KP Mobile App - Nov 2017

E-visits 1.0

Design & Content resources live on Box here:

Designs: https://kp.box.com/s/w7h7ms0cm5okdq9l1z1r0dk9uxblpu7x

Assets: N/A

Editorial: https://kp.app.box.com/folder/6617311981

Change log:

- 8/11: Document Creation
- 8/14: Addition of Schedule Appointments vs E-visits comparison model + notes
- 8/21: Addition of Find Care comps w/ E-visit update
- 9/1: Updated Webview native frame [close] buttons per new pattern
- 9/11: Addition of Proxy Selection screens, flow diagram, and interactions based on new Proxy requirements
- 9/13: Updated Proxy Selection flow & annotations based on recent Product/Technical discussions
- 9/13: Kill switch and Entitlement/Access revoke flow diagrams and annotations added to doc.
- 9/19: Updated flow diagram details based w/ Risk Mitigation & limited deep-linking capabilities
- 9/22: Added typography & specs for E-visit popover menus
- 10/6: Updated Kill Switch & Entitlement diagrams based on technical discussion

E-visits 1.0

Project Background

The MyChart E-visits capability enables a member to receive care via an asynchronous email communications with a health professional by responding to a questionnaire online regarding their symptoms or other criteria whereby the health professional can triage and provide guidance.
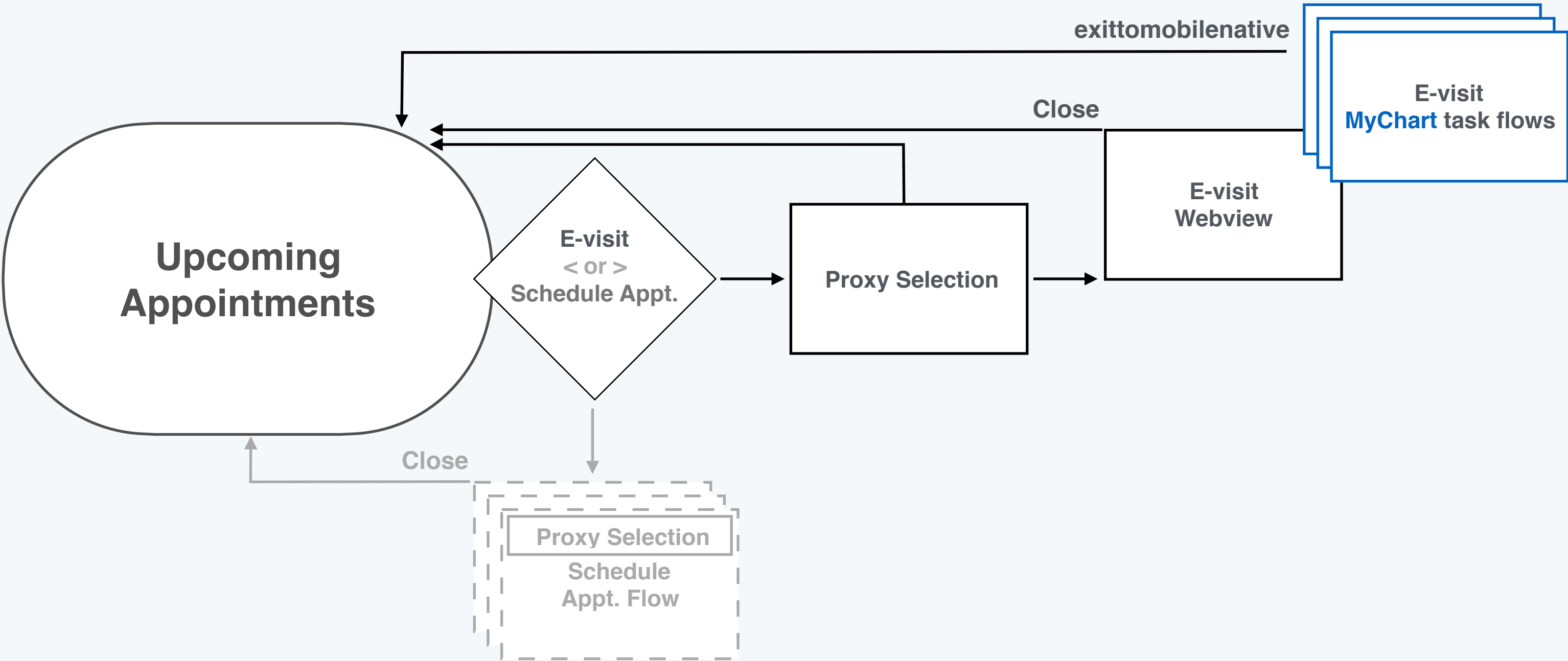
Project Goals

To allow members to triage an array of symptoms through our digital channels

- E-visits capability is a low-cost and convenient option for members to receive care for a set of common illnesses.
- Reduce unnecessary doctor messages, especially with conditions that can first be triaged prior to message or completely.
- Reduce unnecessary appointments and potentially provide care sooner to the patient instead of having to wait until an appointment was available.

Native App Design Comps

E-visits 1.0 (iOS & Android) - User Flow from Appointment Center

exittomobilenative

E-visit
MyChart task flows

Close

E-visit
Webview

Upcoming
Appointments

E-visit
< or >
Schedule Appt.

Proxy Selection

Close

Proxy Selection

Schedule
Appt. Flow

E-visits 1.0 (iOS) - launch from Appointment Center

A. Tapping [Menu] button will open App Menu.

B. Tapping [New Appointment] button will open popover menu as seen on "Appointment type selection" screen.

C. Tapping [Close] button will dismiss the menu.

D. Tapping [Schedule Appointment] will open the respective "Schedule Appointment" flow.

E. Tapping [E-visits] will open "Proxy Selection" screen.

F. Tapping [Close button will return user to "Upcoming Appointments" screen.

G. Tapping [Risk Mitigation PRE-TEXT cell] will open "Risk Mitigation" screen.

H. Primary user is selected by default.

I. Tapping [Next] button will open "E-visits webview" screen modally.

Upcoming Appointments

Appointment type selection

Proxy Selection

E-visits webview

A. Tapping [Close] will dismiss "E-visits" webview screen and return user to "Upcoming Appointments". *This interaction persists throughout the entire web flow.*

