A screenshot of a email

Description automatically generatedHEALTHHUB UI REDESIGN   
By Saaipranav Subramanian,   
Frederick Rico Hartanto, Sihan Chen  
  
  
  
  
  
  
  
  
Project overview  
Welcome to the HealthHub Redesign Project! This initiative aimed to enhance the user experience of the HealthHub app, a popular health platform in Singapore. The end goal of this project will be to create high-fidelity prototypes, addressing usability concerns, and optimizing key features to improve overall user satisfaction. Project Goals Objective: To redesign HealthHub for improved user engagement and satisfaction. Key Focus Areas: Usability, UI/UX enhancements, feature optimization. Hypothesis: Improved UI/UX designs, and additional features will attract more users and improve overall user satisfaction.  
  
**Project Phase 1;** Interviews... and some more interviews.  
In the initial phase of our project, we conducted interviews to gather insights and assess the user experience of the HealthHub app specifically what aspects of HealthHub did they dislike or found confusing and if that is the reason you stay away from it.   
In this stage we also attempted to secure an interview with HealthHub’s software engineer team on some *questionable* design choices but sadly we were unsuccessful [fig 1,2], leading us to back to our original approach – interviewing people at our university !

Figure 2

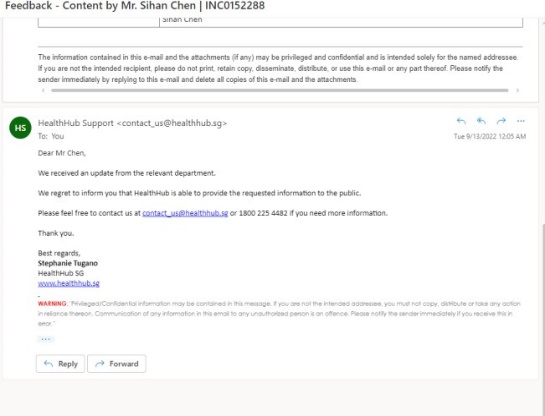
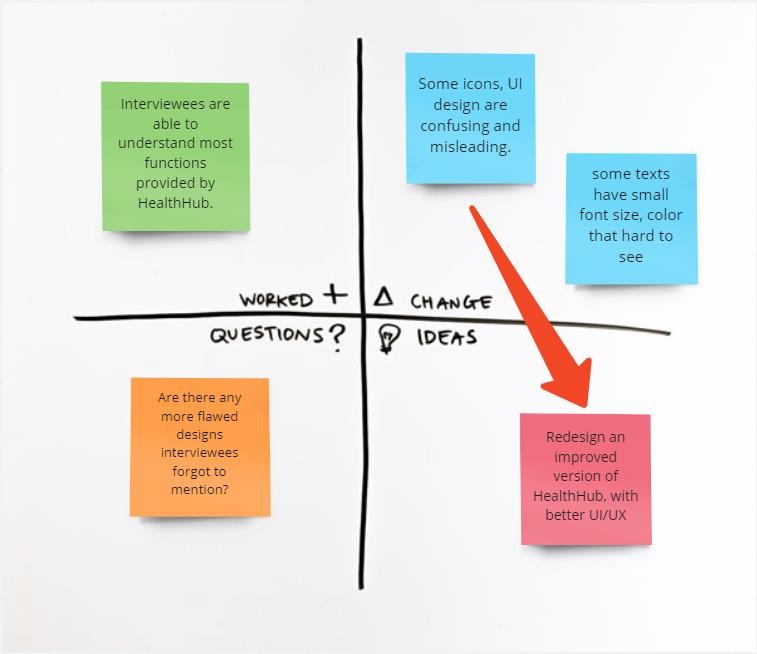


