

MARCH 2022

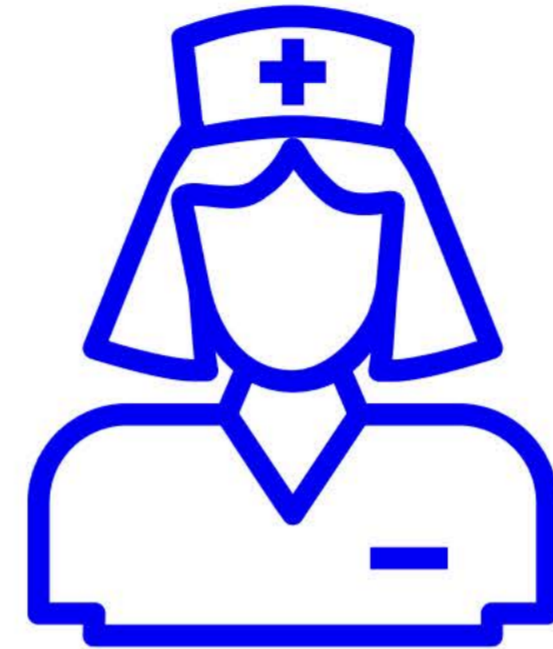
VAULT HEALTH MOBILE APP

COVID-19 TESTING SERVICE

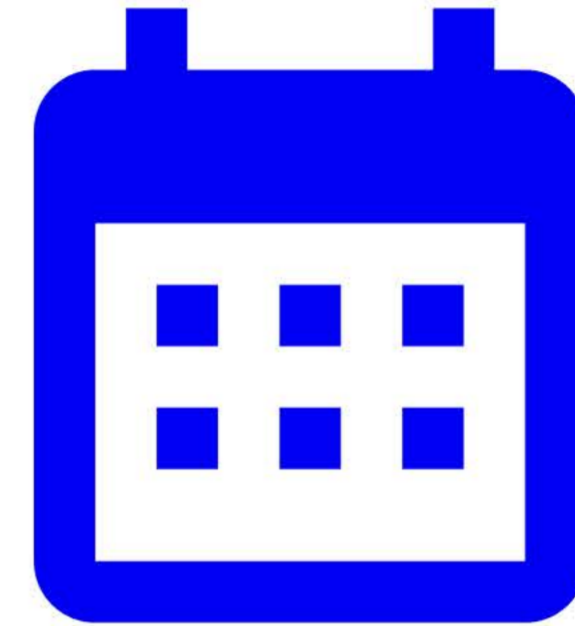
la Xiong



Meet Jane



Registered Nurse



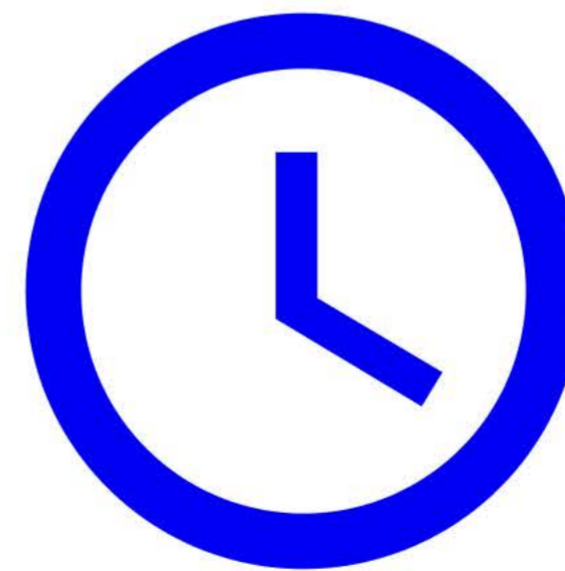
COVID-19 Test
Every 2 Weeks



Walk-in



Community
Testing Site



Long wait time when
testing site is busy



Frustrated

MEET JANE

THE PROBLEM

Wait Time

- Average - 20 minutes
- When busy - 1 hour or longer

Areas of Opportunity

- Reduce wait time
- Quicker access to user account
- Flexibility to fill out questionnaire and forms prior to receiving covid test

