-enter their email and password that they just created.

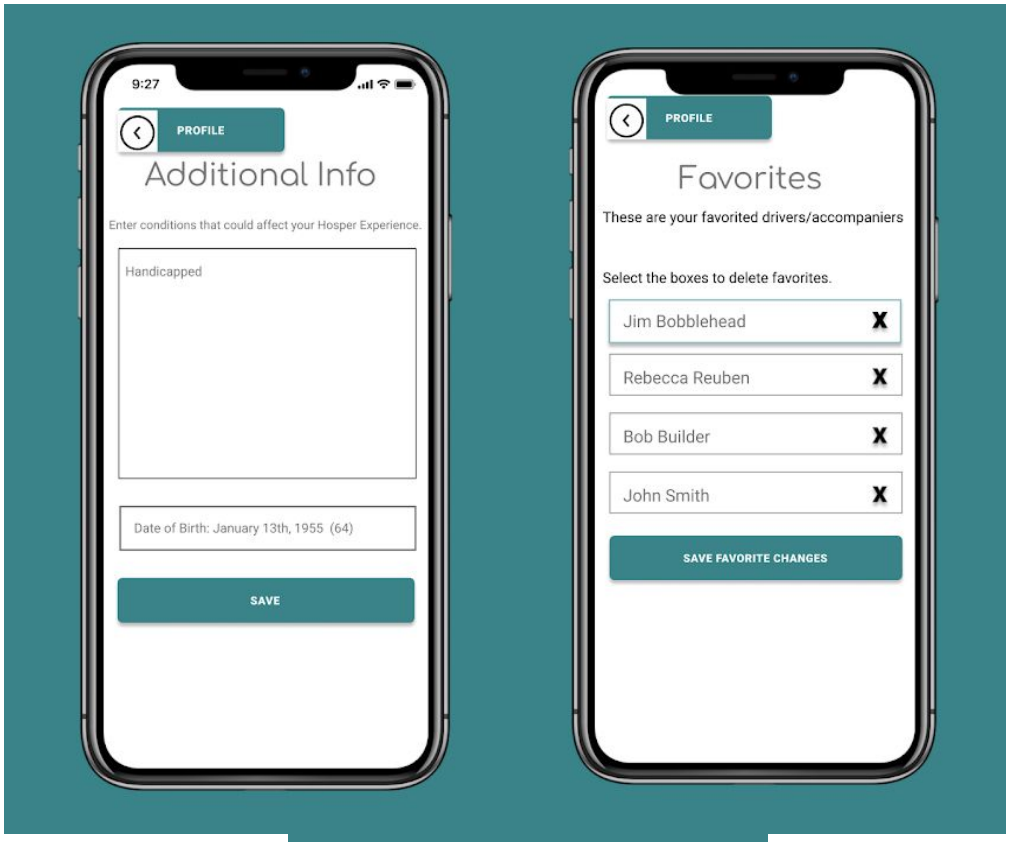
This is the login screen. If a user doesn't remember their password they can click the "Forgot your password" text which will move them to that screen. If a user resets their password, they will be moved back to the login screen to sign in with the new password.

