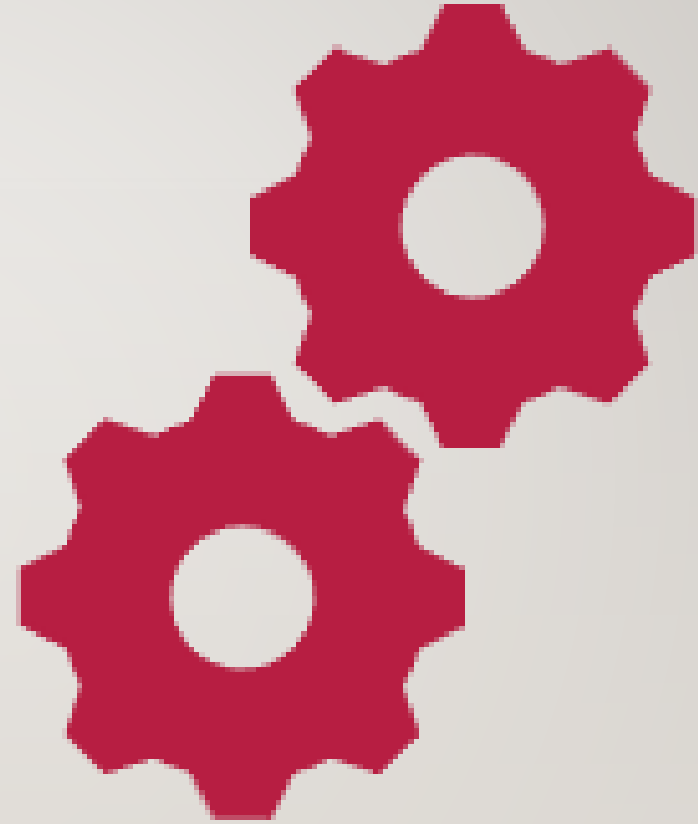


MYCARE PROJECT

BY: LETICIA, WENDY, RAFIQUE, AWAL, ELIAD

PHASE I

CONCEPTUAL PHASE



MOTIVATIONS: THE PROBLEM

- ❖ Many healthcare facilities uses outdated appointment scheduling system.
- ❖ System can be complex and hard to use
- ❖ Limited access for caregivers
- ❖ Missed or incorrectly scheduled appointments
- ❖ Difficult remembering to take medications
- ❖ Impact long-term health management

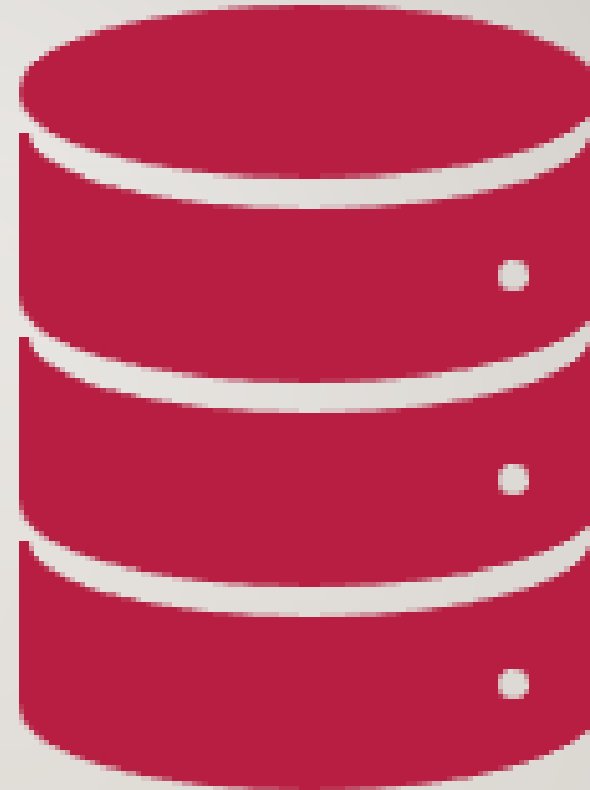
MOTIVATIONS: WHY IT MATTERS

- ❖ Simple app allows patients to easily schedule their own appointments
- ❖ Gives patients control over appointment date and time
- ❖ Sends reminder notifications to reduce missed appointments
- ❖ Regular appointments support proper medication and dosage management
- ❖ Missed medications can negatively impact long-term health



PHASE 2

DATA COLLECTION



DATA COLLECTION – METHODS

- ❑ Semi-structured interview
 - ❖ Role related questions
 - ❖ Current system in use and ease of it
 - ❖ Questions about reminders
 - ❖ Difficulties with communication with patients

- ❑ Qualtrics surveys



DATA COLLECTION – CON'T

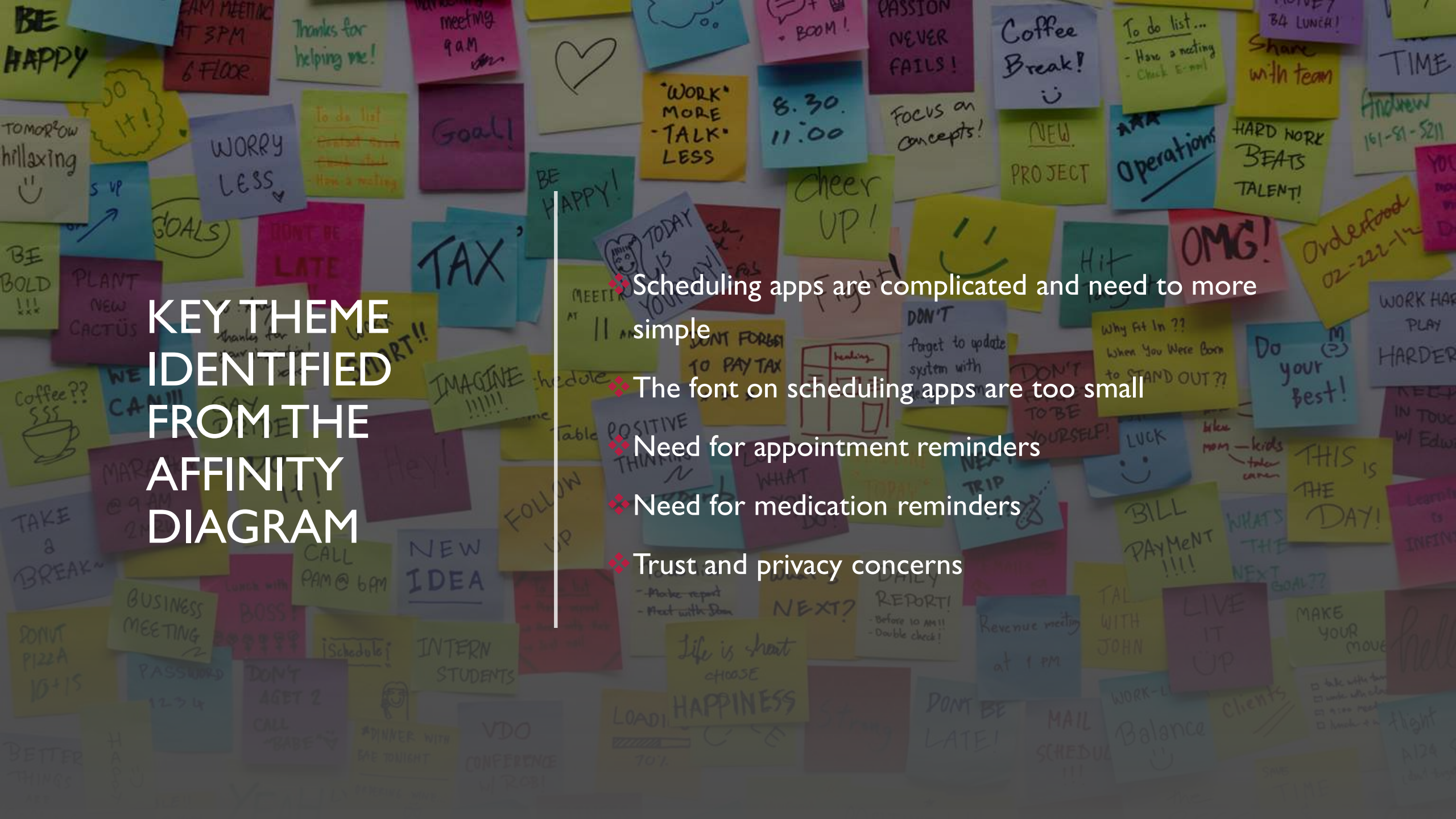
Participants:

Interviewees – 6 medical professionals

Survey respondents – interview 25 people from Nexteer automotive

AFFINITY DIAGRAM





**KEY THEME
IDENTIFIED
FROM THE
AFFINITY
DIAGRAM**

- ❖ Scheduling apps are complicated and need to be more simple
- ❖ The font on scheduling apps are too small
- ❖ Need for appointment reminders
- ❖ Need for medication reminders
- ❖ Trust and privacy concerns

SURVEY RESULTS

- ❖ 20 out of 25 people had concerns with privacy
- ❖ 18 out of 25 people wanted large text
- ❖ 16 out of 25 people wanted simple design
- ❖ 9 out of 25 people wanted a medication reminder
- ❖ 21 out of 25 people wanted an appointment reminder




PERSONAS

- Using the affinity diagram, we created 4 distinct personas
 - ❖ The Traditionalist
 - ❖ The Resilient High-Achiever
 - ❖ The Routine-Dependent Senior
 - ❖ The Health-Conscious Advocate



PERSONAS - THE TRADITIONALIST

Henry Hayes



Independence **Subson** **Traditional** **Direct**

Goals

- To speak directly to someone who can answer questions immediately
- To avoid mistakes caused by technology
- To maintain control over his personal schedule

Frustrations

- Feeling that technology replaces personal customer service
- Forced use of apps or online portals for scheduling
- Fear of entering incorrect information online

Bio

Henry Hayes is a 58-year-old retired factory supervisor who spent over 30 years in structured, predictable work environments. He values routine, direct communication

Motivation

Independence	80%
Convenience via Apps	20%
Trust	85%
Technology Use	30%
Human Interaction	90%

Preferred Channels

Scheduling Apps	10%
Phone Calls	85%
Text Messaging	50%

Age: 58
Work: Industrial Worker
Family: Married and kids
Location: Saginaw, MI
Character: The Traditionalist

"I don't trust those scheduling apps. If I need something, I'll call and talk to a real person."

PERSONAS - THE RESILIENT HIGH-ACHIEVER

Inspiration for Heart Patients: Ford's Mindset



- Innovative
- Disciplined
- Resilient
- Empathetic

"Whether you think you can, or you think you can't - you're right." This quote reflects Henry Ford's determination and mindset, which resonates with heart patients striving to regain strength and confidence after recovery.

Age: 50 - 75
Gender: Male
Work: Retired industrialist and innovator
Family: Married, several children
Location: Dearborn, Michigan
Character: Visionary leader with a practical mindset.

Goals

- Maintain a healthy lifestyle following heart surgery.
- Continue inspiring innovation and efficiency in modern industry.
- Experience renewed purpose through mentorship and philanthropy.

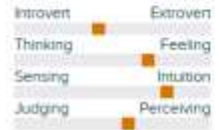
Frustrations

- Limited physical stamina after heart procedures.
- Difficulty slowing down from a lifetime of productivity.
- Frustration with modern inefficiencies and lack of craftsmanship.

Bio

Henry Ford, the pioneering founder of the Ford Motor Company, revolutionized manufacturing with the assembly line and made automobiles accessible to millions. In this context as a heart patient, Ford represents individuals who have led industrious, high-pressure lives and now focus on recovery, balance, and legacy. His journey from innovator to patient reflects the need for discipline, innovation, and resilience in health just as in business.

Personality



Motivation

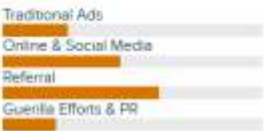


Brands & Influencers

Henry Ford admired innovators like Thomas Edison and respected brands that embodied craftsmanship and progress. Heart patients with Ford's mindset may follow health institutions emphasizing innovation and precision, such as the Mayo Clinic or Cleveland Clinic, and draw inspiration from figures who promote perseverance and wellness through science and determination.




Preferred Channels



Made with Create your own →

PERSONAS - THE ROUTINE-DEPENDENT SENIOR

Mahama Abraham : Elderly Patient Managing Multiple Medications



Dependable Health-conscious
Family-oriented Routine-driven

Goals

- Wants to never miss his medication doses.
- Wants a simple reminder system that is easy to understand.
- Wants to keep track of all doctors appointments in one place.
- wants to feel independent without always relying on his niece.


Pain Points

- Frequently forgets medication timing.
- Sometimes only takes one pill instead of all required doses.
- Gets confused by multiple prescription with different schedules.
- Relies heavily on family reminders.
- Find most apps complicated and hard to navigate.

Bio

Mahama is a retired senior who manages several chronic health conditions that require him to take multiple medications at different times throughout the day. He uses a weekly pill organizer to sort his medication but often forgets whether he has already taken a dose. His niece frequently calls to remind him about medications and doctor appointments.

Motivation



Motivation Factor	Score
Incentive	85
Fear	10
Growth	20
Social Life	75

Current Behaviors

Medication Managements

- Uses a weekly pill organizer.
- Sometimes depend on his niece calling him to remind him.
- Occasionally forgets doses or takes incomplete medication.

Appointments Managements

- writes appointments on paper notes.
- Depends on memory or family reminder.
- Sometimes misses or forgets appointments dates.

Quotes

I try my best to remember my pills, but sometimes I just can't tell if I already took them or not.

Personality



Personality Trait	Score
Introvert	10
Thinking	15
Sensing	10
Judging	10
Extrovert	90
Feeling	85
Intuition	90
Perceiving	90

Design Implications (System Requirements)

Appointments Features

- Automatic Appointments Reminders
- Simple Calendar display
- Notifications before appointments dates
- Ability to review doctors details and visit information

Accessibility Needs

- Large buttons and text
- Very simple interaction flow
- Auto reminders option
- Clear visual feedback

Medication Features

- Simple and clear medication reminders with alert
- Easy daily schedule view
- Minimal complex navigation
- Large readable interface for seniors

Age: 76
Gender: Male
Occupation: Retired high school history teacher
Family: Married to his wife of 50 years, two grown children, and three grandchildren.
Location: Grand Blanc, MI
Character: Responsible and caring, with a practical and thoughtful nature.
Tech Comfort: Low to moderate smartphone use

"Every day is a win when I can keep my health on track!"

PERSONAS - THE HEALTH-CONSCIOUS ADVOCATE

Ben Carson: Innovating Cardiac Care



"Through hard work and faith, no obstacle is too great to overcome."

Age: 72
Gender: Male
Work: Renowned neurosurgeon, author, and former U.S. Secretary of Housing and Urban Development
Family: Married with three children
Location: Baltimore, Maryland, USA
Character: Visionary healer and disciplined humanitarian

- Compassionate Leader
- Innovative Surgeon
- Faith-Oriented Thinker
- Educator and Mentor

Goals

- Advance innovative cardiac and neurosurgical treatments to improve patient survival rates.
- Promote health education and equitable access to quality care for heart patients globally.
- Inspire young physicians to pursue compassionate, ethical medical practice.

Frustrations

- Limited access to advanced medical care for underserved heart patients.
- Bureaucratic barriers that hinder life-saving research and treatment innovation.
- Public misinformation about preventive heart health and surgical options.

