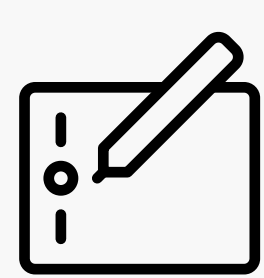# HealthApp for University Health Services

Connects UHS Staff with Students

Major Issues We Identified

Based on our research, students do not know what to expect from University Health Services because the general processes are poorly communicated and inconsistent. These unclear expectations translate into frustrations throughout the experience as students wait for appointments, get treatment, and pay for treatment. For staff at University Health Services, a student's lack of understanding of the services that University Health Services can provide often becomes a source of frustration and disappointment.

Overall, the confusions expressed by students stem from a lack of communication and mutual understanding between the staff and the students.

We see a need for a more transparent method of communication between students and University Health Services so that students can understand the process in advance and benefit from a more personalized visit experience.
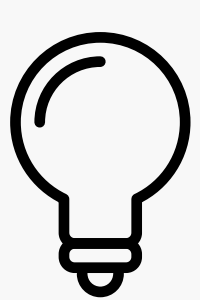
Solution

Communication between students and staff can be improved by introducing a tool that provides easy and around-the-clock communication between students and health services. We propose a centralized, mobile health services app that promotes better communication between SHS and CMU students. Students and appropriate SHS representatives will have access to all of student's medical history and records which will allow full transparency and mutual understanding of the student's needs.

Why It Works

Our mobile platform for students and University Health Services staff to communicate and share information pertinent to student health will give students more clear understanding of what to expect from the experience of going to health services through.
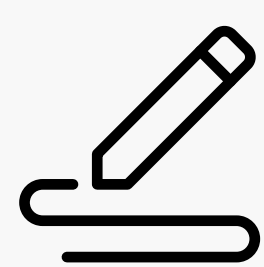
Feasibility

