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## MindMend Phase 2

### **Part 1:**

Idea 1: A web-based resource locator, with an interactive map for locating mental health services based on needs and situations.

Idea 2: An application allowing users to easily connect with professional therapists, offering both immediate and scheduled support.

Idea 3: A unified platform integrating therapy sessions, professional consultations, and resource location, combining all aspects into a easy to use all-in-one support application.

### **Part 2:**

The primary users that are targeted for this are individuals experiencing mental health issues, especially those without health insurance or with low incomes. Secondary stakeholders include mental health professionals, community mental health organizations, government funding bodies, and healthcare policymakers, each of whom plays a role in resource allocation and provision.

Contextual inquiry is used for design research. Participants will be observed performing tasks like searching online for therapists within their budget and location, attempting to locate medication by comparing the prices and availability, and identifying options for crisis support. Observations are focused on the participant's behaviors and interactions, particularly their journey through navigating these sources, and at which specific points they encounter difficulties and confusion. Identifying these common sources of issues will reveal the most troubling points in overall finding mental therapy assistance, which will be addressed in the application to better the experience.

### **Part 3:**

#### **Key Findings:**

1. Users find existing mental health platforms confusing and challenging to navigate, citing poor layout designs in current platforms.
2. Users value transparency in the services, with common criticisms aimed towards unclear insurance coverage and hidden costs.
3. Users frequently require immediate access to support but find existing platforms inadequately responsive, like crisis hotline wait times.
4. Successful platforms are praised for offering a variety of therapeutic approaches and flexible methods.
5. Privacy concerns significantly impact user willingness to engage deeply with mental health services.
6. Financial barriers, as some platforms have a high cost of entry right off the bat without any preview of what's to come.

1. Who is going to use the design?

Primary users include individuals facing mental health challenges such as anxiety and depression, those with limited or no insurance coverage, and individuals with lower incomes who struggle to afford standard mental health services.

2. What tasks do they now perform?

Users manually search online or through phone calls for affordable mental health services, medication pricing, therapy availability, or support groups.

3. What tasks are desired?

Easily finding affordable therapy or medication, quickly comparing treatment options.

4. Where are the tasks performed?

On the user's computer, on the site page.

5. What is the relationship between the person and data?

Users provide personal information such as medical needs, location, insurance status, and financial situation. The site securely processes this data to generate personalized and relevant results.

6. How do users communicate with each other in your app/system/solution?

Users communicate through direct messaging systems designed to foster community support, and user reviews of the services displayed on the site.

7. How often are the tasks performed?

Tasks like immediate support may occur frequently, or rarely, depending on the user's needs. Routine tasks like finding available therapy and getting medication are performed periodically.

8. What are the time constraints on the tasks?

Tasks involving immediate crisis support have tight time constraints, requiring almost instant response. Tasks like finding medication and available therapy are not as time constrained but should still be efficient.

9. What happens when things go wrong?

If the site fails to provide accurate or timely data, users might become frustrated, worsening mental conditions. Clear error reporting and customer support must be ready to handle the issues.

#### **Part 4:**

##### **Task 1: Finding available providers and booking an appointment**

Many users currently experience difficulties locating affordable mental health service providers due to hard to navigate information and confusing navigation systems. This task addresses the barrier of finding accessible care by providing a map-based interface, allowing users to visualize their options clearly. Users can apply filters based on price, insurance compatibility, type of care, and others, ensuring personalized results. The platform also provides detailed information on each provider, including contact details, areas of specialization, and user reviews. Users can then directly book appointments with providers through the application.

##### **Task 2: Finding immediate help and connecting to a professional**

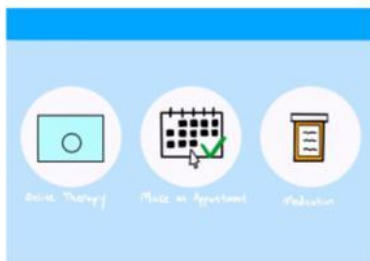
Immediate access to mental health support is crucial, particularly during crisis moments when waiting for a scheduled appointment is not possible. Users can opt for either live chat or direct phone call support, accommodating their immediate comfort and privacy needs. The application employs an automated feature that briefly assesses the user's immediate situation, ensuring they are swiftly connected with the appropriate help. After the immediate session, users can conveniently schedule follow-up sessions or access additional resources directly through the platform.