Figure 1

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Product under test:**  Original HealthHub App  Nonprototype MVP | **Test objectives:**  Find out if any parts of HealthHub are confusing users, and if that is the reason why they are not  willing to use it. | **Participants:**  1 interviewee,  1 interviewer, 1/2 observer(s) | **Test tasks:**  Showcase HealthHub App, ask for any confusion. | **Responsibilities:**  Interviewers need to use unbiased interview questions to retrieve users’ opinions |
|  |  |  |
| **Business case:**  What parts of HealthHub UI/UX are confusing to users |  | **Equipment:**  Original HealthHub App Nonprototype MVP |  | **Location and dates:**  Discord Sep 9th |
| **Procedure:**  Display HealthHub App to interviewee  => ask what parts of HealthHub make them frustrated  => ask what their reasons are to not use HealthHub  => ask interviewee what improvements they would love to see | | | | |

*Interview Table*  
  
  
*Feedback Grid*

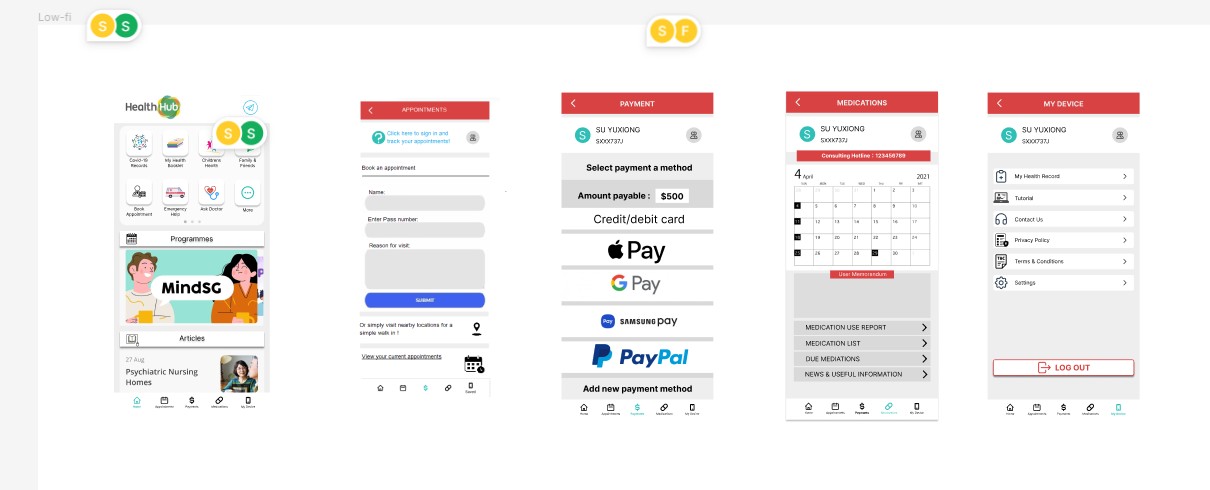


*Figure 3 - Nonprototype Feedback Grid  
  
  
  
Summary*

We believe to recreate and make improvements on HealthHub UI/UX, would make it appeal to more users, and solve the problem we are facing.

**Project Phase 2;** Low-fidelity MVP  
  
*Things that can be improved*  
1. No map function when selecting appointment, for people who are not familiar with surroundings (people who just moved to a new flat, foreigner) have no idea which hospital/clinic to choose from  
2. Missing text description on the bottom navigation tab  
3. Account balance page change be changed to e-receipt page  
4.Contact us page  
5. Different profiles  
6.Much more clear page title  
7.Miscellaneous bugs and bad designs: ‘Appointment’, ‘Payment’ are not fully integrated into HealthHub, more like opening new web page inside the HealthHub App.  
  
