

Observation (Cancer Patient Persona):

Task #1: Registration

When selecting a Country or State, initially it just gives this full dropdown. Once you start typing your country name, the options appear.

This error recurs throughout the app, even when you open it to log in.

on several pages including this one, instead of "next" button on the keyboard, can we put "done" as the keyboard covers after inputting that field? bc if you only wanna click 1 field it gotta tap thro the rest as well until it gives you the Done option

When selecting a Country or State, initially it just gives this full dropdown. Once you start typing your country name, the options appear.

Task #2: Enter a list of ...

product type?? Does this mean what kind of drug is, pain killer? "also change from Product's to Product"

more specific input fields would be helpful to the patient, ie, graphics of where to find this info on their job title or examples of what to enter.

Task #3: Chat w...

what does the red dot mean next to the chat with my pharmacist? disappeared after awhile

Other Things to Improve

when can I add my own notes to the summary?

remind "reschedule date", is this the date you're trying to change your appointment to? Maybe use "reschedule" instead

can't interact with the calendar to reschedule?

clarification on "if you reschedule for today, it'll take place immediately"; why? doesn't this mean I can just book, cancel, and then get instant help?

remove star ratings

Change to "Thank you!"

why is the map of nearby pharmacies necessary? add pharmacist's time zone on their profile

don't really like the health status, too repetitive. I could have no diseases but still have issues, would my health still be good? Degree of symptoms to choose from? Symptoms check-in on app launch

About US buttons don't open anything

What does "children with certain underlying conditions" mean? Is this ensuring the patient is a child? Or is it "do you have children with underlying conditions?"

Christina Observation Study Screenshots

Observation Study screenshots

Pls "Phone Number" and "Password" above the text box. The patient might forget what information they are supposed to input as they're typing if the text is in the text box.

Hard code the "+" before the country code

Will this confirmation code be automatically populated from the patient's text messages? I think this would help the patient login faster.

include phone call option for accessibility

Change birthdate order to mm/dd/yyyy.

Chat the patients a 1 minute countdown instead of 30 seconds before asking to resend the code. Patients may not be able to type the code in 30 seconds.

This booking detail says "Expired" when I clicked on the appointment reminder notification. I assumed this would be for an upcoming appointment. Can replace "expired exchange date" with "What to reschedule this appointment?" or something to make it more clear that this exchange date feature is optional.

If the booking date has passed, include the original booking date instead of "Expired".

Error in sending message to copilot. An infinite loading symbol shows up.

It's confusing having June 17th be the highlighted date since it's already July. Have the "previous" date be the current date the patient is accessing the app at the time to make it easier for them to make an appointment.

Booking note text is placed on the bottom and in small print which makes it easy for patients to miss or not read. Perhaps this can be included as one of the patient's need to indicate they agree to a separate page after selecting an appointment date and pharmacist.

Future question to think about: What do you use to measure and determine who is a popular pharmacist/which pharmacist to recommend instead of the star rating?

Remove stars from pharmacist profiles.

This health status question is so hidden! Place this health status as a separate question after initial login, on homepage, on the patient profile or somewhere else more visible.

Customize the list of nearby pharmacies to be more relevant to the user's location.

Can't click on the map. Not responding to click on it but still shows Google Maps or other app help pop-ups to the location. Location button shows "What do you want to do with this location?" but it's not clickable.

When I click on the map, it shows the address but it's not clickable. I have to click on the address to get to the location.

See the "Reschedule" button regarding the leading to send a message. It's not clear what the button does. I checked it on a phone too.

Always, I've encountered some things. I right-clicked on the "Reschedule" button and it says "Reschedule" and "Send" but it's not working. I checked it on a phone too. I'm not sure what the issue is.

Also, will it be better to have a "Reschedule" button on the chat screen?

Can't click on the "Reschedule" button. I checked it on a phone too.

One button doesn't get ready when after you open the message. However, the notification will get ready when you tap on the chat.

I think it will be a good practice to have all text of the same color. "Reschedule" and "Send" are green and "Reschedule" and "Send" are blue. It's confusing. It would be better if you have a consistent color for all text of the same type.