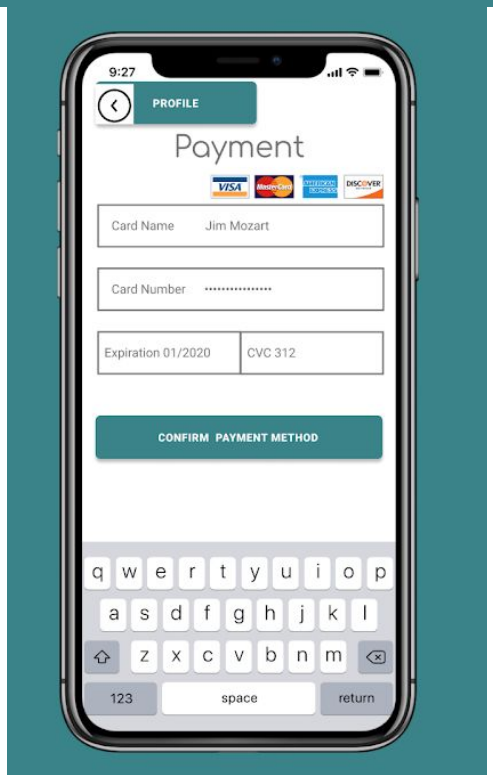




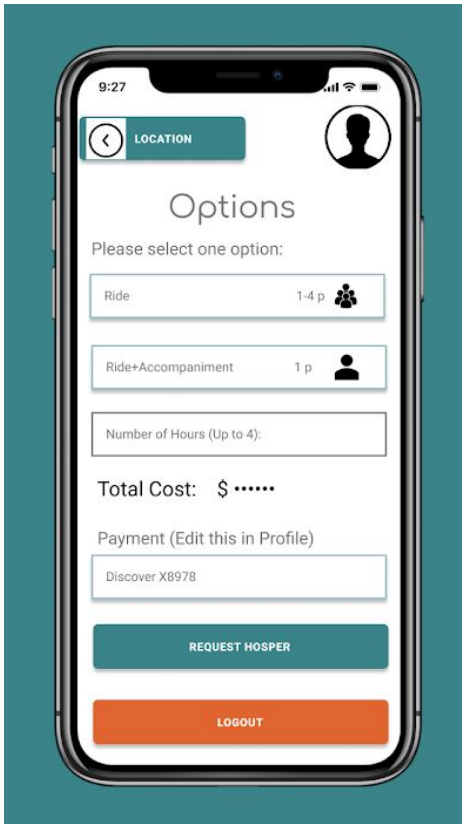
After completing the login process, users will be moved to the Location screen where by default it will show the current location as the pickup location and the user will be able to enter their destination address. Users are asked if they want to request a favorite driver/accompanier. If the user has no drivers/accompaniers favorited it will default to the typical process of just finding the closest free driver. If a user wishes to not to use a favorite, they can make sure that the checkbox is unchecked. If the favorited driver option is selected and favorites exist the closest available favorited driver will be chosen. If none are close by it will default to the typical process. A user can go to their profile and update their card information, health conditions/disabilities, and remove as well as look at favorited drivers. Once they are done they can go back to the location page. They can also look at the profile on the next screen (Options screen). Hitting next on the Locations page will take you to the Options screen.

These are the screen options listed from the profile screen above and their respective pages.

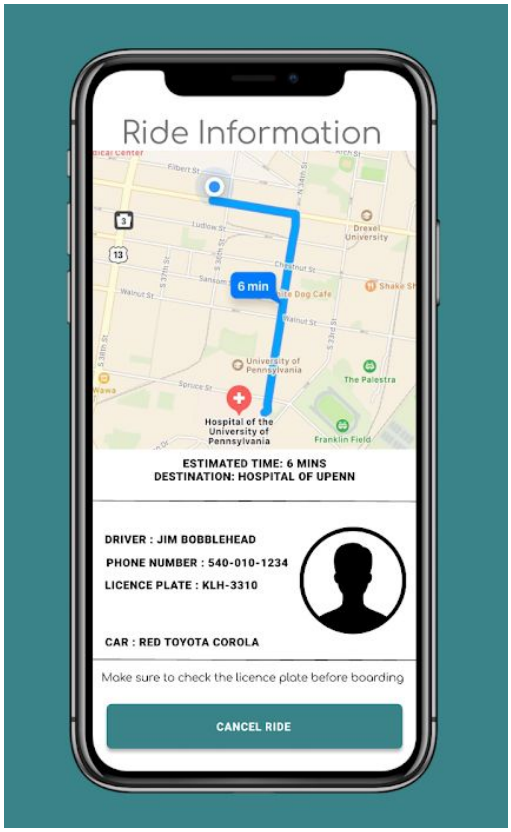




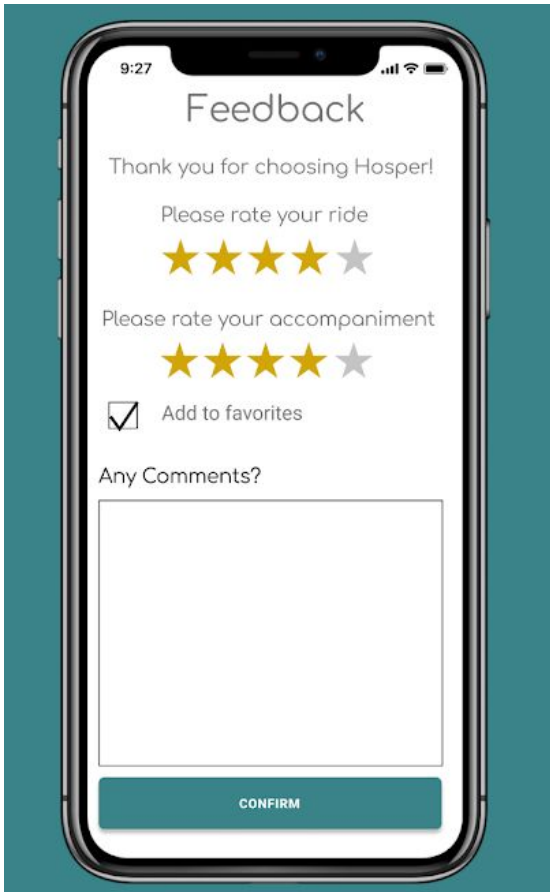
On the Options screen a user has two options to choose from Ride or Ride+Accompaniment. The Ride option allows from 1-4 people and the Ride+Accompaniment option only allows for 1. If the Ride+Accompaniment option is chosen, then a text box will pop up asking the number of hours they think they want the accompanier with them. Selecting these options will determine the total cost of the ride also the cost will be based on how far the current location is from the destination. The screen also shows the payment option. If a user wants to edit this information they can go click on the profile button in the upper right-hand corner. After they fill out all this information they can request the Hosper.