Bio

Dr. Ben Carson, a world-renowned neurosurgeon and former U.S. Cabinet member, rose from humble beginnings in Detroit to become one of the most respected figures in medicine. Known for his groundbreaking work in pediatric neurosurgery, Dr. Carson's commitment to excellence and compassion extends into cardiac care advocacy. His belief in perseverance, education, and faith has guided his lifelong mission to improve healthcare outcomes, particularly for heart patients and vulnerable communities. Today, he continues to influence both medical and public health discussions with a focus on holistic healing and equal opportunity in medicine.

Made with HeroCo. Create your own →

Motivation



Brands & Influencers

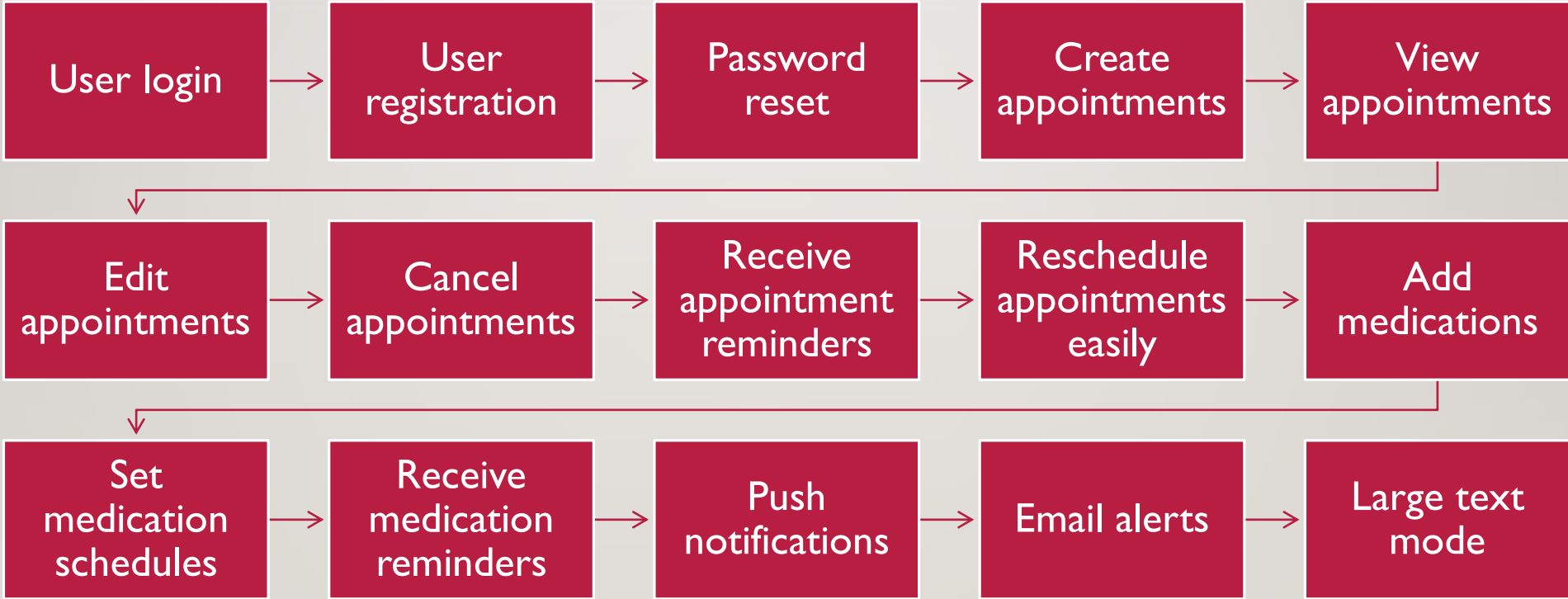
Dr. Carson admires institutions and individuals that promote medical excellence and humanitarian service. He respects organizations such as Johns Hopkins Medicine for innovation and patient care, and looks to global health advocates like Dr. Paul Farmer for inspiration. Faith-based initiatives and educational nonprofits also align closely with his values of compassion, learning, and service.