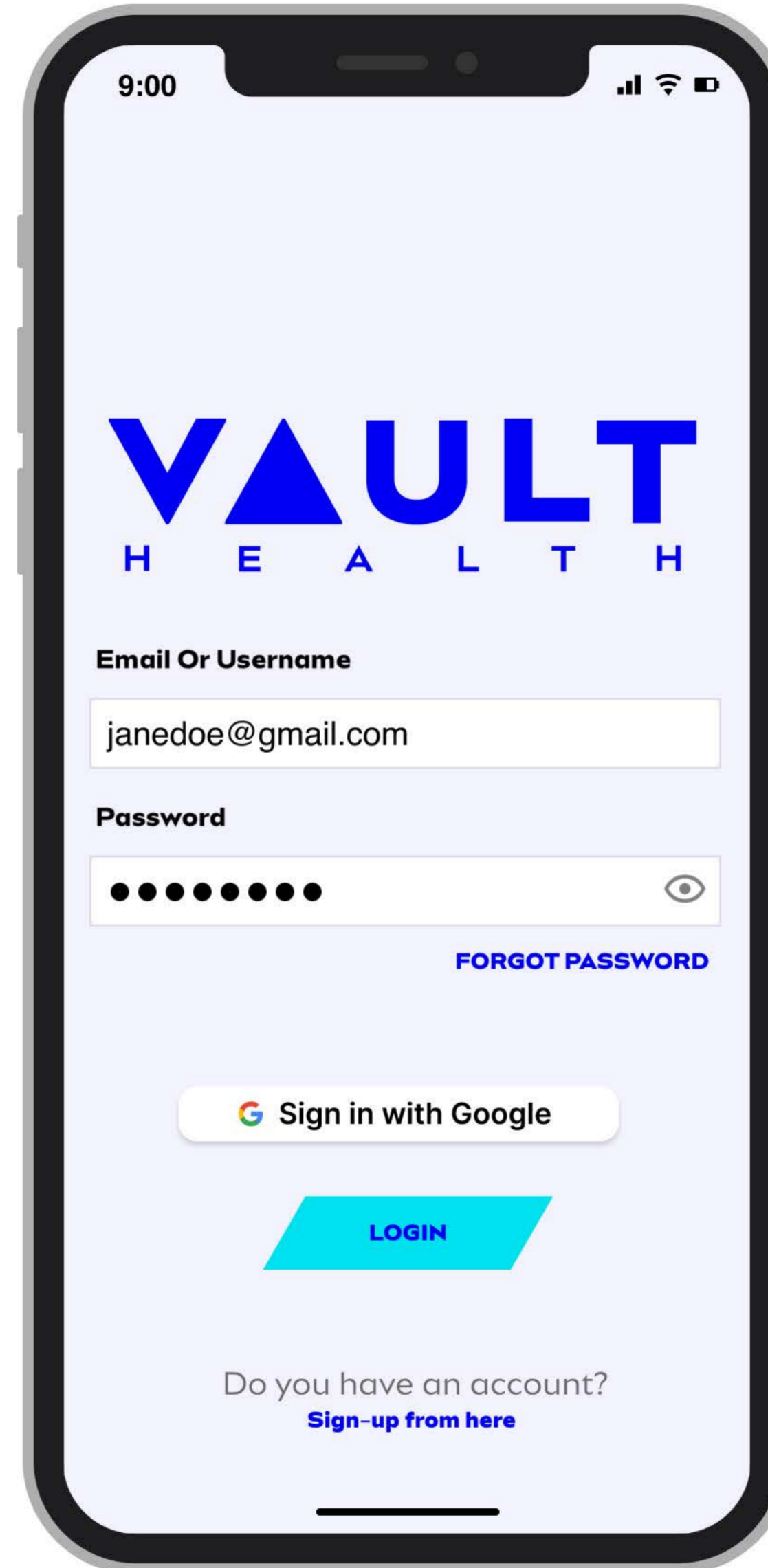


MEET JANE

THE SOLUTION

Research

- 6 user interviews
- Heuristic evaluation
- 4 usability test



Why a mobile app?

- Faster than websites
- Save users time by storing their preferences
- Better usability

