iTrust2 - HCP View

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Background

iTrust2 is an application that enables health care providers to view appointments, obtain and share essential patient information, document patient's office visit and view aggregate patient data.

Our goal is to design and develop an application interface that improves the experience of a **health care provider.**
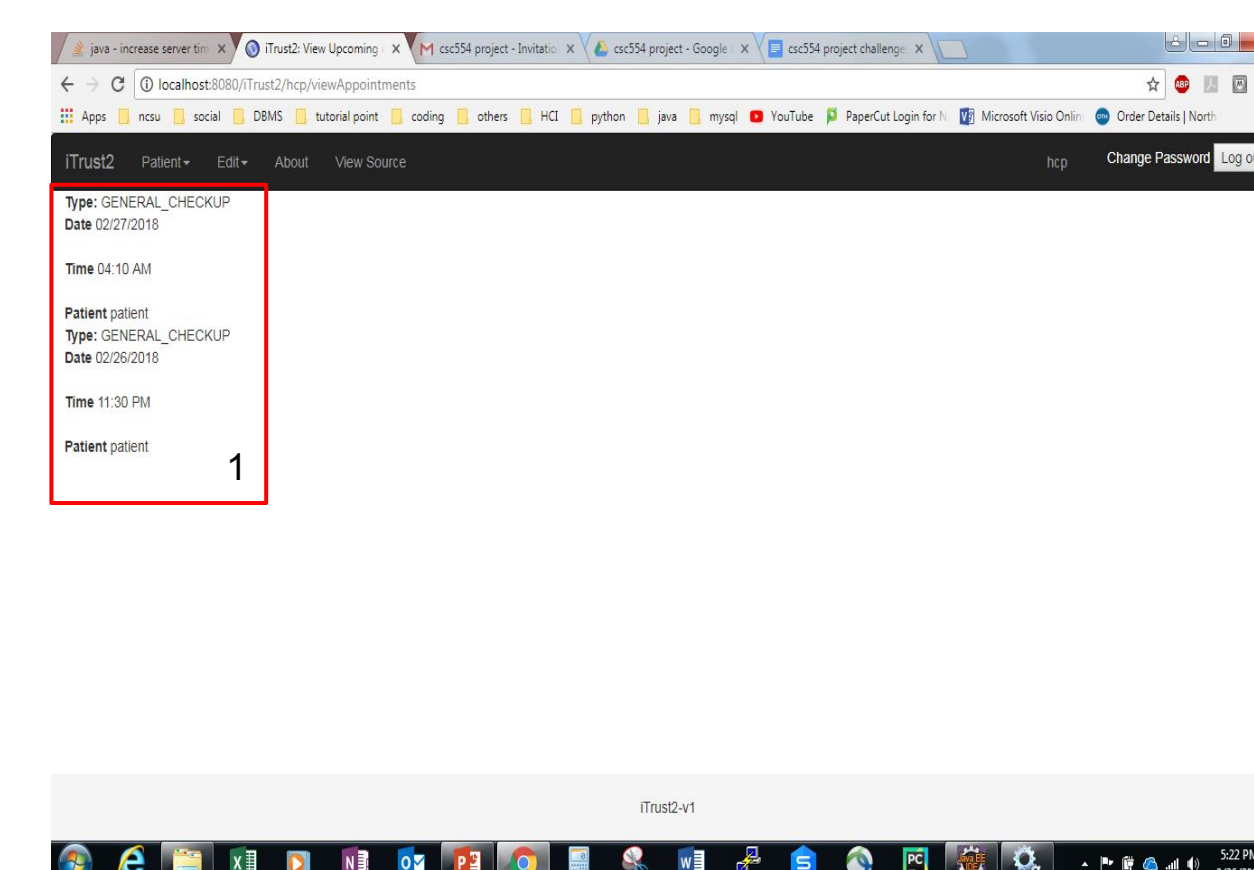
Current Experience Challenges

