

# Hasslily Hashim | 2018 | Applied Flexi Design Thinking

This document demonstrated the Design Thinking principles I applied at Education Services Australia (2014), Telstra + Telstra Health (2016-2018).

Define  
Refine  
Design  
Validate  
Iterate  
Visualise  
— — —  
Build  
Deliver



## Background

Coming from design schools, I advocate human-centred design to all of the projects using the typical user-centred design process which currently called Design Thinking (DT). Design Thinking was recently commercialised as a standard design process (but not without misconceptions).

**DT should be flexible and adaptable.** I applied DT flexibly depending on the problems to be solved and can be aligned to the team's agile methodology and cadences.

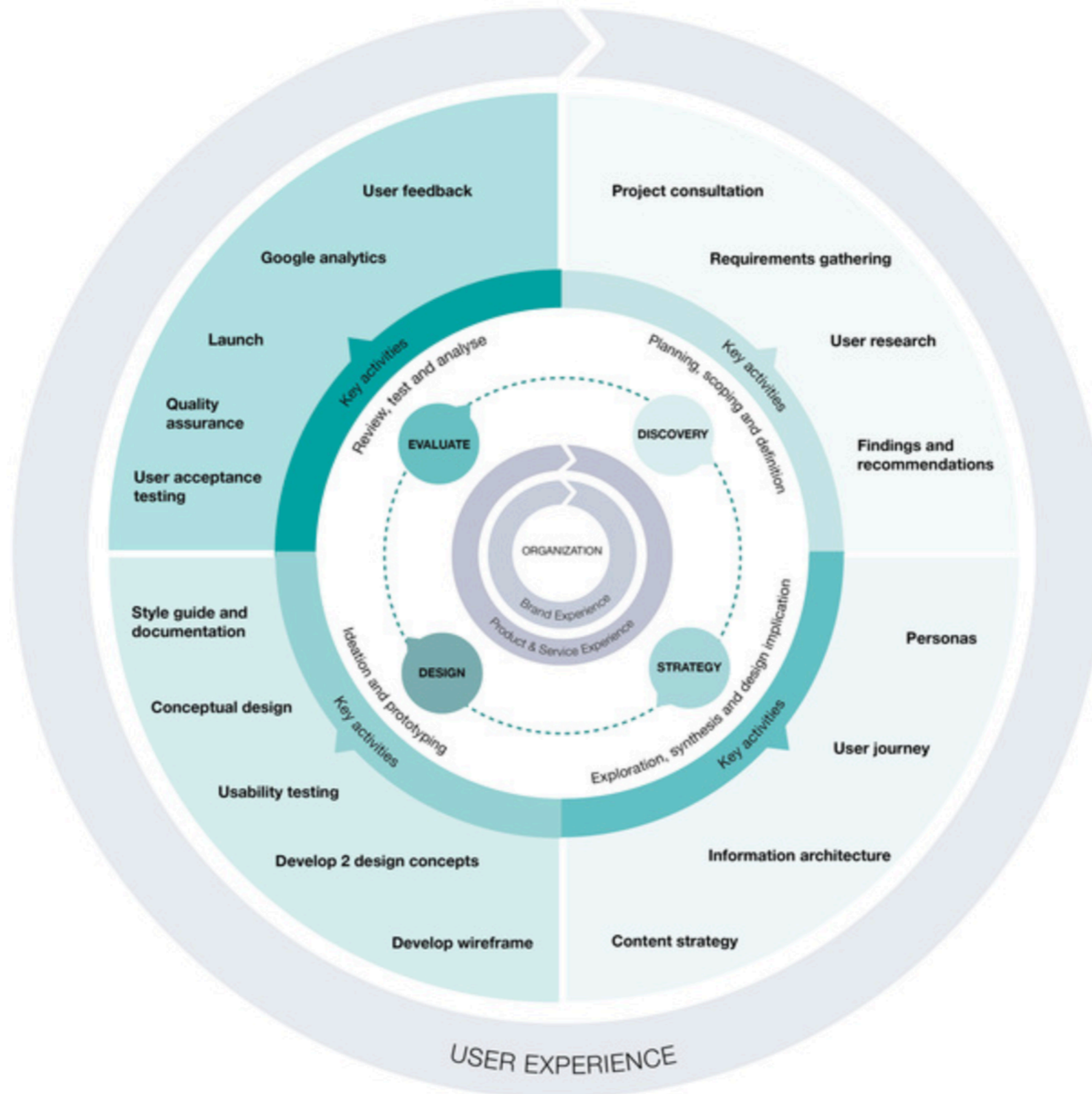
This document demonstrated the Design Thinking I applied for Education Services Australia in 2014, Telstra and Telstra Health between 2016-2018.

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# Design Thinking for Education Services Australia (ESA)

I was invited to work with ESA to establish a design process for the design team due to their large ministerial non-profit education based projects. I introduced DT standardising the design processes and transparent to the organisation.



# Design Thinking for Telstra + Telstra Health (2016-2018)

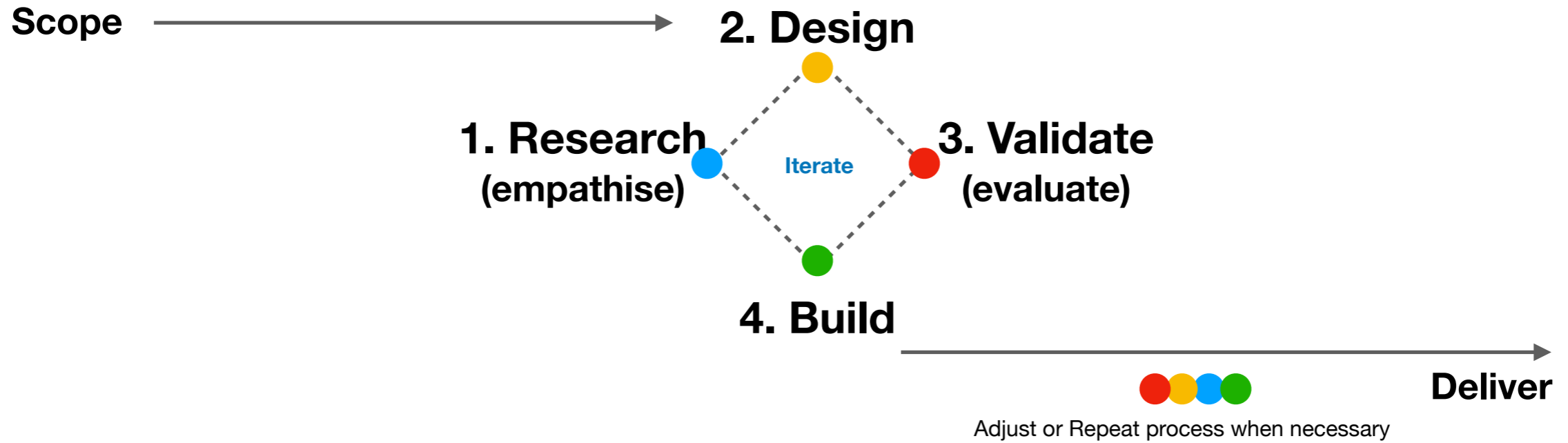
I had the luxury of attending 5 main projects at a time during my contract at Telstra and Telstra Health between 2016-2018.

I was invited to HCD-lead the product team at Telstra Health to solve multiple applications that required to be consolidated into one app. The one health management app is called **HealthNow**.

I was a solo UX Designer for the small agile product team. I lead the design from ground up using **Flexi Design Thinking**.

The following pages encapsulate the processes I applied for the product including accessibility testing.

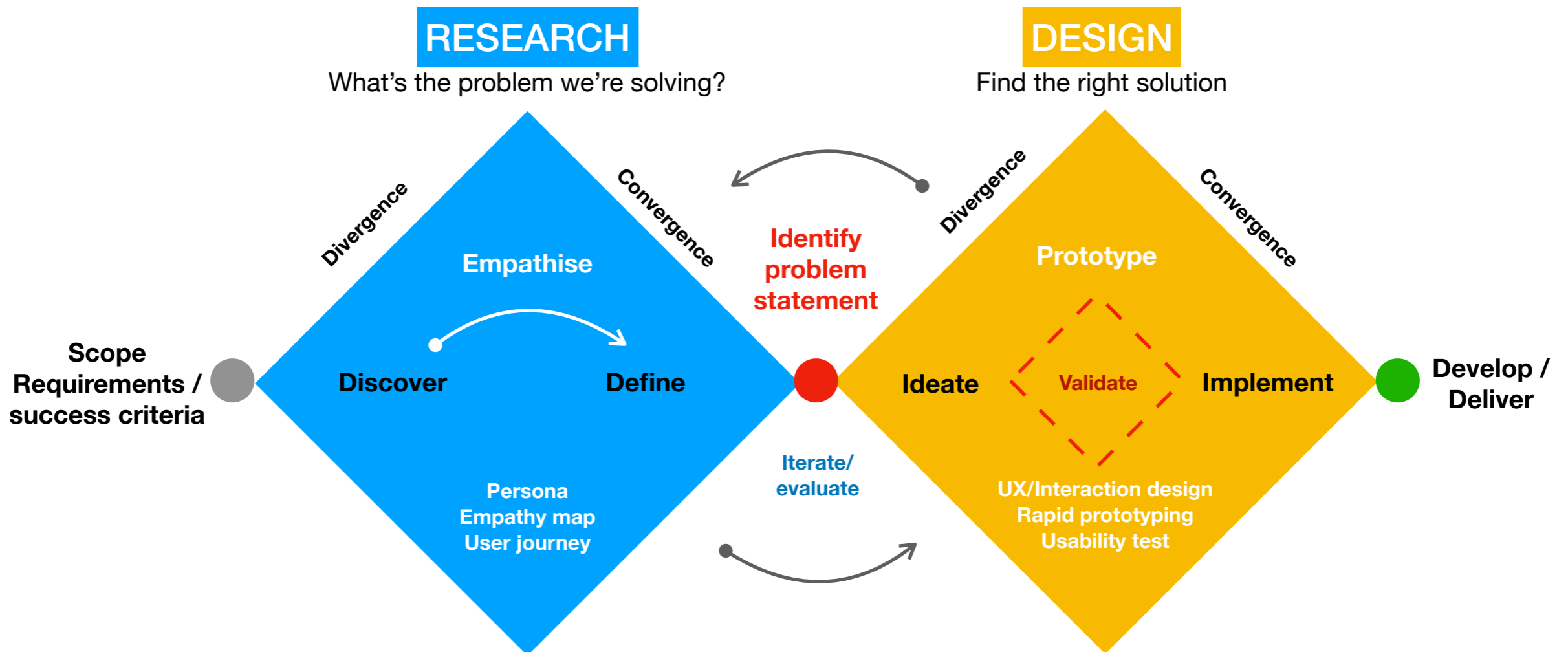
# DT I practiced for agile teams at Telstra & Telstra Health



A  
Toolbox

B

Design thinking key cycle



# Process

The following is the typical design thinking process which always flexible to apply based on project needs or problems to be solved.

## 1. Research

Identify existing data, personas, users' mental model.

Identify persona, user routines & tasks.	Identify pains / gaps	Identify users needs and aspirations
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## 4. Identify assumptions & constraints

User needs	■	■
User goals	■	■
Assumptions	==	?
Constraints	!	!