This screen will show the estimated time for the driver to arrive to the pickup location. Once the driver becomes within range, it will update to show a map from the pickup location to the destination map. The driver's name, phone number, license plate, car type, and picture will be shown to the user to make it easier.



Once the ride/accompaniment is completed, the driver will click a button in their application which will lead the user to a feedback screen to complete the process. The user can rate their ride and/or accompaniment, they can add them to their favorites, and add any additional comments if necessary. After hitting confirm they will be moved back to the location screen for their next ride or ride/accompaniment.



Given our classmates' evaluations, we decided to make changes to both the navigation and screens. They brought up security and liability issues but most of these are the same issues Uber has as well and can't be handled within the application itself. The responses to some of the responses we received are up above in the Process of Design Changes section of this write-up and below in the Revised Prototype section are the changes we made.

Revised Prototype-High Fidelity Prototype

These are the changes we made based on what our classmates said about our application. In addition, we made a few other changes on our own.

The changes we made are listed below:

- We added a logo to help with branding.
- As soon as a user finishes the signup process, in our previous design a user had to login. We changed it so as soon as a user finishes signing up they are moved to the Pickup/Dropoff location screen.
- We moved the enter payment information section to after the pickup/dropoff location so it is easier for a user to get into the application. The payment screen will only be there the first time they request a hosper. Otherwise the payment information can be edited in the profile.
- Added a schedule option so a user can schedule ahead of time if they need to. This is a drop down on the Pickup/Dropoff Location screen.
- Removed logout from Pickup/Dropoff Location screen and the Option Selection screen. The logout section is now under the profile screen only.
- We added the enlarged text option into the Profile screen so a user can turn it on or off if needed.
- We removed the enter in your birthday since that wouldn't be super useful.
- Added text "Profile" near the person icon so it is clear that it is the profile.

Video Demo

A video demo of our prototype is shown below to show the flow of the application in an easier to digest manner.

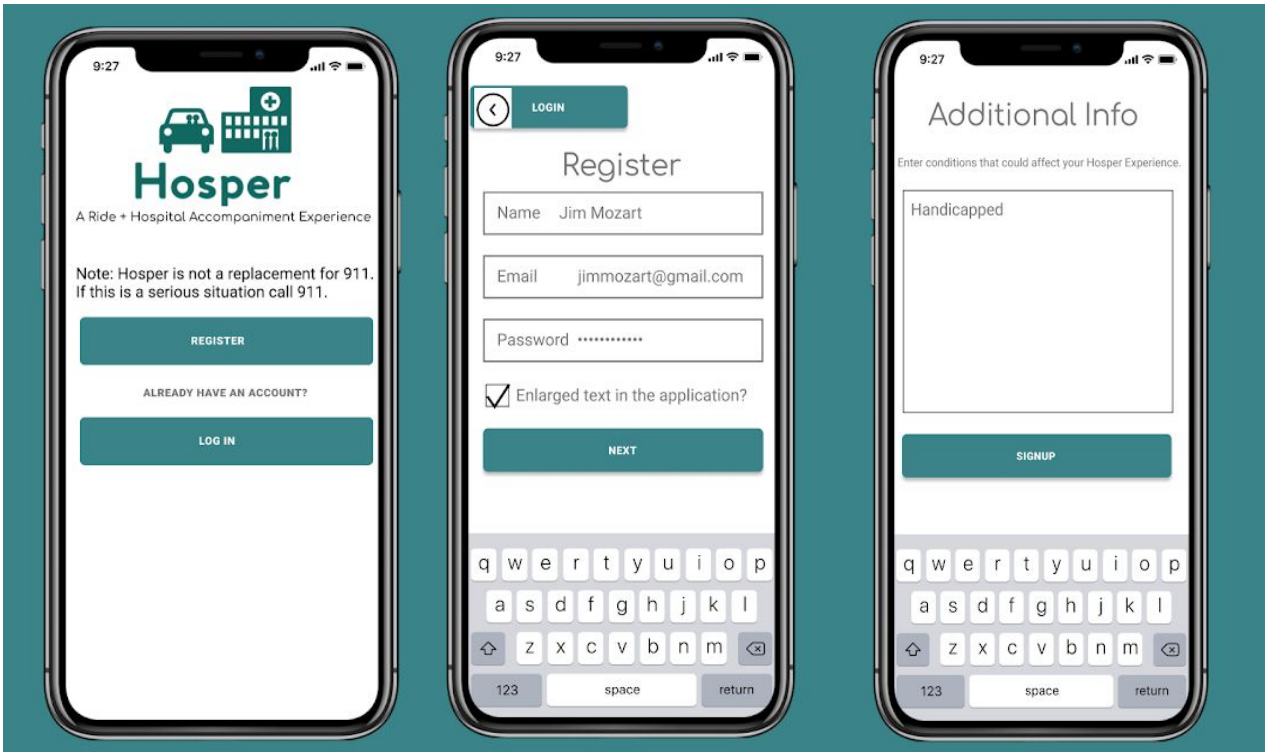
View the video here: https://youtu.be/OQbiK6lRMrw

Screenshots of the application are displayed below.

