Designing Embodied Technologies for a Digital Health Application: Medical Concierge Assistant

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Introduction

The gig-based economy has taken the world by storm and has introduced fluidity and efficiency to last-mile services that have plagued archaic retail and logistics companies for decades. Food delivery apps such as Uber Eat and DoorDash represent the draw of convenience and the seamless movement of goods from source to destination. Along with the increasingly fast-paced lifestyle of working professionals, these types of concierge-type apps from food delivery, cosmetics, and laundering services show a glimpse of the future of both work in the gig-economy to the demands that drive it. There is a clear and understandable lack of emergency healthcare services within this concierge based gig economy. This includes both inconvenience of medication procurement to serious medical emergencies. The American regulatory environment is a byzantine ecosystem to navigate and has represented high barriers to entry for these types of concierge services. However, there is a clear place for digital health applications that encompass these services--specifically drug delivery. As seen from the meteoric rise of Indonesia's Unicorn company, Go-Jek, and its subsequent acquisition and consolidation of Halodoc and Go-Med drug delivery concierge services fill a clear need within this ecosystem. With this, we have a drug delivery mobile app where users can monitor their health conditions, check symptoms, and talk with online doctors via the app finalizing in drug delivery when needed. Most importantly, the user experience and design of the app, since dealing with life-impacting health data, personal health information, and insurance coverage, should be carefully considered and developed.

Main Functions

Health Monitoring

Users can input their health conditions into the app or potentially update and import data from other smart devices.

Health Data Input and Integration

Integration with existing insurance providers and payment processors

Telemedicine Services

Video chat with on-call doctor or physician assistant services

Pharmaceutical Delivery

Get pharmaceutical or over-the-counter drug delivery from the app

UI Design

Shown in Appendix

Goals

We will develop a collaborative Google Assistant health concierge application that showcases a health monitor, pharmaceutical drug delivery, symptom checking, and telemedicine functions controlled by voice and text.