## 7. Design UX wireframe

Define epic, write use cases, acceptance criteria

## 2. Discover

Affinity map via card sorting to shape main features

## 5. Prioritise

Team effort vs business value

Estimate risks, issues and budget

## 8. Validate UX

Run rapid usability test & design iteration

## 3. User journey / user stories

Define user needs and goals

User needs	■ ■ ■	User goals
	■ ■ ■ ■ ■	
	■ ■ ■ ■	
	■ ■ ■	

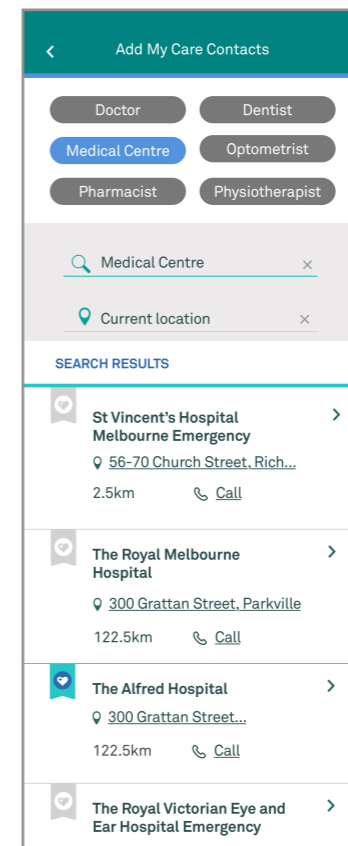
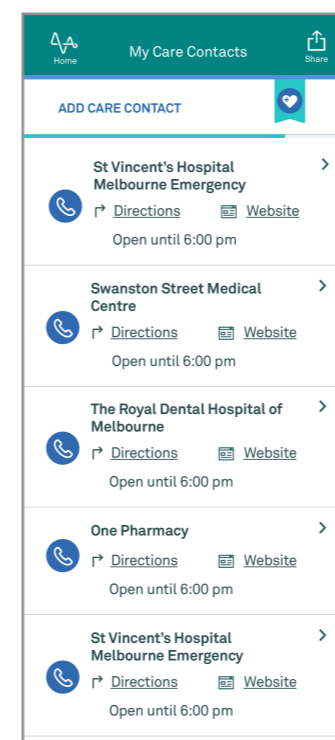
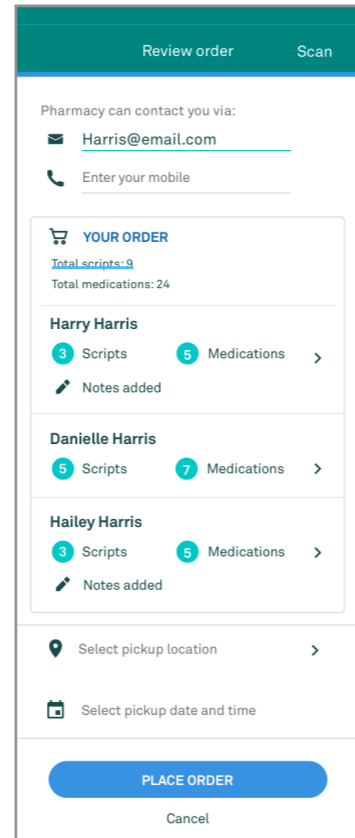
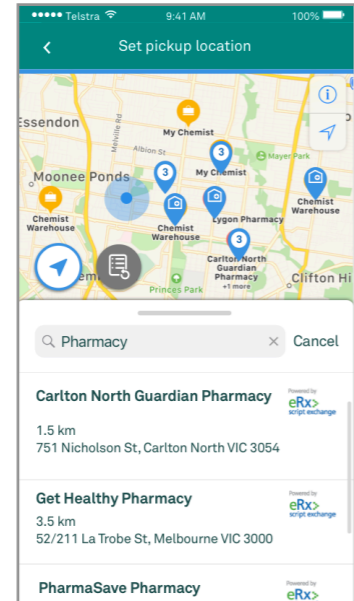
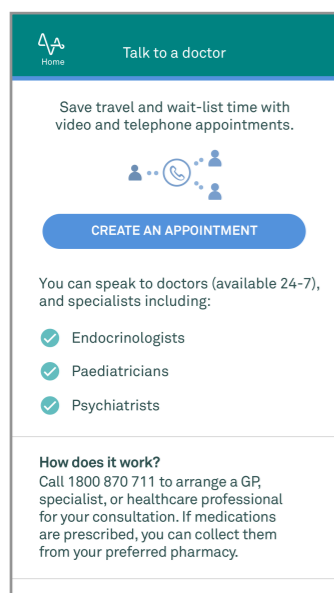
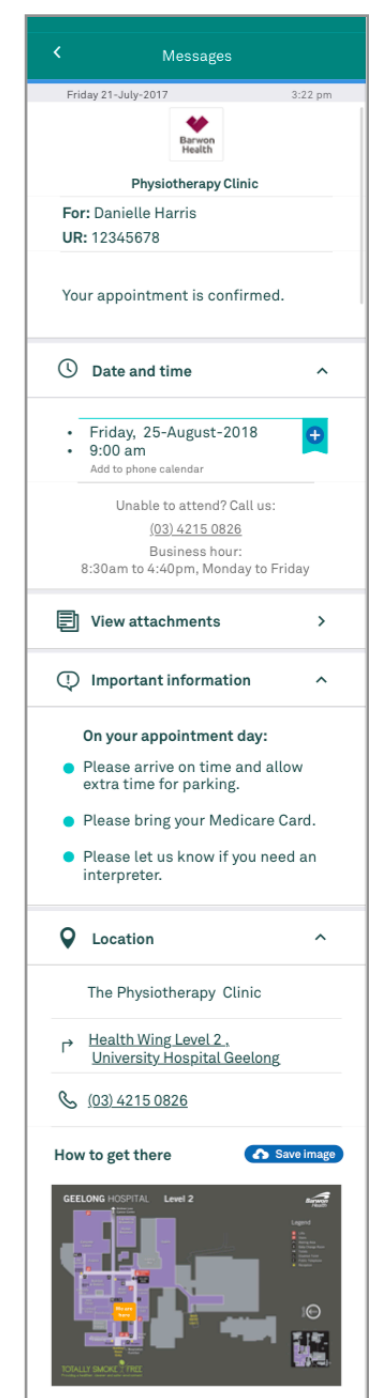
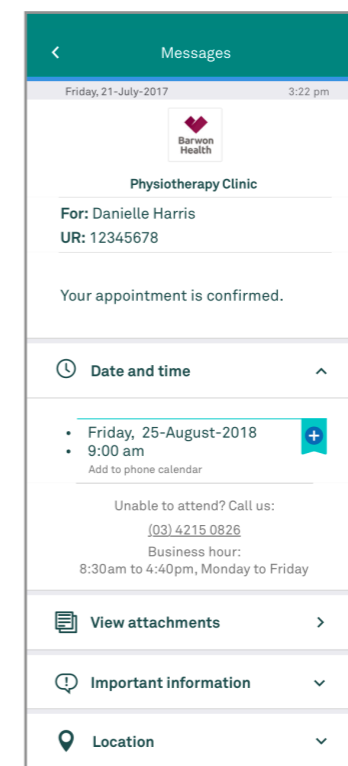
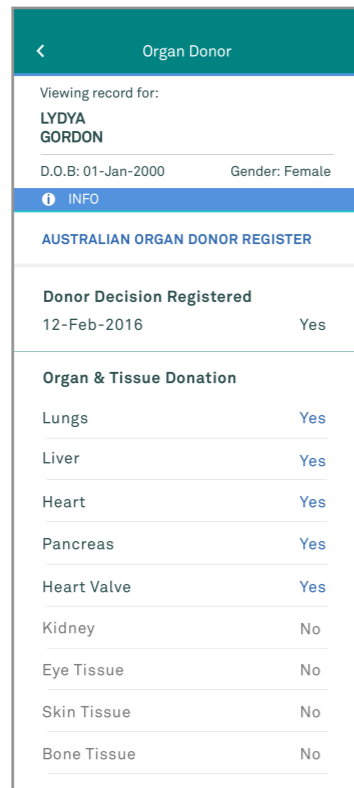
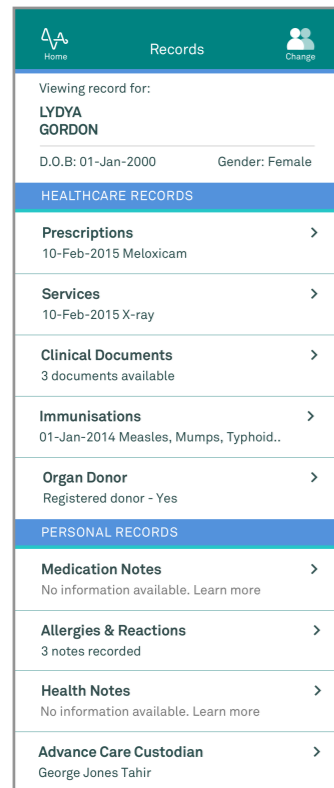
## 6. User flow / IA

Define user flow to shape IA

## 9. Refine UX and bring UI in

**Develop & deliver** →

# Telstra Health HealthNow app



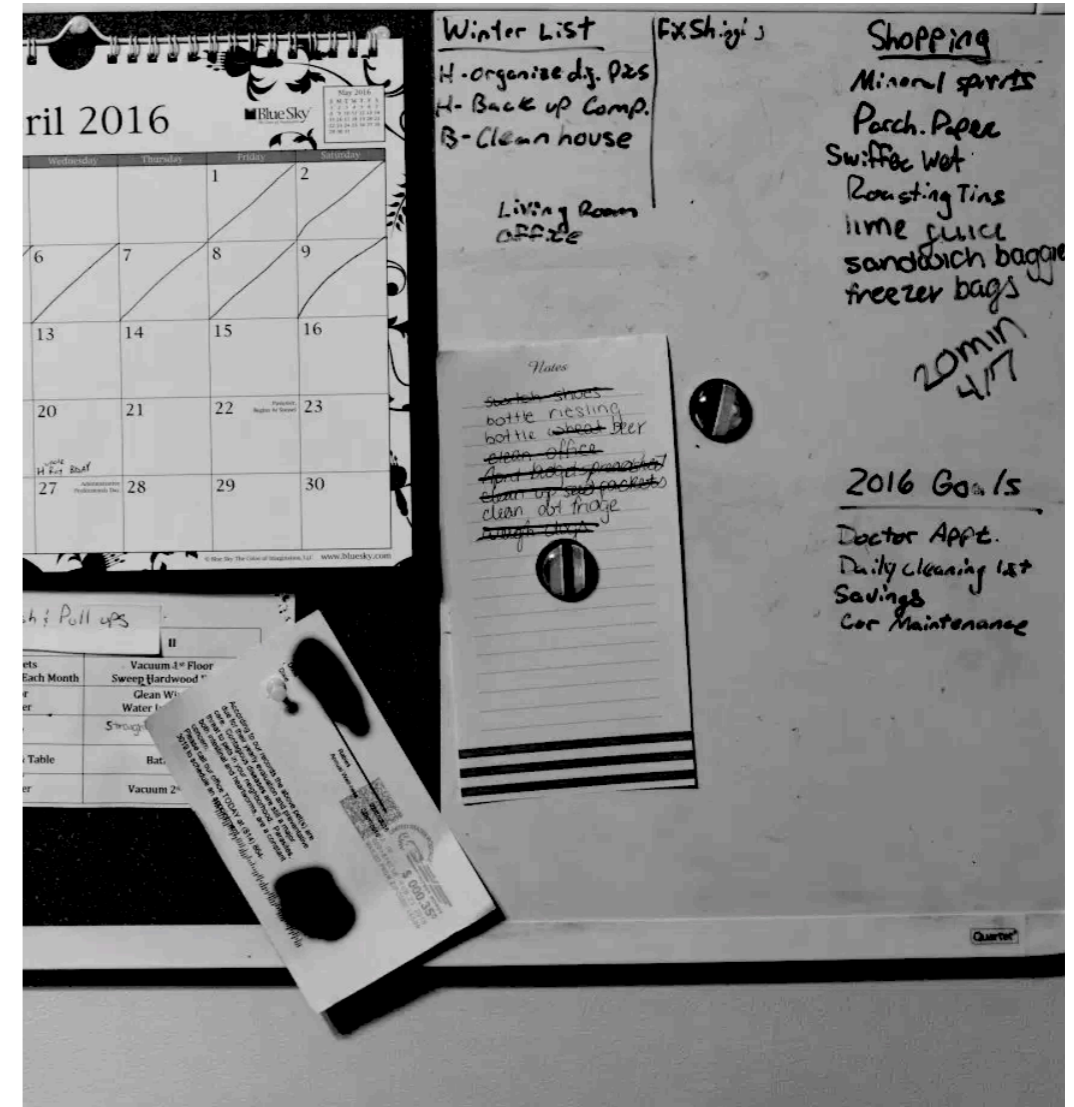
Built with Xamarin Forms. Designed using Sketch. Collaborate in Zeplin and InVision