##### **Task 3: Finding available sources of medication**

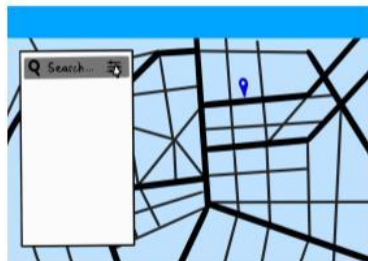
Consistent access to affordable medication is critical for ongoing mental health management. The application can clearly identify affordable medication options within their local area, drawing from the user's own prescriptions they have uploaded it to the site.

It then provides comprehensive pharmacy listings, clearly presenting availability, and detailed pricing (accounting for insurance coverage).

## Part 5:



1. User chooses to make an appointment from home page



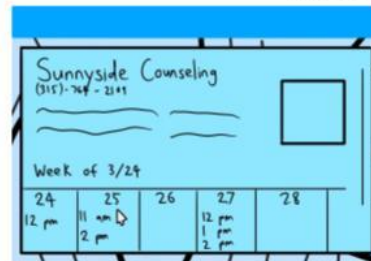
2. User selects drop down filter menu from search bar



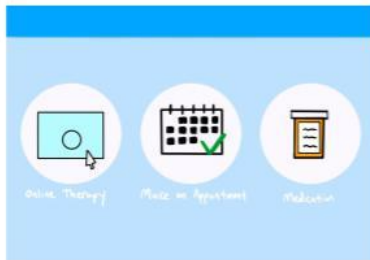
3. User adjusts filter to their own parameters



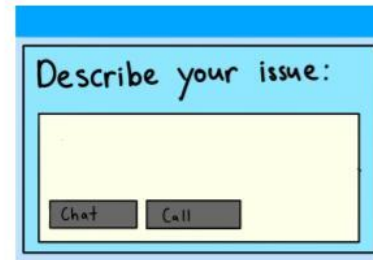
4. User sees available options on map and selects desired option



5. User sees details and successfully makes appointment



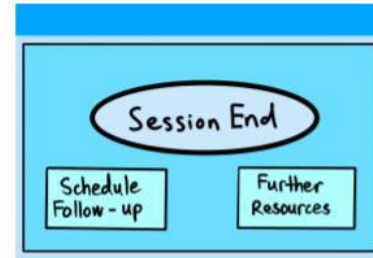
1. User selects online therapy from home page



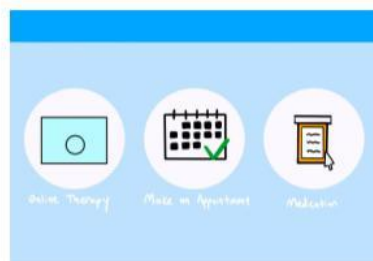
2. User briefly describes their issue, and has the option of a chat or a call



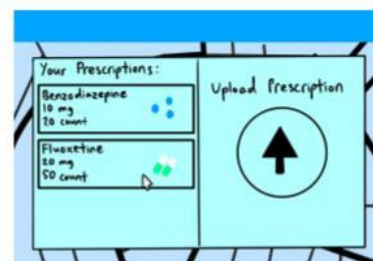
3. The site matches the user to a provider and is connected



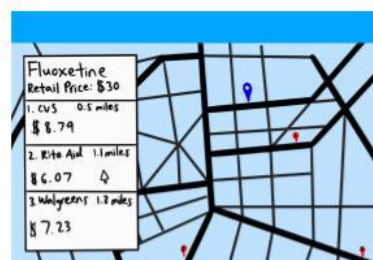
4. User is prompted to schedule follow up online sessions or further resources



1. User chooses medication from the home page



2. User selects from saved prescription data or uploads new prescription



3. User sees locations with availability and pricing options



4. User schedules medication pickup