1. The homepage has a lot of unused space.

2. Data entry fields are ambiguous to fill.

3. Cluttered display of requested appointments and scheduled appointments.

4. Tasks such as edit patient, edit demographics, edit prescriptions are either non-functional or difficult to use.

5. Inadequate feedback on form submission.

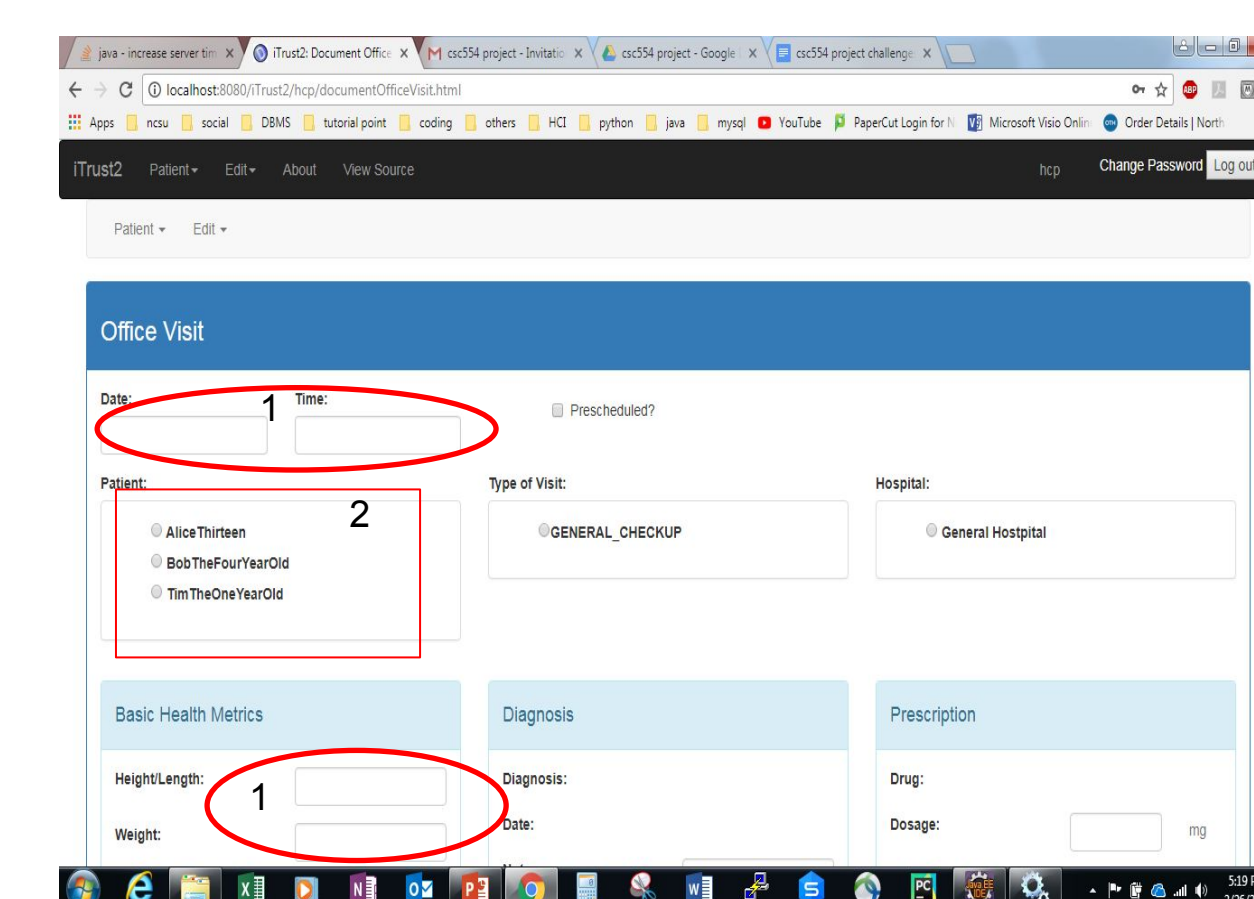6. In document office visit page, the page