# Discover

## Mental modelling

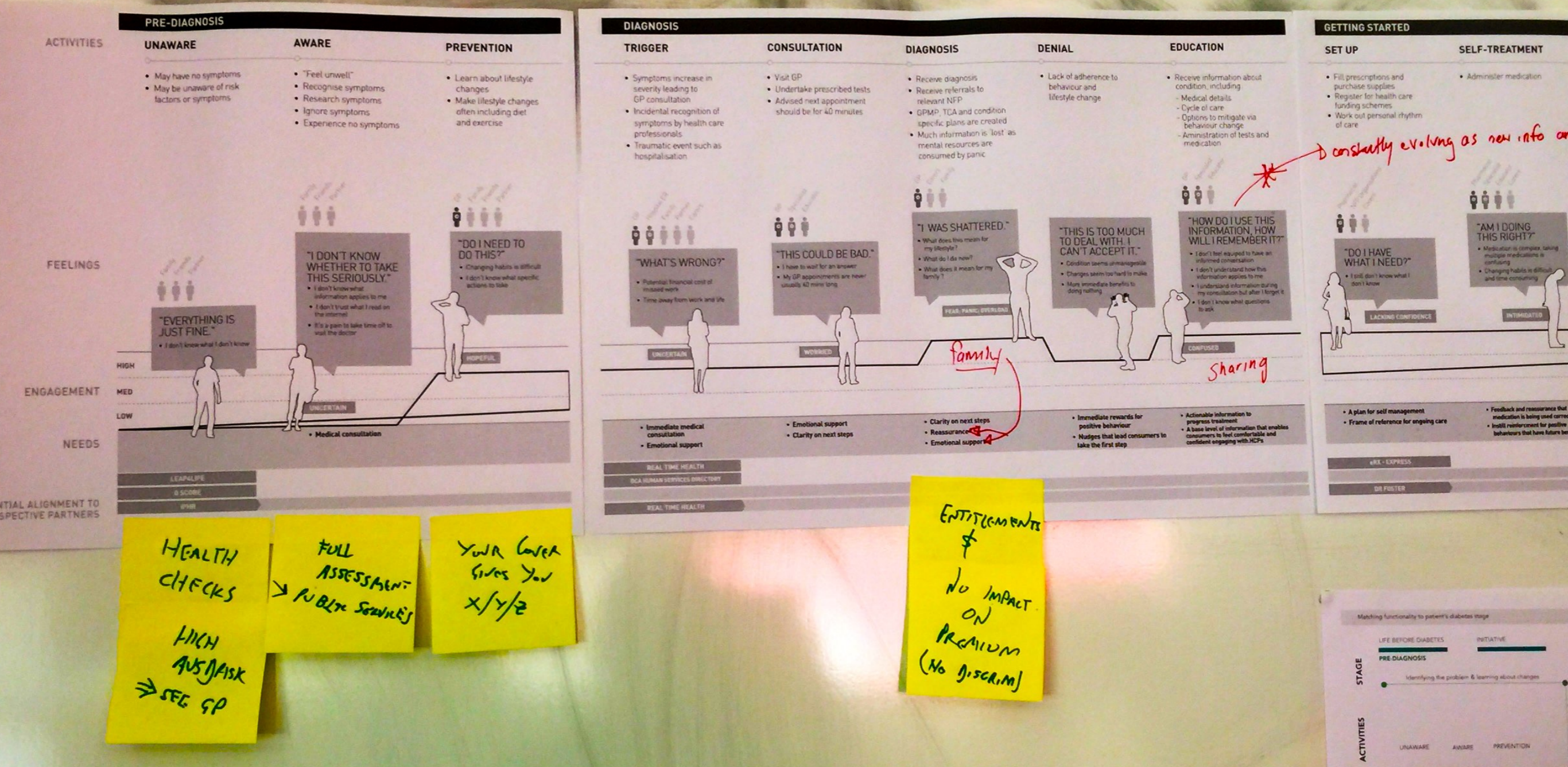
From the user research and mental modelling activity, we learnt how people manage their health related routines.

1. People with health condition:
  - Monitor general health condition, blood pressure, blood sugar level
  - Manage and monitor medication consumption.
  - Create, manage and attend health appointments.
2. Parents, care givers, general consumers:
  - Create, manage and attend appointments.
  - Call after hours doctor.
  - Keep health contacts, appointments letters, in their diary, notebooks, on paper stuck on the fridge.
  - Order and collect medications.
  - Keep their doctor's appointments, referral letters, health records in a folder at home.





# Task analysis - Lifecycle of a patient with chronic health condition



# Discover



## Gaps / pains

Based on individual's routine, their health conditions some gaps and pains revealed:

1. Trying to understand imbalanced emotions.
2. Self monitoring health condition using multiple devices and apps.
3. Misplacing the appointment offers, referrals, prescriptions and essential health records.
4. Forgotten to attend an appointment.
5. Forgotten to take medications.
6. Unable to visit health practitioners or attend an appointment due to issues such as distance, tight schedules and mobility.
7. Delays when ordering medication due to a busy lifestyle.
8. Lack of immediacy to view health records.
9. Inconsistent ways of sharing essential care contacts with immediate family or trustees.
10. Prefers being notified appropriately to not missing an appointment or taking medications.

## Opportunities / inspirations

From the interviews, we inspired by their aspirations:

-  1. Ability to have video consultation at any time, anywhere.
-  2. Ability to monitor health condition, manage medication from one platform.
-  3. Ability to share health records and contacts to immediate family.
-  4. Ability to purchase medicine and delivered to door.
-  5. Ability to have easy access, clarity of viewing self and family health records.
-  6. Ability to create and manage appointments.
-  7. Personalised expert advices and reminders such as managing emotions, when to take medication, next appointments and viewing new records.
-  8. A one stop unified system to manage and support health condition.

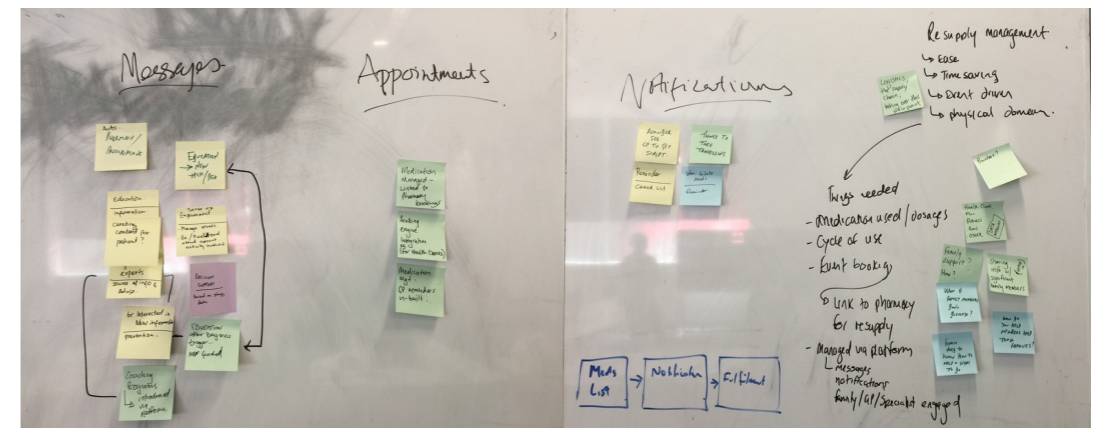
# User journey

## Shaping the features

From the user research findings, using affinity mapping we formed a long list of categories. The lists were further simplified through card-sorting activities:

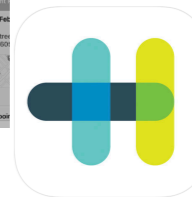
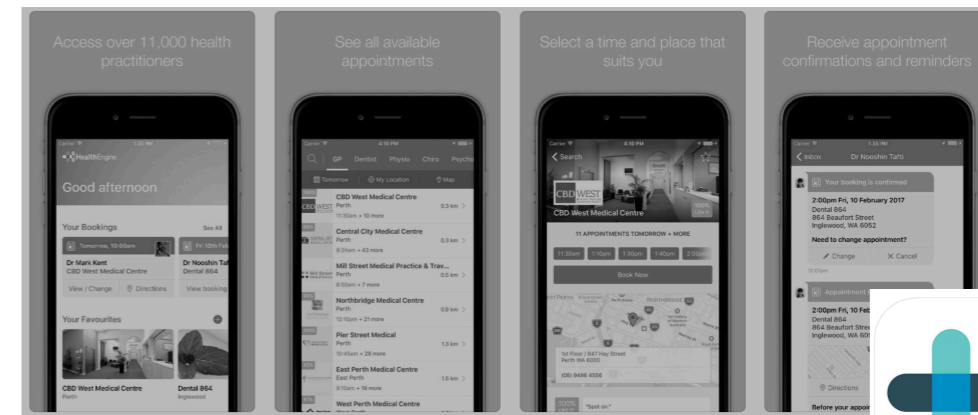
- My data / my records
- Vitals
- Orders
- Messages / appointments / notifications
- Call a GP / doctor
- Find hospitals
- Emergency

User journey / user stories were aligned with user needs.

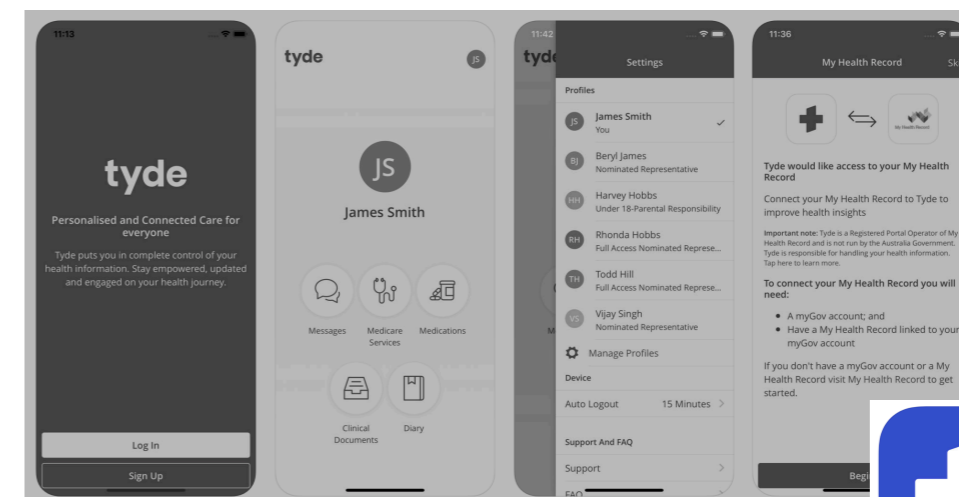


# Competitors

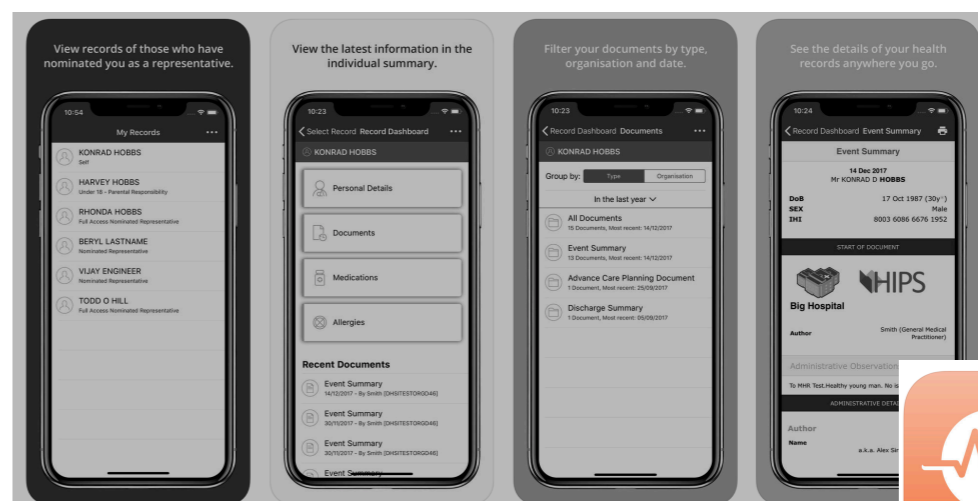
We recognised other apps integrated with My Health Records as competitors. We examined areas we could leverage, improve and innovate.