  
A screenshot of a computer

Description automatically generated



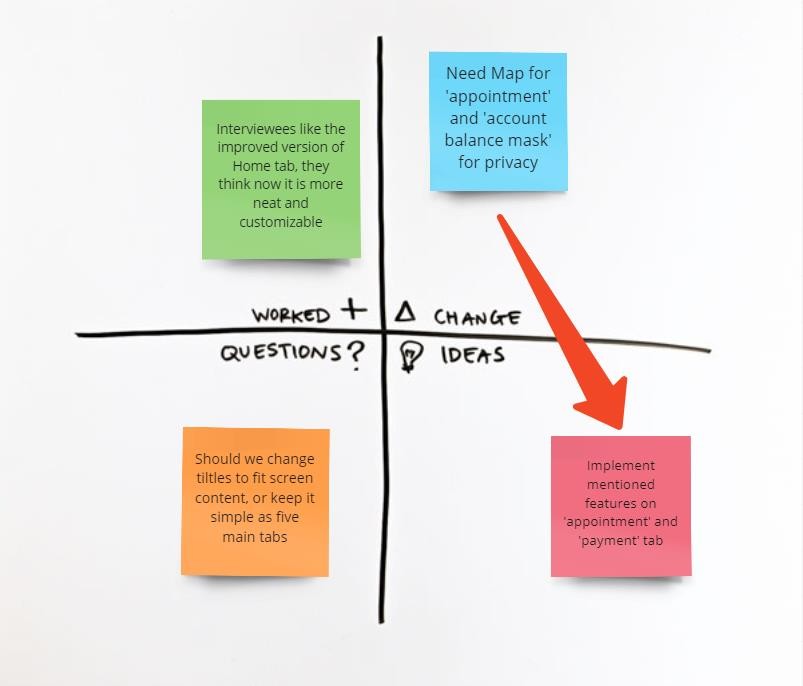
*MVP*

*Figure 4 – Low-Fi MVP*

*Interview Table*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Product under test:** Low-fi MVP | **Test objectives:**  Find out if interviewee recognize our improvements are useful.  Ask for critics and feedbacks. | **Participants:**  1 interviewee,  1 interviewer, 1/2 observer(s) | **Test tasks:**  Showcase MVP, ask if user approve of our modifications.  What design elements are confusing to them.  What did we miss, any more potential improvements we did not think of? | **Responsibilities:**  Tester needs to clearly explain what changes we made, and the reasonings behind them. |
| **Business case:** Get interviewee feedback on low-fi MVP | **Equipment:**  Low-fi MVP | **Location and dates:**  Discord Sep 11th |
| **Procedure:**  Showcase Low-fi MVP  => ask interviewee if they like the changes we made  => ask for critics, and is there any more things we missed that use some improvement | | | | |

*Feedback Grid*



*Figure 5 - Low-Fi Feedback Grid*

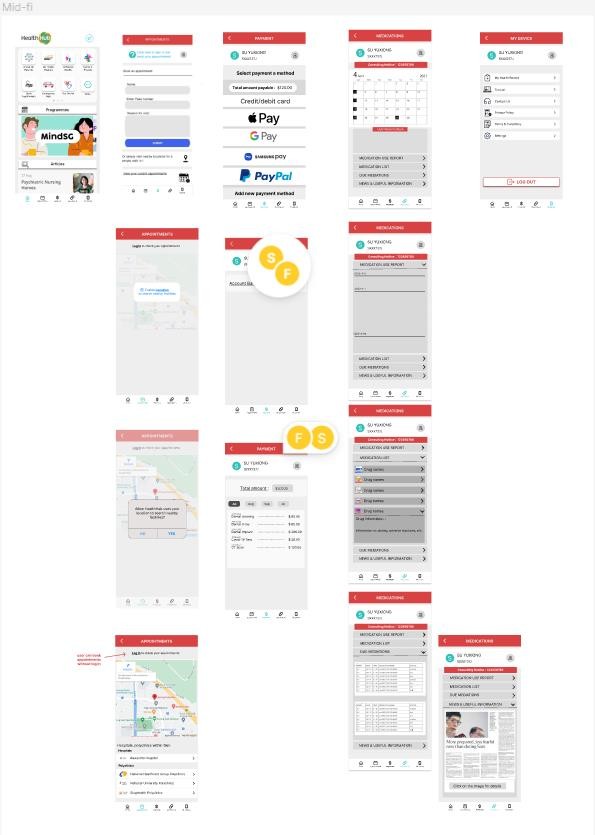
*Summary*

We used design studio technique, each group member re-created several tabs from HealthHub, and we gave

critics and feedbacks to each other. Finally, we merge our works together into low-fi MVP.