A

●●●●● Sketch 📶   10:10 AM   100% 🔋

Close   **E-visits**

Webview
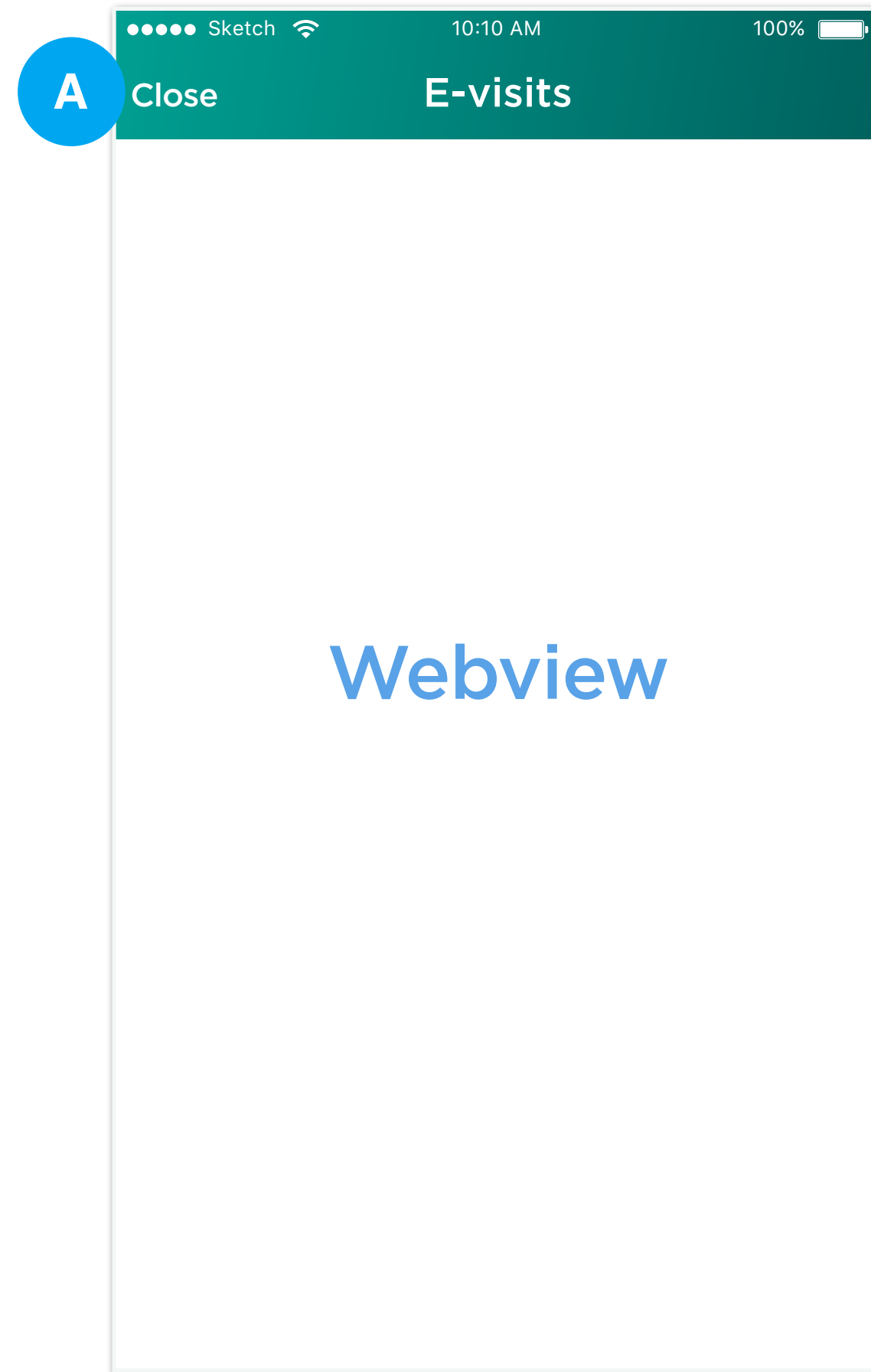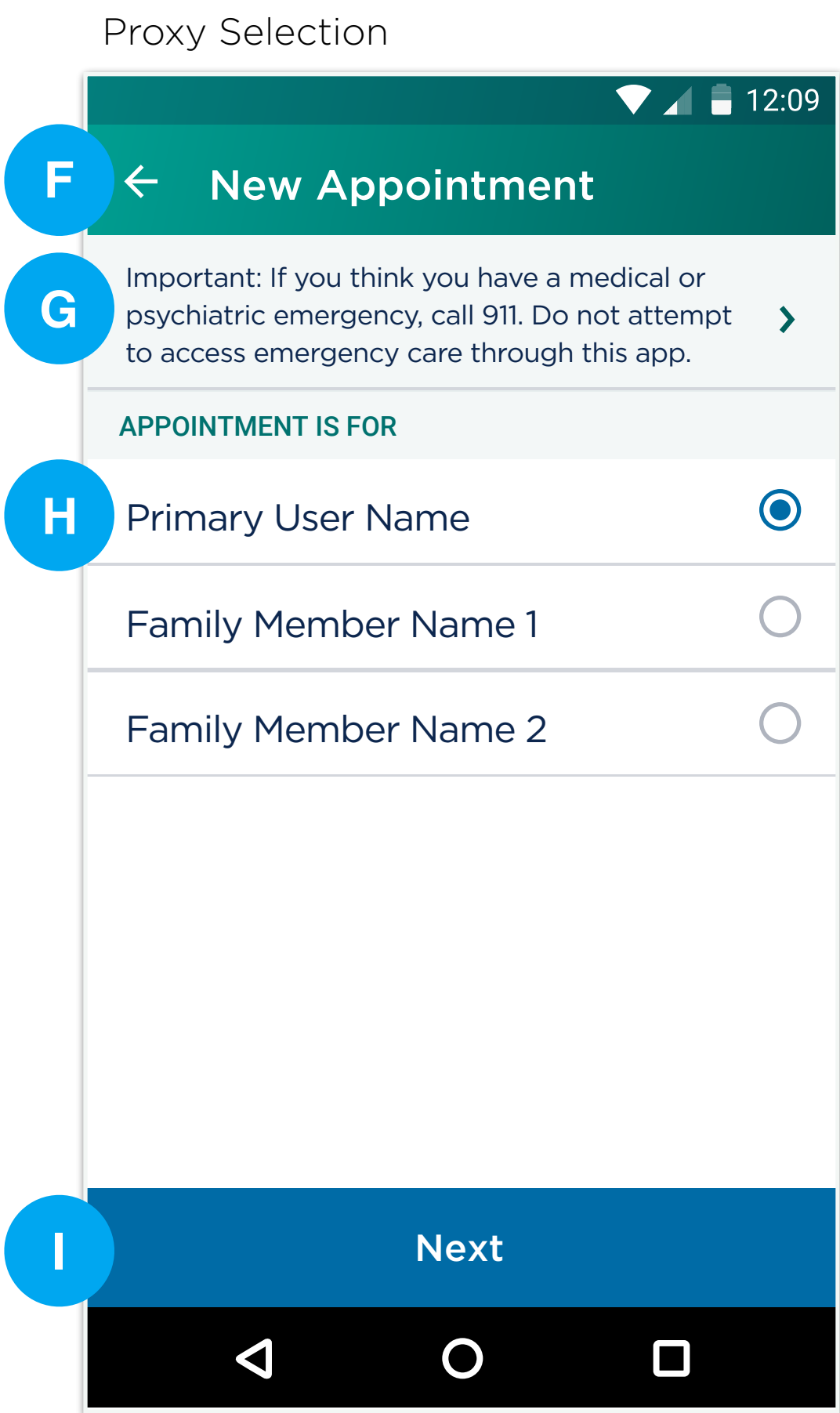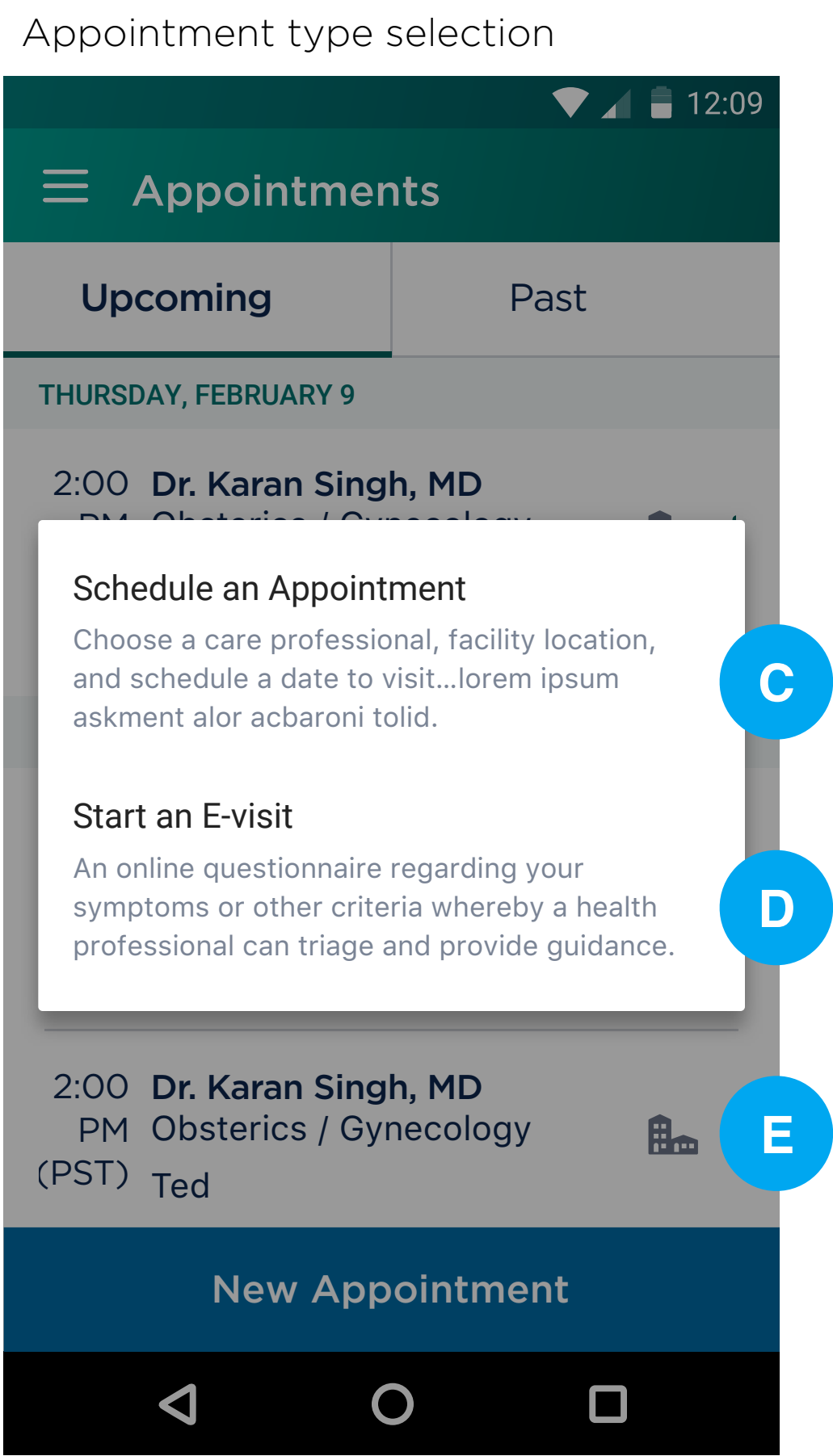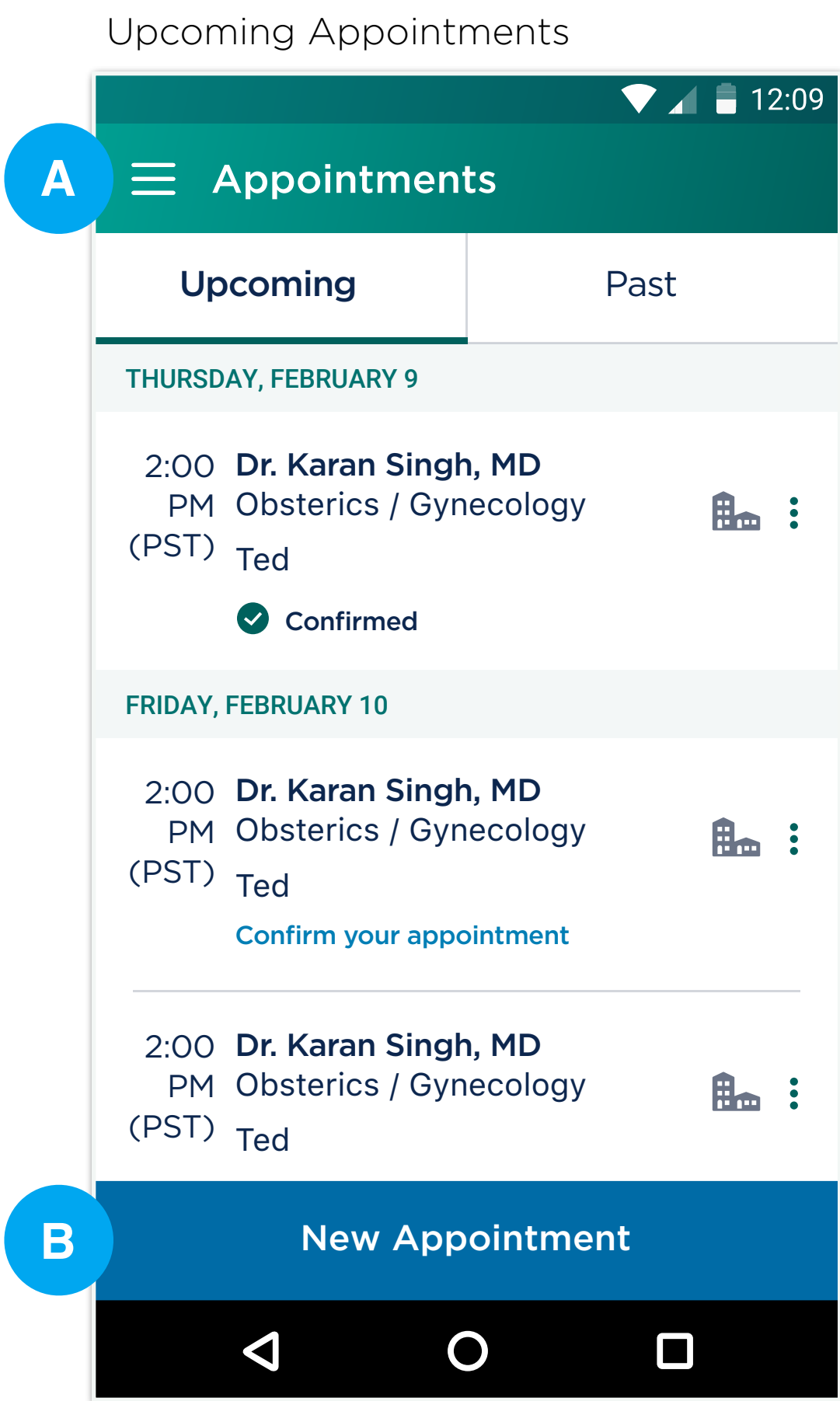
E-visits 1.0 (Android) - launch from Appointment Center