**HealthEngine** (4+)   
 Book Health Appointments   
 HealthEngine Pty Ltd   
 #27 in Health & Fitness   
 ★★★★★ 4.3, 1.4K Ratings   
 Free



**Tyde** (17+)   
 Connected Care for Everyone   
 Tyde Australia Pty Ltd.   
 #121 in Medical   
 ★★★★★ 5.0, 9 Ratings   
 Free



**Healthi** (12+)   
 View your My Health Record   
 Chamonix Health   
 Free

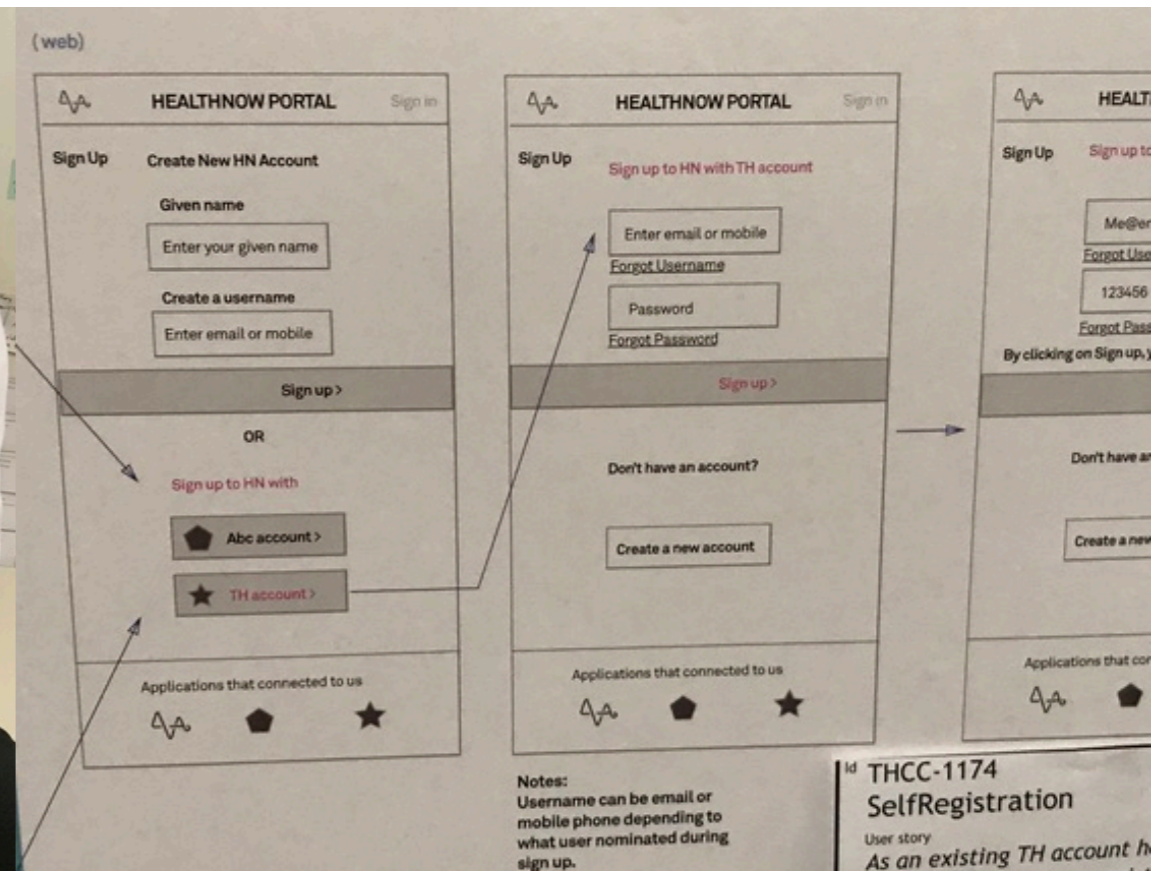
Source: <https://www.myhealthrecord.gov.au/for-your-family/howtos/view-my-record-using-app>

# Architecture

Based on approved features, high level information architecture was created. Integration workflow were structured with stakeholders via workshops led by teach team as we progressed.

We practised co-design. Activities from workshops and planning sessions informed us about:

- Value vs effort & urgency vs impact
- Assumptions & constraints (risks, issues, budget)
- Technical design solution
- Prioritisation
- User evaluation and feedback
- User experience journey, flow and usability





# Design ideation

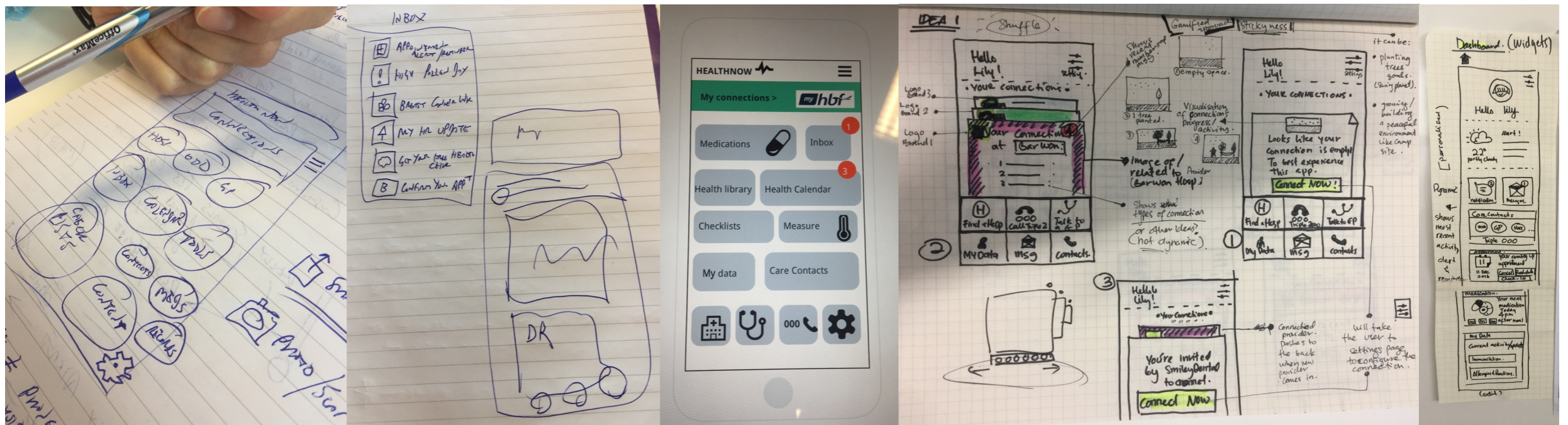
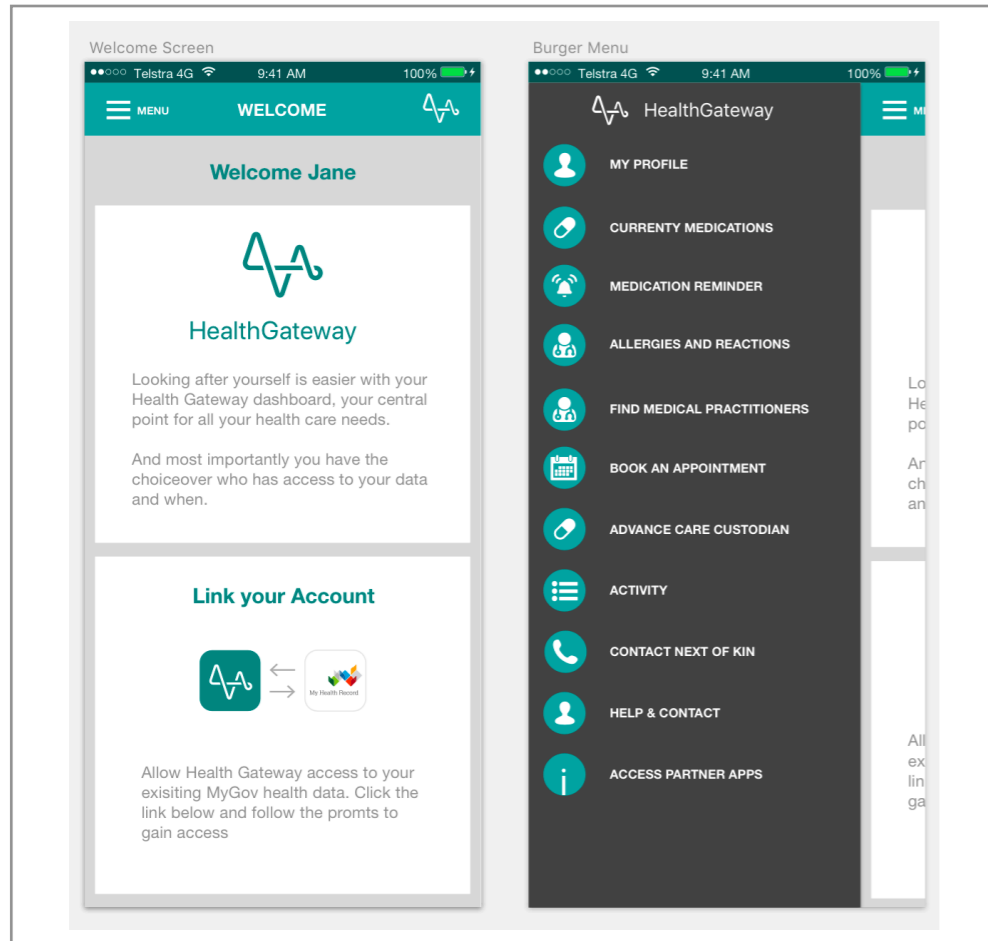
2016 - Hamburger menu.

What didn't work: This approach was not favoured by the business as it hid all the important features.

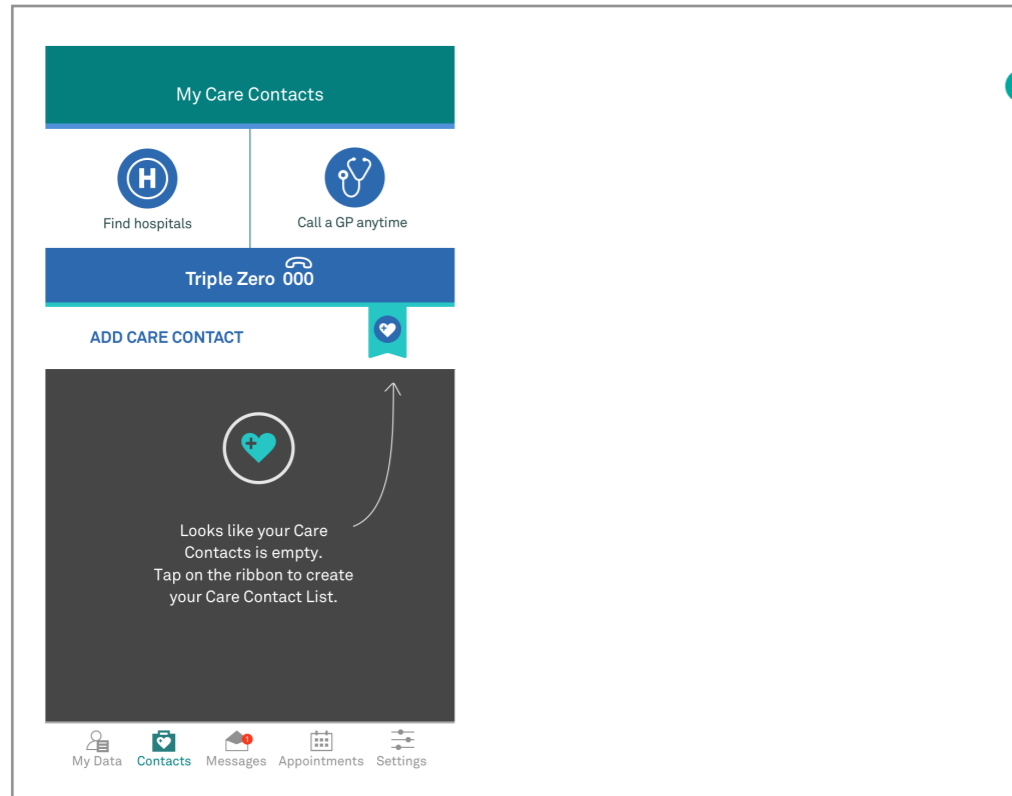
Goals: To simplify and display features equally, easy to find and recognisable by users. Must add value for business and stakeholders alike.