DESIGN FEATURES

- Alternative Login Method
- Home Page Dashboard
- Test Results



DESIGN FEATURES

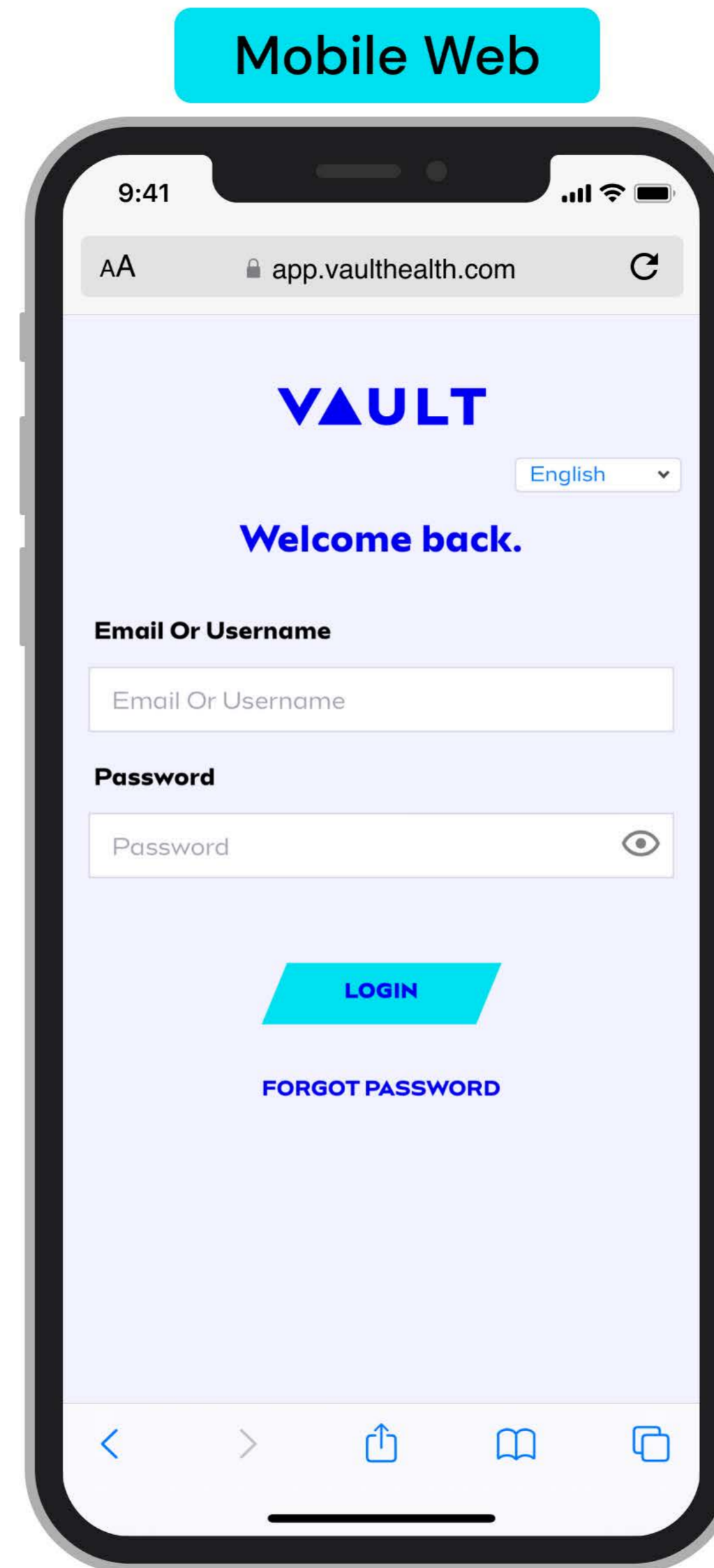
Alternative Login Method

Pain Point:

- Forgetting Password

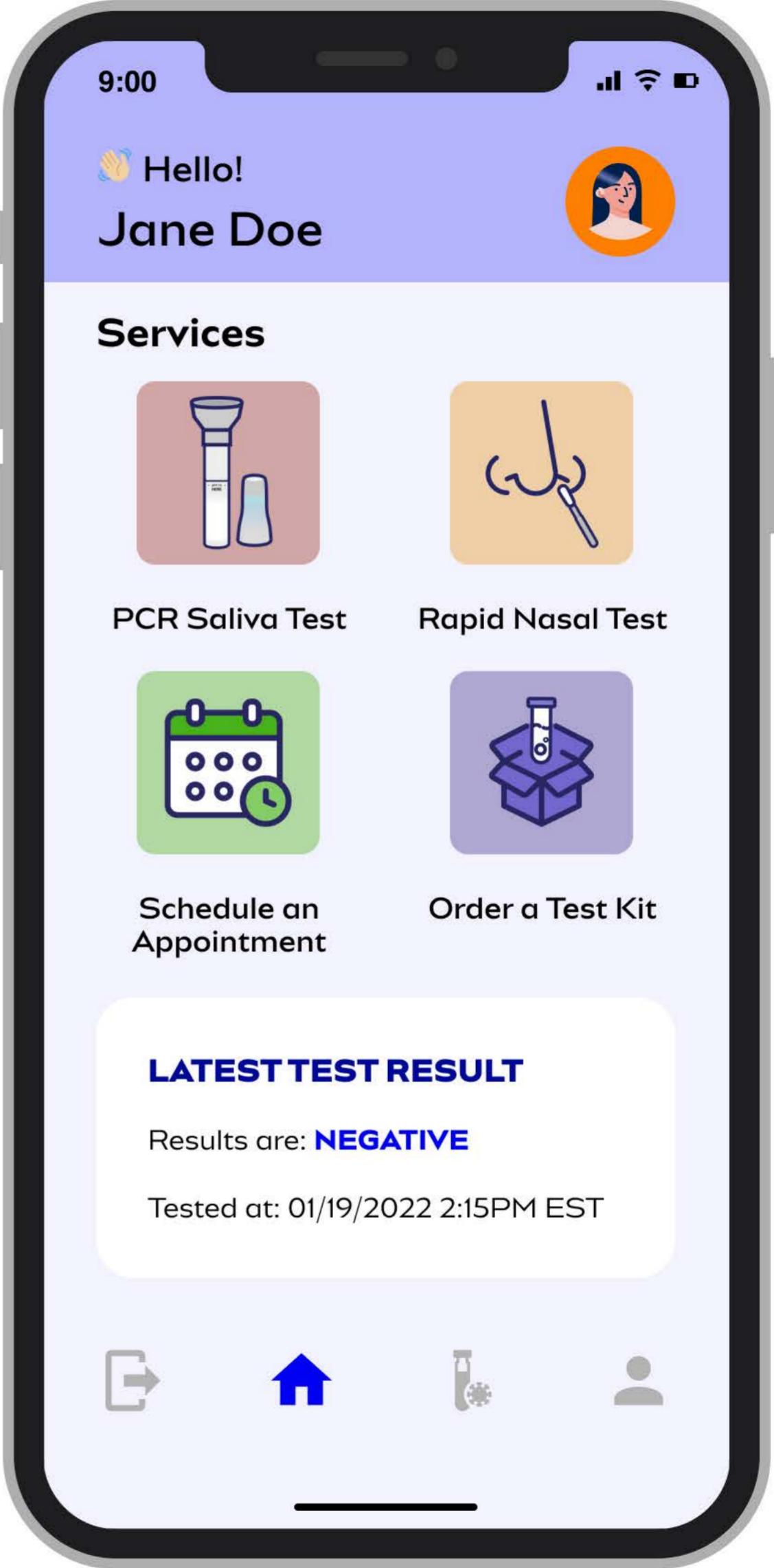
Solution:

- Google login



DESIGN FEATURES

HOME PAGE DASHBOARD



DESIGN FEATURES

Home Page Dashboard

Pain Point:

- Multiple Web Links

Order a test kit and see test results

PCR saliva test

Rapid nasal test

At-home test registration

Scheduling appointment

Mobile Web



DESIGN FEATURES

Home Page Dashboard

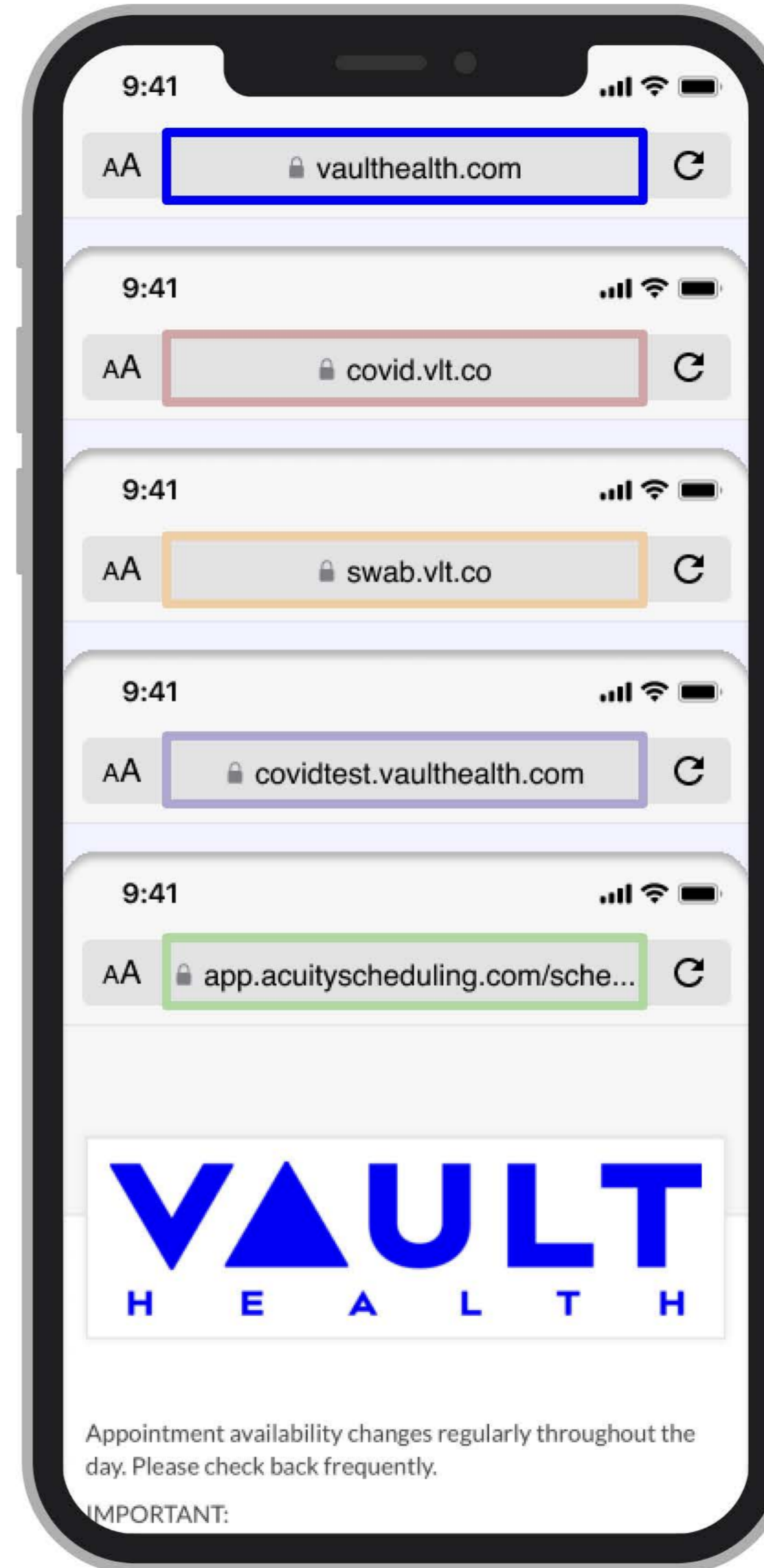
Solution:

- Compiled links to one dashboard

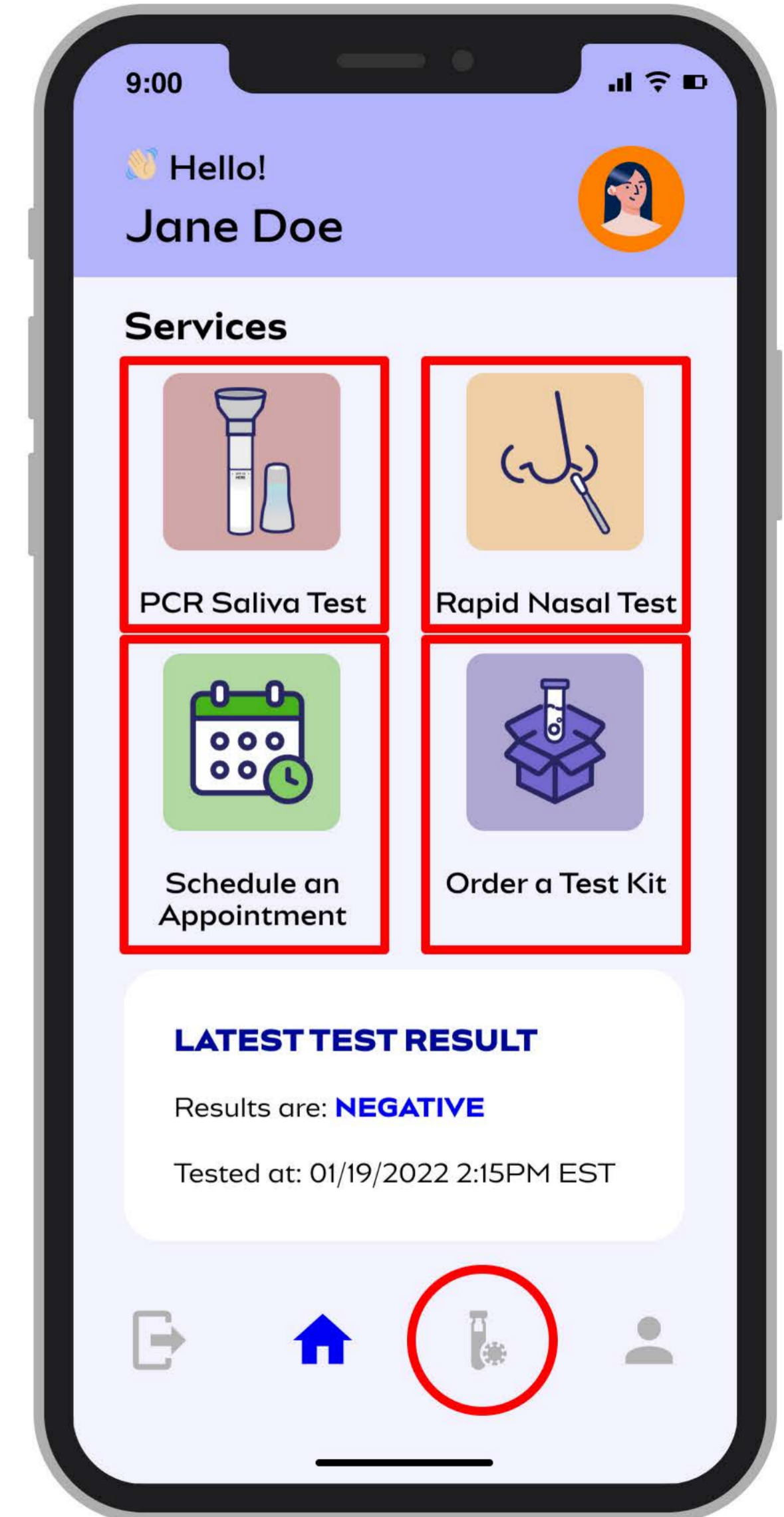
"I like how it's simple and you can easily go and do what you need" - User 2