After we finished interviews, we learned that despite the unembellished design, interviewees are appreciating adjustments we made, they believe those changes make App more straightforward and relatable to their real-life scenarios. However, there are still more improvements and new features we can implement:

* Map for nearby search on ‘Appointment’ tab
* Privacy blur for account balance on ‘Payment’ tab
* Overall display, as well as a detailed version of health-related transactions on ‘Payment’ tab
* Add text descriptions on Navbar icons

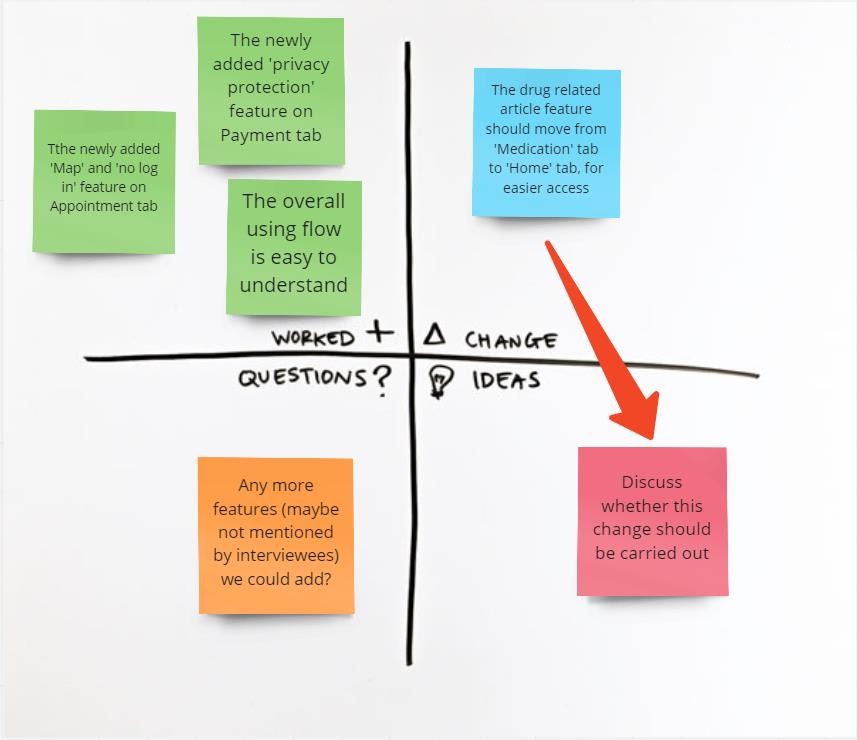
Use high contrast color for better visibility  
  
  
  
  
  
  
  