A. Tapping [Menu] button will open App Menu.

B. Tapping [New Appointment] button will open simple Dialog as seen on "Appointment type selection" screen.

C. Tapping [Schedule Appointment] will open the respective "Schedule Appointment" flow.

D. Tapping [E-visits] will open "Proxy Selection".

E. User can tap outside the dialog to dismiss dialog with no change made.

F. Tapping [<-] UP button will return user to "Upcoming Appointments" screen.

G. Tapping [Risk Mitigation PRE-TEXT cell] will open "Risk Mitigation" screen.

H. Primary user is selected by default.

I. Tapping [Next] button open "E-visits webview" screen modally.

Upcoming Appointments

Appointment type selection

Schedule an Appointment

Choose a care professional, facility location, and schedule a date to visit…lorem ipsum askment alor acbaroni tolid.

Start an E-visit

An online questionnaire regarding your symptoms or other criteria whereby a health professional can triage and provide guidance.

Proxy Selection

Important: If you think you have a medical or psychiatric emergency, call 911. Do not attempt to access emergency care through this app.

APPOINTMENT IS FOR

Primary User Name

Family Member Name 1

Family Member Name 2

Next

E-visits 1.0 (Android) - launch from Appointment Center (cont.)

A. Tapping [X] button will dismiss "E-visits" webview screen and return user to "Upcoming Appointments". *This interaction persists throughout the entire web flow.*

B. **Android's hardware/softkey [BACK] button TBD. Pending requirement gathering about E-vist My Chart.**

E-visits webview

Find Care
E-visits

⟷ Proxy Selection

→ **E-visit**
Webview

E-visit
MyChart task flows

Close

exittomobilenative

Upcoming
Appointments

Close

Find Care
Schedule
Appointment

→ Proxy Selection
Schedule
Appt. Flow

E-visits 1.0 (iOS) - launch from Find Care

A. Tapping [Menu] button will open App Menu.

B. Tapping [E-visits] entire cell will will open "Proxy Selection" screen.

C. Tapping [Close] button will return user to "Find Care" screen.

D. Tapping [Risk Mitigation PRE-TEXT cell] will open "Risk Mitigation" screen.

E. Primary user is selected by default.

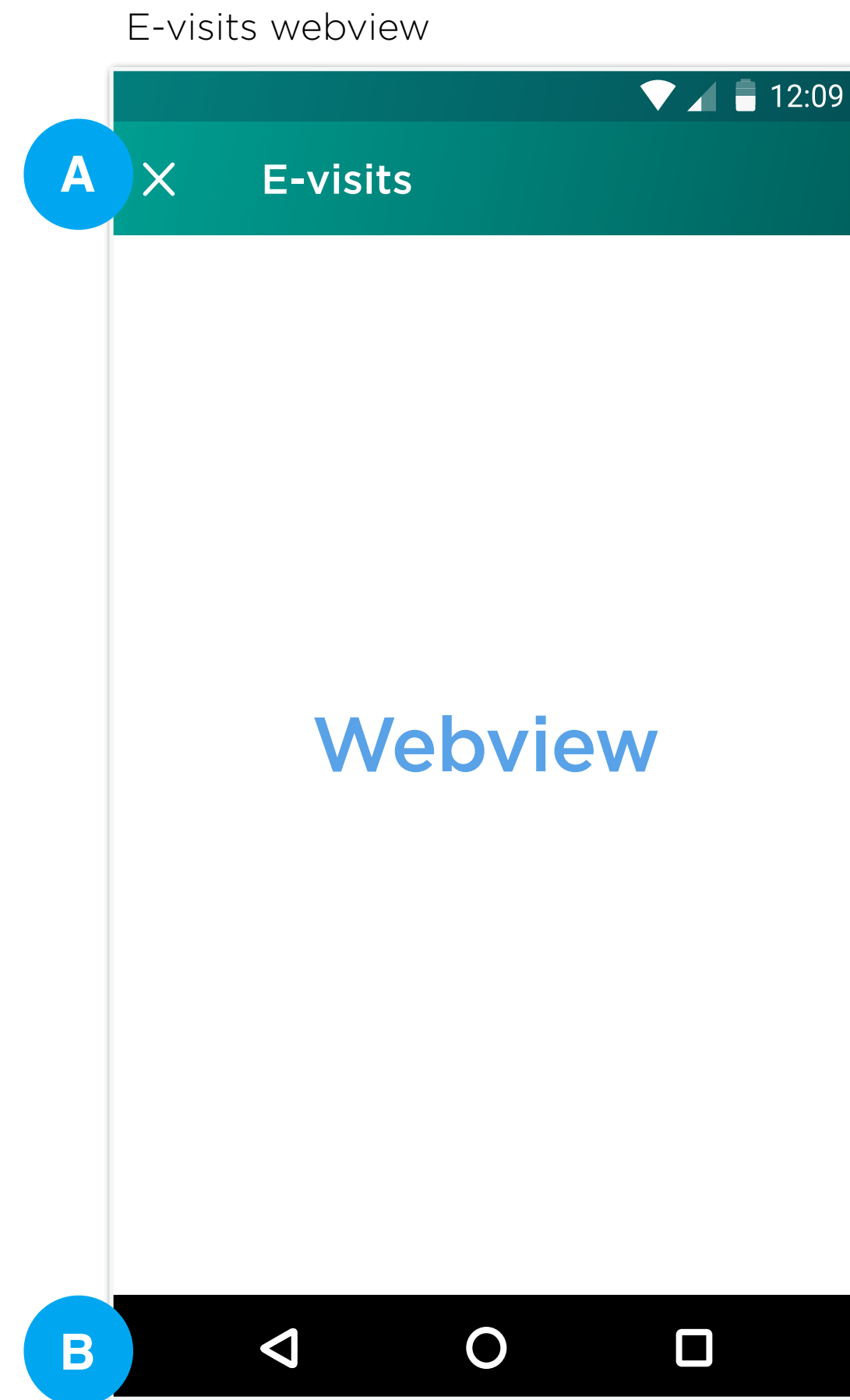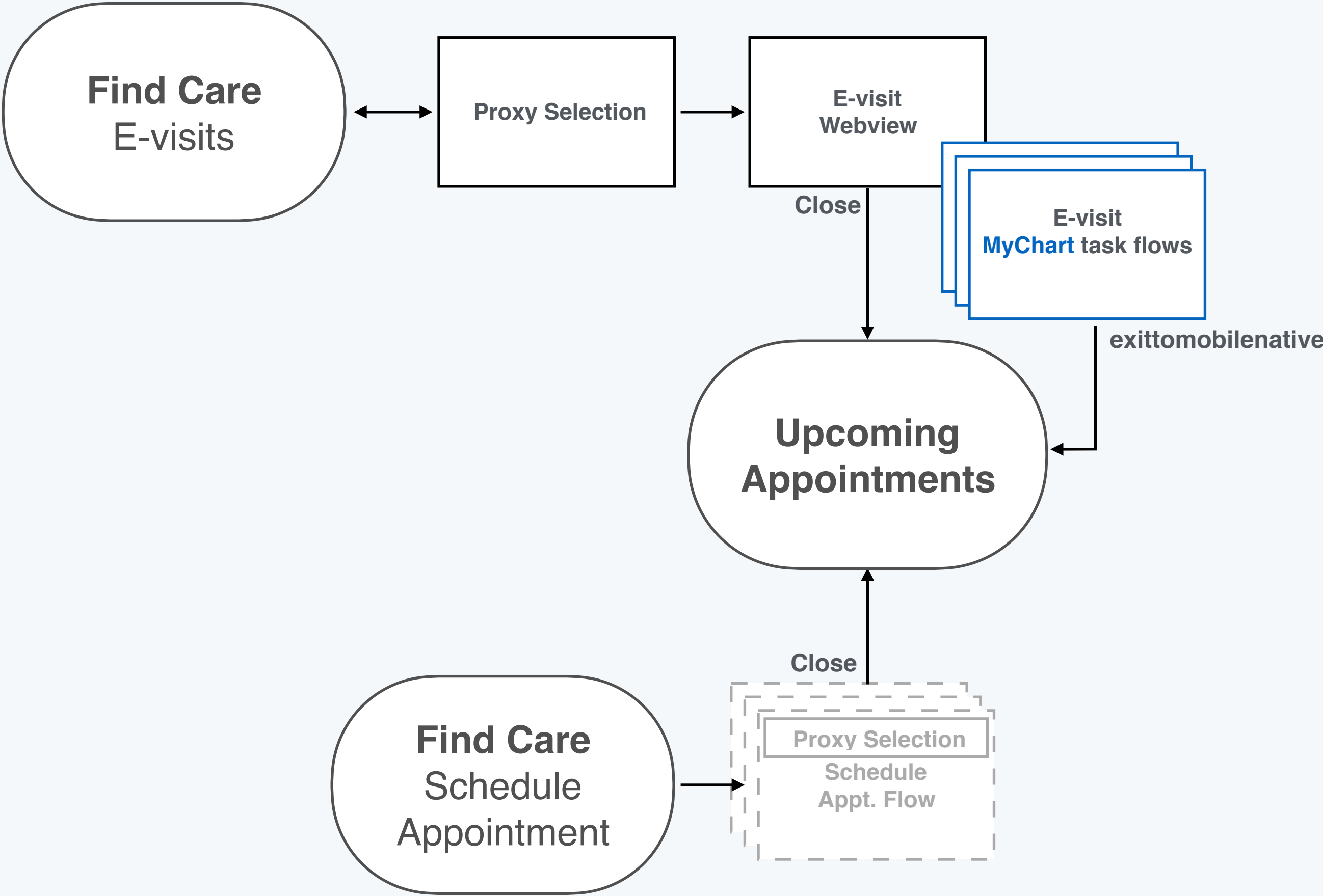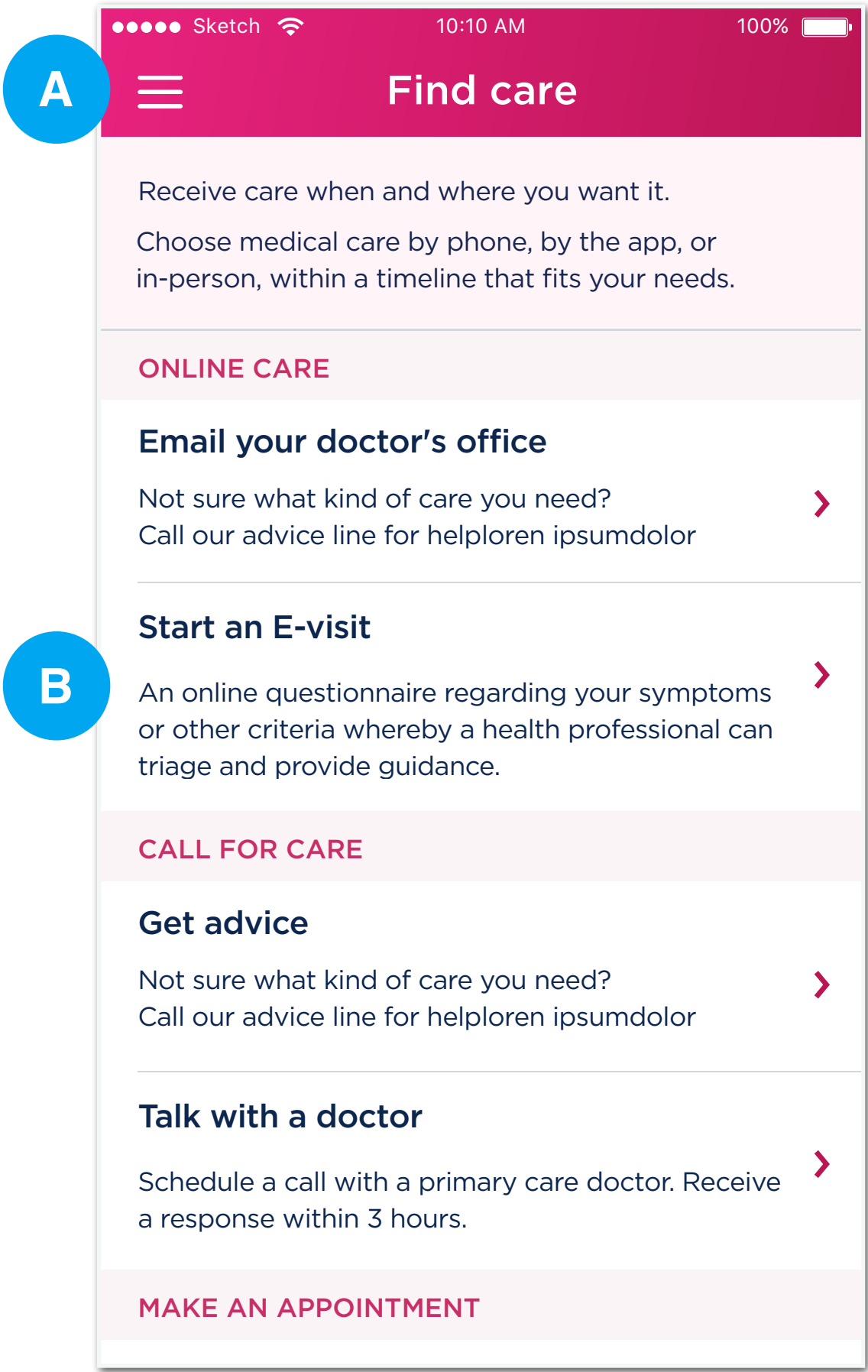F. Tapping [Next] button will deep-link to "E-visits webview" screen and open modally.