Preferred Channels

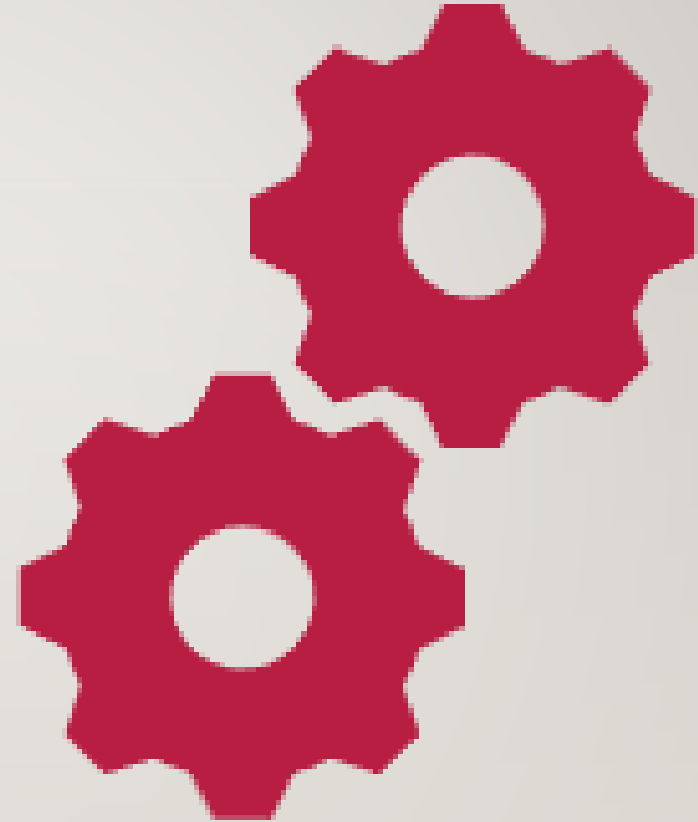


SYSTEM REQUIREMENTS



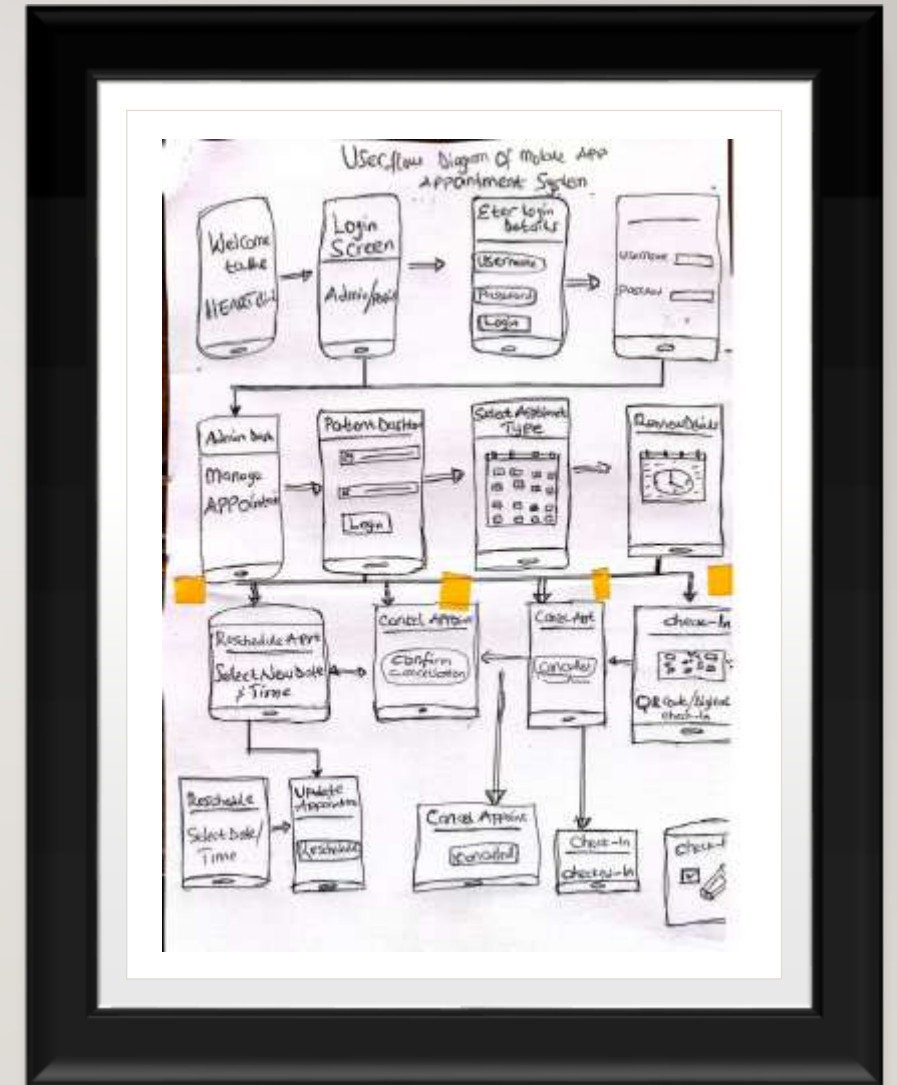
PHASE 3

LOW-FIDELITY PROTOTYPING



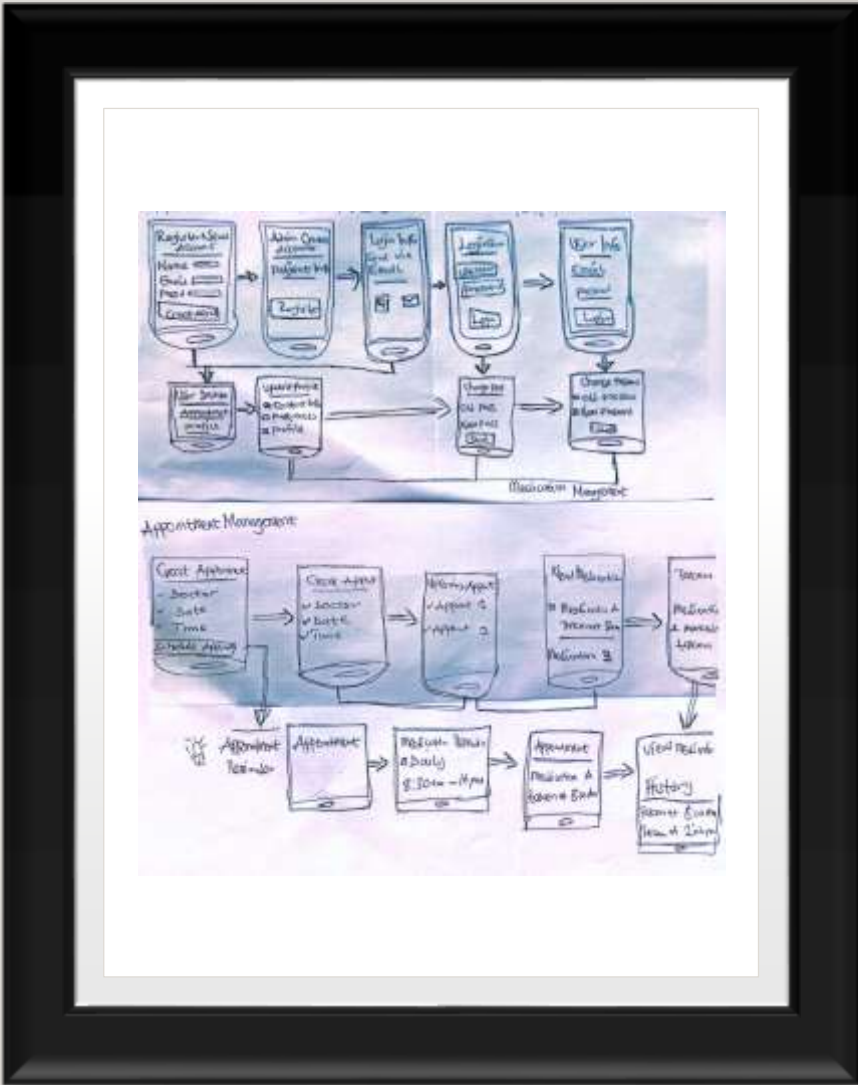
FIRST ROUGH DRAFT SKETCH

- After evaluating all team-generated designs, we chose this concept to shape our final design direction.



SECOND MORE DISTINCT SKETCH

- This second sketch refined our direction by incorporating the best elements from each team member's ideas