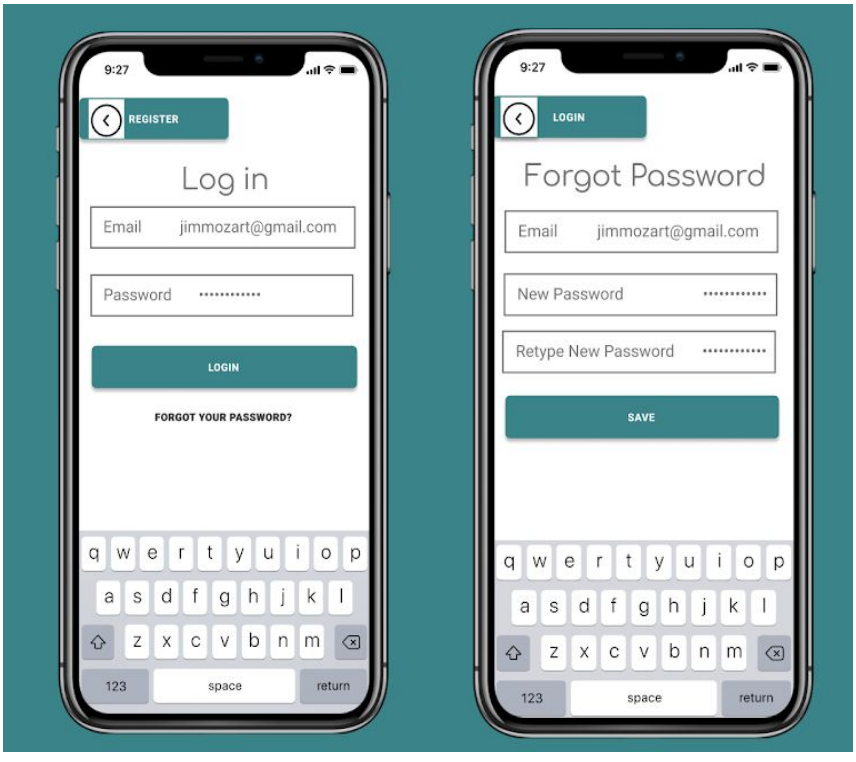
Screenshots

The user is first greeted with the first screen below when they enter the application after downloading it. A user can register after they click the register link or login if they already have an account. The first screen is the same as our Low Fidelity prototype except we added a logo. The logo shows two people inside a car and two people inside a hospital/doctor's office. This is to show the ride and ride+accompaniment option in an easy to understand logo. If a user clicks on register by accident they have the option to go back to login to an existing account. The registration process is two fold. First you enter in your name, email, password and select whether you would like enlarged text. On the next screen you enter any health conditions you may have. We got rid of the enter in your birthday box from the Low Fidelity prototype since it wasn't super useful. Then you are registered into the application. In our previous design, we also had a step that a user must enter their card information before entering the application. To make it easier for the user to get into the application, we moved this initial enter payment information screen to after you enter in your pickup and dropoff location the first time the user actually uses the features of the application. If a user has already entered this information in their profile they will not be prompted after they select their location. We also changed the design so once a user finishes the registration process, a user is immediately logged into the

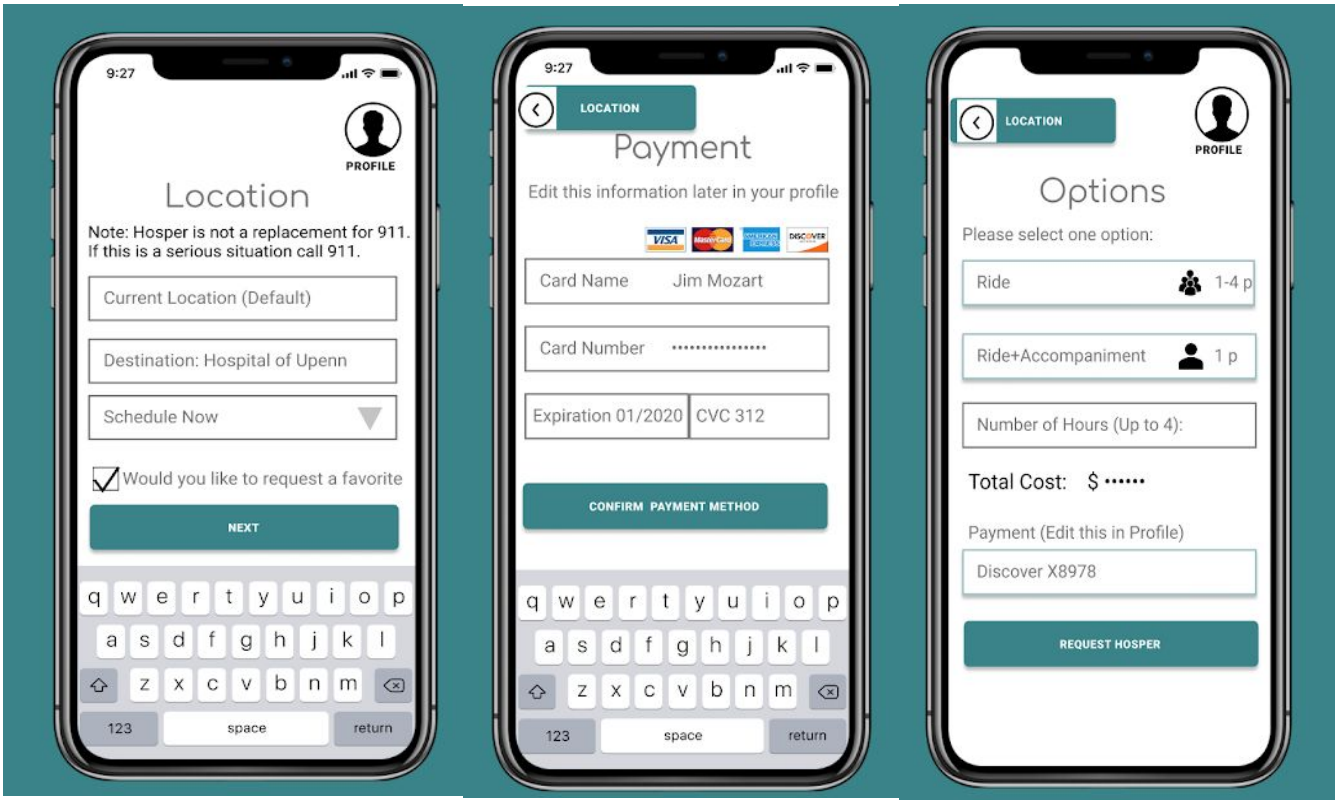
application and moved to the pickup/destination screen. Before they had to login after they completed the registration process.