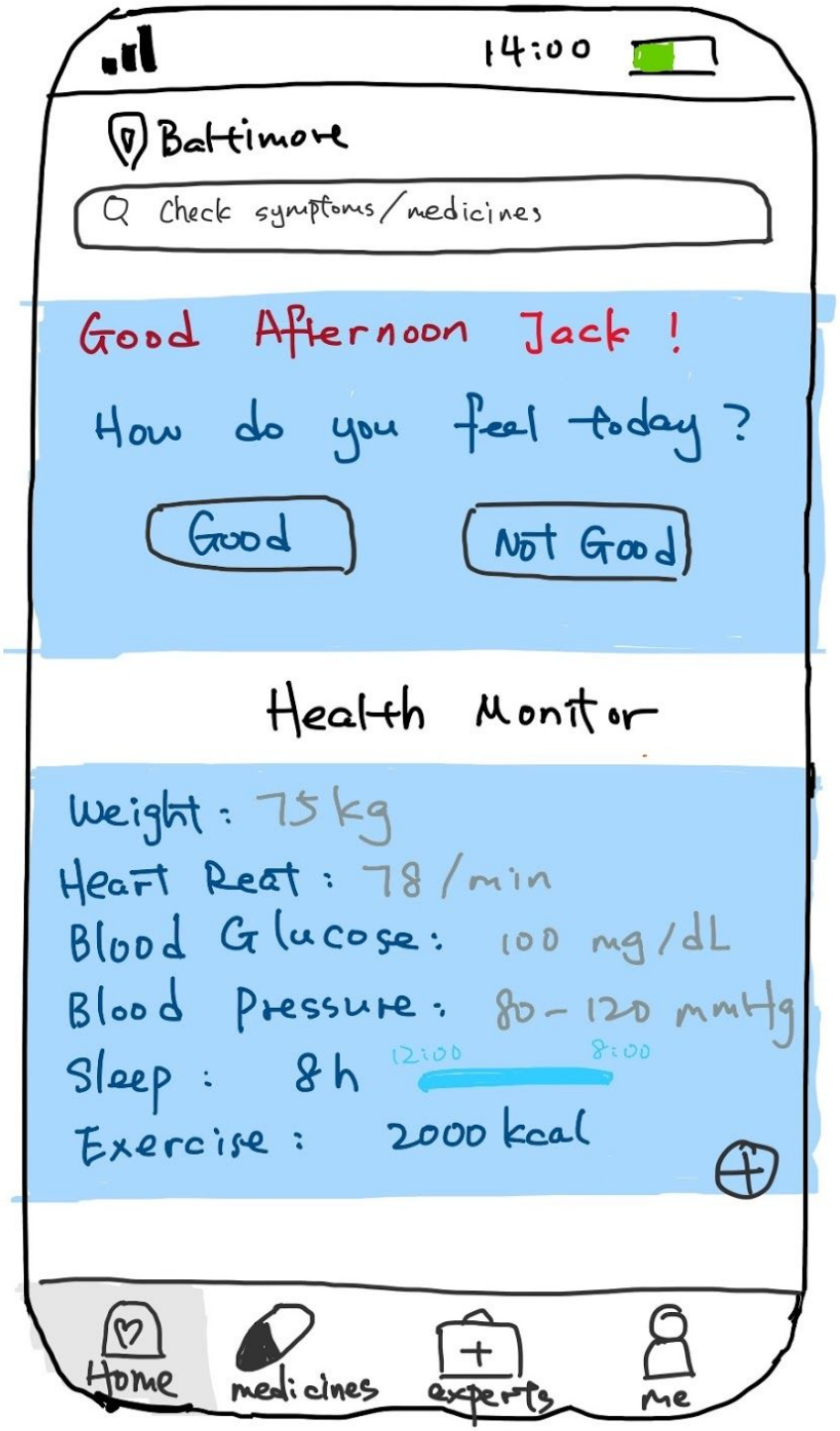
Timeline

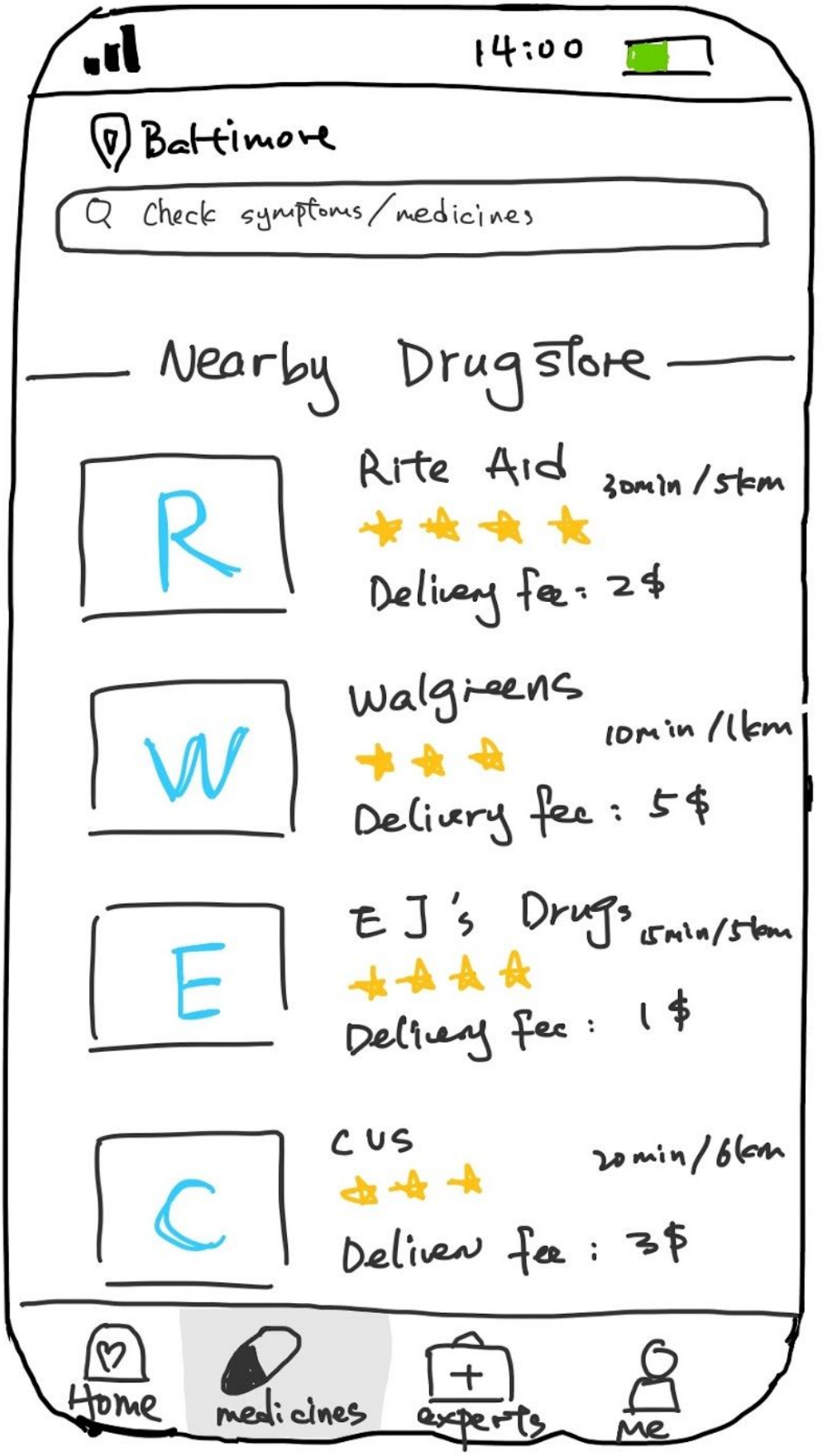
- September 19, 2019: Project proposal
- October 17, 2019: Working skeletal code for your application
- November 14, 2019: Key functionality implemented
- December 2, 2019: Project due

