Patients Mobile App

Project Summary

The patients' mobile app allows rare disease patients to manage all their health-related resources in one place and access them from anywhere. This makes it possible for them to track their own conditions, draw conclusions regarding relationships between symptoms, actions, and medications, seek community support, and share their observations and histories with their doctors, facilitating effective communication and treatment

Goals

To provide Rare Genomics Patients with the necessary tools to make their daily routines with the disease a little more manageable.

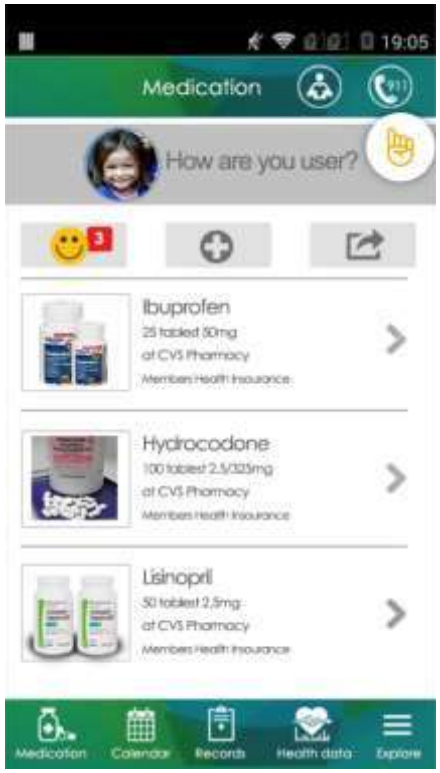
My Role

- My role was to create low-fidelity screens.
- Conduct low-fidelity remote unmoderated usability test.
- Conduct hi-fidelity remote unmoderated usability test.
- Collaborated with Business analyst to define use cases.

Define User Persona › Jobs to be done - *"Who, How & Why"* › Help define features › Low-Fidelity Prototype

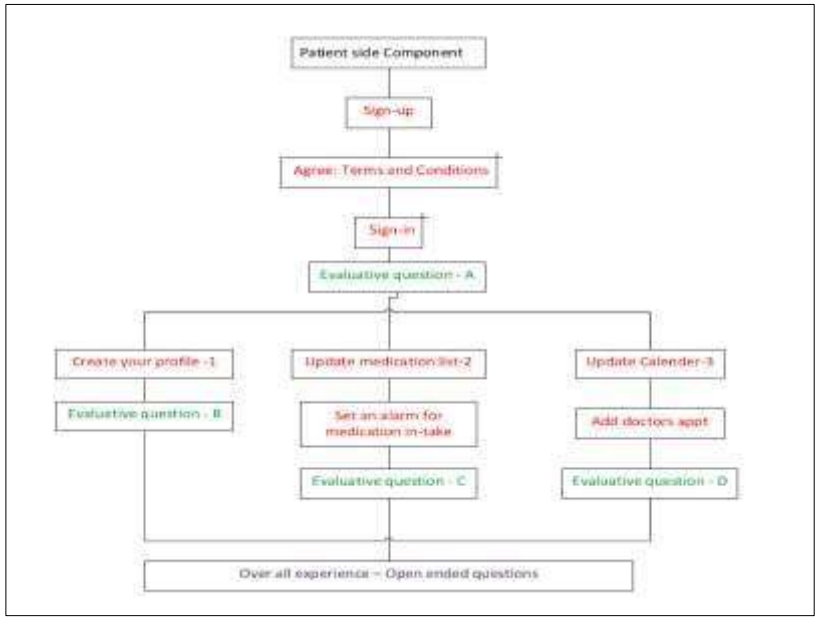
"When the doctor prescribes me a medication, I want to log in all the medication details & set the medication intake alarm, so that I remember to take the right dosage at right time".

"When I schedule a doctor's appointment, I want to log in the appointment details in the app's calendar, so that I am alerted about the appointments and medication time".

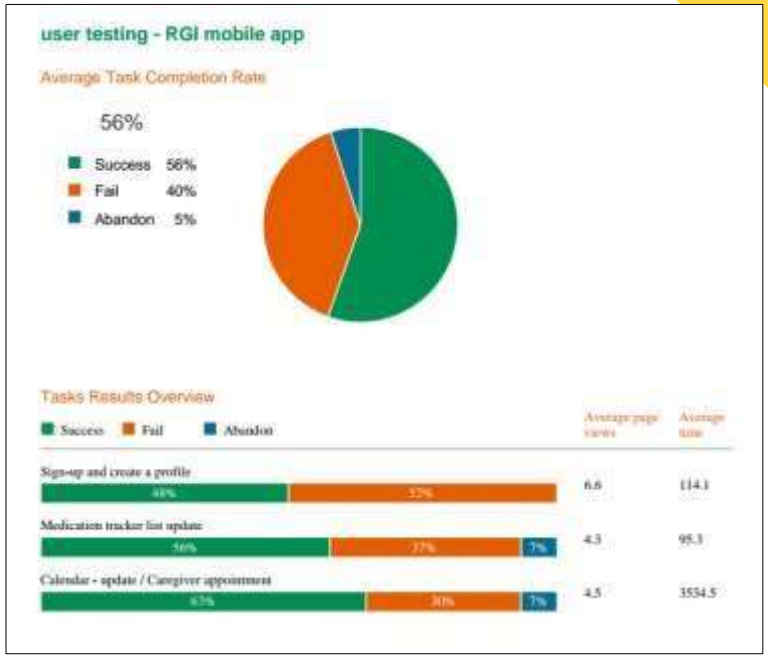


Main features:

- Medication intake reminder
- Calendar
- Records
- Health data

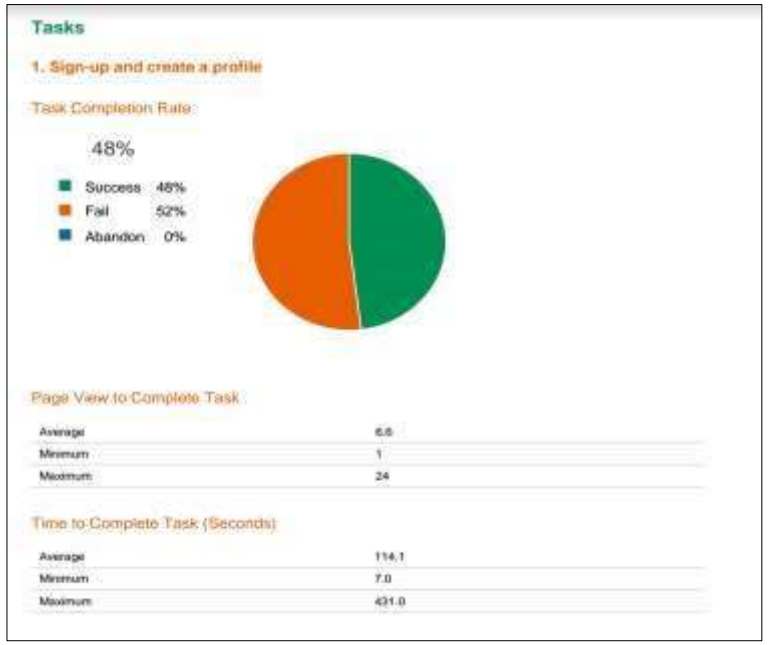


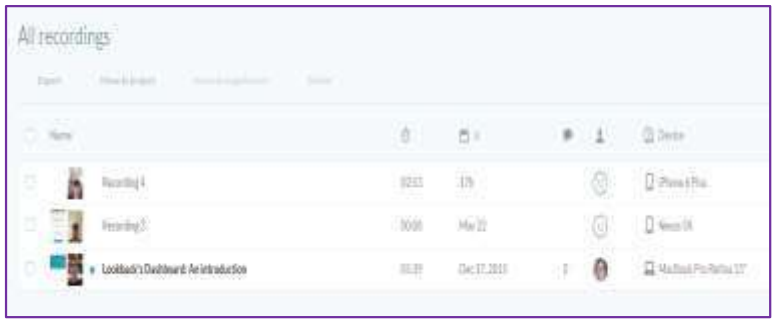
General idea of the flow of user-testing



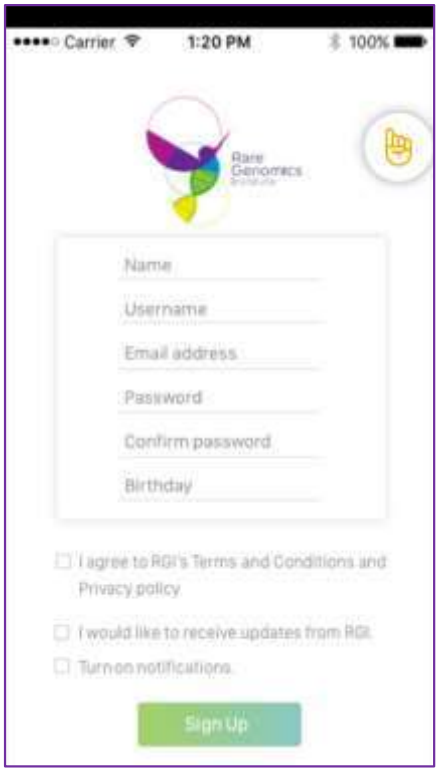
LOW-FIDELITY USABILITY TEST:

- Created low-fidelity clickable prototype using Balsamiq screens.
- An email was sent to the testers withinstructions on how the prototype will be tested along with the user testing link.
- Loop11.com was the remote usability tool for thetask - based URUT. The test started with a scenario, so that the testers could get a better understanding of what the app is all about.
- I focused on 3 objectives for the task-based usability testing:
  - Sign-in / Create profile
  - Understand if the users can easily use the medication feature.
  - Understand if the user can easily update the calendar.
- After completion of each task, the testers were askedto answer the evaluative questions. these questionswere both: closed and opened questions. At the end, the testers had to answer overall experience questions.





Screenshot of the lookback.io recordings



HIGH - FIDELITY USABILITY TEST:

- Created high-fidelity prototype using InVision.
- Composed an email for the testers with instructions on how the InVision prototype will be tested along with the user testing link.
- This test email was launched via Mailchimp.com, which helped us analyze the link open rate.
- Lookback.io was the remote usability tool for the URUT.
- This URUT was a self-test, where the usability tool would prompt the testers to download an app which would record the testers while they are performing the test.
- The testers were supposed to think-aloud while performing the test.
- The usability tool website lookback.io would upload the tester's feedback videos on the moderator's dashboard.

Learnings:

- Studied the unique design guidelines of Apple iOS and Google Material to maintain consistency across the multiple platform.
- Learned the difference between native apps & hybrid apps.
- Importance of hamburger menu.
- Usability test: different tools available in market.
- Ionic Frameworks.

Challenges:

- Collaborating with the developers, to make sure that the screens are aligned with the Ionic Frameworks.
- Getting the feedback from users during remoteunmoderated usability tests.
- Being a Non-profit organization finding tools that are free.

STATUS OF THE PROJECT:

- Launch MVP in September.
- Defining use-cases screen by screen.
- Remote moderated usability test, then measure the usability test for iteration.
- Looking for a collaboration tool for UI designers & developers, which will help the teams with design sign-off.