

**Usability Test Findings – Summary for Design**

**Findings:**

Positives

* Users liked knowing the tool was powered by FDA data
* Users were able to search easily
* Users prefer to search by drug name – generally based on one they were already taking or that their doctor had prescribed
* Users liked the level of detail, it was mentioned as having the critical information it was easy to find

Usability Issues

* Users were not confident they understood the risk levels.
* Recommendation: Add a key to describe the risk levels.
* Users were most interested in the detailed information for the drug they searched for, not the full range of drugs and their alternatives.
* Recommendation: If the system finds a direct match, display the details without a search results listing.
* Users found the language jargon-heavy and not user-friendly.
* Recommendation: Continue to look for ways to scrub the data to reduce the redundant and irrelevant information.
* Users who are not familiar with the drug in the results, the information was harder for them to understand because they didn’t understand the terms.
* Recommendation: Continue to look for ways to scrub the data to reduce the redundant and irrelevant information.
* Users indicated they would search for the site via Google. They would be more likely to choose this if it returns higher in the results list.
* Recommendation: Consider SEO.

Future Enhancements

* Users indicated the desire to search by additional terms such as active ingredient, generic name, medical conditions or symptoms and expressed this would make the tool more comprehensive.
* Users indicated they would like to be able to compare multiple medications at once, primarily when there were multiple medications with similar ratings, to see the most important information side-by-side.
* Users said the key information they needed to know was available in the tool, additional nice to have information would include the half-life of the medicine, interactivity to link to more details on risks or conducted research.