G. Tapping [Close] will dismiss "E-visits" webview screen and return user to "Upcoming Appointments". *This interaction persists throughout the entire web flow.*

Find Care + E-visits

(A)

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☰   **Find care**

Receive care when and where you want it.

Choose medical care by phone, by the app, or in-person, within a timeline that fits your needs.

ONLINE CARE

Email your doctor's office

Not sure what kind of care you need?
Call our advice line for helploren ipsumdolor   ❯

(B)

Start an E-visit

An online questionnaire regarding your symptoms or other criteria whereby a health professional can triage and provide guidance.   ❯

CALL FOR CARE

Get advice

Not sure what kind of care you need?
Call our advice line for helploren ipsumdolor   ❯

Talk with a doctor

Schedule a call with a primary care doctor. Receive a response within 3 hours.   ❯

MAKE AN APPOINTMENT

Proxy Selection

(C) Close   **New Appointment**

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(D) Important: If you think you have a medical or psychiatric emergency, call 911. Do not attempt to access emergency care through this app.   ❯

APPOINTMENT IS FOR

(E) Primary User Name   ✓

Family Member Name 1

Family Member Name 2

(F)   **Next**

E-visits webview

(G) Close   **E-visits**

●●●●● Sketch 🛜   10:10 AM   100% 🔋
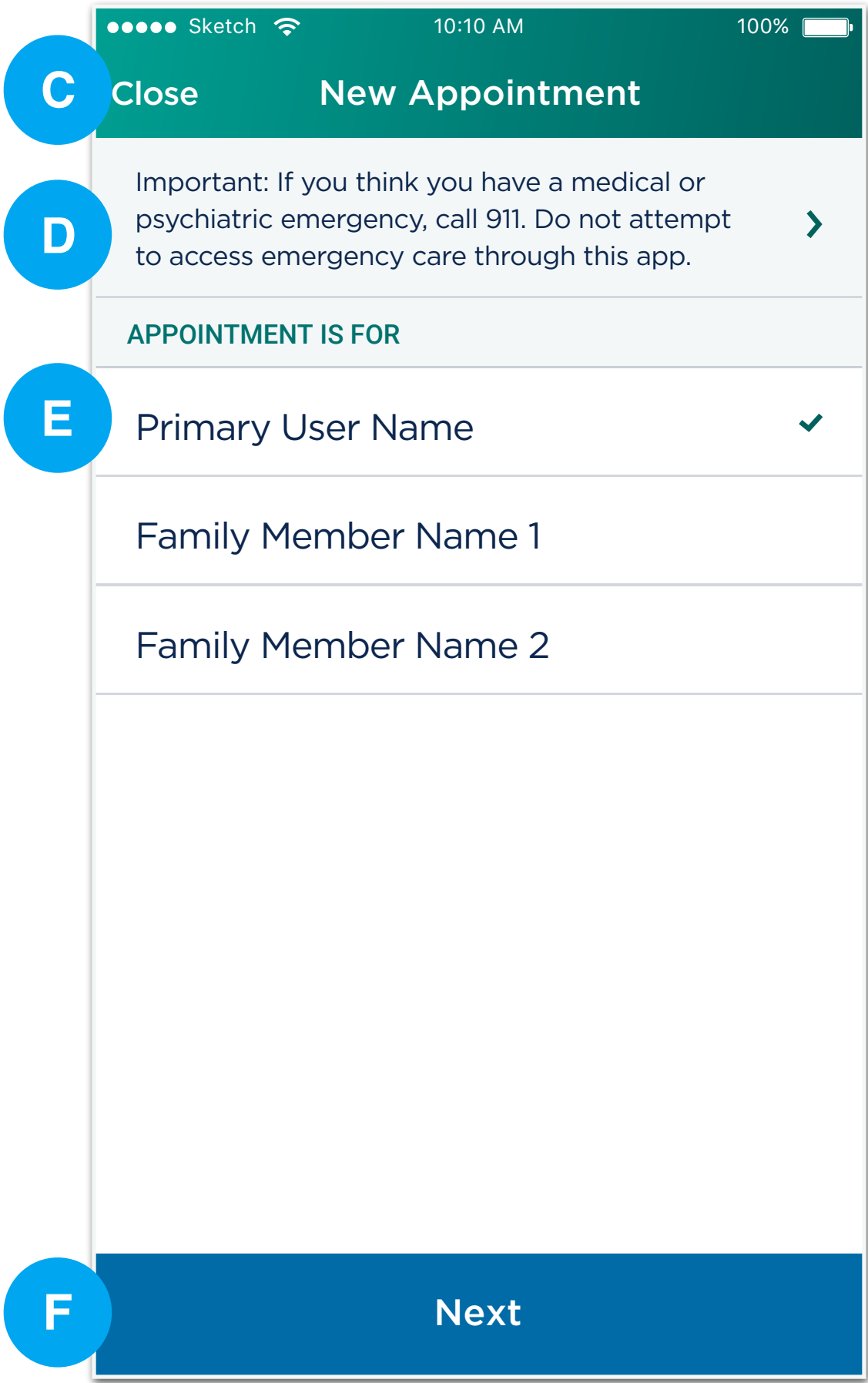
Webview