lengthens as the number of patients increase.
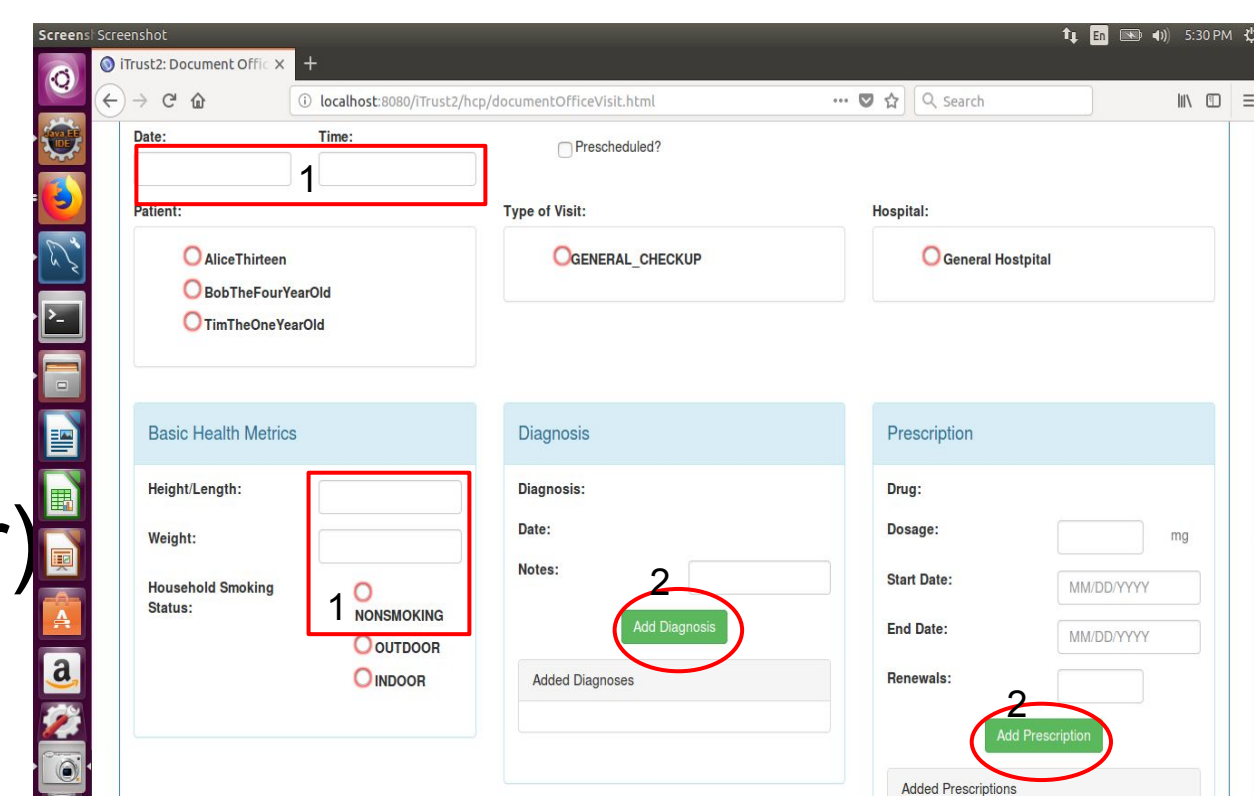
Examples of Existing System Challenges
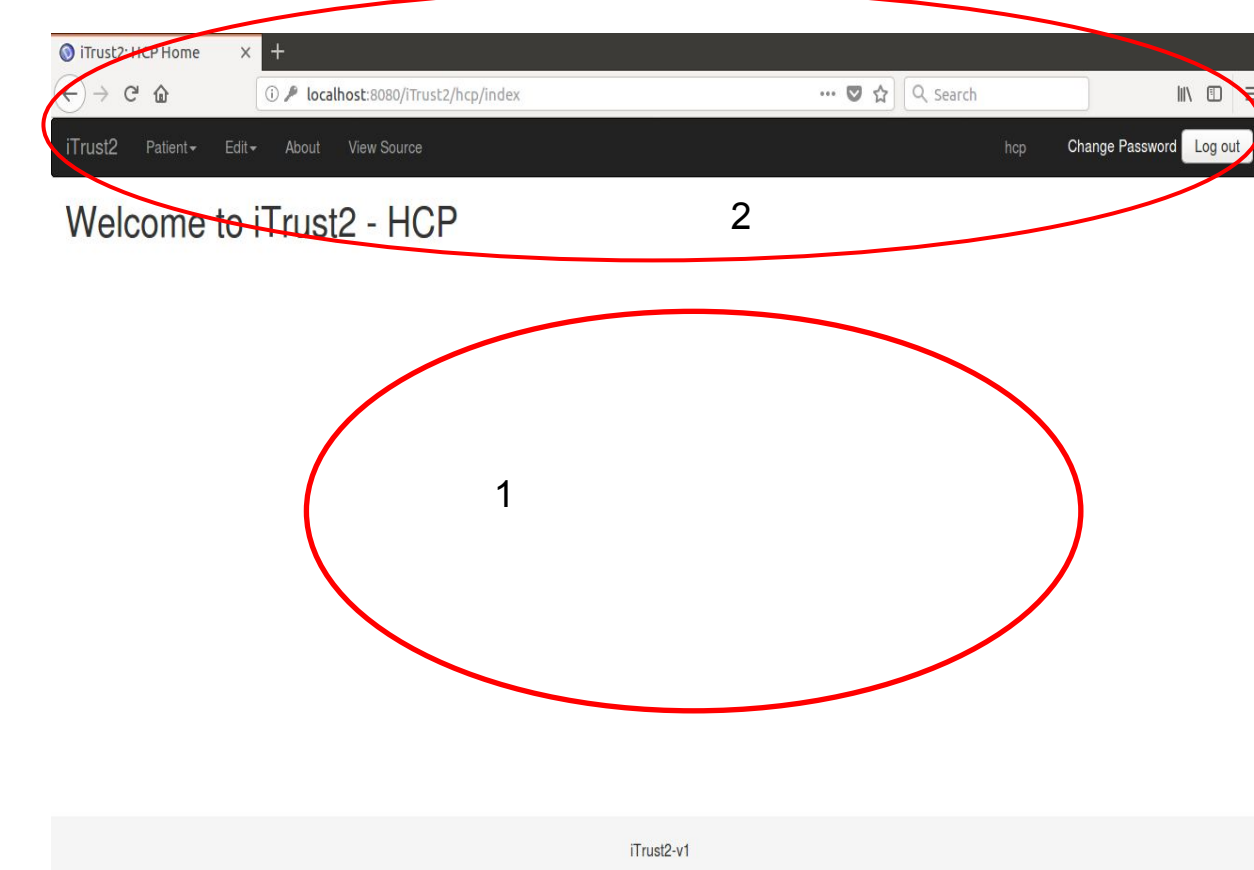
1. unused space.
2. too many menu options.

