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[Link to our medium-fi prototype.](#)

Target Audience

Checkup is designed to be a supportive tool for **all individuals who seek medical care**. We decided to place a specific emphasis in our needfinding and prototype testing on the experiences of young working professionals who lead busy lives that can often cause them to forgo scheduling and receiving the necessary care.

Design Tools

We used **Figma** to build out our medium-fi prototype. The basic layout and structure of the task flow was informed by our lo-fi prototype which was a **sketch** done on **pen and paper**. The prototype is currently designed as a **mobile app**, as it utilizes core functionalities of phones like cameras for scanning insurance cards and calendars.

Operating Instructions

This section includes specific details for how to move through each task flow and interact with our medium-fi prototype. All of the functionalities rely on a user tapping their interface (for instance, in the place of typing information as one might in a high-functioning app, the user only needs to tap and it carries that same function).

Sign up / Creating a New Profile

- User clicks the sign up button and is brought to a “Create Profile page”
- Click “Next” and your information gets auto-filled
- The next page asks for the user to scan their insurance card
 - Click the camera icon under the box to scan insurance card

- There is an option to press skip, which if selected, a pop-up will appear telling the user that they will just be recommended the cheapest uninsured option for care
- Then, there is an option to sync your calendar
 - If you want to sync a digital calendar, click the Google Calendar icon for this prototype
 - If you do not have a digital calendar, you can click the “Scan Paper Cal” button and scan in your paper calendar (pressing the same camera icon on the bottom of the screen)
- Selecting your preferences for medical practitioners
 - Under gender, select female
 - Under language, select Chinese
 - Under race, select No preference

Scheduling an Appointment

- The home page of our app is where you see two options to either schedule an appointment or view appointments.
- In this case, click schedule an appointment
- The user is brought to a chat interface
- To respond to the chat’s first question, click the return key on the keyboard
- To respond to the chat’s next question, click “yes”
- The chat then proceeds to find an appointment for you
- In the next flow, in which you are given 3 appointments to choose from, click the middle appointment
- You are then brought to a page where you select a doctor preference from 3 recommendations, click select for the middle doctor, Dr. Barnes
- You then know your appointment is confirmed and you can click done.

Appointment Follow Ups

- Following your appointment, you receive a mobile notification about your appointment requesting you to check up
- Click the notification that pops up on the top of your screen
- You are brought to a page that asks you to rate your experience, click the 4th star
- Click the button on the right to set Dr. Barnes as your primary
- Click the done button near the bottom of the screen

Rescheduling an Appointment

- In order to reschedule an appointment, starting from the CheckUp home page click the view appointments button

- From there you are brought to a page that contains a calendar with your appointments, on the bottom half under “view upcoming appointments”, click the reschedule button
- From there you are received 3 suggested appointments, click confirm reschedule for the appointment in the middle.
- Your appointment is confirmed, click done.

Canceling an Appointment

- In order to cancel an appointment, starting from the CheckUp home page click the view appointments button
- From there you are brought to a page that contains a calendar with your appointments, on the bottom half under “view upcoming appointments”, click the cancel button
- Click confirm cancel
- Your appointment is canceled, click done.

Booking a Follow Up Appointment

- In order to book a follow up to a past appointment, starting from the CheckUp home page click the view appointments button
- Near the top of the screen, in the same bar as the Google Calendar icon, click the left arrow to go back in your calendar (moving back to October)
- The screen then shows your past appointments at the bottom
- Click the flag for follow up
- Click book follow up
- Of the 3 suggested appointment times, click select for the one in the middle
- Your appointment is confirmed, click done.

Limitations

- **Only screens necessary for the 3 main tasks to be completed are shown.** Permutations and extensions of tasks (ex. seeing more options for doctors, syncing Outlook, syncing Apple Calendar, choosing unique doctor preferences, uploading profile picture, etc) are not possible in the prototype.
- **User cannot actually take a real-time photo of their ID card and scan their paper calendar**
- **There is no “back” button** in case the user makes a mistake; there is only the constant home button that will take the user all the way to the beginning of the workflow.
- We chose a scenario in which the user had a toothache and thus needed a dentist; however, **we did not include cases in which the chatbot suggested the wrong type of physician** and thus the user needed to clarify the type of care desired. Our prototype is catered to one

specific healthcare need for the sake of exemplifying the task flows, but it does not encompass some edge cases.

Wizard of Oz Techniques

- When **a user needs to fill in their username, password, etc, the prototype autofills it** instead of allowing the user to input their own information. This is a limitation of Figma as the software does not support real-time user feedback.
- When the **user syncs their calendar, the system automatically assumes that the sync was complete and successful**. In reality, this would require a lengthy credential process where users would log-into their external calendar account and allow for permission to sync the calendar.
- In addition, **the chatbot to schedule appointments is autofilled** as user responses are hard-coded; this is a limitation of Figma as we can't actually implement a chatbot into the prototype.
- Generating **the best doctor matches when creating an appointment is also auto-suggested** as the user's preferences are currently hard-coded. Currently, we do not have the software to use an algorithm to generate the best matches.

Hard-coded Items

- **All photos used**: the paper calendar, the insurance card
 - This is because the prototype currently doesn't have capability to actually scan items with a camera.
- Most user choices are hard-coded: type of digital calendar they want to sync (only Google Calendar), doctor preferences chosen, type of care desired, appointment date choice, doctor choice, doctor rating, decision whether to keep the doctor or not
 - The **digital calendar** is hard-coded as Figma doesn't have the capability to actually sync with an outside app such as Outlook or Apple calendar. We implemented a hard-coded calendar to account for a usable calendar instead.
 - The **preferences** are also hard-coded as the prototype cannot adjust future functionality (ex: finding best doctor matches) based on actual personal preferences; the prototype has no algorithm for this to work.
 - The **type of care** is also hard-coded as Figma has no chatbot functionality where we could adjust for other types of care desired based on chat responses.
 - The **appointment date choice** is hard-coded as the digital calendar itself is also hard-coded, meaning our prototype can't actually suggest good appointments based on the user's actual calendar.
 - The **doctor's choice** is hard-coded as user preferences are also hard-coded.
 - The **decision whether to keep the doctor or not** is hard-coded as the prototype does not have functionality to generate new doctors for the user based on their preferences, as that is hard-coded.