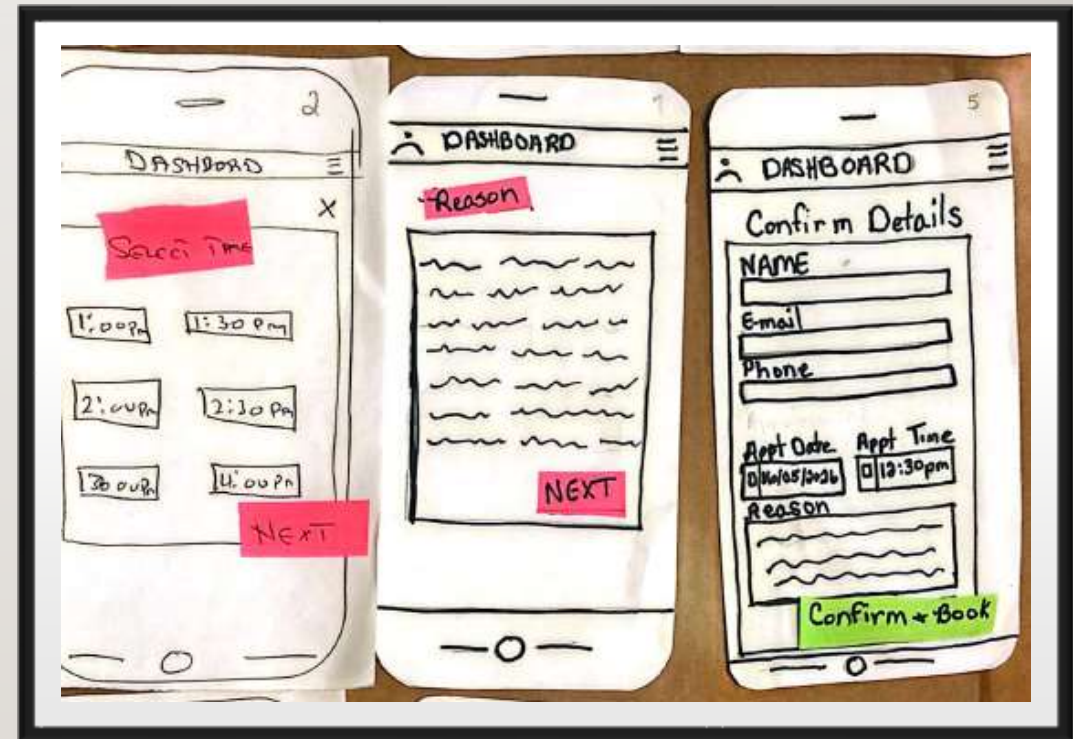
PAPER PROTOTYPE

- Login Screen
- Add Appointment
- Select Date



PAPER PROTOTYPE – CON'T

- Select Time
- Reason for Appointment
- Confirm and Book Appointment

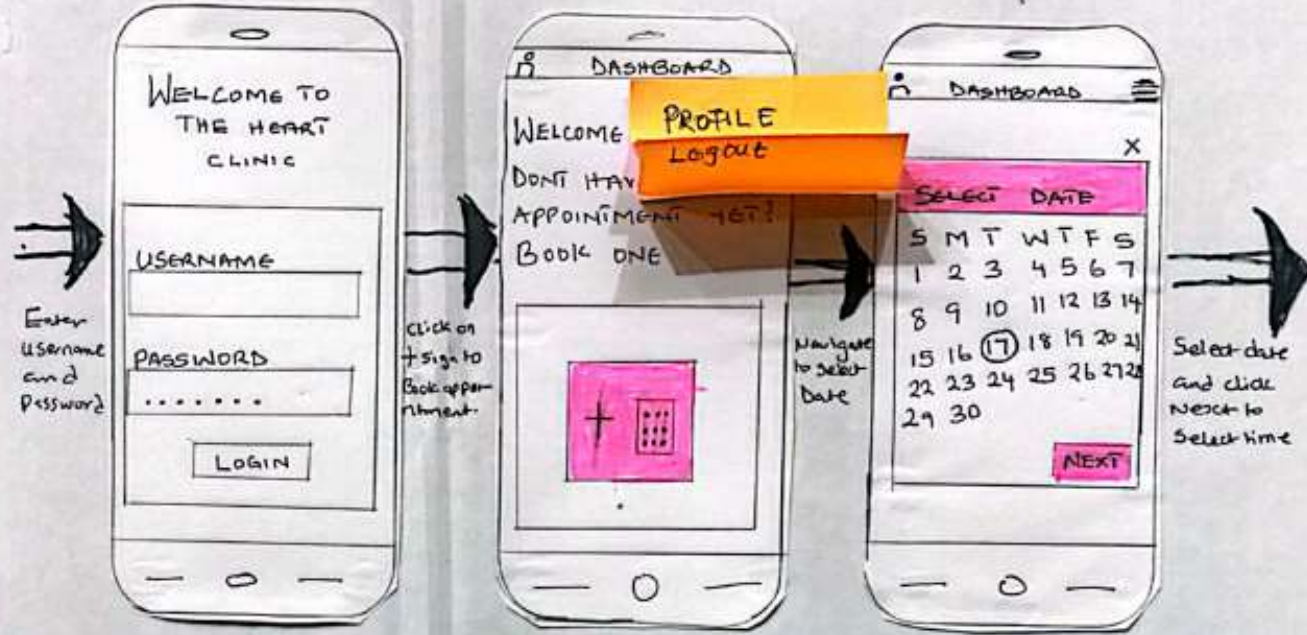
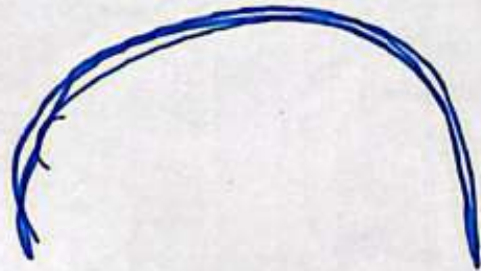


PAPER PROTOTYPE - CON'T

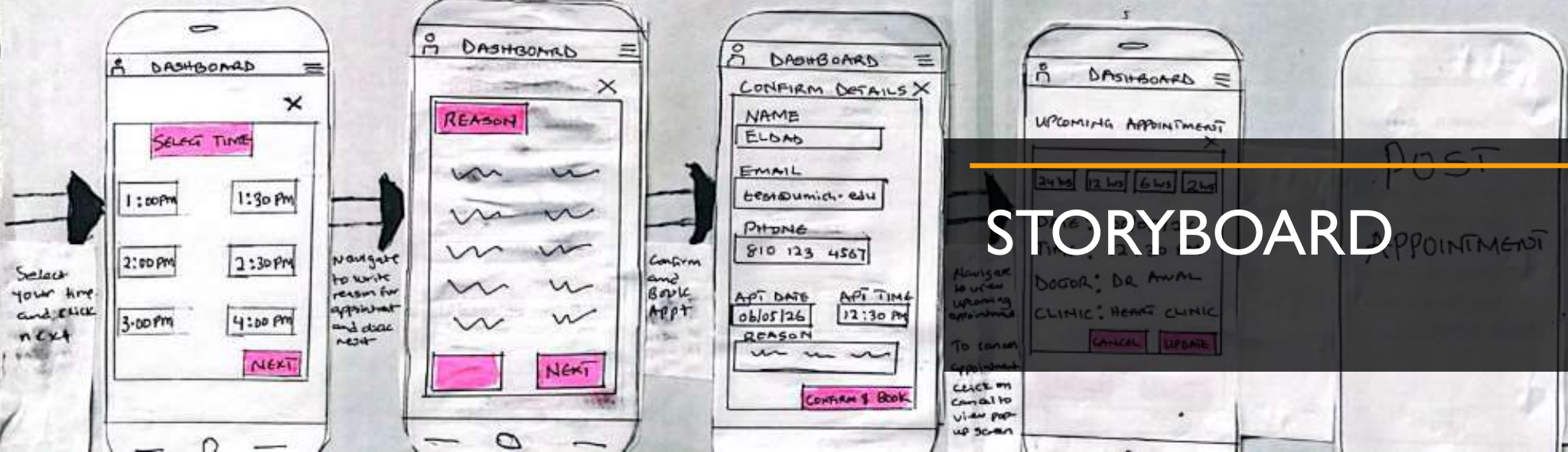
- Appointment Reminders
- Medication Reminders
- Appointment Cancellation



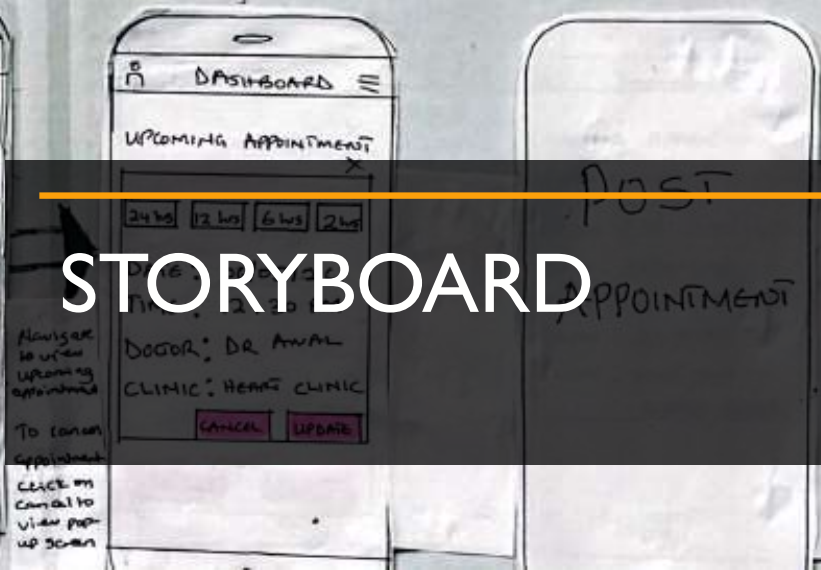
STORY BOARD



Select date and click next to select time



STORYBOARD



USER EVALUATION TASK

Schedule	Task 1: Schedule Appointment Book a doctor's appointment for a suitable date and time
Update	Task 2: Update Appointment Modify an existing appointment
Cancel	Task 3: Cancel Appointment Cancel an appointment and provide a reason
View	Task 4: View Medication Reminders Check your upcoming medication reminders
Record	Task 5 : Record Medication History
Record	Record that you have taken your medication for the day.

USER EVALUATION FINDINGS

The confirmation screen felt redundant, as users were required to re-enter personal information.

The welcome screen did not clearly indicate the next steps for users.