Building a mobile app is feasible at an institution like Carnegie Mellon where the development can be tasked to students for academic credit and acknowledgement. Once the application has been developed, tested, and deployed, the application itself only requires one or two technical members to maintain the application and update it as software changes come about and student needs or requirements change.
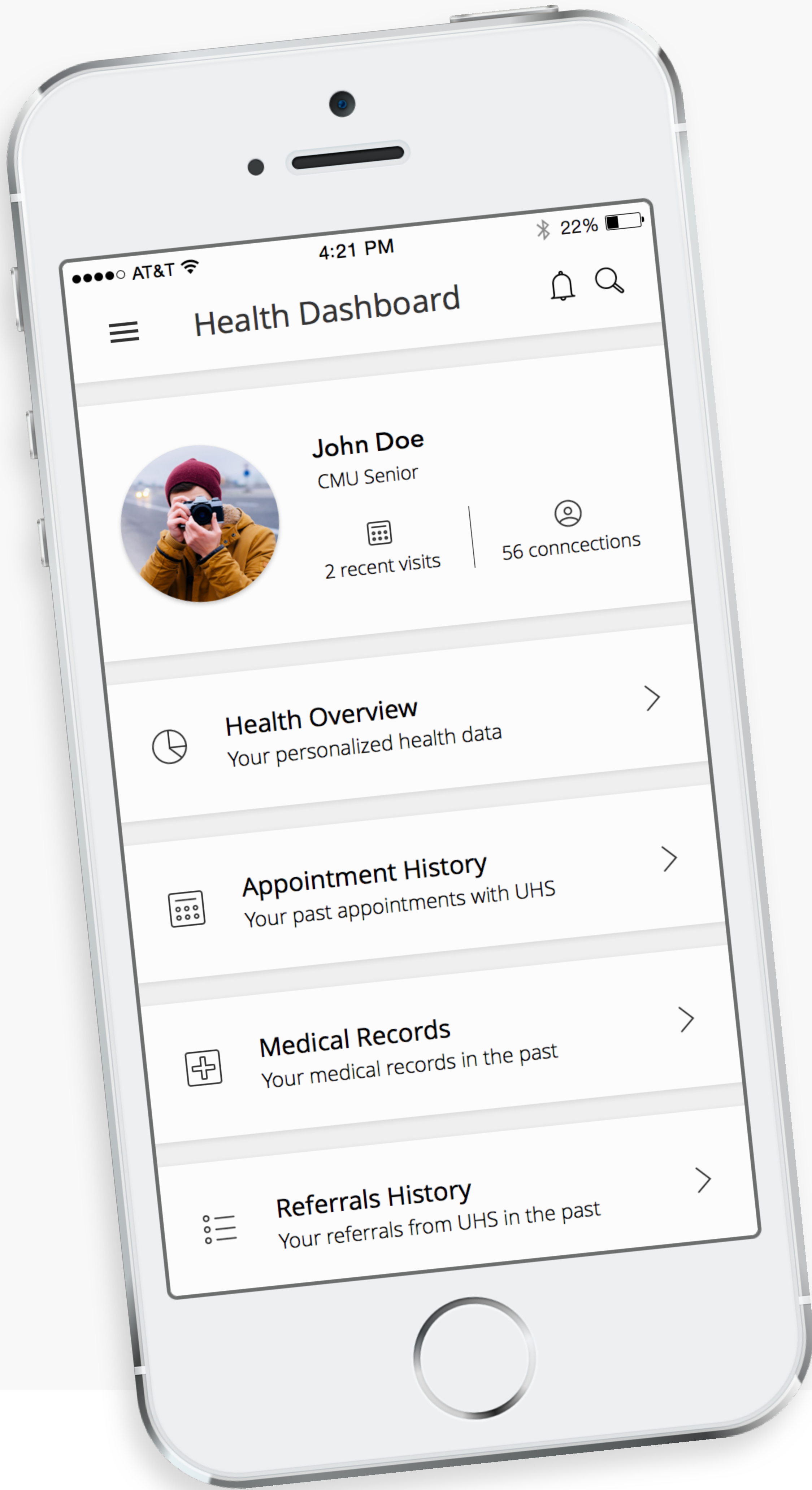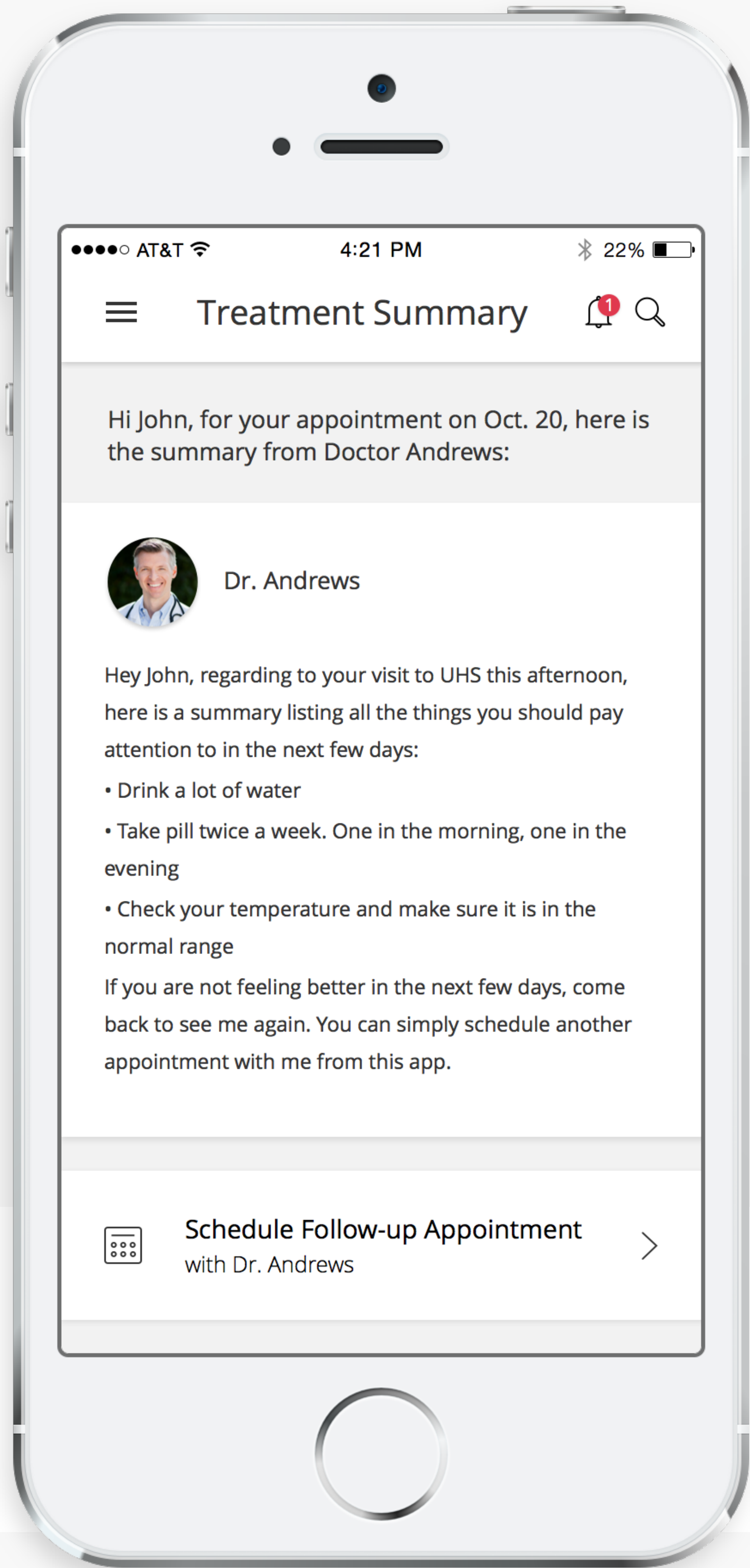
Students will have their personal health dashboards that allow them get access to all their health data, including appointment history, medical records, referral and more.

Students will be able to view summary information from a recent visit, follow up with the doctor or nurse who saw the student, and provide feedback on their experience.

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