Approach: Co-design sketches - wireframes

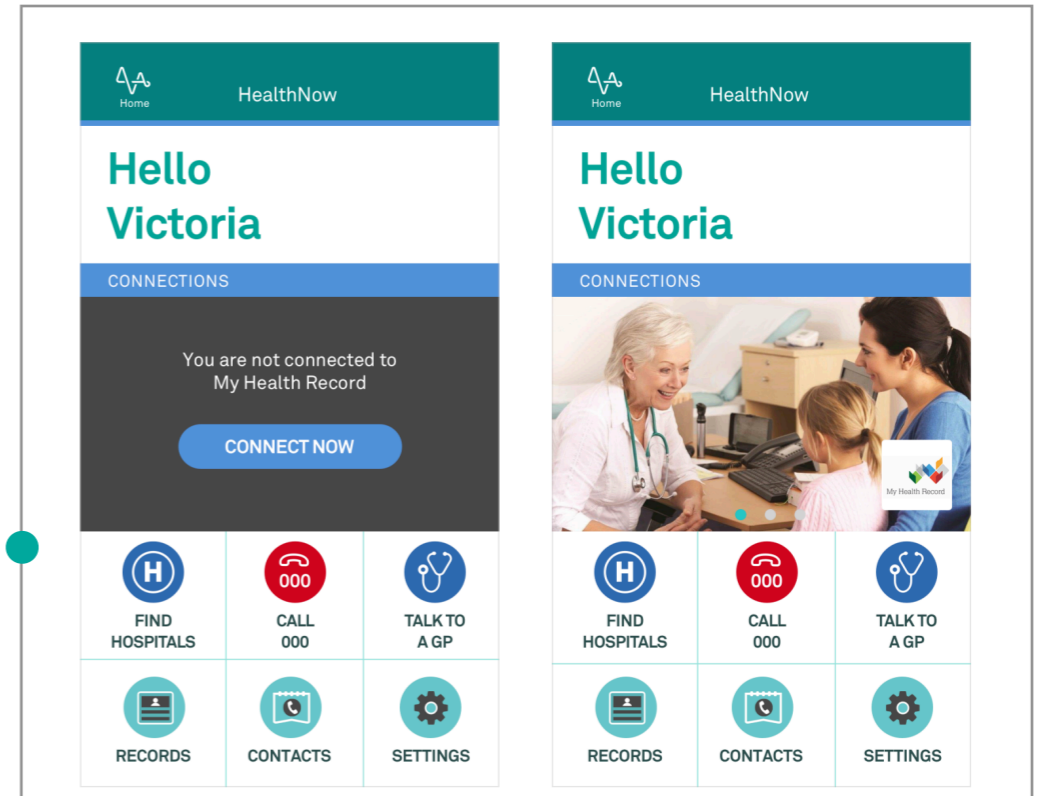
Outcome: We called it "dashboard".



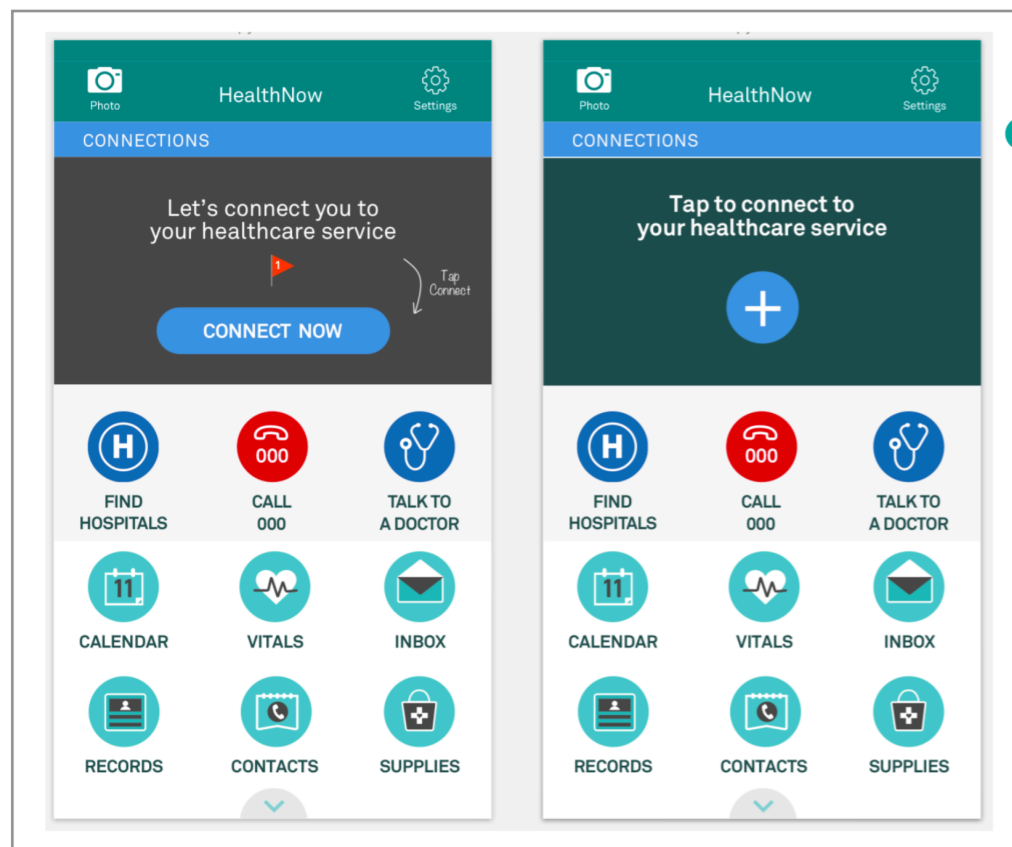
# Design ideation



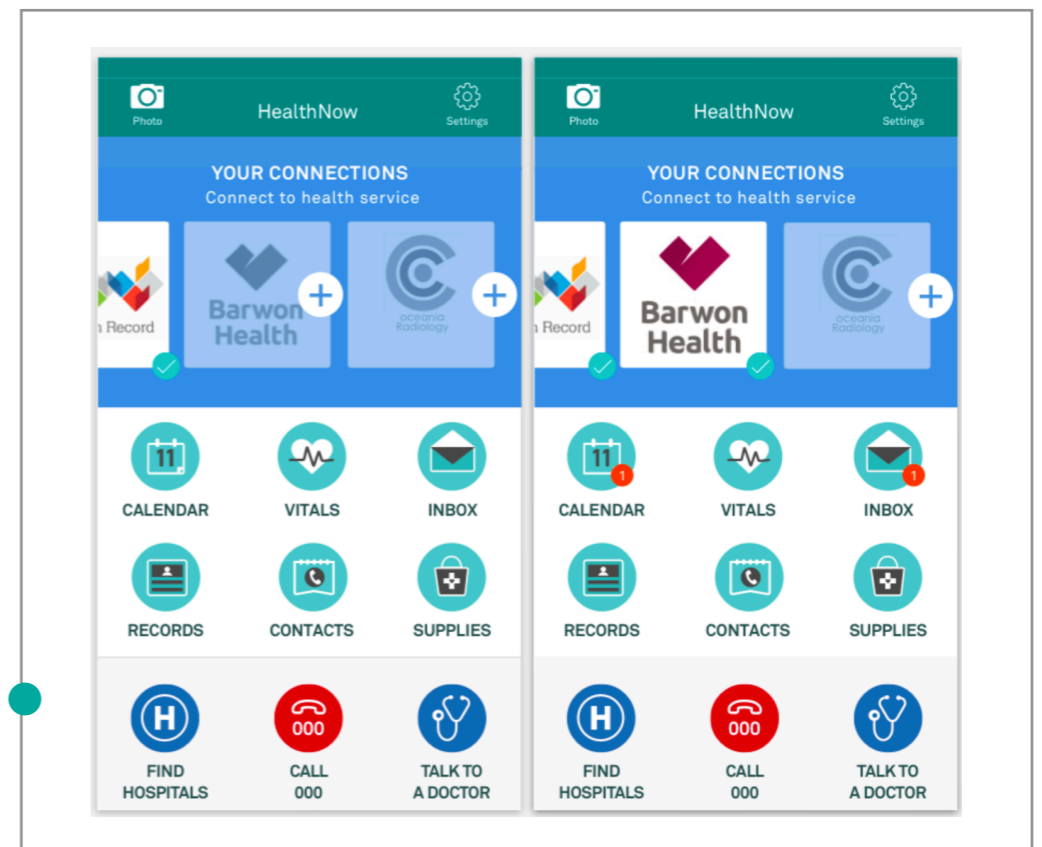
Nov 2016 - R3



Jan 2017 - R4  
Accessibility tested



Aug 2017 - R5  
Accessibility and Usability tested



Apr 2017 - R5  
Usability tested



# Co-design: Sketching and wire framing with team / devs



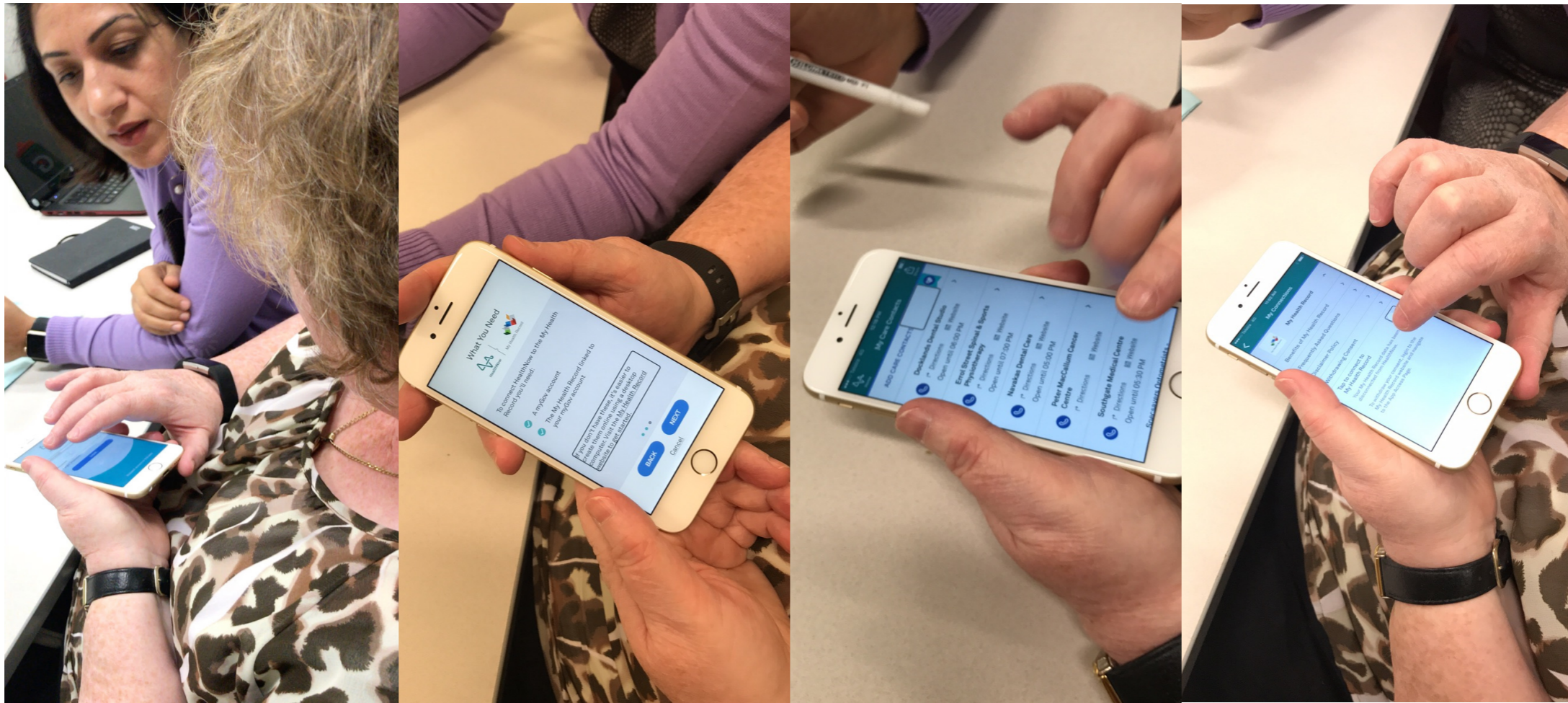
# Validation

## Accessibility testing

Validating what we designed and built was crucial for the team to learn and keep on improving and optimising the experience.