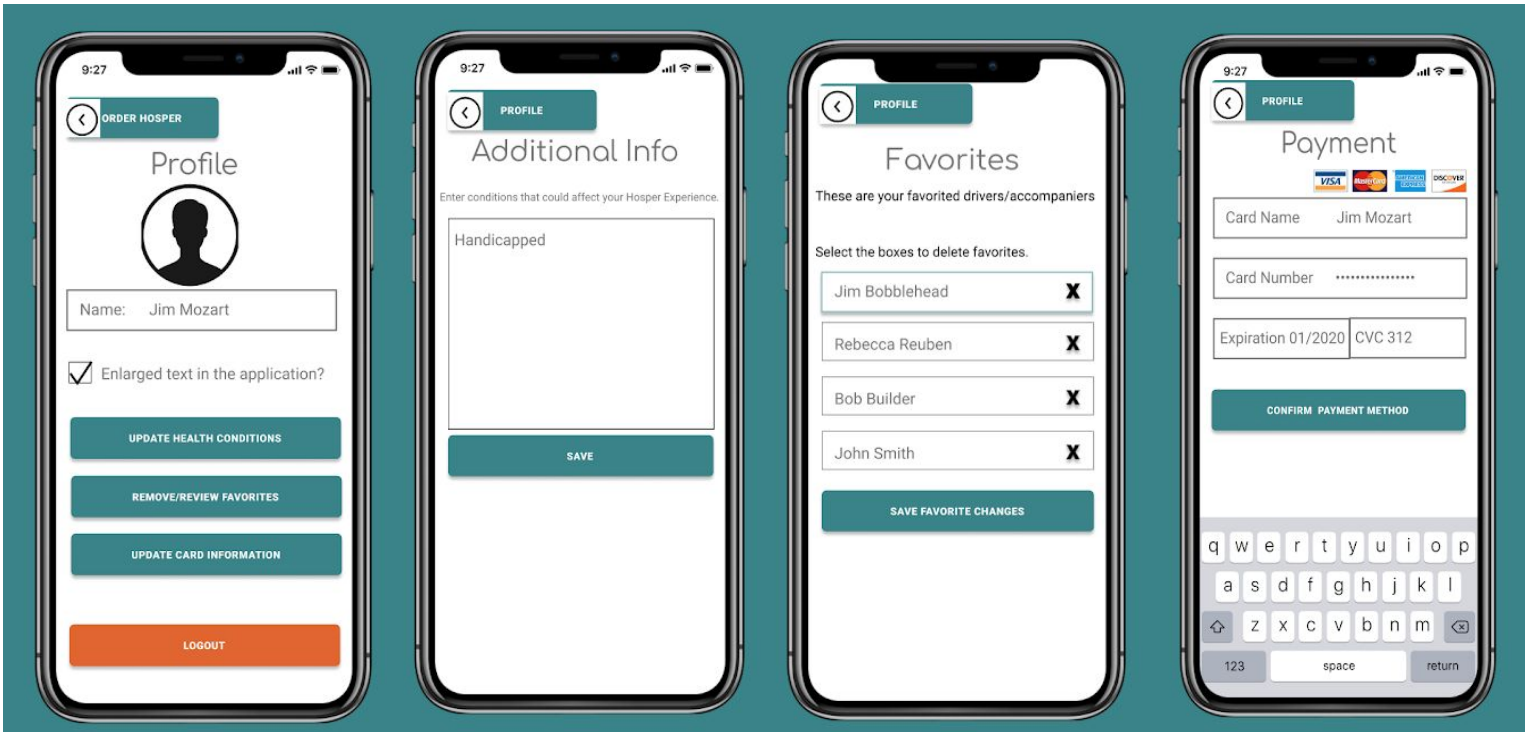
If a user forgot their password they can click the “Forgot Your Password” text. To reset their password they have to enter their email and a new password twice.