E-visits 1.0 (Android) - launch from Find Care

A. Tapping [Menu] button will open App Menu.

B. Tapping [E-visits] entire cell will open "Proxy Selection" screen.

C. Tapping [<-] UP button will return user to "Upcoming Appointments" screen.

D. Tapping [Risk Mitigation PRE-TEXT cell] will open "Risk Mitigation" screen.

E. Primary user is selected by default.

F. Tapping [Next] button will deep-link to "E-visits webview" screen and open modally.

G. Tapping [X] button will dismiss "E-visits" webview screen and return user to "Upcoming Appointments". *This interaction persists throughout the entire web flow.*
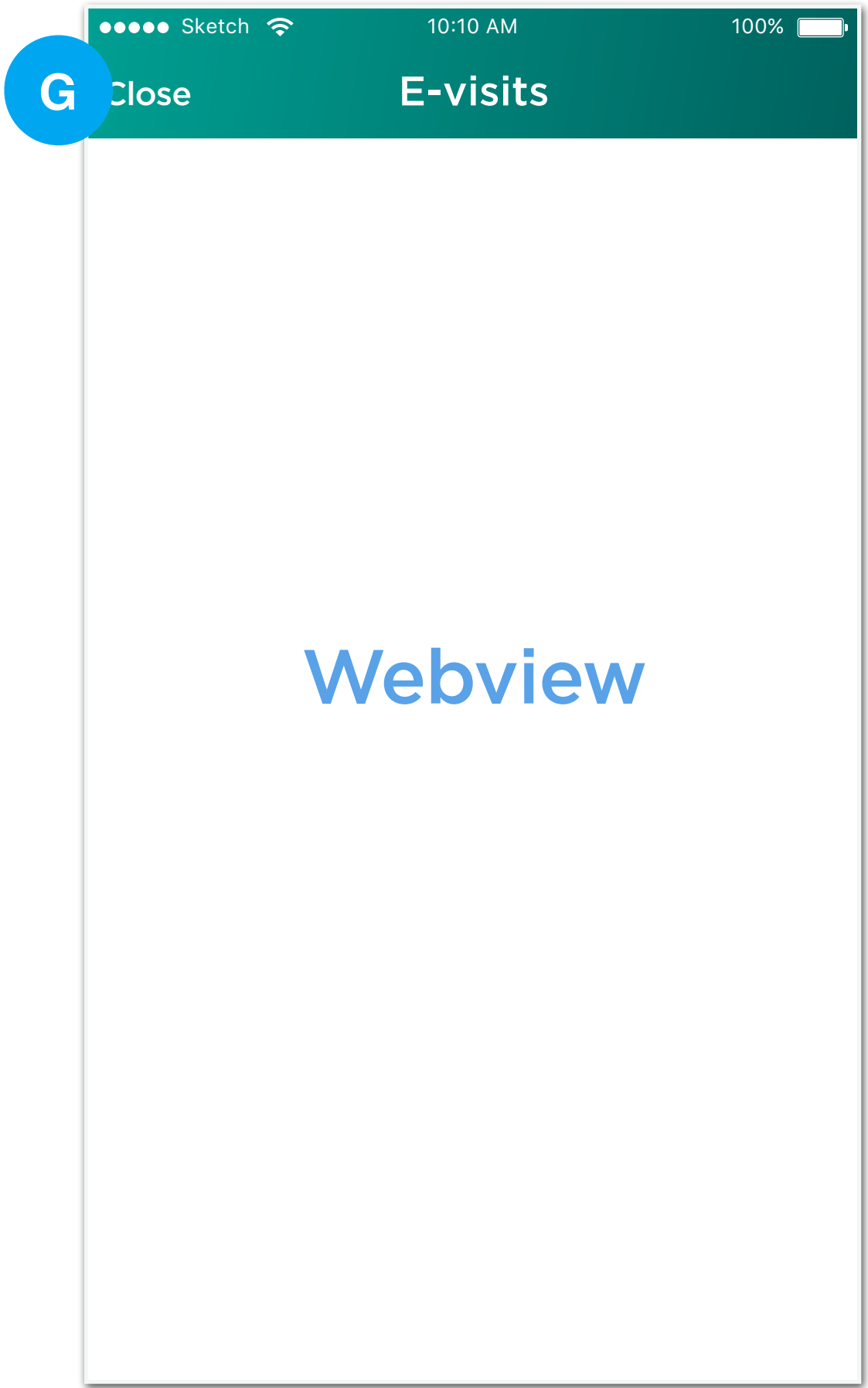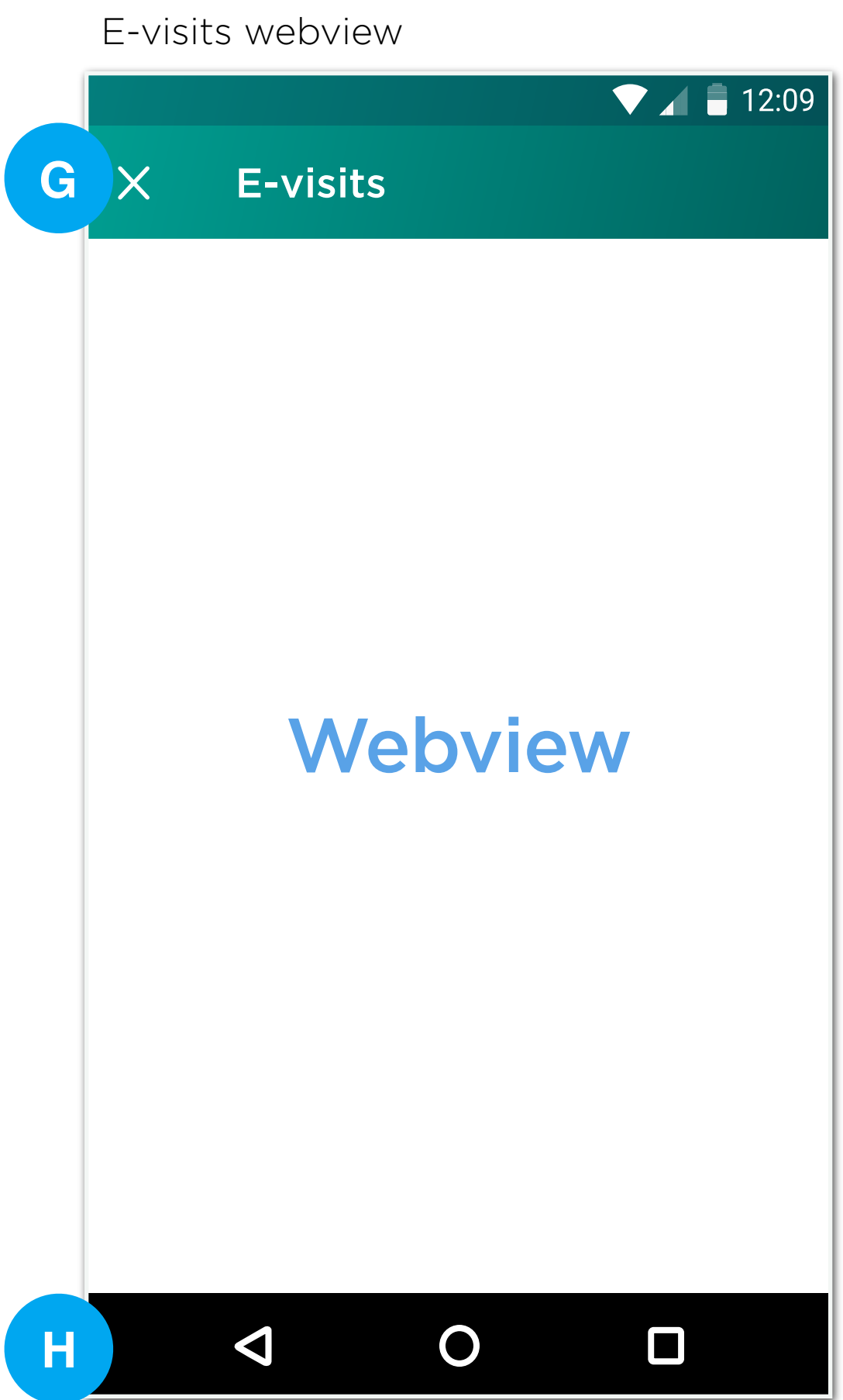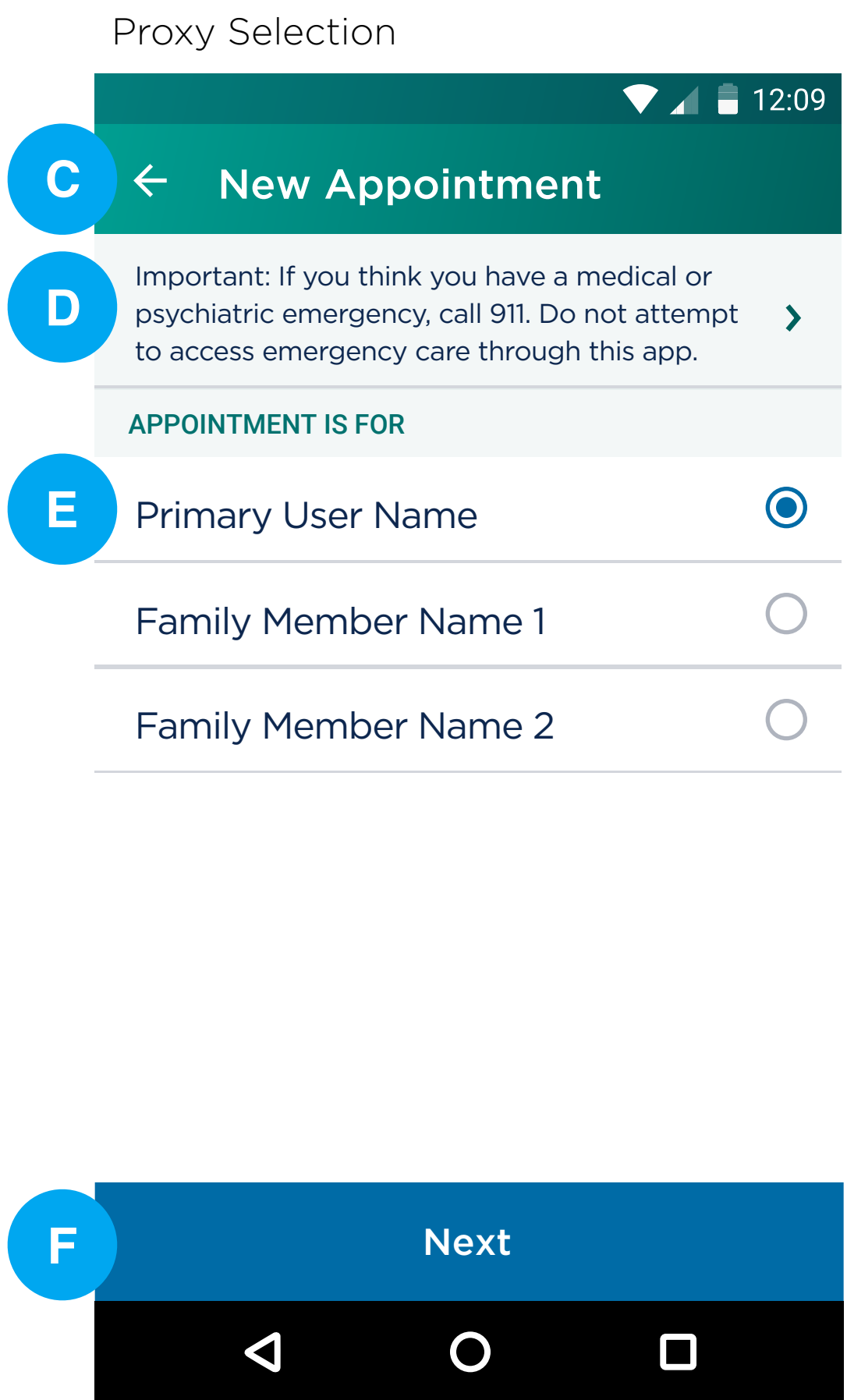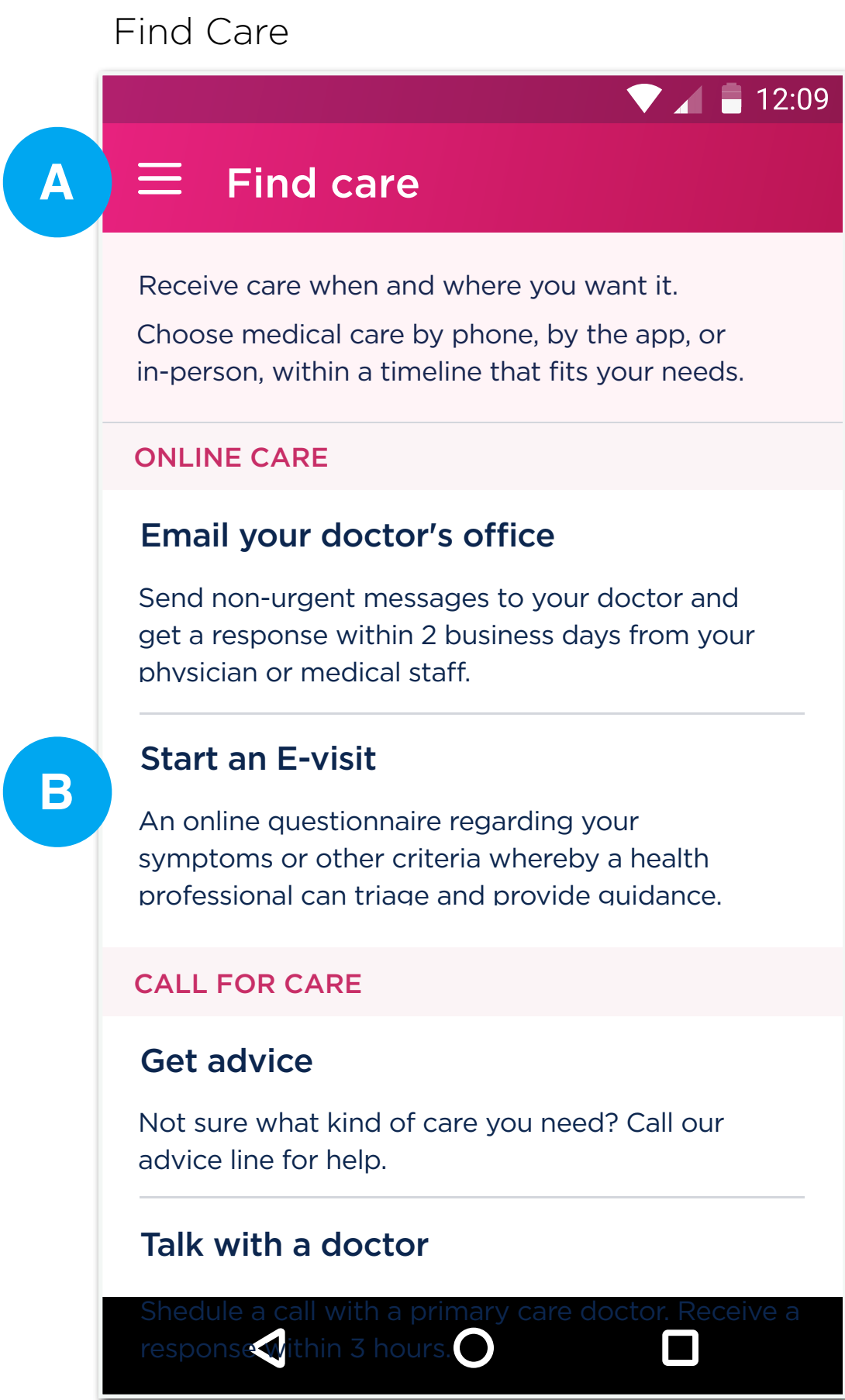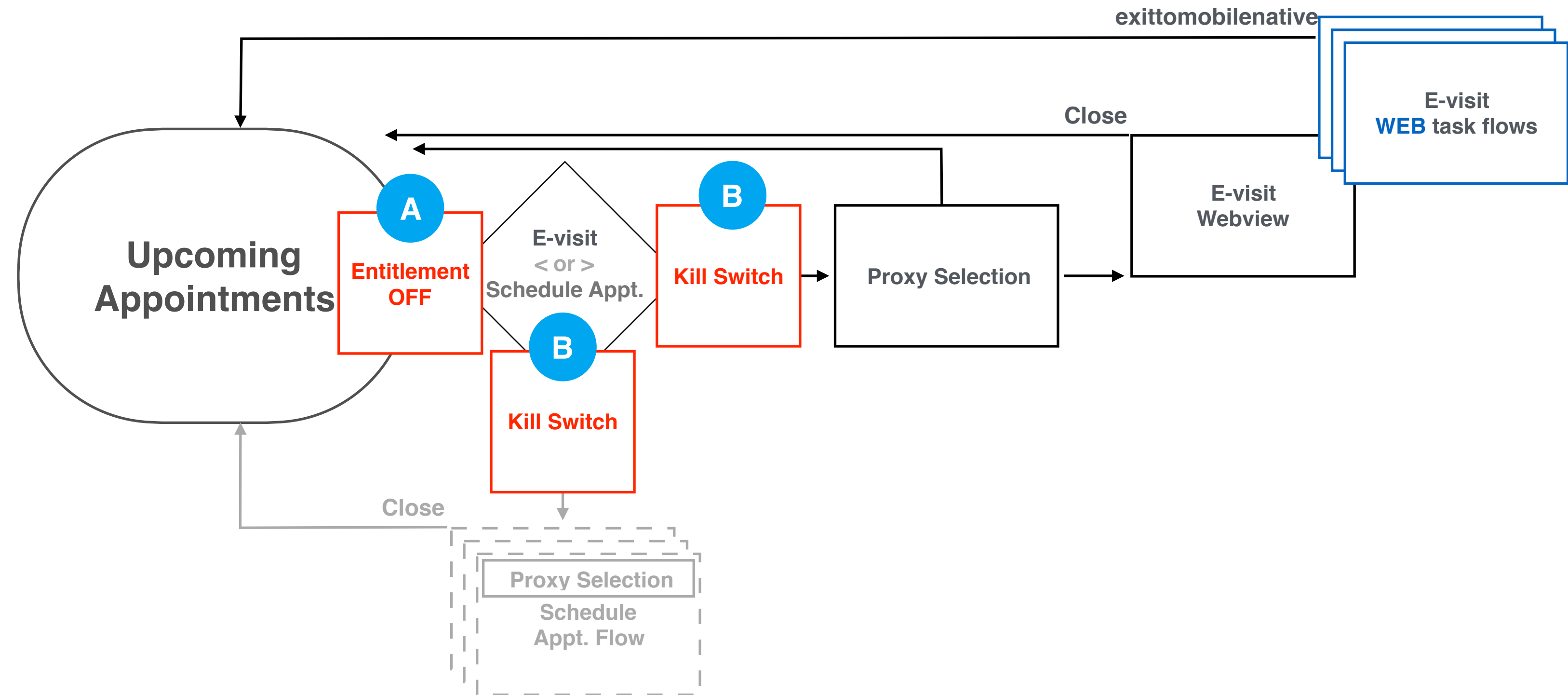
H. Android's hardware/softkey [BACK] button TBD. Pending requirement gathering about E-vist My Chart.