We did an accessibility testing with a visual impaired participant guided by accessibility experts from one of Telstra's accessibility panels.

**Outcome:** Improved how we designed and structured the content. Created tasks for developers to associate a label to every form control, making our POUR (Perceivable, Operable, Understandable, Robust) aligned to WCAG 2.0.



# Validation

## Usability testing

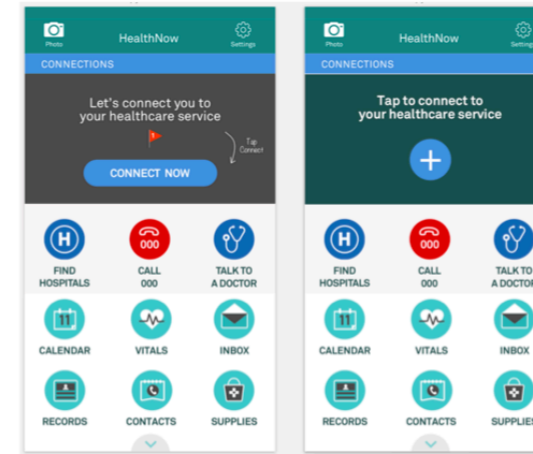
We solidified the experience by running usability testing for each feature. Most of the features require integration with a health provider. We tested existed workflow such as the Barwon Hospital's outpatient appointments for messaging and notifications feature.

We rapidly tested the iterated prototype throughout 5 days of the testing week.

Outcomes were shared with team visually noting the pains, gains, value and opportunities. Workshops were necessary to refine interaction flow (front and back end).

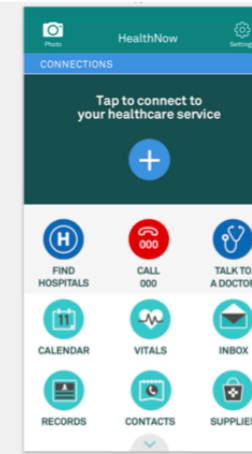
Different design ideas were assessed in collaboration with internal designers using Hook principle ensuring we build a habit forming product.

First prototype tested on the first day.



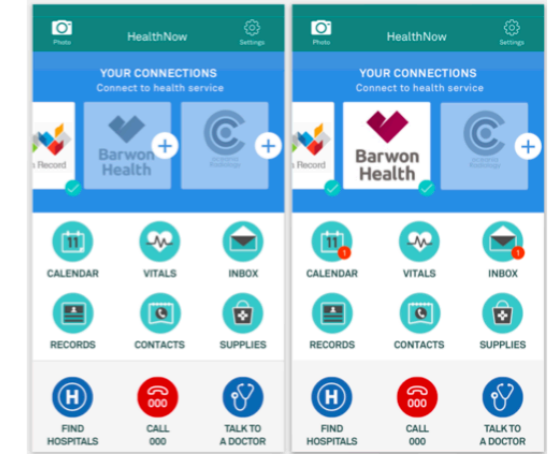
Pain points: Participants did not read the instruction how to connect to a provider on the dashboard.

Iterated prototype tested on second day.

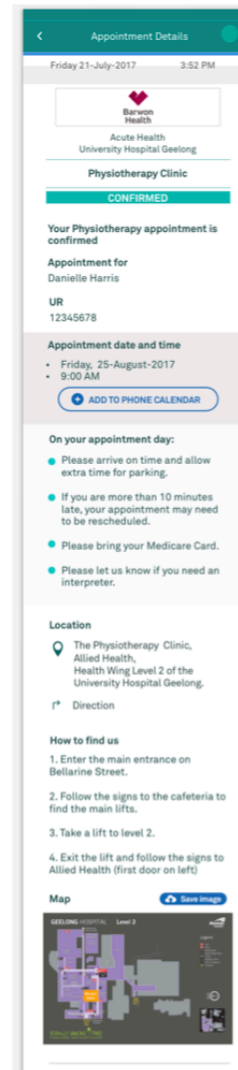


Pain points: Participants missed the "+" button, and missed connecting to a provider.

Third iterated dashboard screen. Improved clarity of user task - how patient connect to a provider.

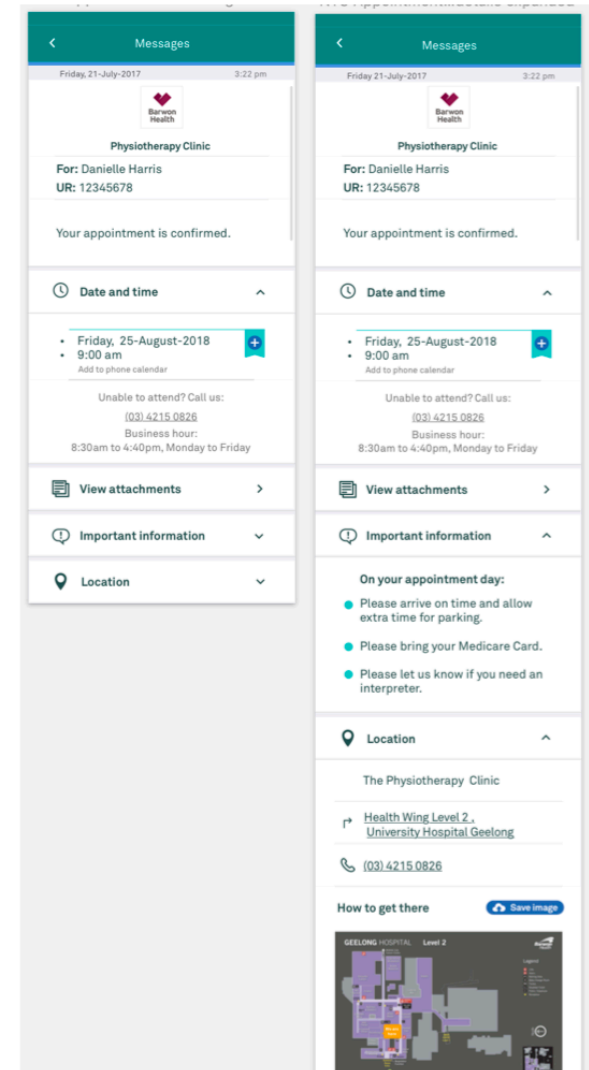


This message detail screen with real data was tested during the first day.



Pain points: Participants found that it was hard to identify some information due to the lengthy content.

Improved message detail with grouped sections to reduce cognitive load. The message detail page was designed as templates that provides developers the ability to configure and display the data in the given section



## Mapping user experience journey with HealthNow's goals

### Business goals

- Access and interact with health care services and information
- Managing Appointments
- Ordering scripts
- Access information via Health Records
- Business engagement (help sell the services)

### Project goals

- Replace Aust Post
- Decrease DNA (did not attend)
- Improve patient engagement and optimise experience (satisfaction?)

### User goals

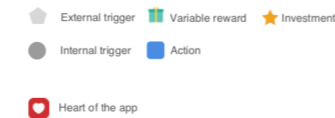
- Ability to easily to schedule appointments
- To receive appropriate reminders (week out 1 day before 1 day of)
- Ability to immediately access / view documents digitally

## The Hook



### REMINDER! To build habit forming product

- What do users really want? What pain is your product relieving? (Internal trigger)
- What brings users to your service? (External trigger)
- What is the simplest action users take in anticipation of reward, and how can you simplify your product to make this action easier? (Action)
- Are users fulfilled by the reward yet left wanting more? (Variable reward) >> Hunt reward
- What bit of work do users invest in your product? Does it load the next trigger and store value to improve the product with use? (Investment)



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@nireyal

## Mapping user experience journey with HealthNow's goals

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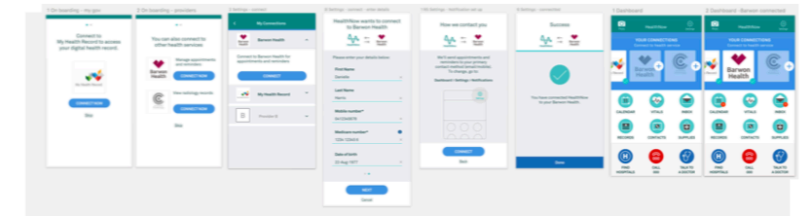
## Barwon's book an appointment user experience journey (3rd design iterations)

### Onboarding experience (from downloading the app to connect to Barwon)

	Patient downloads HealthNow app	Patient registers to HealthNow	Patient connects to Barwon Health in HealthNow app	Patient to confirm who the patient is/ are	Notifications / Primary contact method explained	Success	Dashboard
CTA		Tap "Sign up" (at HealthNow Login page)	<ul style="list-style-type: none"> <li>• 2 steps onboarding experience were presented</li> <li>• User to tap on "Connect now"</li> </ul>	<ul style="list-style-type: none"> <li>• Editable details</li> <li>• Selected patient(s)</li> <li>• Medicare#</li> </ul>	Allow user to change notifications methods in settings	Tap "Done"	<ul style="list-style-type: none"> <li>• Barwon logo appears on dashboard to indicate Barwon is connected</li> <li>• User to explore alert on Inbox and calendar icons.</li> <li>• User can continue to connect to other providers via dashboard connection.</li> </ul>

### GAINS

Improved user flows after onboarding experience screens were implemented along with an landing dashboard (Tested on day 5 with 4 participants)



### To book an appointment experience

	Patient/GP sends a referral manually to Barwon	Patient receives a "waitlist" notification	Patient receives a "call to book" notification	Patient receives a "confirmed appointment" notification	Patient receives a "confirmed appointment" notification	Patient receives satisfactory feedback
CTA			"call to book appointment"	<ul style="list-style-type: none"> <li>• "Call to reschedule / cancel"</li> <li>• "Add date / time to calendar"</li> <li>• View map</li> <li>• Alert "what to bring"</li> <li>• Alert on not calling in consequences.</li> </ul>	<ul style="list-style-type: none"> <li>• "Call to reschedule / cancel"</li> <li>• "Add date / time to calendar"</li> <li>• View map</li> <li>• Alert "what to bring"</li> <li>• Alert on not calling in consequences.</li> </ul>	<ul style="list-style-type: none"> <li>• Tap on emotion</li> <li>• Write feedback in details</li> </ul>