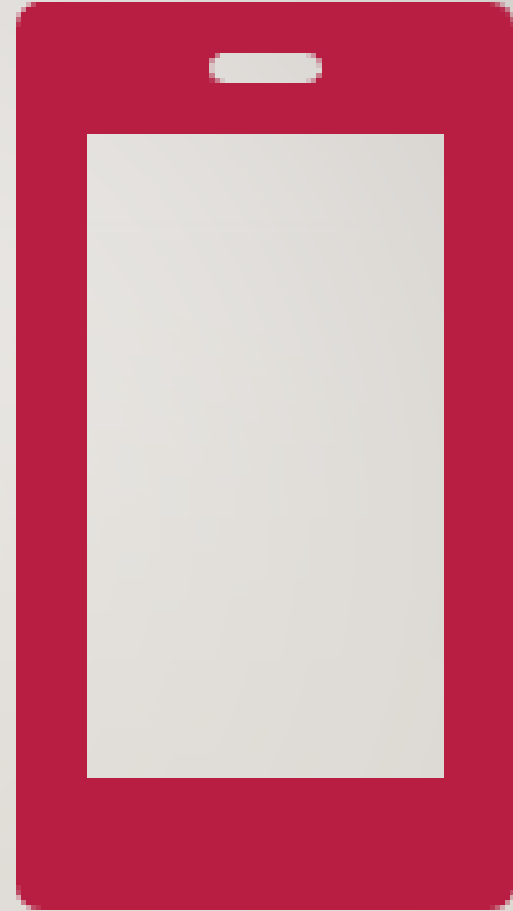
Users were confused about the difference between the **admin** and **patient** options.

Text size was too small, making it difficult to read.

Users had difficulty distinguishing between **upcoming** and **past appointments**.

PHASE 4

REVISION OF MYCARE APP



PAPER PROTOTYPE FEEDBACK

The welcome screen was unclear and did not guide users on what to do next.

Text size was too small, reducing readability.

Placing **admin login** next to **patient login** caused confusion about which option to select.

Users were unsure whether their medication was successfully marked as taken.

Past appointments were not clearly separated from upcoming appointments, causing confusion.

Available appointment times did not meet user expectations.

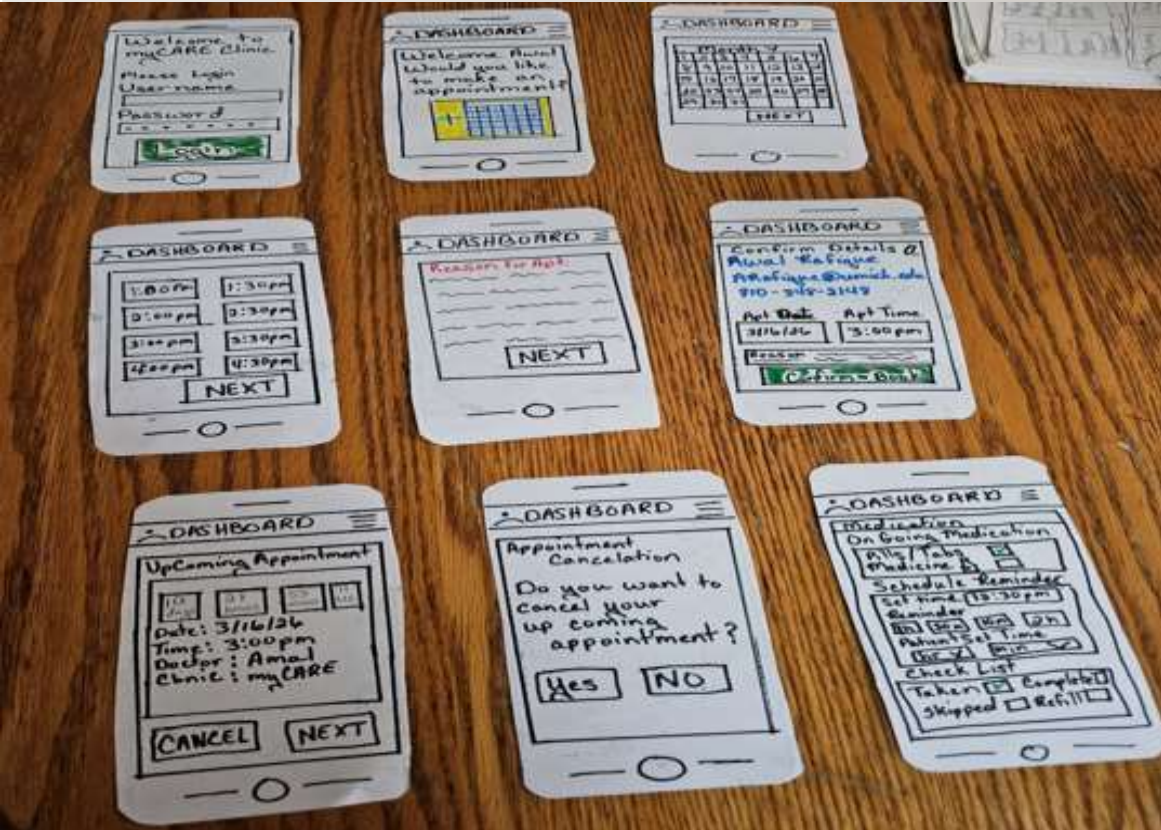
The confirmation screen felt redundant, requiring users to re-enter personal information