Tech Stack

- Google polymer instant app // Google Play Instant

Appendix


14:00
Baltimore
Check symptoms / medicines
Good Afternoon Jack !
How do you feel today ?
Good
Not Good
Health Monitor
Weight : 75 kg
Heart Reat : 78 / min
Blood Glucose : 100 mg/dL
Blood Pressure : 80 - 120 mmHg
Sleep : 8h
12:00
8:00
Exercise : 2000 kcal
Home
medicines
experts
me


14:00
Baltimore
Check symptoms/medicines
Nearby Drugstore
R
Rite Aid
30min/5km
Delivery fee: 2$
W
Walgreens
10min/1km
Delivery fee: 5$
E
EJ's Drugs
15min/5km
Delivery fee: 1$
C
CVS
20min/6km
Deliver fee: 3$
Home
medicines
experts
me

14:00

For medical emergency - call 911

Symptom Checker

Not feeling well? Enter your symptoms to see what they could mean?

Check Symptoms

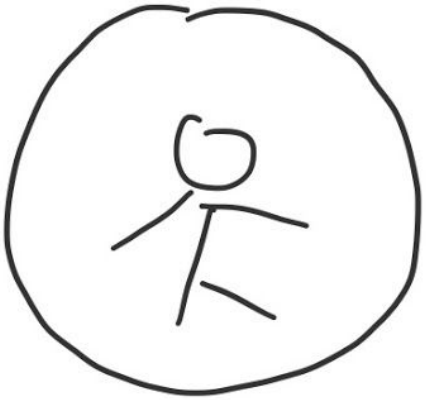
Visit Online Doctors

Video visits with board-certified doctors. Available over your phone. 24/7

Get Started

Home | medicines | experts | me

14:00



Jack >

Delivery Address Management →

Payment Method Management →

Feedback →

Questions →

Service line →

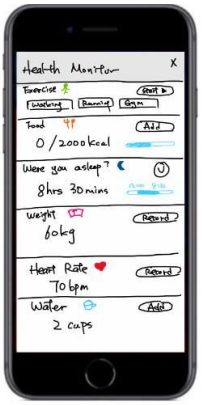
Home

medicines

experts

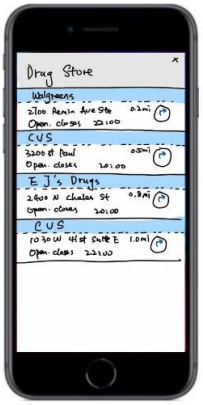
me

① ok Google. Open my Health Monitor

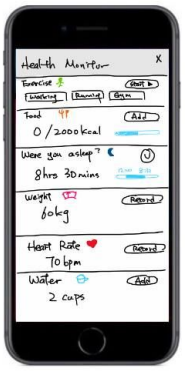


② Ok Google. Call my Doctor

③ Ok Google, Nearest drugstore.



① ok Google. Open my Health Monitor



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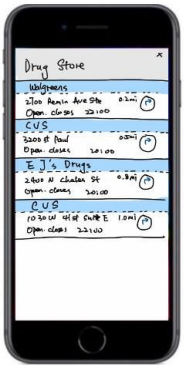

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