Prototyping Blueprint

Feedback Options in the Patient Portal

Investigate if patient portal software can have feedback option.

······ Yes ····

Cost

How much would this cost?

Logistics

Could feedback remain anonymous?

Ideate-Prototype-Feedback

What type of options should be available?

What feedback question prompts should we use?

······ No ····

Re-evaluate

We need to re-evaluate this idea.

Reflection and Feedback Lounge

Is this still exciting when asking a more diverse user base?

······ Yes ····

Ideate-Prototype-Feedback

What type of things would people enjoy in this space?

What is the flow from appointment to lounge?

Ideate-Prototype-Feedback

Set-up a mock / pop-up space and role play an appointment and feedback lounge invitation with users.

······ No ····

Re-evaluate

We need to re-evaluate this idea.

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	Feedback Options in the Patient Portal	**Reflection and Feedback Lounge**

Desirability

Consider what else you need to know about your user and their needs.

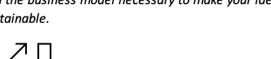| **Feedback Options in the Patient Portal**	**Reflection and Feedback Lounge**
• In the prototype feedback session people were excited by this idea. **Would people really submit better and more feedback if integrated into the patient portal?**	**(2)** In the prototype feedback session people were excited by the idea and liked many aspects of the prototype. However, they were not sure if they would visit it. Then they saw the free coffee and donuts and thought that would lure them in. **Would people actually use the feedback lounge and be excited to share feedback on their experiences?**
• **What features and options would users like out of this?** In the prototype feedback session people had questions about feedback anonymity and specifics of talking to a care specialist.	**(1) What other types of rewards or experiences would draw and keep patients using the feedback lounge?**

Feasibility

Consider the realities and mechanics of how your solution will actually work.

Feedback Options in the Patient Portal	**Reflection and Feedback Lounge**
(1) Patient portals are usually software that hospitals and doctors offices pay for. **Are there feedback modules that can be created or activated in these softwares? Would the feedback be able to be submitted anonymously if delivered through the portal?**	• **Is there enough space to create one of these lounges with all of the desired features?** Can it scale up or down?
(2) Often healthcare organizations use external companies to solicit anonymous feedback. **Do hospitals need to use these external companies for their rankings or any other reasons?**	• **What is the best location in the building(s) to locate a feedback lounge?**

Viability

Consider how your solution fits into existing systems, and the business model necessary to make your idea sustainable.

Feedback Options in the Patient Portal	**Reflection and Feedback Lounge**
• I do not see this solution available in healthcare settings currently, so believe it is innovative. **Will it provide valuable insights for the healthcare organization that justify the cost?**	• I do not see this solution available in healthcare settings currently, so believe it is innovative. **Will it provide valuable insights for the healthcare organization that justify the cost?**
• **How much would it cost to build and sustain this?**	• **How much would it cost to build and sustain this?**

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