Find Care

A

☰ **Find care**   ▼◢ 🔋 12:09

Receive care when and where you want it.

Choose medical care by phone, by the app, or in-person, within a timeline that fits your needs.

ONLINE CARE

Email your doctor's office

Send non-urgent messages to your doctor and get a response within 2 business days from your physician or medical staff.

B

Start an E-visit

An online questionnaire regarding your symptoms or other criteria whereby a health professional can triage and provide guidance.

CALL FOR CARE

Get advice

Not sure what kind of care you need? Call our advice line for help.

Talk with a doctor

Shedule a call with a primary care doctor. Receive a response within 3 hours.

◁ ○ ☐

Proxy Selection

C **D**

← **New Appointment**   ▼◢ 🔋 12:09

Important: If you think you have a medical or psychiatric emergency, call 911. Do not attempt to access emergency care through this app. ❯

APPOINTMENT IS FOR

E

Primary User Name   ⦿

Family Member Name 1   ◯

Family Member Name 2   ◯

F

Next

◁ ○ ☐

E-visits webview

G

✕ **E-visits**   ▼◢ 🔋 12:09

Webview

H

◁ ○ ☐

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E-visits 1.0 (iOS & Android) - Kill Switch & Entitlement/Access revoke from Appointment Center

A. Tapping [New Appointment] button will display alert dialog if **Entitlements** are turned off / revoked.

B. Tapping [Schedule an Appointment] or [Start an E-visit] buttons will display alert dialog if **Kill Switch** is enabled.

Kill Switch & Entitlement/Access revoke dialog Editorial doc lives here: https://kp.box.com/s/ng1bneck6phkt4u5yy0ynio82g6vi8h1

E-visits 1.0 (iOS & Android) - Kill Switch & Entitlement/Access revoke from Find Care

A. Tapping [E-visit] or [Schedule Appointment] cells will display alert dialog if **either individual** option is killed or revoked.

(A) Kill Switch / Entitlement — Proxy Selection — E-visit Webview — Close

Find Care E-visits

E-visit MyChart task flows — exittomobilenative

Upcoming Appointments

Close

Find Care Schedule Appointment — **(A)** Kill Switch / Entitlement — Proxy Selection / Schedule Appt. Flow

Kill Switch & Entitlement/Access revoke dialog Editorial doc lives here: https://kp.box.com/s/ng1bneck6phkt4u5yy0ynio82g6vi8h1

Style Guide

Typography (iOS & Android)

body_book_inky
Android: Roboto-Regular / align: left / 16 px / 22 px Leading / #0D1C3D
iOS: San Francisco Text-Regular / align: left / 16 px / 22 px Leading / #0D1C3D

body_medium_inky
Android: Roboto-Medium / align: left / 16 px / 22 px Leading / #0D1C3D
iOS: San Francisco Text-Semibold / align: left / 16 px / 22 px Leading / #0D1C3D

body_link_medium
Android: Roboto-Medium / align: right / 16 px / 22 px Leading / #006BA6
iOS: San Francisco Text-Semibold / align: right / 16 px / 22 px Leading / #006BA6
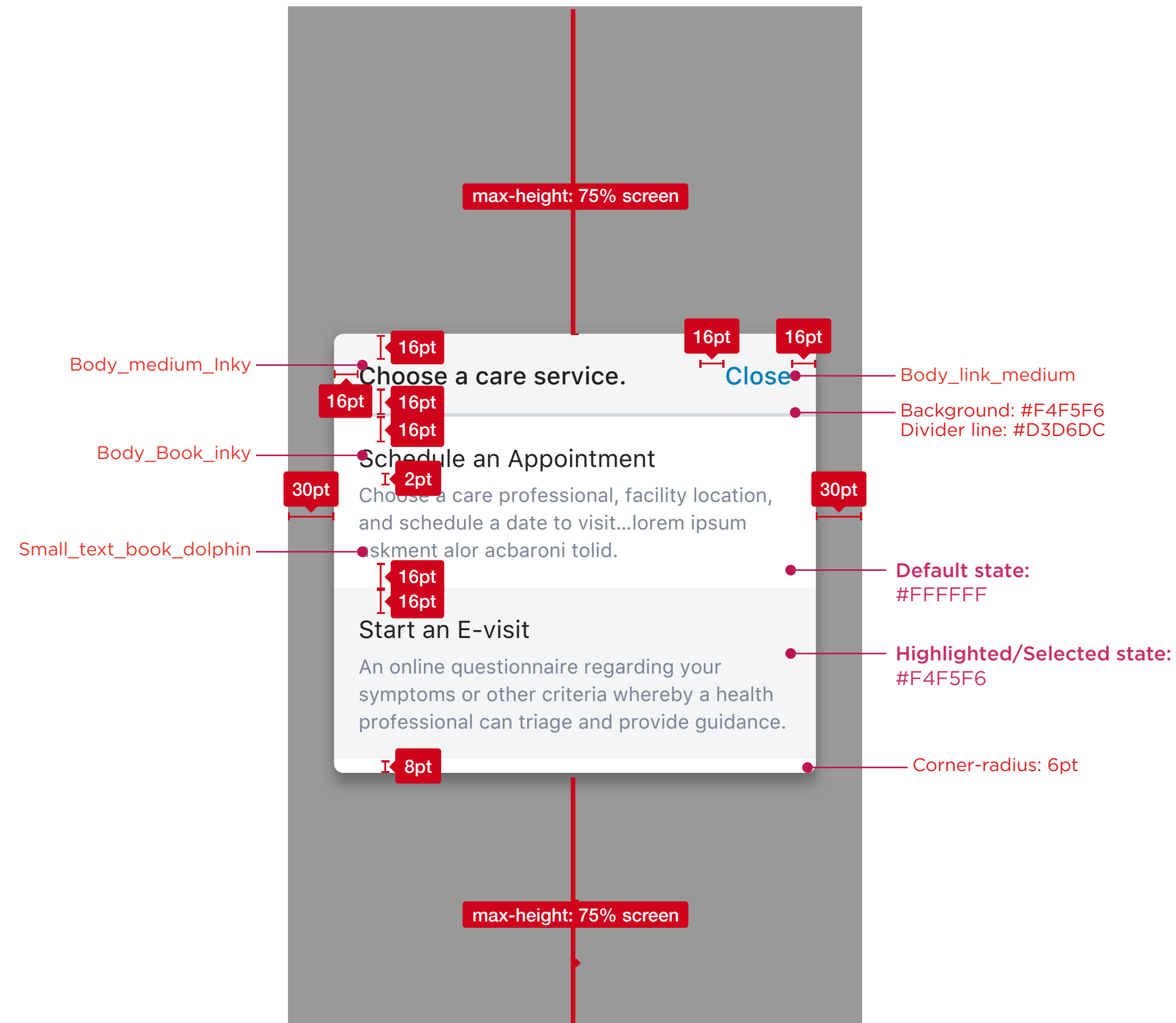
small_text_book_dolphin
Android: Roboto-Regular / align: left / 13 px / 18 px Leading / #677083
iOS: San Francisco Text-Regular / align: left / 13 px / 18 px Leading / #677083
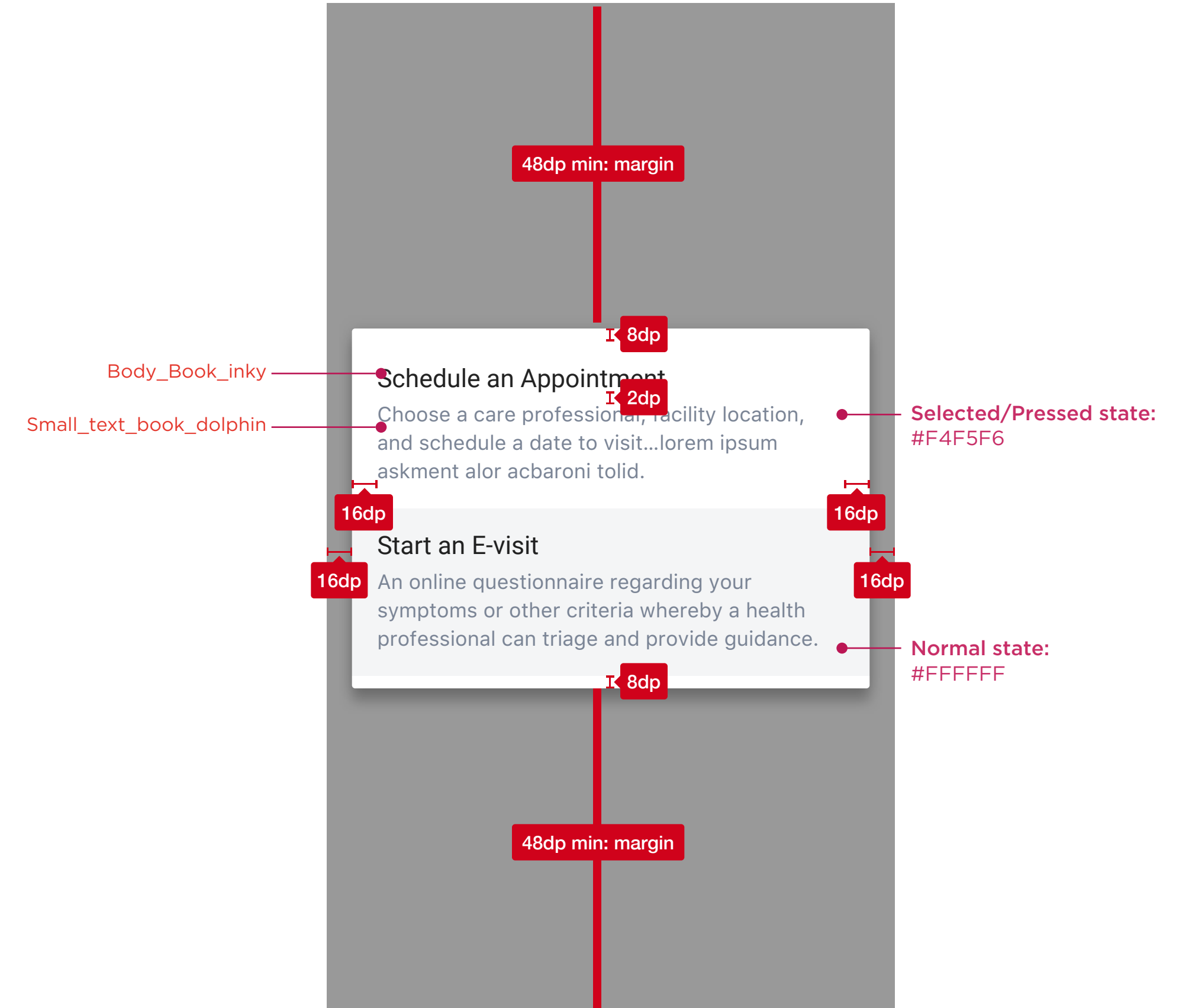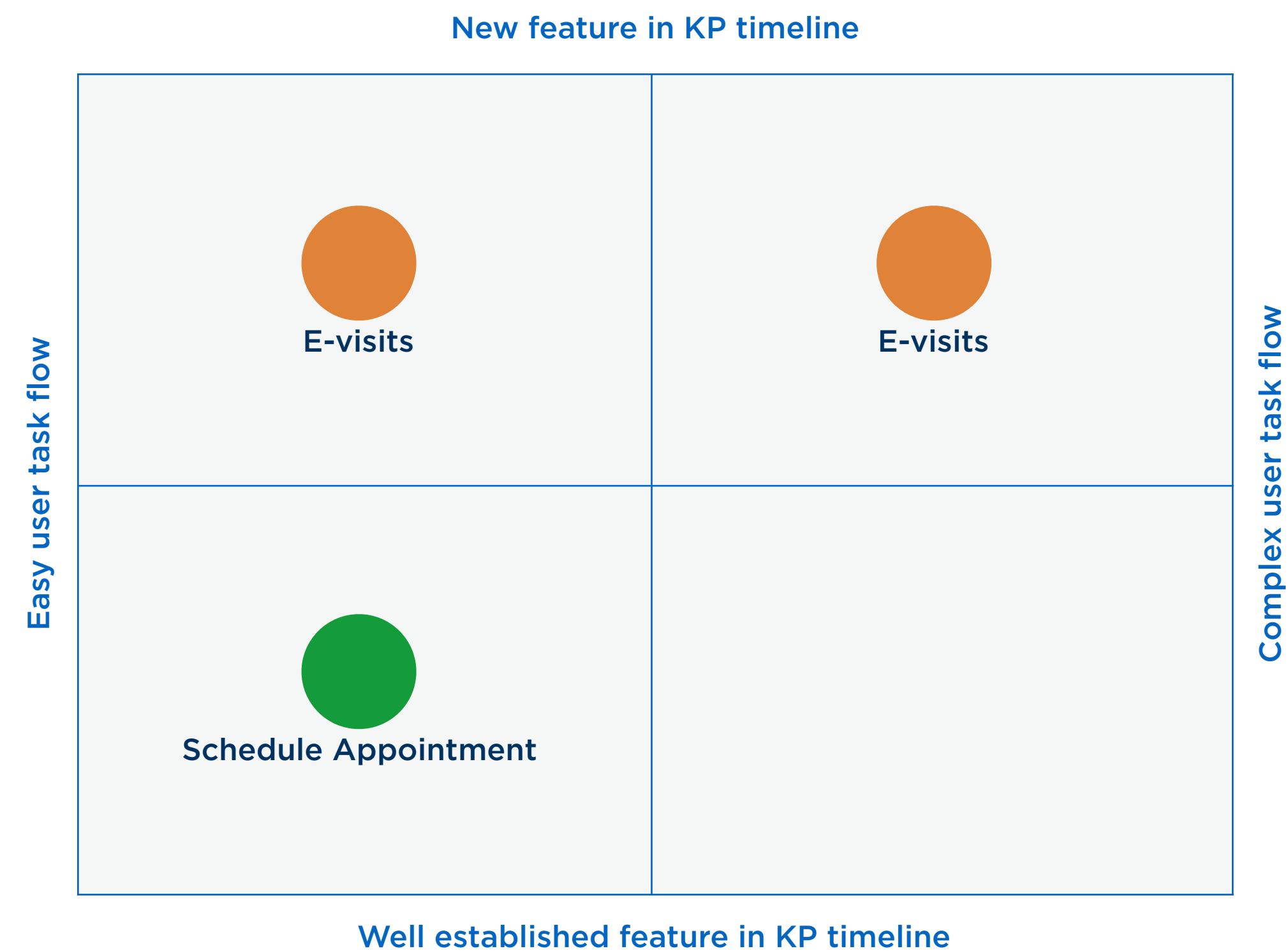
Specs (iOS & Android)