UPDATED PAPER PROTOTYPE

BEFORE

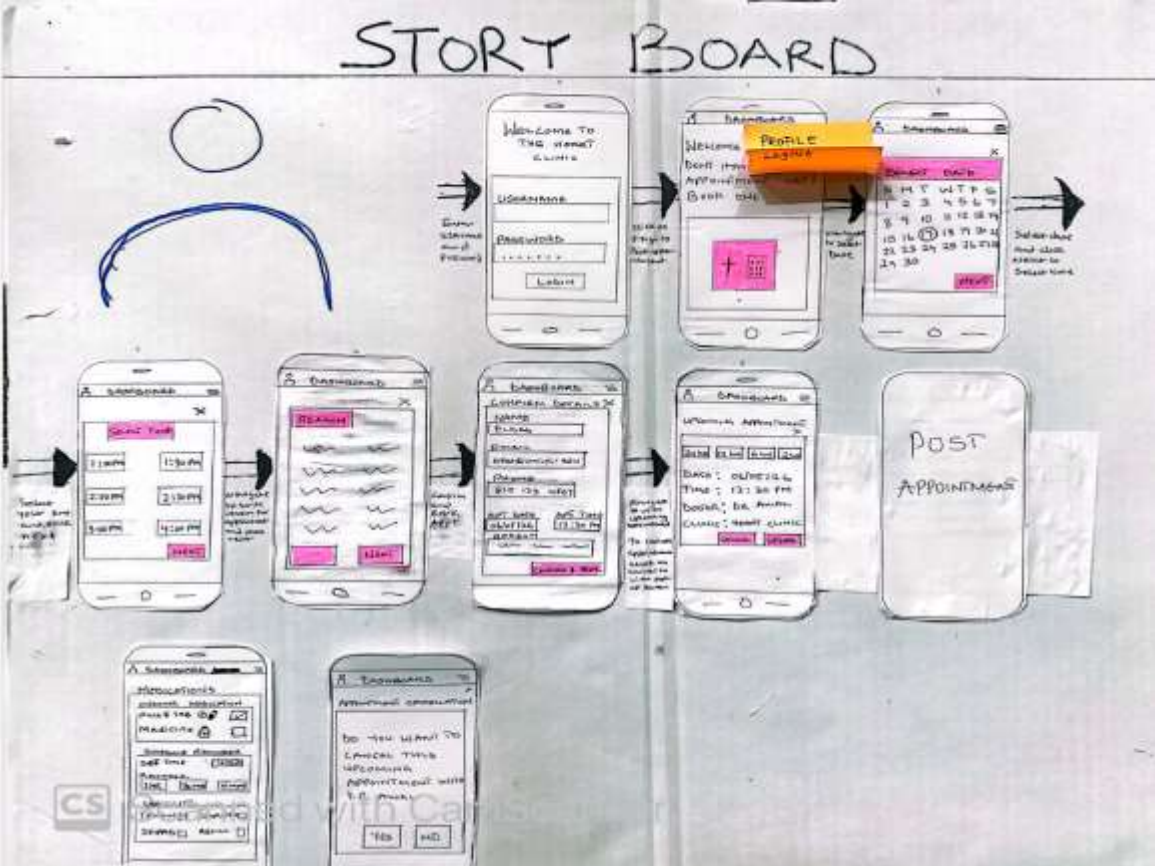


AFTER

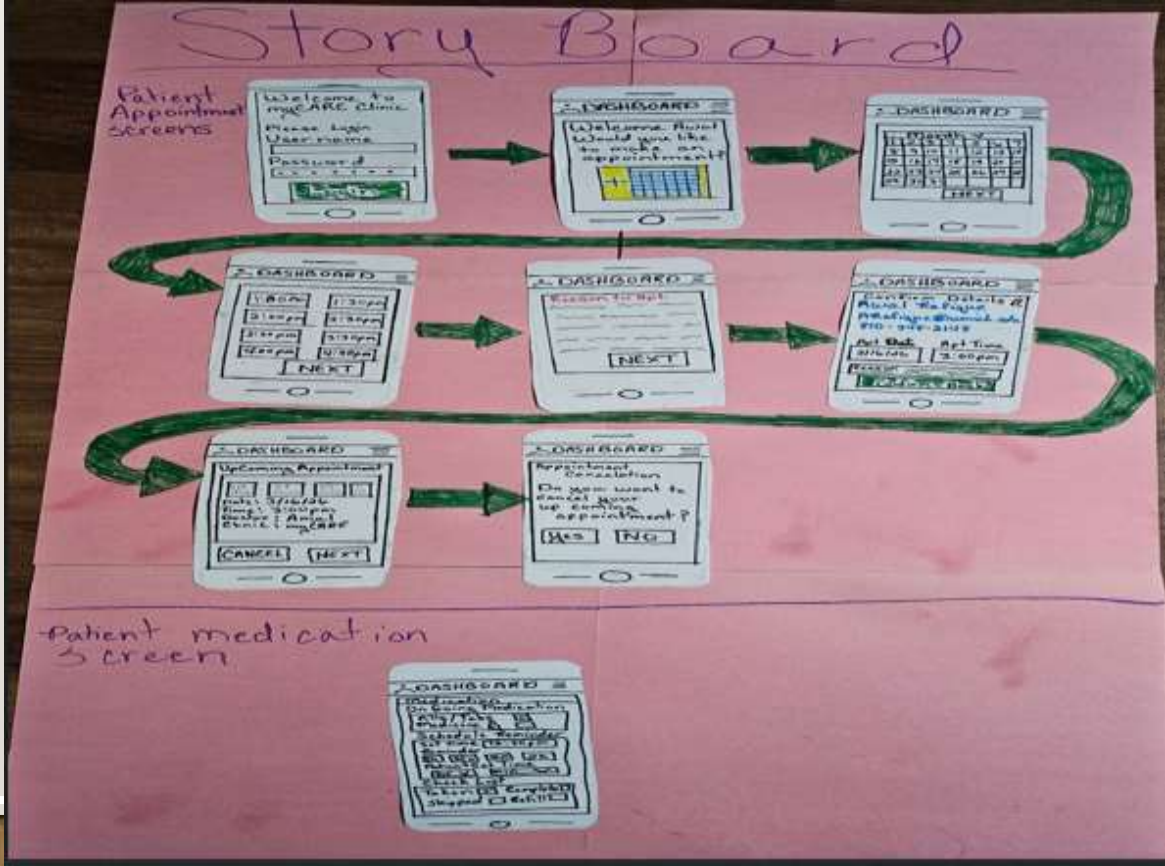


UPDATED STORYBOARD

BEFORE

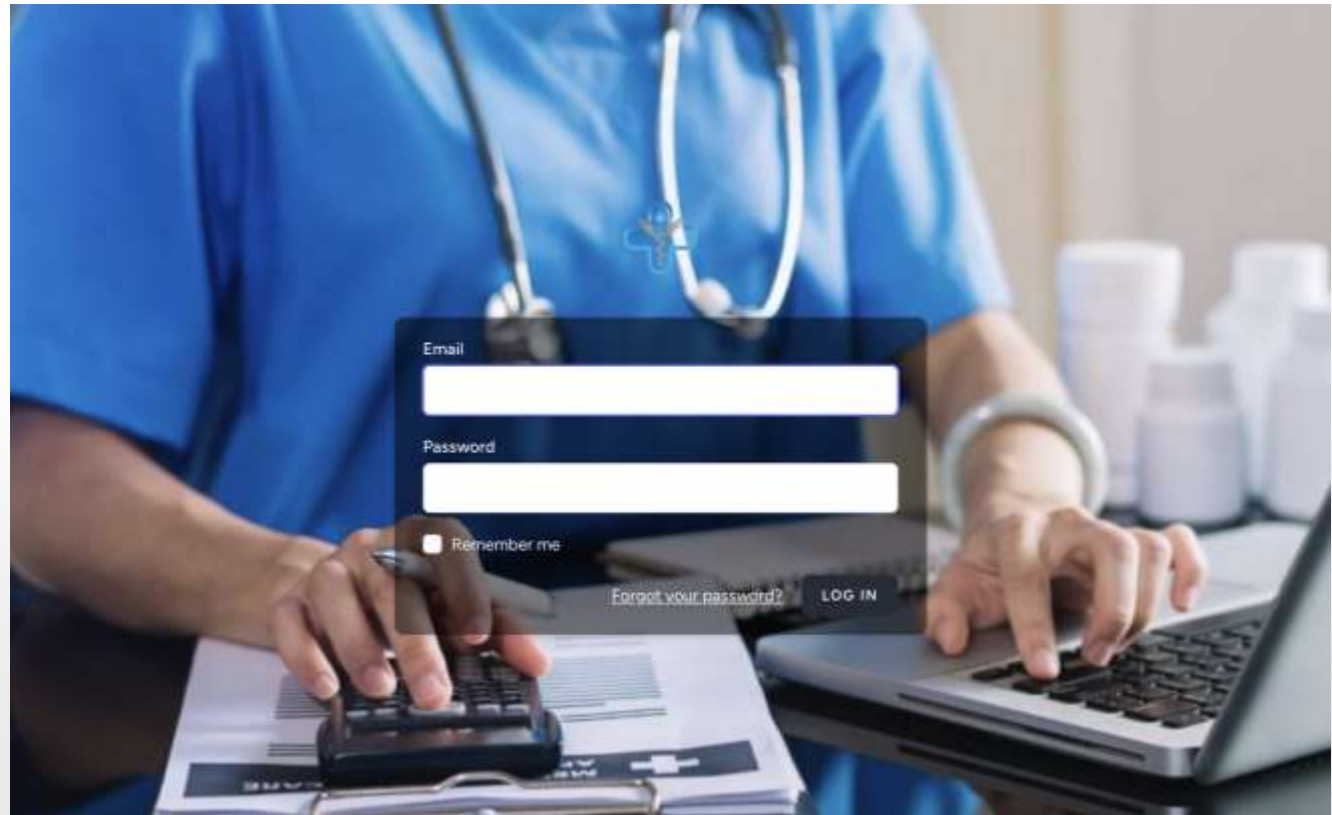


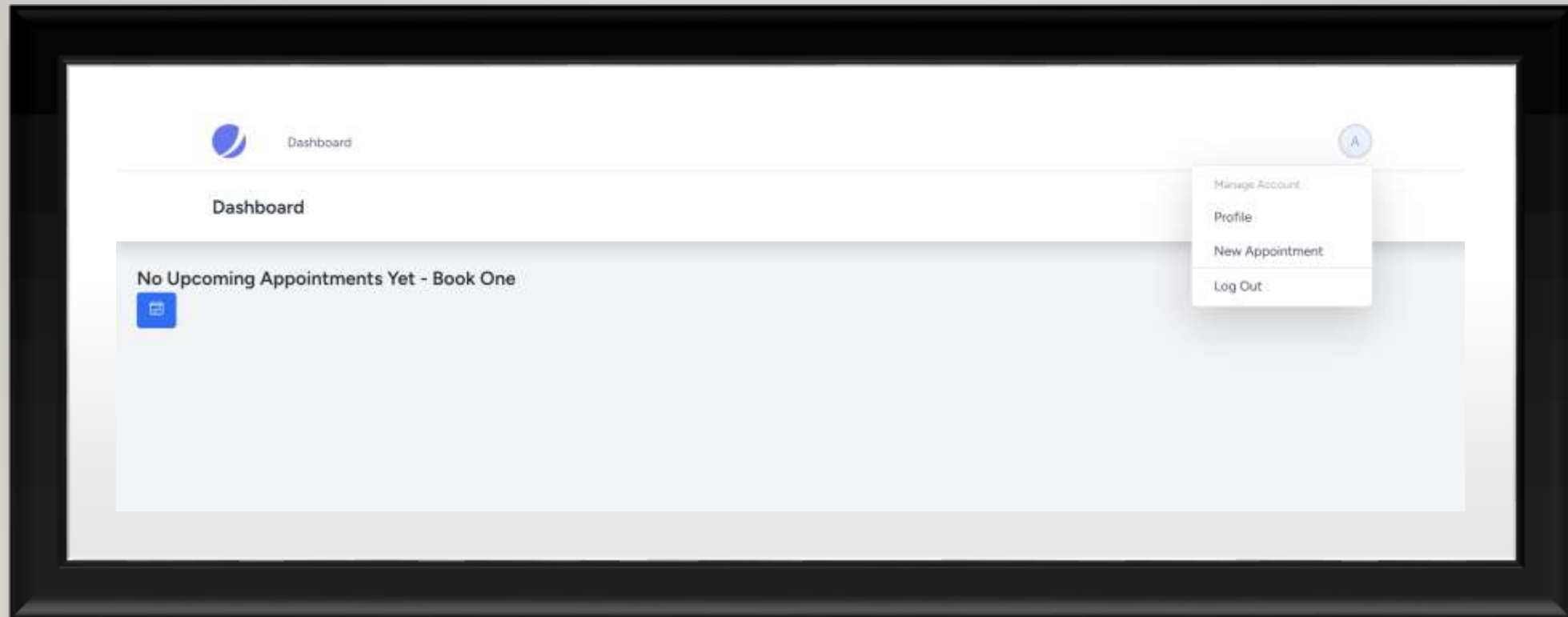
AFTER



COMPLETED HIGH FIDELITY PROTOTYPE

USER AUTHENTICATION
PAGE





COMPLETED HIGH FIDELITY PROTOTYPE

DASHBOARD – BEFOR SCHEDULED APPOINTMENT

COMPLETED HIGH FIDELITY PROTOTYPE

BOOKING APPOINTMENT
MODAL

Create New Appointment