### Timeline

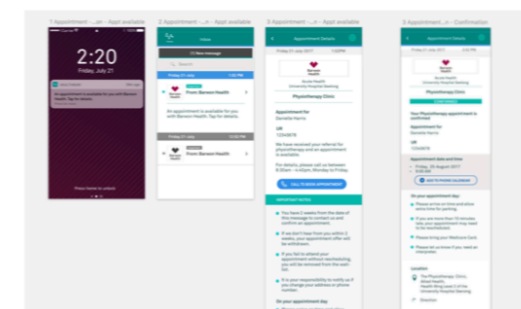


### SANS

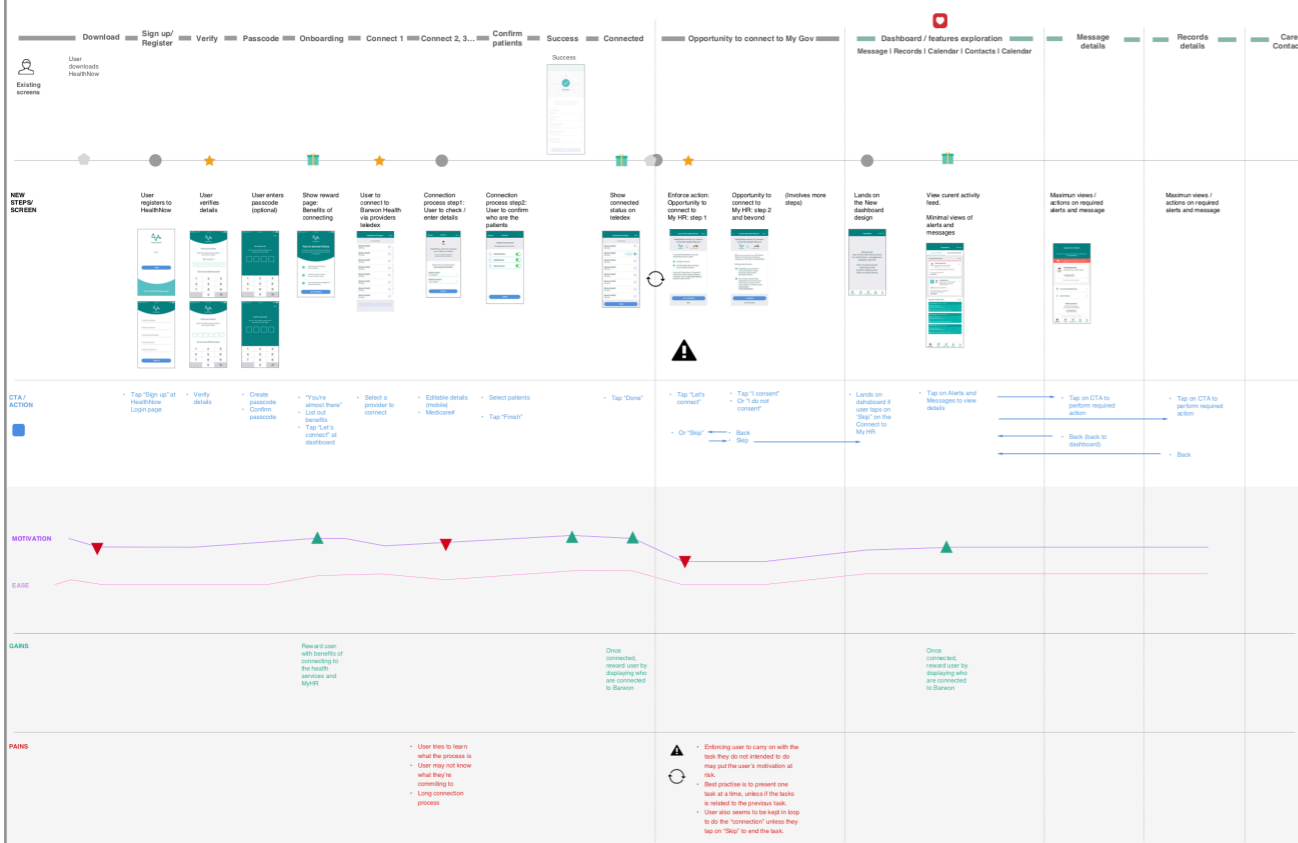
User flows improved after landing 'inbox' list view by making the viewed message collapsed.

User effortlessly noticed the date / time and 'add to phone calendar' with prominent grey background.

Map and other supporting information were helpful for user.



## Barwon's book an appointment user experience journey (4th design iterations)



# Validation

## Hybrid user research and rapid usability testing

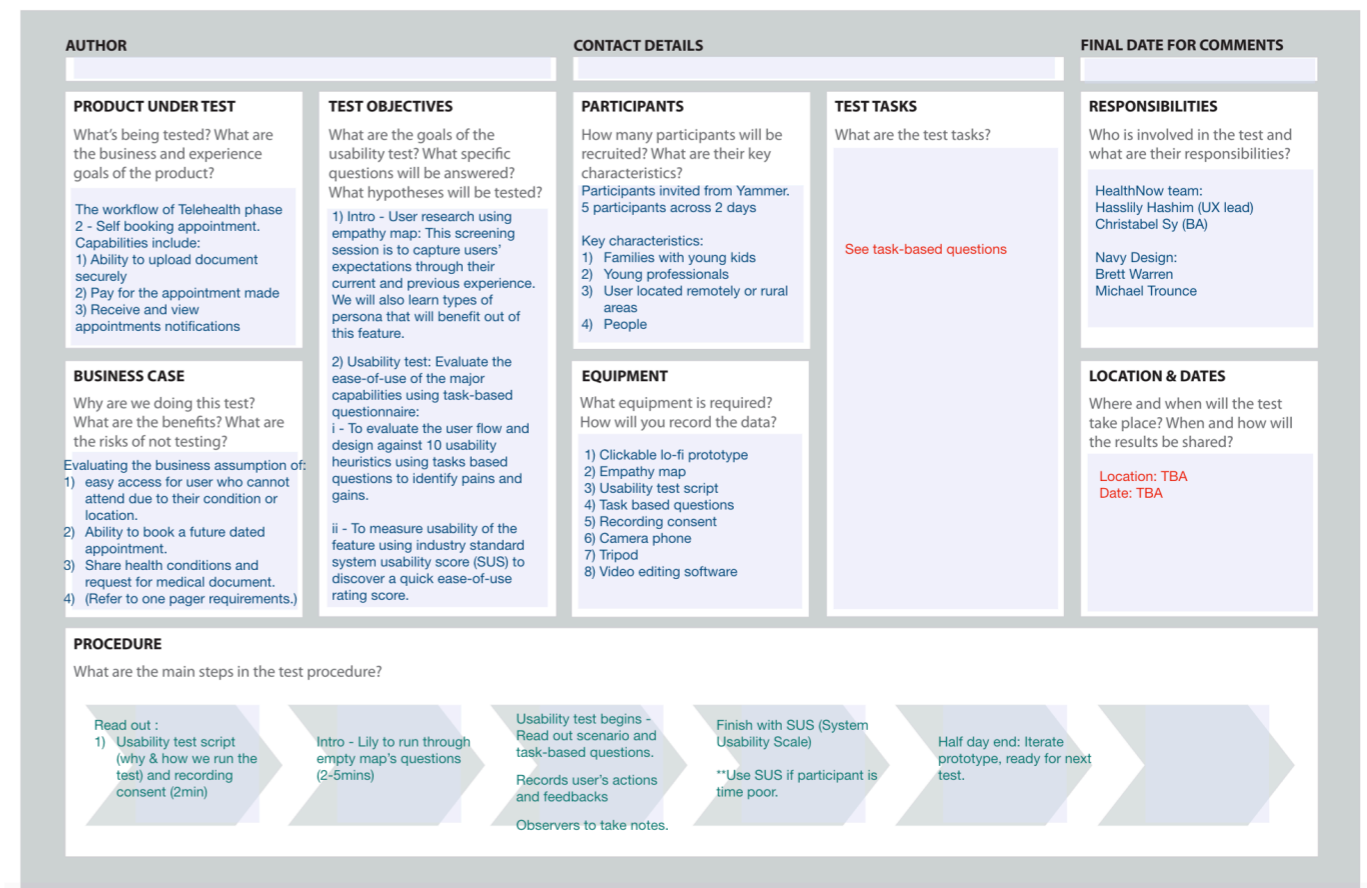
We used hybrid user research and rapid usability testing when we felt we needed more data from the users to validate our design, such as ordering script using HealthNow.

To do this we integrated with eRX Express. We run hybrid user research and rapid usability testing to improve complexity whilst giving better experience for user to find pharmacy via maps.

Paired with a developer I led the research and usability testing with 3 user groups. Pairing with a developer strengthen our empathy and understanding of the targeted users to keep our solution aligned to our research finding.

Paired with a developer I led the research and usability testing with 3 user groups. Pairing with a developer strengthen our empathy and understanding of the targeted users to keep our solution aligned to our research finding.

## USABILITY TEST PLAN DASHBOARD



**Empathy map: Pre-experience (screening).**  
**Purpose: To capture users' expectations - needs, wants and desires**  
 Thinking about ordering a script or purchasing some medicines online / in-store, list out 3-5 words describing your saying, thinking, doing and feeling in each category below

SAYS	THINKS
<p>What's your common process?</p> <ul style="list-style-type: none"> <li>+Get it from the GP.</li> <li>+Check on distance - nearby home or the GP.</li> <li>+Are drugs interaction information available?</li> <li>+Ensuring dispensing time fits in daily schedule.</li> </ul>	<p>What is your expectation before getting to the site?</p> <ul style="list-style-type: none"> <li>+Less or no waiting time</li> <li>+Easy dispensing process</li> <li>+Don't like any distraction from advertising</li> <li>+Expecting to get more information about drugs interaction information.</li> </ul>
<p>Once being prescribed, would you always get it immediately?</p> <ul style="list-style-type: none"> <li>+Get prescriptions immediately, fast and cheap</li> </ul>	<p>What is your least expectation of the site?</p> <ul style="list-style-type: none"> <li>+Lack of information on how to consume</li> <li>+Lack of information / shared knowledge about drugs interaction.</li> </ul>
<p>Where would you always go? Online   In-store?</p> <ul style="list-style-type: none"> <li>+Get prescriptions in store.</li> <li>+Buy supplements or vitamins online</li> <li>+Would choose familiar / trusted / service quality pharmacy.</li> </ul>	<p>How important is ordering script / purchasing medicine to you? Why?</p> <ul style="list-style-type: none"> <li>+Important: when I have medical condition / really sick</li> <li>How frequent would you renew your script / purchase your medicine?</li> <li>+Depending on health condition</li> </ul>
<p>How do you usually travel (for work or do shopping)?</p> <ul style="list-style-type: none"> <li>+Travel: nearby pharmacy - by walking, travel to work - train, shopping - car or online</li> </ul>	<p>How would it made you feel when you're not able to collect / purchase it on time?</p> <ul style="list-style-type: none"> <li>+Don't like delays</li> <li>+Delays / run out of stocks - Prefers pharmacy to contact informing users about it.</li> </ul>
<b>DOES</b>	<b>FEELS</b>

**PROFESSIONALS FROM FRED**  
 Age group: 30 - 60  
 User of: iPhone | Android  
 Favourite app / website:  
 Shopping online: Yes  
 Shop / order prescription: Mostly in store

**Empathy map: Capturing users' expectations - NEEDS, WANTS, DESIRE**  
 through what they say, do, think and feel about their experience on ordering script / purchasing medication online / in-store.