"This looks better because the current website looks very basic and it doesn't have images." - User 4

Mobile Web



Mobile App



DESIGN FEATURES

TEST RESULTS



DESIGN FEATURES

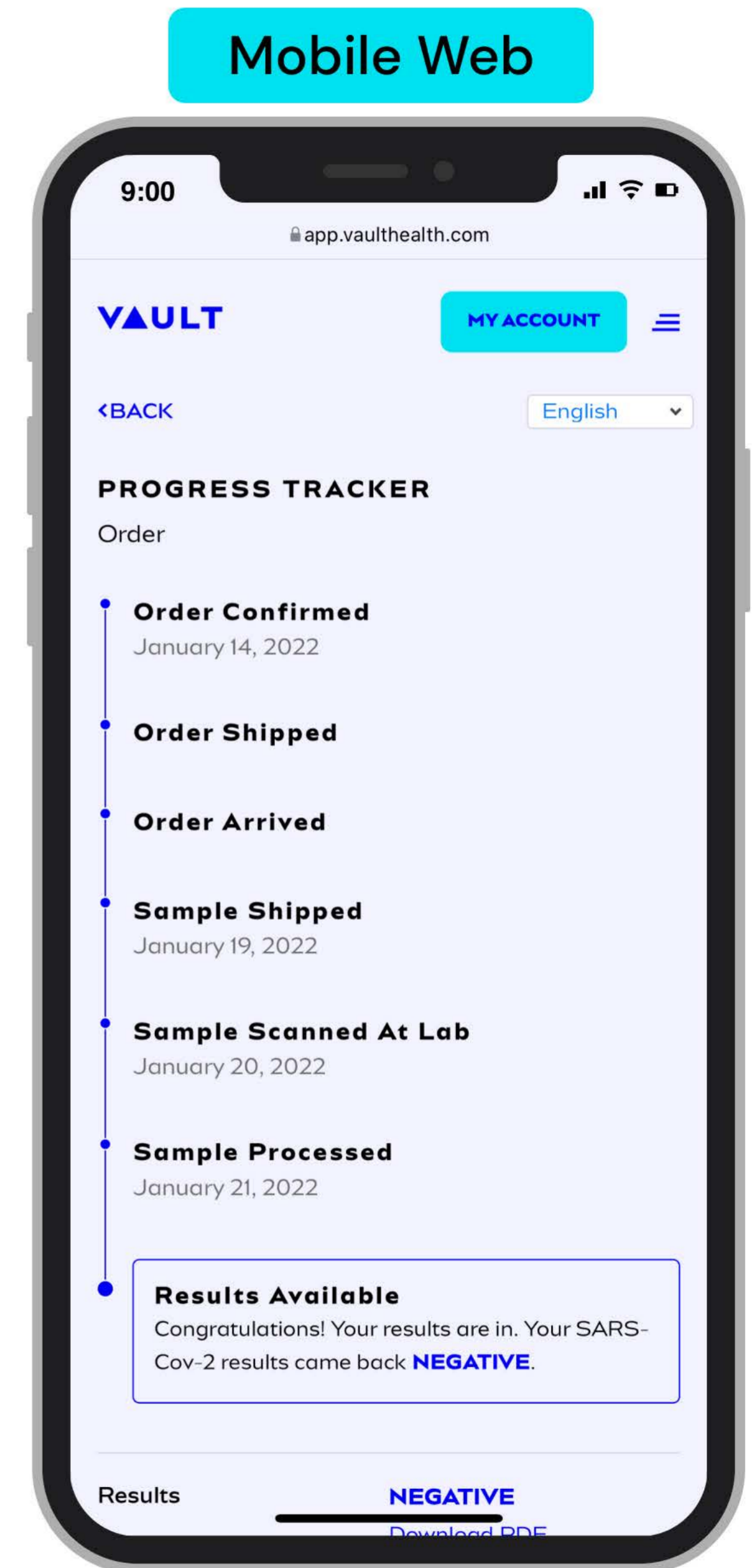
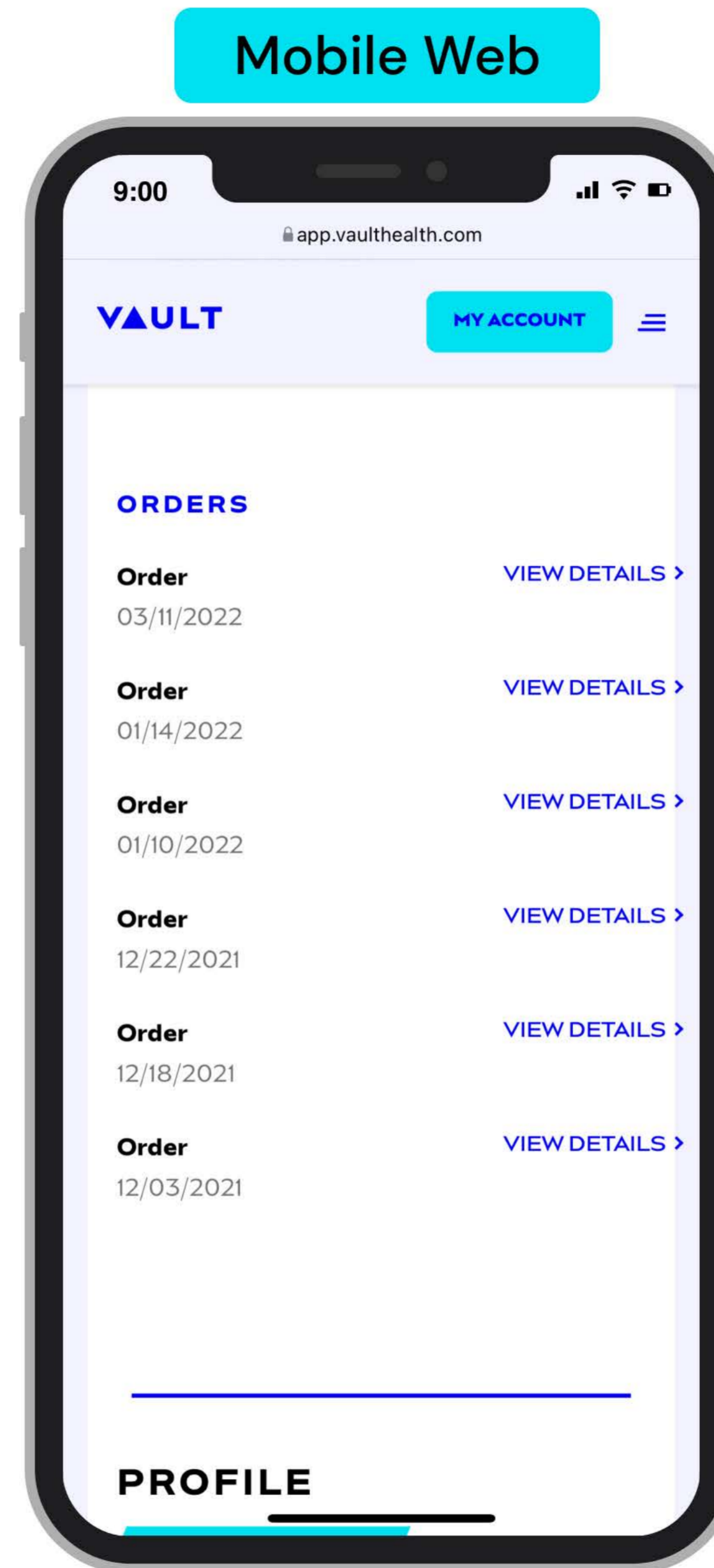
Test Results

Heuristic violation:

- Choice of word is confusing and unclear

“To me, “orders” means the test results for the order that I had ordered online ” - User 2

