I-Register

Self-service Registration Machine

I-register — New Way to Register. New Form of Care.

Background

According to China's National Bureau of Statistics, the number of people in China aged 65 and above makes up **12.6%** of the total at the end of 2019, which indicates that China has come into the aging society.

As the elderly people are generally weaker and more likely to suffer from illnesses than others, it is of particular importance to provide them with medical treatment and maintenance.

In China, Community Health Service Centers offer convenient service to the elders to seek medical help and take medicine nearby, thus easing the pressure of hospitals. Patients need to register by themselves first in the Community Health Service Center and so far multifunctional self-service registration machines are mostly used in community hospitals.
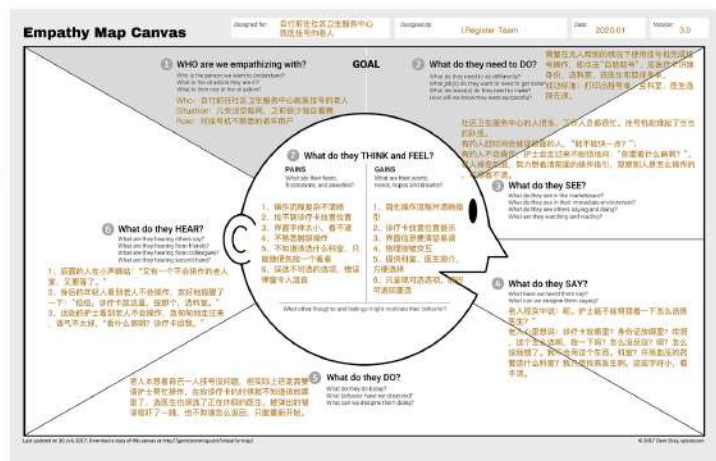

Low efficiency, waste of equipment and human resources

Research

However, through research, we found that it costs much time and is difficult to operate for elder people and most of them will be confused, experience a repetitive trial-and-error process or even give up registration while using the traditional registration machines. Hence there is always a nurse to guide them to operate the machine, causing a waste of equipment and human resources.

Traditional registration machines - low usability

Thinking Process

We regard difficulty and Importance as the abscissa and ordinate and rank the problems by priority that the elder people come across while registering. Then we find the dominant problem is that they don't know how to operate the registration machine.

Knob
to choose department and doctor

Return
Enter

Card Slot

List Out

Introduction

Interaction

Additionally, in the aspect of interaction, I-Register Self-service Registration Machine uses knob, physical button and card slot (similar to cassette slot of the radio), which fits the elder people's previous habit of operating the television and radio. It is less unfamiliar for the elder people to register on it as its interoperation is unified, simple and clear.

As for interface, I-Register Self-service Registration Machine employs reminiscence style to remind the elder people of their old times, adding humanistic solicitude to the unpleasant process of seeking medical treatment. Moreover, this machine moves the virtual interactive button out of the screen to provide more room for information so that it can show registration information with bigger words for elder patients.

Interface

Steps

To heighten the elder people's confidence of using smart registration machine and optimize their experience of seeking medical help in community hospitals, I-Register Self-service Registration Machine, targeted at the elder people, simplifies the operational process of traditional registration machine into four steps: identify with the medical card, choose the department, click the doctor and collect the registration ticket while taking back the medical card.

Different from the lifeless industrialization appearance of traditional registration machine, I-Register Self-service Registration Machine, referring to the design of traditional television and cassette radio, is designed into a slightly round shape with wood texture and curved screen, thereby bringing the old patients a sense of comfortability, security and affability.

Appearance

Operation

On the left side of the I-Register Self-service Registration Machine is a screen to show information. On the right side, there is a knob, a Return button, an Enter button, a card slot and a List Out opening from top down to the bottom.

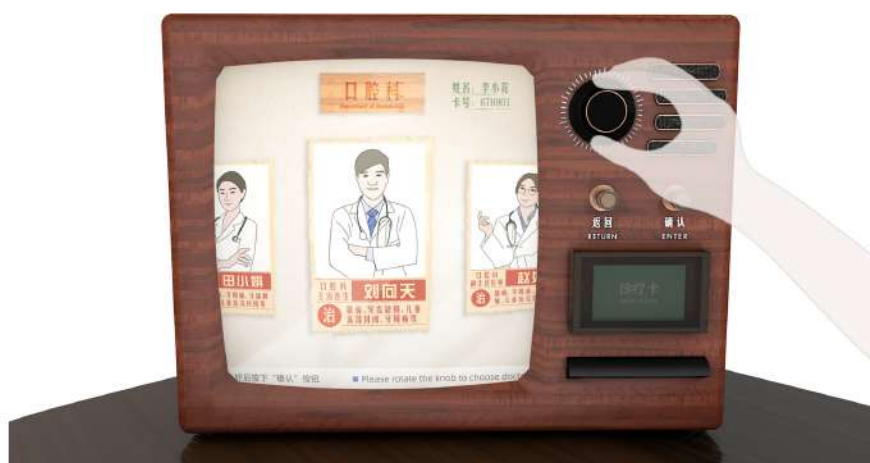The specific operational process is as follow:

1

Follow the guidance on the screen and put the medical card in the glowing slot for authentication. The card slot is metaphorically designed as a radio cassette slot; while it glows to guide patients to put their cards in first.

2

Browse the department information by rotating the knob. If you are sure to choose one department, push Enter button; if you get wrong, push Return button and choose again.

3

Choose a doctor as the second step.

4

After choosing the department and the doctor, a window of information reconfirmation will pop up. If there is something wrong, push Return button and choose again. If not, push Enter button. As you confirm, the card slot opens and glows, reminding patients of taking away their medical cards. At the same time, the List Out Opening prints registration lists. After that, patients should take away their medical cards and registration lists according to the guidance on the screen and then wait to see a doctor.

Conclusion

With emotional design and unconscious interaction, I-register self-service registration machine is an instrument to satisfy elder patients as well as a smart and capable medical worker alike. This design not only drives the innovation of the elder people's ways of medical care seeking but also provides a reference for the efficiency promotion of health care system in the aging society.