**Project Phase 3;** Mid-fidelity MVP  
  
*MVP*

*Figure 6 - Mid-Fi MVP*  
  
  
*Storyboard*



*Interview Table*

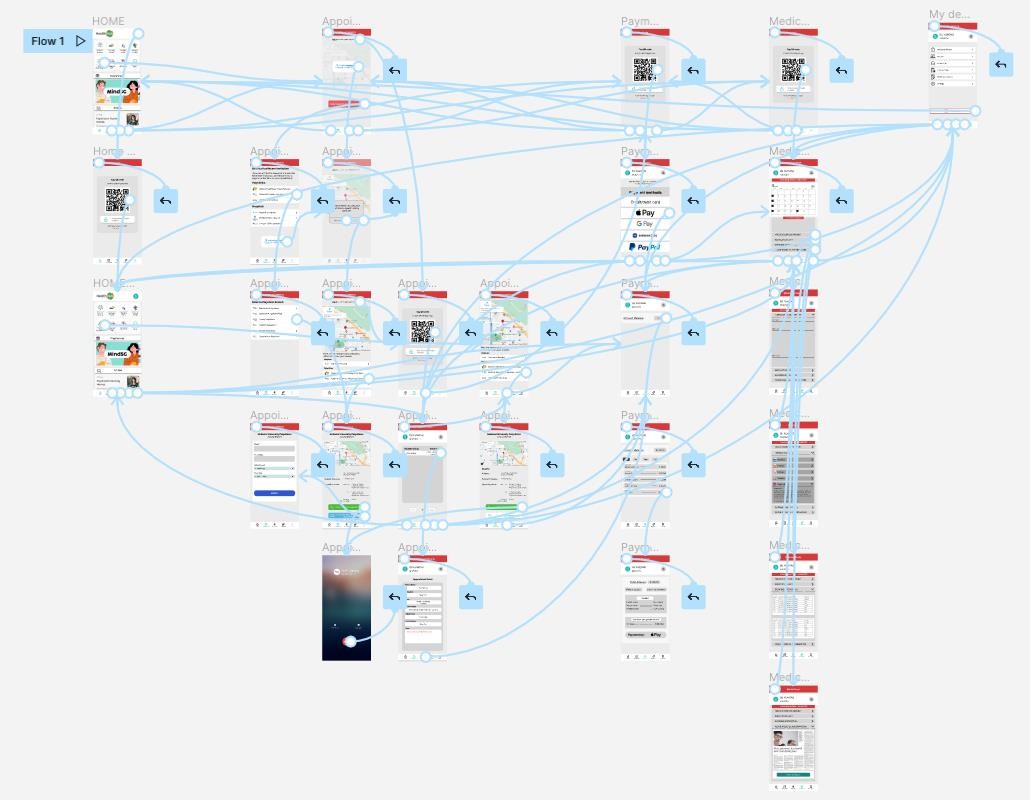
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Product under test:** Mid-fi MVP | **Test objectives:**  Gather interviewees’ opinions on the new features we created. | **Participants:**  1 interviewee,  1 interviewer, 1/2 observer(s) | **Test tasks:**  Show interviewee new updates we made.  Ask if any design elements are still confusing to them. | **Responsibilities:**  Interviewer should display all updates we made and using unbiased questions to gather feedbacks. |
| **Business case:** Get interviewee feedbacks on mid-fi MVP |  |  |
|  | **Equipment:**  Mid-fi MVP | Ask interviewee how we could further enhance their using experience. | **Location and dates:**  Discord Sep 13th |
| **Procedure:**  Showcase Mid-fi MVP  => ask interviewees’ feelings and opinions on the changes we made  => double check if there are confusion from existing design elements  => ask interviewees what other features they would like to see | | | | |

*Feedback Grid*  
  
Figure 7- Mid-Fi feedback Grid  
  
  
  
*Summary*

For the mid-fi MVP, we once again used ‘diverge converge’ technique – each team member works on one tab first, then we exchange criticisms and suggestions, and finally we put everything together to generate mid-fi MVP.

We have implemented the required features/changes from low-fi interviews, and we received positive feedback for those changes.

Some advices were given during mid-fi interviews, we made discussions on whether carry out or discard those suggestions.

**Project Phase 4;** High-fidelity MVP  
*MVP*  
*Figure 8 - High-Fi MVP (final version)*

*Summary*

After analyzing last round’s interview feedbacks, we believe some suggestions are adequate, while some are lack of valid reasoning and closer to personal preference, thus, we should discard them and only make refinements that we believe are essential.

Also, due to the fact we do not possess perfect interview skills. We took time to reflect if there are any more modifications could be made but were failed to be mentioned by interviewees.

*Testing*

One last thing, we believe we as software developers and designers, we should examine our product with more professional optics (than interviewees) over every specific element for any potential improvements. Thus, we have conducted dozens of internal alpha tests, spent time on fine toning connections between frames, fixing bugs, and optimizing details.