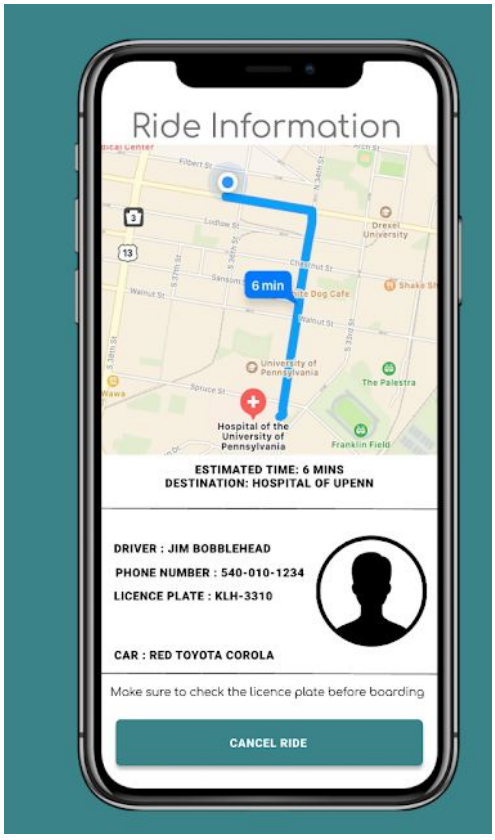
After the user is logged into the application, the user enters in their pickup/dropoff location. We added an option so a user can schedule their ride+accompaniment for an earlier date/time if needed. We also added a note to this screen as well since it is the main screen that Hosper is not a replacement for 911. Originally we had a logout button on the first and third screens but we realized from our evaluations that the logout button was too prominent so we changed it so the logout button is only in the profile. The payment screen will only show up if they haven't been through the ordering of a ride/ride+accompaniment before. Otherwise they can edit this payment information in your profile as it clearly states in the second screen. After they complete those steps they are moved to the option screen where they select whether they want just a ride or a ride and an accompaniment. If they select the ride+accompaniment option, they have to enter in an estimate on how long the doctor's appointment/hospital visit would be (only up to four hours). It will show the total cost which would be based on the selection option chosen and the estimate entered. It will show the payment method entered which the user can edit in the profile as it states in the third screenshot below.



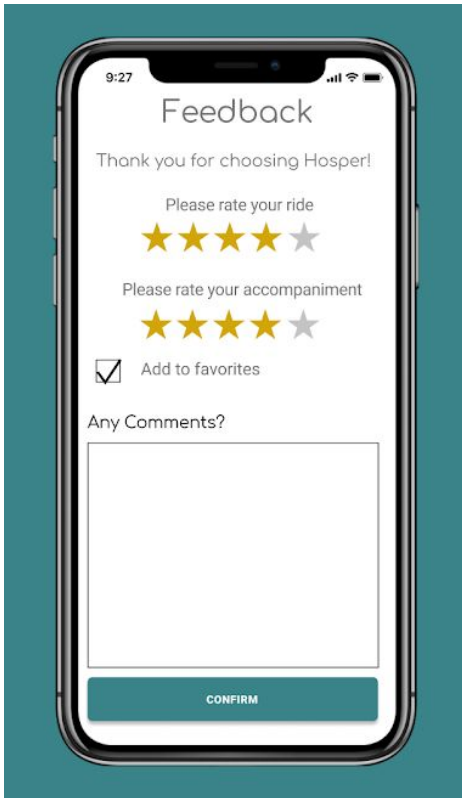
The screenshots below show the screens for the profile. The first screen shows the profile screen and the other three is when you click the respective buttons. On the profile screen we added an option for a user to turn off/turn on enlarged text so if they decide they need the text to be bigger or smaller when using the app they have that option. We got rid of the enter in your birthday here is as well. When they click the back button on the profile screen they will be moved back to the pickup/dropoff location screen. Logging out will move you back to the login screen as expected. When a user edits any of this information a dialog will pop-up asking if they are sure they want to update the information prior to saving.



After a user enters in their pickup/dropoff location, fills out the payment screen if this is the first time they have been through the process, selected what option they want and confirming a ride they will be shown the screen below. The screen below will first show the map for a driver getting to your location. Once you're in the ride, the map will change to show from your current location to the hospital/doctor's office destination. Once at the location of the hospital if the accompaniment option was chosen the screen will become static. On the accompanier's/driver's side, they will click a button that the service is completed.