SAYS	NEEDS Important to me	WANTS OK not to have it right now	DESIRE Value added / great to have	PAINS Undesireble experience
<p>Q1: What's your common process?</p>	<ul style="list-style-type: none"> <li>+ Call pharmacy to check on stock availability</li> <li>+ Are refill scripts available a week before it running out?</li> </ul>	<ul style="list-style-type: none"> <li>+Take script to pharmacy immediately</li> <li>+Check for cheaper options first - Chemist warehouse</li> <li>+Check on distance - nearby home or the</li> </ul>	<ul style="list-style-type: none"> <li>+See GP to get prescription Sometimes, after hours GP.</li> <li>+Check on distance - nearby home or the</li> </ul>	<ul style="list-style-type: none"> <li>+Ensuring dispensing time fits in daily schedule.</li> <li>+Ability to scan a script easily</li> </ul>
<p>Q2: Once being prescribed, would you always get it immediately?</p>	<ul style="list-style-type: none"> <li>+Get prescriptions immediately.</li> <li>+Get medication, fast and cheap</li> </ul>	<ul style="list-style-type: none"> <li>+Depending on doctor / physician advice</li> <li>+Receives notification when meds is about to finish. Will re-order when receives a reminder.</li> </ul>	<ul style="list-style-type: none"> <li>+Fast and cheap</li> <li>+Refills reminder</li> </ul>	
<p>Q1: What is your expectation before getting to the site?</p>	<ul style="list-style-type: none"> <li>+Expecting to get more information about drugs interaction information.</li> <li>+Ability to scan script</li> </ul>	<ul style="list-style-type: none"> <li>+Ordering online</li> <li>+Have stock level displayed</li> </ul>	<ul style="list-style-type: none"> <li>+Dispensing requirements</li> <li>+Dispensing time</li> <li>+List of brands for given pharmaceutical</li> <li>+To see the regular pharmacy in the list</li> </ul>	<ul style="list-style-type: none"> <li>+Easy online payment process</li> <li>+Simple: small numbers of steps</li> <li>+Have price displayed</li> <li>+Business time and location displayed</li> <li>+Easy dispensing process</li> </ul>
<p>Q2: What is your least expectation of the site?</p>	<ul style="list-style-type: none"> <li>+Ability to purchase safely and security</li> </ul>	<ul style="list-style-type: none"> <li>+Ability to have information / shared knowledge about drugs interaction.</li> </ul>	<ul style="list-style-type: none"> <li>+Have stock level displayed</li> <li>+Visibility on how to consume information</li> <li>+Home delivery</li> </ul>	<ul style="list-style-type: none"> <li>+Ability to inform pharmacist on questions: about heights, weights, liquid vs capsules, generic vs branded, have medicare /not.</li> <li>+Don't like to wait</li> <li>+Don't like any distraction from advertising</li> <li>+Too much unrelated info to the medication</li> </ul>
<b>THINKS</b>				

**Empathy map: Capturing users' expectations - NEEDS, WANTS, DESIRE**  
 through what they say, do, think and feel about their experience on ordering script / purchasing medication online / in-store.

DOES	NEEDS Important to me	WANTS OK not to have it now	DESIRE Value added / great to have	PAINS Undesireble experience
<p>Q1: Where would you always go? Online   In-store?</p>	<ul style="list-style-type: none"> <li>+Get prescriptions in-store.</li> <li>+Would choose familiar / trusted / service quality pharmacy.</li> </ul>	<ul style="list-style-type: none"> <li>+Buy supplements or vitamins online</li> </ul>	<ul style="list-style-type: none"> <li>+Would choose Chemist Warehouse due to</li> </ul>	
<p>Q2: How do you usually travel (for work or do shopping)?</p>	<ul style="list-style-type: none"> <li>+Travel: nearby pharmacy - by walking, travel to work - train, shopping - car or online</li> <li>+Travel: with kids</li> </ul>			
<p>Q1: How important is ordering script / purchasing medicine to you? Why?</p>	<ul style="list-style-type: none"> <li>+Important: when I have medical condition / really sick</li> </ul>	<ul style="list-style-type: none"> <li>+Important: when being advised by the doctor</li> </ul>		
<p>Q2: How frequent would you renew your script / purchase your medicine?</p>	<ul style="list-style-type: none"> <li>+Depending on health condition</li> <li>+Participants with health condition: repeats regularly</li> </ul>	<ul style="list-style-type: none"> <li>+Contact GP for prescription renewal</li> <li>+When there are repeats prescribed</li> </ul>		
<p>Q3: How would it made you feel when you're not able to collect / purchase it on time?</p>	<ul style="list-style-type: none"> <li>+Don't like delays</li> <li>+Don't like to make trip to another pharmacy</li> </ul>	<ul style="list-style-type: none"> <li>+Will shop somewhere else if meds are not available</li> </ul>	<ul style="list-style-type: none"> <li>+Delays / run out of stocks - Prefers pharmacy to contact informing users about it.</li> </ul>	<ul style="list-style-type: none"> <li>+Don't like delays</li> <li>+Don't like to make trip to another pharmacy when medication is not in stock</li> </ul>
<b>FEELS</b>				

**Empathy map: Pre-experience (screening).**  
**Purpose: To capture users' expectations - needs, wants and desires**  
 Thinking about ordering a script or purchasing some medicines online / in-store, list out 3-5 words describing your saying, thinking, doing and feeling in each category below

SAYS	THINKS
<p>What's your common process?</p> <ul style="list-style-type: none"> <li>+Get it from the GP. Sometimes, after hours GP.</li> <li>+Distance - nearby home and the GP.</li> <li>+Are refill scripts available a week before it running out?</li> <li>+Check if cheaper options first - Chemist warehouse</li> </ul>	<p>What is your expectation before getting to the site?</p> <ul style="list-style-type: none"> <li>+Less or no waiting time</li> <li>+Easy payment process</li> <li>+Ability to scan script</li> <li>+To see the regular pharmacy in the list</li> <li>+Simple, small numbers of steps</li> <li>+Business time and location displayed</li> <li>+Dispensing requirements</li> </ul>
<p>Once being prescribed, would you always get it immediately?</p> <ul style="list-style-type: none"> <li>+Get prescriptions immediately, fast and cheap</li> <li>+Receives notification when meds is about to finish and reminder to re-order medication.</li> </ul>	<p>What is your least expectation of the site?</p> <ul style="list-style-type: none"> <li>+Home delivery</li> <li>+List of brands for given pharmaceutical</li> <li>+Have price displayed</li> <li>+Being asked about heights, weights, liquid vs capsules, generic vs branded, have medicare /not.</li> <li>+Have stock level displayed</li> <li>+Too much unrelated info to the medication</li> </ul>
<p>Where would you always go? Online   In-store?</p> <ul style="list-style-type: none"> <li>+Get prescriptions in store.</li> <li>+Buy supplements or vitamins online</li> <li>+Would choose familiar / trusted / service quality pharmacy.</li> </ul>	<p>How important is ordering script / purchasing medicine to you? Why?</p> <ul style="list-style-type: none"> <li>+Important: when I have medical condition / really sick</li> <li>+Important: when being advised by the doctor</li> <li>How frequent would you renew your script / purchase your medicine?</li> <li>+Depending on health condition</li> <li>+Participants with health condition: repeats prescribed</li> </ul>
<p>How do you usually travel (for work or do shopping)?</p> <ul style="list-style-type: none"> <li>+Travel: nearby - by walking, travel to work - train, bicycle shopping - car</li> </ul>	<p>How would it made you feel when you're not able to collect / purchase it on time?</p> <ul style="list-style-type: none"> <li>+Don't like delays</li> <li>+Delays / run out of stocks - Prefers pharmacy to contact informing users about it.</li> <li>+Will shop somewhere else</li> </ul>
<b>DOES</b>	<b>FEELS</b>

**Empathy map: Pre-experience (screening).**  
**Purpose: To capture users' expectations - needs, wants and desires**  
 Thinking about ordering a script or purchasing some medicines online / in-store, list out 3-5 words describing your saying, thinking, doing and feeling in each category below

SAYS	THINKS
<p>What's your common process?</p> <ul style="list-style-type: none"> <li>+Get it from the GP</li> <li>+Take script to pharmacy immediately</li> <li>+Check on distance - nearby home or the GP.</li> </ul>	<p>What is your expectation before getting to the site?</p> <ul style="list-style-type: none"> <li>+Less or no waiting time</li> <li>+Easy dispensing process</li> <li>+Have stock level displayed</li> <li>+List of brands for given pharmaceutical</li> <li>+Easy payment process</li> <li>+Dispensing requirements</li> <li>+PBS applicable</li> </ul>
<p>Once being prescribed, would you always get it immediately?</p> <ul style="list-style-type: none"> <li>+Get prescriptions immediately, fast and cheap</li> <li>+Depending on doctor / physician advice</li> </ul>	<p>What is your least expectation of the site?</p> <ul style="list-style-type: none"> <li>+Home delivery</li> <li>+List of brands for given pharmaceutical</li> <li>+Have price displayed</li> <li>+Have stock level displayed</li> </ul>
<p>Where would you always go? Online   In-store?</p> <ul style="list-style-type: none"> <li>+Get prescriptions in store.</li> <li>+Buy supplements or vitamins online</li> <li>+Would choose familiar / trusted / service quality pharmacy.</li> </ul>	<p>How important is ordering script / purchasing medicine to you? Why?</p> <ul style="list-style-type: none"> <li>+Important: when I have medical condition / really sick</li> <li>+Important: when being advised by the doctor</li> <li>How frequent would you renew your script / purchase your medicine?</li> <li>+Depending on health condition</li> <li>+Participants with health condition: repeats prescribed</li> </ul>
<p>How do you usually travel (for work or do shopping)?</p> <ul style="list-style-type: none"> <li>+Travel: nearby pharmacy - by walking, travel to work - train, shopping - car or online</li> </ul>	<p>How would it made you feel when you're not able to collect / purchase it on time?</p> <ul style="list-style-type: none"> <li>+Don't like delays</li> <li>+Delays / run out of stocks - Prefers pharmacy to contact informing users about it.</li> <li>+Will shop somewhere else</li> </ul>
<b>DOES</b>	<b>FEELS</b>

# Usability testing questions and answering sheet.

SCREENS (SC1-5)	SC1 - Dashboard	SC2 - Script Order LP	SC3 - Create Order LP	SC4 - Set pick up location LP	SC4 -Set pick up location LP	SC4 -Set pick up location LP	SC5 - Create Order LP (pick up location selected)
Tasks	<p><a href="#">Start &gt;&gt;</a></p> <p>1) Find the "Supplies" CTA to begin to create script order.</p>	<p><a href="#">Task1: create order &gt;&gt;</a></p> <p>1) Find the CTA to order script.</p>	<p><a href="#">Task2: &gt;&gt;</a></p> <p>1) <u>New user</u>: Set up pick up location.</p> <p>2) <u>Returning user</u>: Scan script</p>	<p>1) <u>New user</u>: Search and select preferred pharmacy.</p> <p>2) <u>Returning user</u>: Search or edit and select preferred pharmacy</p> <p>Both users: View map &amp; filter</p>	<p>(Observe how users to set pick up location. And ask how does user usually perform search?)</p>		<p>1) Check selected pick up location</p> <p><a href="#">Task3: scan script &gt;&gt;</a></p> <p>2) Scan script</p>
Screens flow							
QUESTIONS	<p>1. You are ready to order your script. Thinking out loud, where would you begin?</p> <p>2. Why did you choose to tap on that icon?</p> <p>3. What is your interpretation on "supplies" icon and labelling?</p> <p>A. Does this screen match your expectation? If not, why?</p> <p>B. What are you expecting to see on the next screen?</p>	<p>1. Thinking about ordering your script online, tell us what you need to do here?</p> <p>2. Why did you choose to tap on that icon?</p> <p>3. What does "i" means to you?</p> <p>A. Does this screen match your expectation? If not, why?</p> <p>B. What are you expecting to see on the next screen?</p>	<p>1. Thinking about ordering your script online, tell us what you need to do here?</p> <p>2. Where would you start and why did you decide to proceed with it? (Location / Scan first?)</p> <p>3. How do you feel about the flow of this page?</p> <p>4. Are the instructions helpful / clear?</p> <p>A. Does this screen match your expectation? If not, why?</p> <p>B. What are you expecting to see on the next screen?</p>	<p>1. You are to select a pickup location for your script. What would you do first and why/what is it influenced your decision?</p> <p>2. How do you commonly search for a place? By the name, street address, 'near me' or by a landmark?</p> <p>3. How important is "map view" to you. What influence you to use it?</p> <p>4. Looking at the "O" icon and the ribbon, which one would you tap on to set the pickup location? Why?</p> <p>5. What is your interpretation of the ribbon?</p>	<p>6. Ribbon - Is it important to see / action on it here?</p> <p>7. What is your impression of the selection icon - "o"? Useful?</p> <p>8. Is there anything else that you don't want to see here? (Distraction)</p> <p>9. Thinking about searching the location quickly, how important is "filter" to you? What would you like have?</p> <p>10. How important seeing Pharmacies that are not catering your script?</p>	<p>11. Are the information displayed helpful? Which one?</p> <p>A. Does this screen match your expectation? If not, why?</p> <p>B. What are you expecting to see on the next screen?</p>	<p>1. You have just selected the pickup location. Did you notice anything on the "Pick up location" section?</p> <p>2. At this stage would you continue with ordering script or stop? If you choose stop, why?</p>

# Validation