“I would want to see my test result first instead of the progress tracker.” - User 1

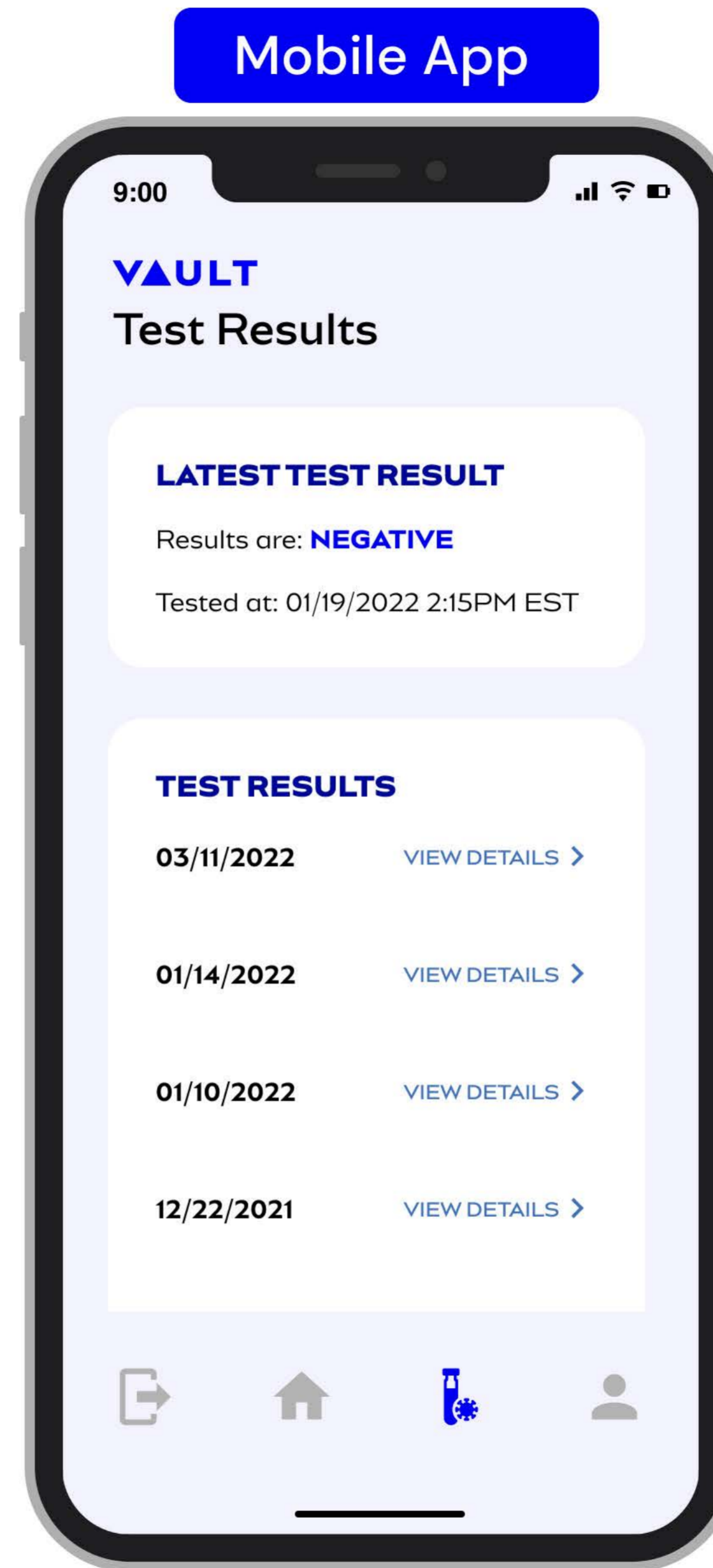


DESIGN FEATURES

Test Results

Solution:

- Changed “Orders” to “Test Results” to minimize misunderstanding
- Re-arranged progress tracker details



CONCLUSION



CONCLUSION

FUNCTIONAL AND USABLE

Average rating for usability: **6.75 / 7**

- Users felt that the app would alleviate the inconvenience of manually inputting the covid test links which could reduce wait time.

Toughest Challenge:

- balancing simplicity with usability

CONCLUSION

NEXT STEP

Conduct more **usability tests**:

- Targeting content of the forms and questionnaire.
 - Explore ways to simplify the content and reduce redundancy with filling out vaccination questionnaire

Push Notification

- Explore the nuances around push notifications and text update

IA XIONG | VAULT HEALTH MOBILE APP

THANKYOU!

LinkedIn: www.linkedin.com/in/xiongia

Portfolio: iaxiong.com