iOS - Popover Menu

max-height: 75% screen

16pt

16pt 16pt

Body_medium_Inky — **Choose a care service.** Close — Body_link_medium

16pt 16pt 16pt

Background: #F4F5F6
Divider line: #D3D6DC

Body_Book_inky — Schedule an Appointment

2pt

30pt 30pt

Choose a care professional, facility location, and schedule a date to visit...lorem ipsum askment alor acbaroni tolid.

Small_text_book_dolphin — Default state:
#FFFFFF

16pt
16pt

Start an E-visit

Highlighted/Selected state:
#F4F5F6

An online questionnaire regarding your symptoms or other criteria whereby a health professional can triage and provide guidance.

8pt

Corner-radius: 6pt

max-height: 75% screen

Android - Simple Dialog

48dp min: margin

8dp

Body_Book_inky — Schedule an Appointment

2dp

Small_text_book_dolphin — Choose a care professional, facility location, and schedule a date to visit...lorem ipsum askment alor acbaroni tolid.

Selected/Pressed state:
#F4F5F6

16dp 16dp

Start an E-visit

16dp 16dp

An online questionnaire regarding your symptoms or other criteria whereby a health professional can triage and provide guidance.

Normal state:
#FFFFFF

8dp

48dp min: margin

Thank you.

KAISER PERMANENTE®

Appendix

Scheduled Appointments compared to E-visits 1.0

Ease of use & current understanding

New feature in KP timeline

Easy user task flow → Complex user task flow

E-visits

E-visits

Schedule Appointment

Well established feature in KP timeline

- **Schedule Appointment** is a well established feature in the KP timeline, so users are more likely to be familiar with the concept
- **E-visits** is a new feature in the KP timeline, so user education about the "what" & "how" are critical
- **Schedule Appointment** is typically an easy task flow and simply gathers member preferences to Care Team, Date, Location, Basic Reasons, and optional comments.
- **E-visits** user flow can range from simple to more complex depending on symptoms

Complexity & timeline of care

Instant Care Management

Basic triage → Complex symptoms

E-visits

Schedule Appointment

Scheduled Care Management
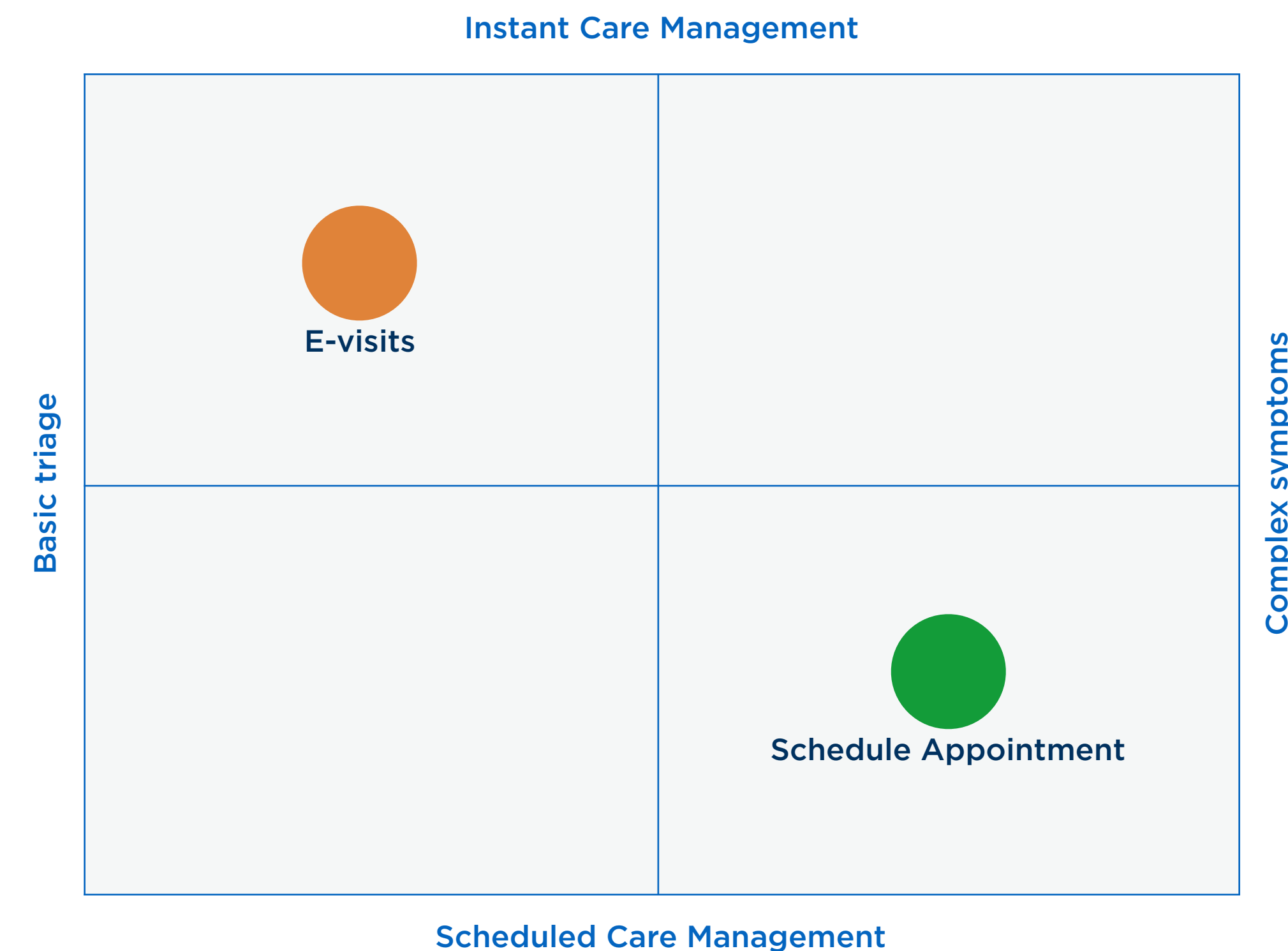
- **Schedule Appointment** only supports future Care Management, dependent on care team availability vs member availability
- **E-visits** can provide instant feedback, as well as quick turn-around for treating basic symptoms. Not dependent on member being availability after submission
- **Schedule Appointment** is our best approach for handling complex symptoms or routines.
- **E-visits** is best used a triage tool for basic symptoms and if symptom is too complex, user is pushed to Schedule Appointment

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