Great! You read it all the way to the end or just scrolled (☹) either way check out the Figma, Miro links along with your very own virtual milo  
  
  
Figma low,mid,high MVPs: <https://www.figma.com/file/H0oWnWKgzNXzVP11oygdRJ/CP2408-Group-6?node-id=0%3A1>  
  
Figma Final prototype: [https://www.figma.com/proto/0KJmttxjNmQ19Oi4fCNRoF/2408-A2-Group-6-High-Fi-MVP?node-](https://www.figma.com/proto/0KJmttxjNmQ19Oi4fCNRoF/2408-A2-Group-6-High-Fi-MVP?node-id=1%3A536&scaling=min-zoom&page-id=0%3A1&starting-point-node-id=1%3A536) [id=1%3A536&scaling=min-zoom&page-id=0%3A1&starting-point-node-id=1%3A536](https://www.figma.com/proto/0KJmttxjNmQ19Oi4fCNRoF/2408-A2-Group-6-High-Fi-MVP?node-id=1%3A536&scaling=min-zoom&page-id=0%3A1&starting-point-node-id=1%3A536)  
  
Miro: [https://miro.com/app/board/uXjVOhfuxAA=/](https://miro.com/app/board/uXjVOhfuxAA%3D/)

...:::::::..::::---====++++\*+\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*+++++====----:::::...:....

:-------:=+++\*\*\*\*\*\*\*\*\*\*#\*##############\*\*\*\*\*\*\*\*\*\*\*\*\*#########\*\*\*\*##\*\*\*\*\*\*\*\*++++++===---:.

.--::::...+\*++\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*######\*\*\*\*\*\*\*\*\*\*\*\*\*\*#\*######\*\*\*\*\*\*\*\*\*\*\*+++++++++\*\*\*\*\*++==

:........=+++++\*\*\*\*\*\*\*\*\*###########%##########################\*#\*\*\*\*\*\*\*++++++++++\*\*+++=--

.........+\*\*\*\*\*##+\*##++%+%=%++=%+#%-=%#==+%:%\*-++%=++%%%#-=%\*++%\*+\*#++#\*=\*+\*+++\*\*\*\*+++=-.

.........+\*\*\*\*\*##:.#=+:#++-%+==%+#%+=%#+\*\*%-%\*\*+\*%++=%%%#-=%+\*:%+:+%::#-==\*:\*\*\*\*\*\*\*++=--.

.........+\*\*\*\*###\*####################################################\*\*+\*\*+\*\*\*\*\*\*\*+==--.

.........+\*+++++==+\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*++++++++++\*\*\*+==--.

.........+++++-:-::=+\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*+++\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*++==+++++++++++++++==--.

.--......++++-:.-=..-\*\*\*\*\*\*\*\*\*\*\*\*\*\*+-:. \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*+=-:..........:=++++++++\*+=---.

.=-.-:...++++-.==\*=.-\*\*\*\*\*\*\*\*\*\*\*+-. .=\*\*\*\*\*\*\*\*++=-:............:-...:=++++++++==--.

:==+-....=++++-::::=\*\*\*\*\*\*\*\*\*\*-. .:::..=- -+======+-\*=\*-=+=.....++++++++==--.

:==++::..=++++++++\*++\*\*\*\*\*++-. .%#+-#-\*+\*=%+=++=+#=+:....-++++++++==-.

:=+++=+..=+++++\*+\*\*\*\*\*\*+++=. #-=#%=#+\*-++#:\*=+-==.:....+++++++==--.

..-+==+-+++++++++++++\*+=+: ... -: :-.::. .:=+\*\*\*+-......+++++++-==-.

...+=+-===++++++++++++=+. :-==. .\*%@@@@+ =+\*\*\*-.#@@@%= -%@@@@@@%%#.....+++++++==--.

.:.+=\*=++++++++++++++=+. .%@@@@#. :%@@@@@#-=@@@@%-+@@@@%: =@@@@\*-:+@%%=...:=+++++++---.

..-+=+\*-=+++++++++++=+: +@@@@@@= -@@@@@@@\*.%@@@@\*.@@@@@\* @@@@%-..-@%%+...-=++++++=---.

:==++:%:+=+++++++++=== #@@@@@@%+@@@@@@@%=.@@@@@+-@@@@%= :@@@@#...+%%%=...-++++++++---.

:===-\*=+.=++++++++==\*. .@@@@@@@@@@@@@@@@#-+@@@@#-\*@@@@%: .@@@@# .=@%%#:..=-++++++++=--.

