Participant:

Frustration

Appointment status said 'pending'. Unsure what whether pending meant processing or not confirmed yet by the pharmacist "if the notification said it was pending it would be helpful to know it was still pending"

confused whether she needed to press the "check" button when the timer finished running until 15 seconds

noted that "Gender" buttons are hard to click. Had to click a couple of times for it to work

had to swipe up a few times for the "next" button to show up when filling out profile info

"product's name" confused her and she asked whether it was referring to her medication's name

When trying to add her medical history, she couldn't find Sjogren's disease in the menu

Would like the booking notification to inform her whether her appointment was pending instead of just saying 'appointment successful'

tried to type her husband's email account in the emergency contact form but the app omitted "m" at the end of "gmail.com"

When asked to cancel an appointment, she tried to scroll left and right on the "My Appointments" screen as she assumed that it would show a hidden "delete" or "cancel" button as it does in her email app

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Visibly confused by the welcoming pop up message in the app.

Tried to send a picture to her pharmacist but "Fatto"(supposed to be the "Done" button) confused her.

"product's type" dropdown also confused her because she said she doesn't know the differences between different types and usually the types of her medication are not indicated in the label of her medication.

The dropdown list of "product's types" confused her as she didn't know what more than half of those types mean

Tried to search for pharmacists in the chat search bar

"Is this my appointment?"

"I thought i was chatting this one. Am i not chatting here?"

Not sure what the different medication types meant when selecting type of medication "usually that information is not given on the bottle". Not sure of 'topical, application, suppositories' suppositories'.;

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confusion regarding where to center the barcode and which barcode to capture during verification

Confused by why was it telling her "to start another conversation" because she received a message from Jenna.

Very confused on how to start a chat until Sophie came in and told her to set up the appointment date to today in order to be able to chat with the pharmacist

Expected swiping right or left on appointments to delete or archive appointments/texts

Expected 'health status' pop-up selection to take her to a different page

Wasn't able to see time slots available when scheduling an appointment. Not sure when she is supposed to chat with her pharmacist.

Can not cancel an ongoing appointment. Can only cancel if it's still pending. Need to make the cancellation policy more transparent to patients.

Did not like the lack of camera integration when uploading pictures of her medication, found it frustrating and time consuming

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was unable to receive a confirmation code until she signed up with a different email than her initial attempt

Could not choose a booking time slot. No booking times were given during appointment booking "it does not tell me what time it is"

Unable to begin verification process until she disabled her VPN

Clicked on the "voice message" button. The time is frozen on "00:00".

She was not sure how to get out of the "voice message" as she pressed the "Trash" button but it did not do anything. She tried the "Cancel" button but it just closes the menu but does not stop the recording.

Disappointed by not having an integrated camera app because after she exited the app to take a picture and came back in, all the previous information she wrote on her product was lost and she needed to retype everything again.

If it's not compatible with my VPN, I'm not sure if I would still use this app

Goal

Reminders to take medications

keep track the days I took my meds and days I missed it

Chatting with a reliable pharmacist

Motivation

Liked that ID verification autofilled some of her info into the registration form

asking any questions for my ongoing medications and consult the pharmacist if I have any concerns or questions regarding them

Design Based → Functionality Based