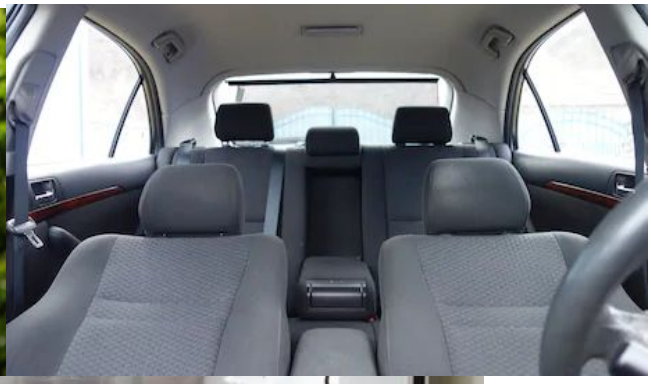


A user rates their driver/accompanier. If a user only selected a ride they won't be shown the rating for the accompaniment. They can state any comments they have and add their driver/accompanier to their favorites. If a driver doesn't like them and rates the clients badly they won't be added to the favorites list. When the user clicks confirm they will be directed to the pickup/dropoff location screen. They can edit favorites later in their profile.



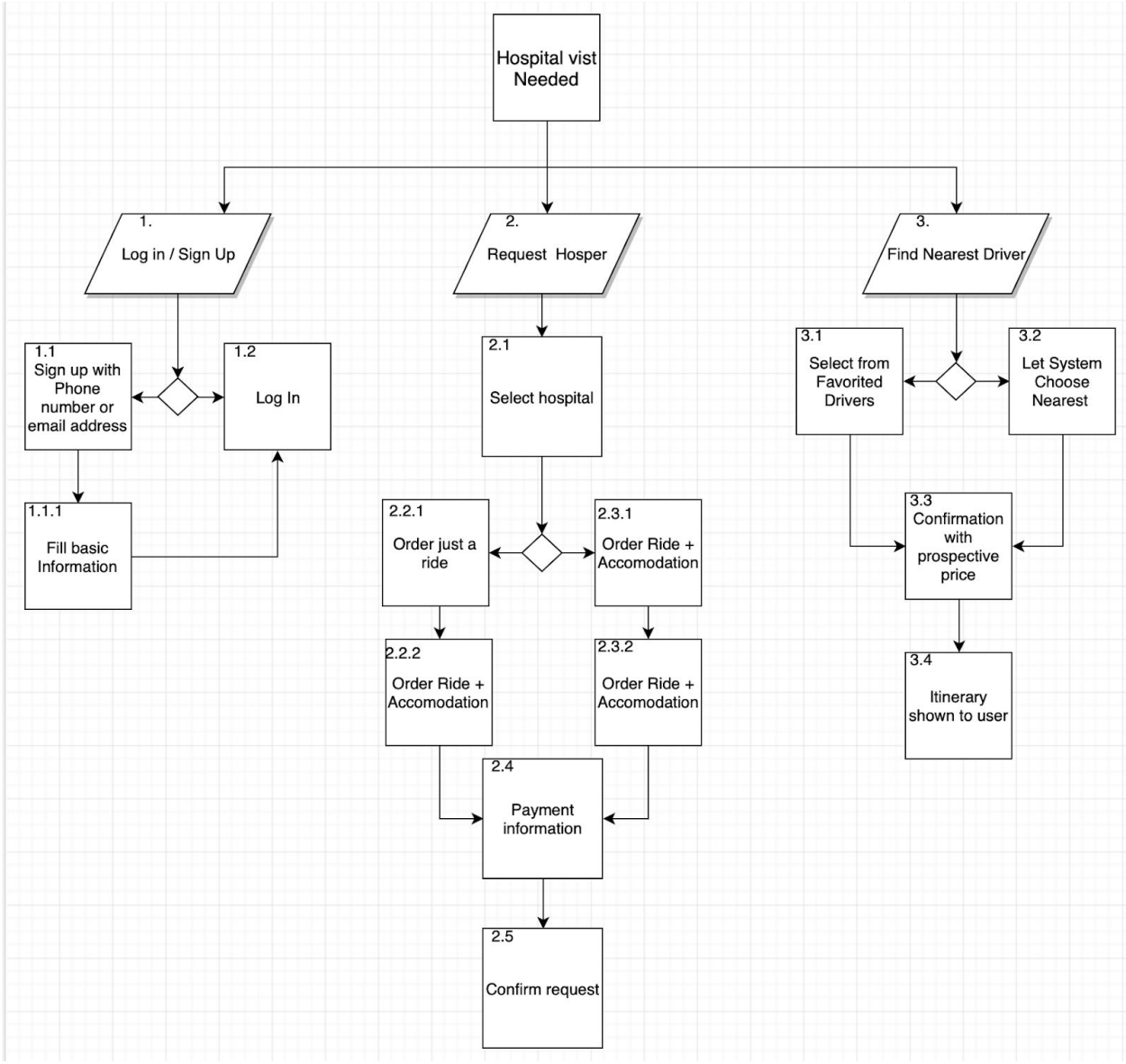
Hosper Environment/Hardware

- Phones
- Cars
- Pickup Locations which could be anywhere including homes, offices, doctor's offices/hospitals, shopping plaza, etc.
- Hospitals/Doctors Offices