Search Patient
Type to search emails...

Search Doctor/Primary Doctor
Type to search doctors...

Clinic Name
Type clinic name

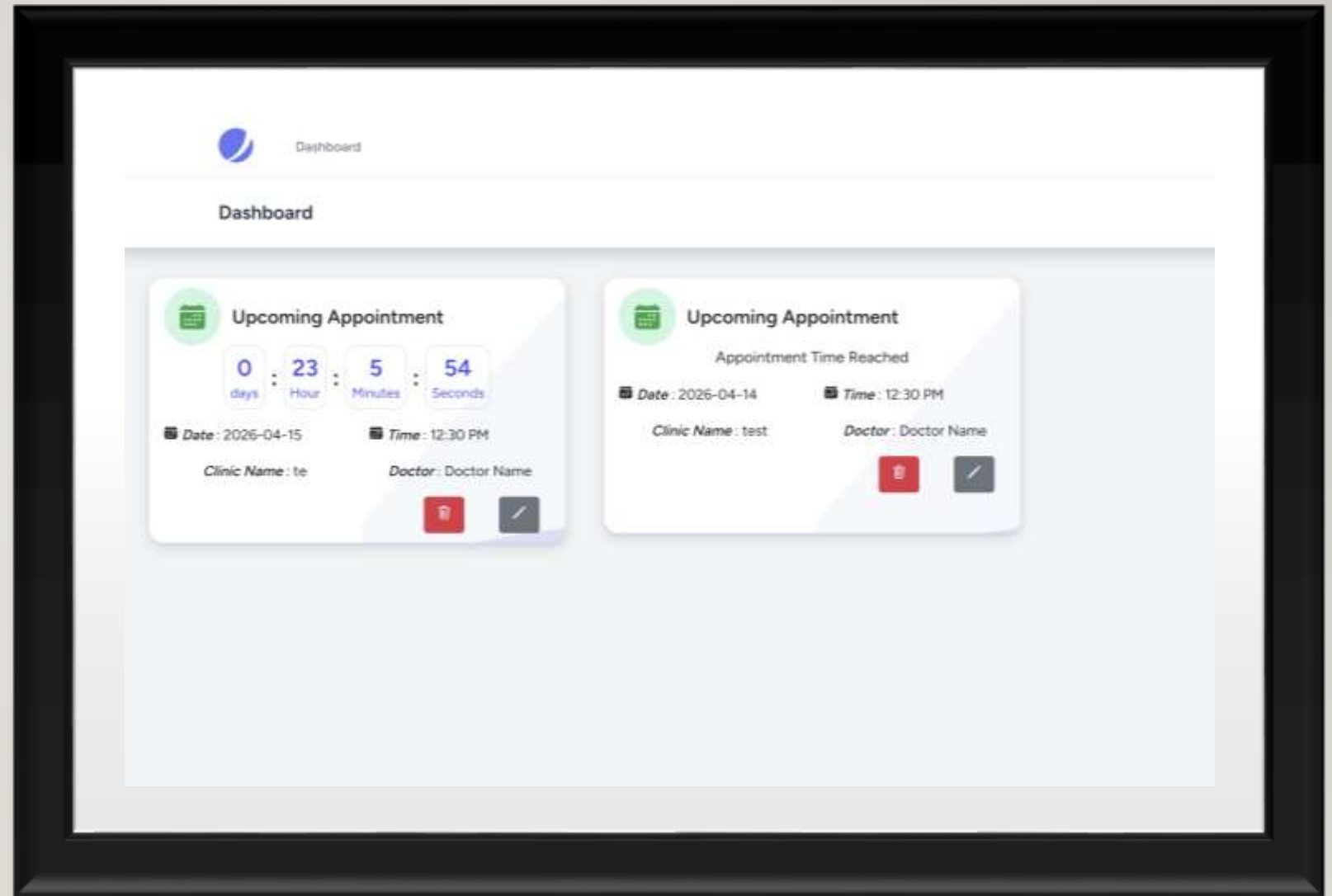
mm/dd/yyyy Available Times
Please select a date to see available times

Reason
Type reason for visit

BOOK APPOINTMENT

COMPLETED HIGH FIDELITY PROTOTYPE

DASHBOARD AFTER
APPOINTMENT



COMPLETED MEDIUM FIDELITY PROTOTYPE



LIVE DEMO



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QUESTIONS

THANK YOU ALL

