

Usability Testing Document

Patient:

- *Make an appointment for next Tuesday at 10am with your physician, Dr. Petersen.*
- *You are on vacation and went to California. Your primary physician is in Boston. You met with an accident and suffered some injuries. You wanted to show that to your primary physician, can you able to make a video call to your physician through EasyHealth application?*
- *View and save your previous prescriptions and reports through application.*
- *You got married and your last name changed. Go to your profile and make changes in your last name and other details.*
- *Due to some unforeseen reason you have to close your bank account and credit card. You have now new bank and card details. Go to your profile and update your new account/card details.*
- *Your very first report is missing in your report history page. Can you send a message to admin and ask about the missing information?*

Doctor:

- *You were on vacation and returned to work after 10 days. During that time you don't have the access to internet. After returning, can you check your appointment schedule?*
- *Patient is having emergency and he is trying to call you. Will you be able to receive video call from patient?*
- *You are on your way back to home. In the road you saw an accident and the passengers are severely injured. Can you notify ambulance provider and blood bank to reach the accident spot?*
- *A person is on his 2nd visit for the treatment and he is requesting for the appointment. Confirm his request and give an appoint for him for the Friday at 2 pm.*
- *Patient has messaged you regarding the confusion of the medicine. Give him/her a reply using EasyHealth app.*

General Users:

- *You visited the EasyHealth application quite a few times and want to use the services of the app. Go to signup link and register yourself to be the user of the application.*
- *You have a question regarding the services of the EasyHealth application. Go to contact us page through application page and call the customer care of EasyHealth.*
- *You have a question about health science. Go to contact us and write a mail to the admin asking your question.*
- *You are new to Boston and wanted to know about the nearby health camps and other general awareness activities. Browse the available nearby health camps without signing in the application.*

Admin:

- *A patient is now treated properly and he/she will not be using the application any further. As an admin can you deactivate the user profile from the system so that he/she won't get any communications/emails regarding the application?*
- *You are getting a very common question like the basic homemade remedy for cough, can you able to post this in the FAQs section so that people can directly view from that section only?*
- *A doctor is having technical issues while using the application. His schedule page is not refreshing properly. Can you assign a service request ticket to the technical support team?*
- *A student became a registered nurse and wanted to be a part of the EasyHealth team. Can you create a user profile for the person and assign her the nurse role?*

Pharma:

- *You got a request from doctor about the prescription of a patient. Can you search the patient name and working on the prescription order?*
- *Search the medicine Nyquil and check its quantity (available and required both).*

- *You are running out of Cetirizine and you have a huge prescription order for the medicine. Check the required quantity and place the additional medicine so that you can tackle your order.*

Nurse:

- *On your second visit to a patient, you noticed that his/her vital signs got changed. Go to patient profile and make changes in the vital sign for the patient.*
- *You got a work request from the doctor regarding the patient. Identify the request type and its status through your work request page*
- *Search Mrs. Paul and add his vital signs and test report details (if available).*
- *James is a disable patient. Ask him about the preferred appointment date and time for visit for specimen collection and normal vitals checkup through messages facilities in the application.*