:==+\*=-\*.=++++++++==\* =@@@@#@@@@@#@@@@@\* %@@@@\*.@@@@@#=++%@@@@%@@@%\*:. --++++++++===-.

:=+=-=-+.=++++++\*===+ #@@@%=%@@@#+@@@@%=:@@@@%=-@@@@@@@@%+-#@@@%#\*-...=-=+++++++++---.

.--=+=-+-++++++++===\* .@@@@\*::@%\*:\*@@@@\*:+@%%%+.-#\*\*++==-:. ...... .:=-=++++++++++---.

.==++=-+\*\*+++++++===#. -%%%#- =\*. -==::. ... .===++++++++++++=--.

.-==-=-#+=+++++++===++ ::.. .::---=-:. .:=++++++++++++++++=--.

.:---:==:=++++++\*====\*+. :-=+\*#%###\*\*\*\*##+. .:=+\*\*++++++++++++++++==-:

..-=+:=-:=++++++++====+\*+=:. ..:-==+\*#####\*\*+++++++\*#\*\*%-==+\*\*\*\*\*\*++++++++++++++++=--:

.===\*-=::=+++++++++===---=+\*\*\*\*\*########\*\*++++++++++++++#+\*\*\*\*\*\*\*\*\*\*++++++++++++++++==--:

.===-==-:=+++++++++\*++=----=====\*\*\*\*\*\*+++++++++++++++++\*#\*\*\*\*\*\*\*\*\*\*\*\*++++++++++++++\*=+--:

.-===+=-:=+++++++++++\*\*\*\*\*\*\*\*\*++++\*\*+++++++++++++++++++\*\*\*\*\*\*\*\*\*\*\*\*\*\*++++++++++++++\*+---:

.==+++=-:=++++++++++++++++++++++++\*++++++\*\*\*++++++++++++++=\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*++\*\*\*+++++---:

.-=\*+=---=+++++++++++++++++++++++\*\*\*+++\*%%%@%\*++++++++=++++\*\*\*\*\*##+=+\*=+++=++\*+\*+++\*==--:

.---==---=+++++======+++++++=++++\*\*\*++\*@@@%@@@\*+++\*\*+-+\*+==+\*\*+\*\*##+\*\*\*\*\*#++\*\*\*\*+++\*==--:

.-=++\*---=++\*+\*\*+\*#%%%#\*===+++=====+++\*#%\*\*++\*+++\*\*\*+-+\*\*+=++\*+\*\*#\*\*\*\*\*\*\*++\*+\*\*\*+++\*=-=-:

.-=++\*--==++\*\*+====+++\*+++\*\*\*##%#\*+=-+%%@+=++\*+++\*\*\*\*==+\*\*\*\*++++#\*\*\*++++=+++++\*\*+++\*=---:

.-=+++-===+++======++++++++\*\*#%#\*\*##++#@@#+\*+\*\*+\*\*\*\*\*\*+==+++++\*##\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*+++\*==--:

.--==\*=---++====+=+=+++======\*\*+\*\*++#+\*@@#+\*\*\*\*\*\*\*\*\*\*\*\*\*\*+++\*\*\*\*\*\*\*\*\*\*+++++++\*\*+++++==--:

.---=:...-+=====+++==+++++++-\*\*\*\*+\*+==--+\*+=\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*++++++\*\*++++++==--:

.:--=:..:=++++++++++++++++===-++\*==#=+#\*+-:=\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*++++++++++++++=---:

.::===++++++++++=+++===+\*=-===++\*+\*%%=+##\*+\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*++++++\*\*+++++==--:

.---==++++++++++++++++++=--=+++==\*###+\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*+++++\*\*\*+++++=---:

.-====++++++++++++++++=--=++\*+++==#+\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*+++\*\*\*+\*+\*+++==--:

--===++++++++++=+++++-==\*##\*#\*\*+===+\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*+++=+===+==++\*+++=---:

:---==+++++++++++++++-##%%####\*\*++===\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*++++=+=\*===+=\*+++=---:

.--=--++++++++++++++++=+#%@@@@%#\*#\*++=-=---:::::......:::::--==+\*\*\*\*==--==\*+=+++\*+++=---:

.:-==-++++++++++++++==++\*###\*%@@##%\*\*+-:... ................:=\*\*\*\*=\*==+-=-=\*\*\*+=---:

.:---=++++=---::::::...-++#%\*++\*.-+##\*\*\*=-:.::::------------::......-\*\*=+++++\*\*\*\*+-+==-::

.:-===+++-..:.......:::-=+\*\*\*\*\*#+=++\*##@+:..=+++++++++++++++++++=-...:\*\*\*\*\*\*\*\*+-:..+=---.

:--==+++-..::::----==+++=##+==#####\*\*+\*+-.:.-+++++++++++++++++++++...=\*\*\*\*=-:.....+=---.

::-==+++++==++++++=++++\*\*++\*+=+\*\*\*\*\*++++\*#::..=++++++++++++++++++++..:+-:...:---=++=::..

:---=+++++=\*=-=-:::...:-..:++==\*++++++==-=#+:..=+++++++++++=---=++\*......:+#####\*\*+=.:-.

--===++++++\*+:::.::::::--::=#++\*\*\*\*++++===-=\*-..-++++++++====---:=+....:+%###\*\*\*\*\*+=.-:.

--==+++++++\*%=-+=++++===+=-++++++++\*\*\*+++====++:.:+++++++=++--+:::=:-==##\*++\*+++\*\*+=:--.

--==++++++\*\*%\*+\*+++++++++++++===+++++++\*\*\*++++=+:..=+++++++###-+=+++++%#+=\*\*\*\*\*\*+\*+=:-:.

-===+++++++\*\*\*+++++++++++++++++++++=+++++++++++\*\*#=-+++++\*\*+#%\*\*++++=%#++\*\*###\*\*\*-+=::-.

-===++++++++++++=--++++++++++++++++++++++++++++++%+++##\*++++++++++++###=#\*#\*#\*+\*\*-+=::-.

-==++++++\*++++++-::-+++++++++++++++++++++++++++==+\*\*\*#%%%#+++\*\*\*\*\*\*+%#\*\*##=#+#\*+\*=+=-:-.

:--=+++++\*\*\*\*\*+\*-=--+\*\*\*\*\*\*\*\*\*+++++++++++++++++++++++++\*\*\*\*\*\*\*\*\*\*\*\*+#%+\*#\*\*++\*=+=#+=-:-:

:-:--++\*+\*\*\*\*\*\*\*+\*#=\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*+++++++++++++++\*\*\*\*\*\*\*\*\*\*\*\*+%#\*+#\*\*#++++#\*+=:--.

--:-=+\*\*+\*\*\*\*\*\*+\*\*\*+\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*+++++++++++++++++++++++++++\*\*\*+#\*#=##\*\*\*\*\*##=++.::.

:--:-\*\*\*\*+\*\*\*\*\*\*\*\*++\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*+++++++++++\*\*\*++++\*+++=====+=+++%\*\*=\*##\*\*#\*+\*++.:--.

=====+\*\*\*+\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*++++\*+++\*\*+\*+\*###\*+\*\*\*+\*\*=++=+==.

:-=+++\*\*\*+\*\*\*=+++\*\*++\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*+\*\*+\*\*+\*+\*\*\*\*++++++\*#\*++==-

.:--=+\*\*+\*\*\*++++=+=-======+++++++++++=\*+++=+++++++==-:-==\*\*\*\*\*\*\*\*\*\*\*\*\*###\*\*\*\*####\*+=--:

.::---===++\*\*\*\*\*\*\*\*\*+\*++++++==++++===+====+:+=++==+===\*\*\*\*\*\*\*\*\*\*\*++++++++==--:-:..

...::::::---===+++++\*\*\*\*\*\*\*\*\*\*\*+\*++++\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*++++=-----::.::::..

....:::::-------========================------:::::::....

............:..............