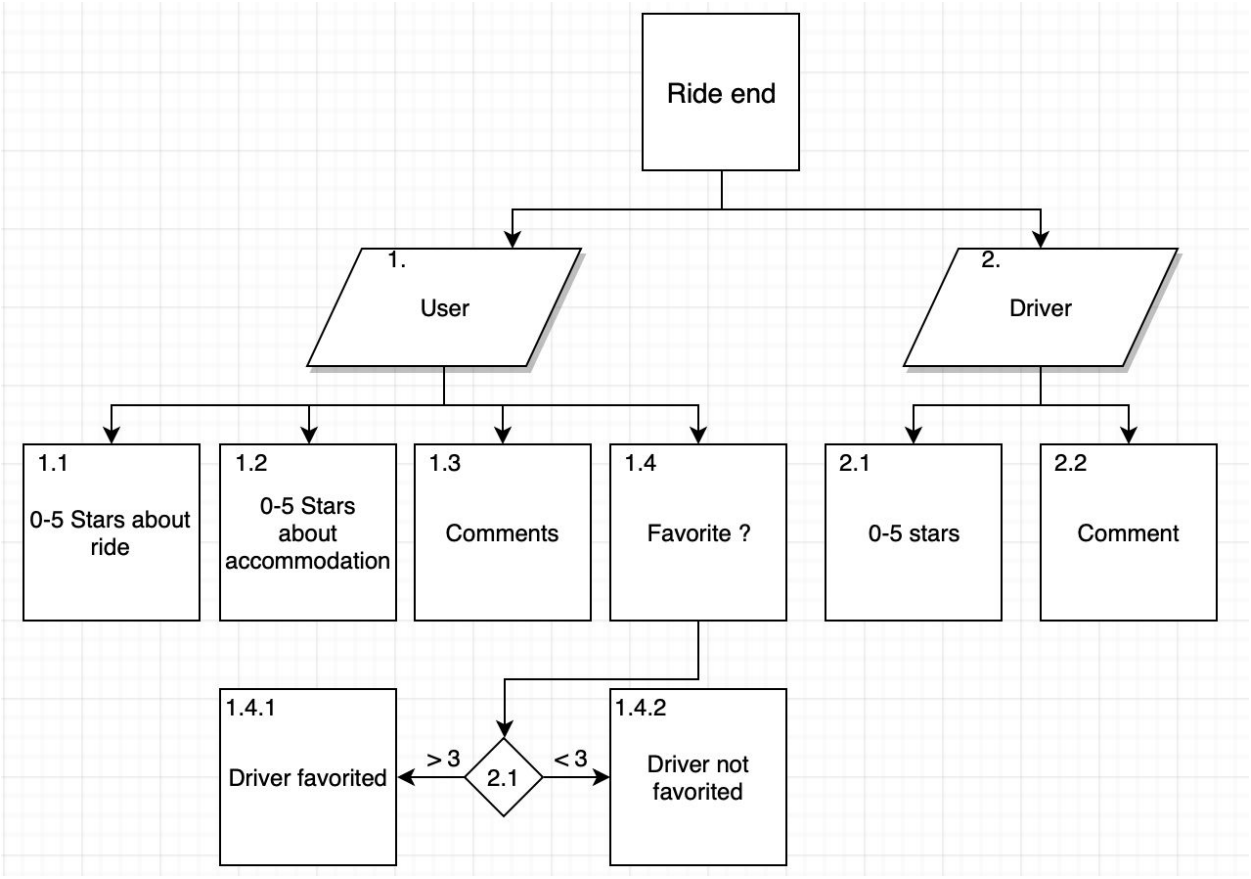


Task List

Hierarchical Task Analysis for Requesting a Hosper



Hierarchical Task Analysis for Requesting a Hosper



Individual Contributions

Sita

- Hosper Environment/Hardware (100%)
- Prototype Version 1 Writeup-Rough Prototype (50%)
- Prototype Version 2 Writeup-Low Fidelity Prototype (100%)
- Revised Prototype-High Fidelity Prototype (100%)

Rob

- Early Prototype Mockup(50%)
- Conclusion (100%)
- General Cleanup

Alpha

- Task List (100%)

Conclusion

We feel like we did a really good job on your assignment and that our project ended up really well. Everything was done in a relatively timely matter during our term which really helped to set us up for success with all of the deadlines. Reflecting back, we might have preferred if the presentations were a bit sooner that way we could properly take a look at the feedback but we still took the majority of the feedback and made appropriate changes. Some of the feedback was useful but we felt that some of it was a little out of scope for the purposes of the presentation. These suggestions often mentioned adding entire features which while a good idea, would take too long for such a short prototype. Overall we are happy with the way our project turned out and we appreciate all the help you gave us throughout the term. Have a good break!