1. mandatory data entry fields are not explicitly indicated.
2. Accumulation of patient list

1. Inconvenient to view patient list. (e.g. multiple requests, chronological order)

1. Data entry fields are ambiguous(units of height, weight etc)

2. "Add prescription" and "Add Diagnosis" functions do not work

Initial Wireframes and/or Photos of System Improvements
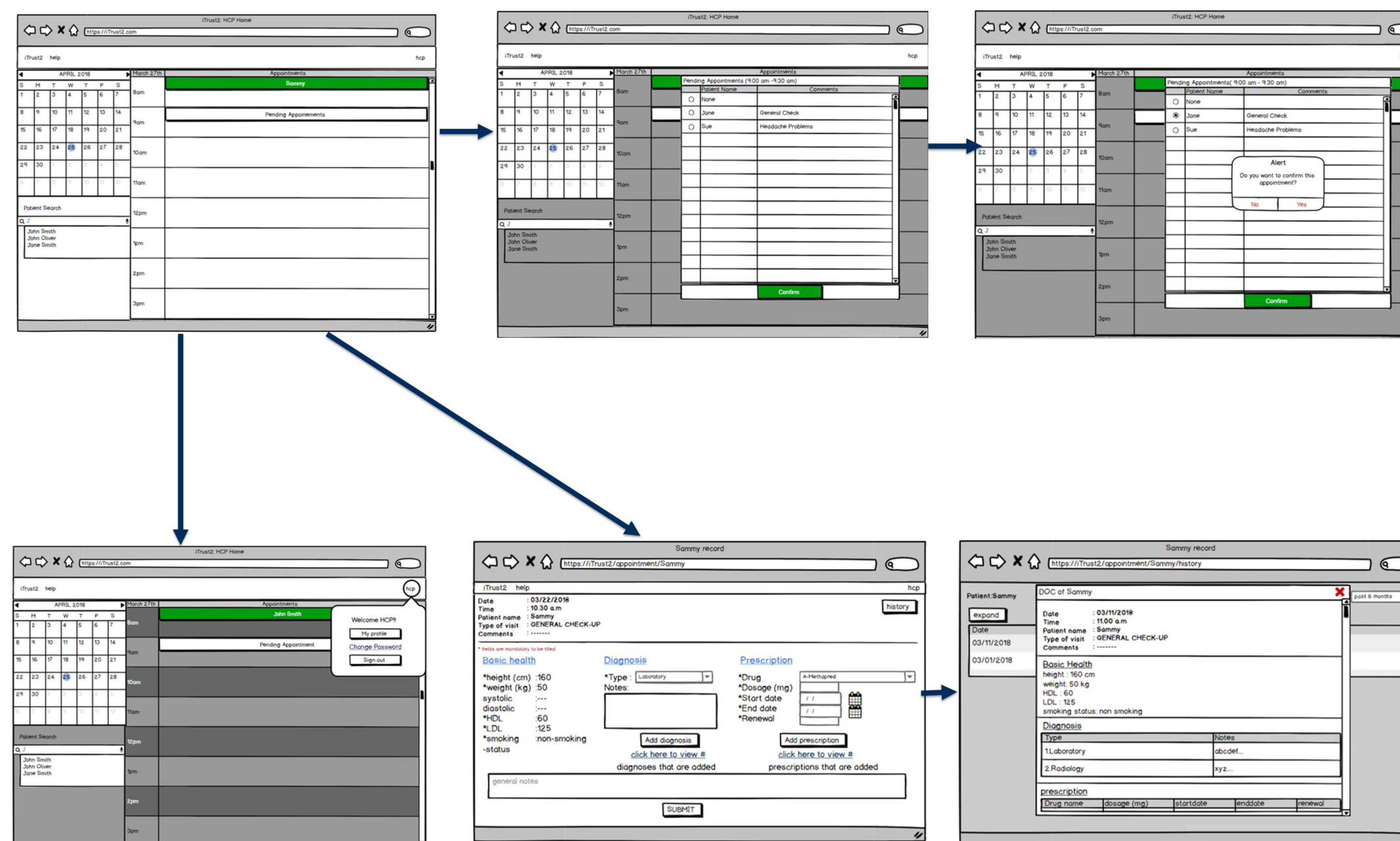
Procedures

1. Team met to understand the existing system and the goals of the project.

2. Gathered opinions on the existing system from each team member and noted challenges of the project.

3. Proposed solutions to address each challenge and sketched low fidelity paper prototypes.

4. Improved the designs and created wireframes.

5. Prepared questions for the questionnaire and created usability test script.

6. Conducted usability test - one on one session with six people.

7. Improved wireframes based on feedback received during usability test.