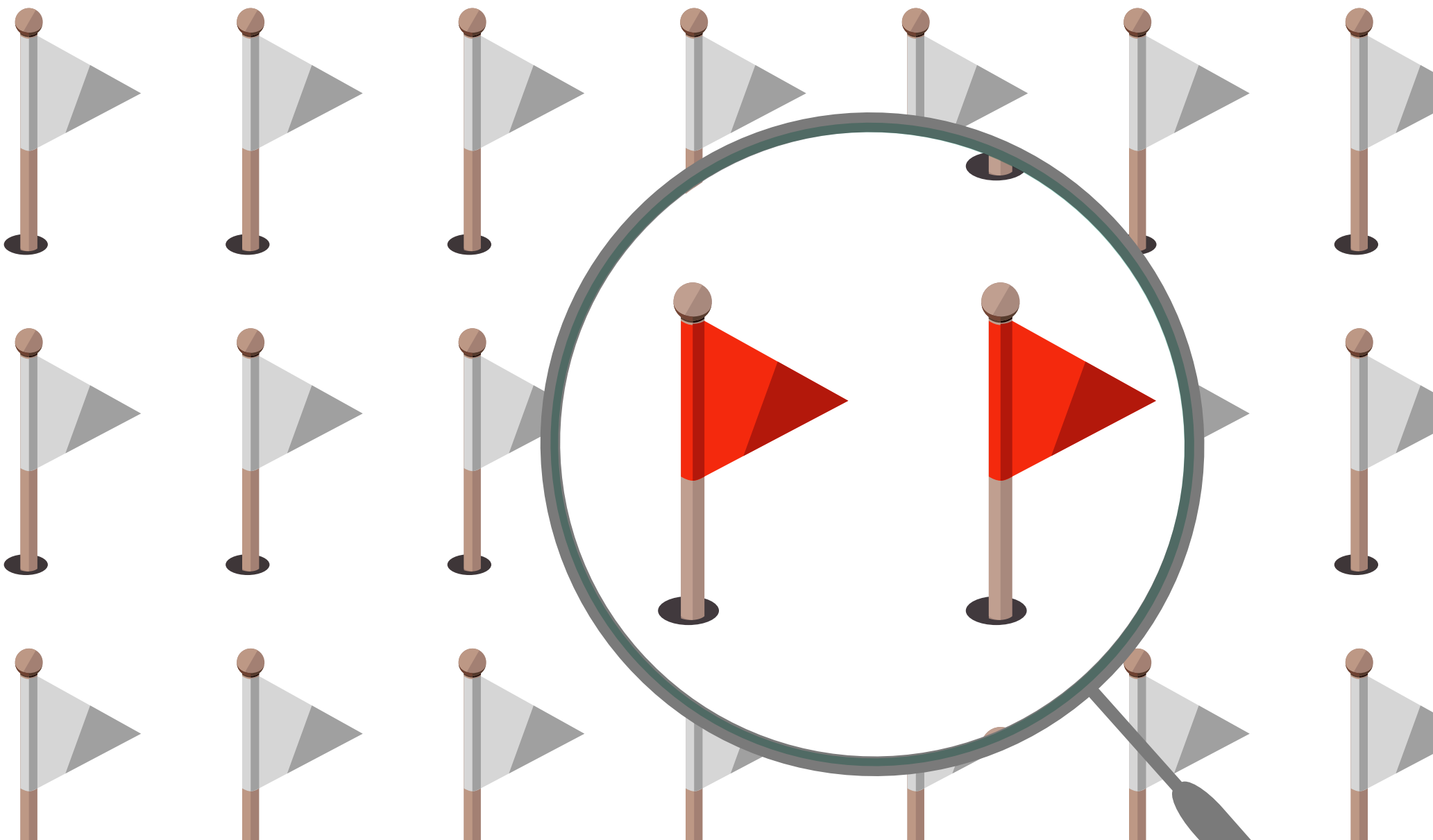




UX Audit

TeleCare



Overview

TeleCare

TeleCare is a Telehealth platform that helps healthcare providers manage patients remotely. It combines a patient dashboard, call interface with transcription, and tools for consultations and data collection in one unified system.

UX Specialists

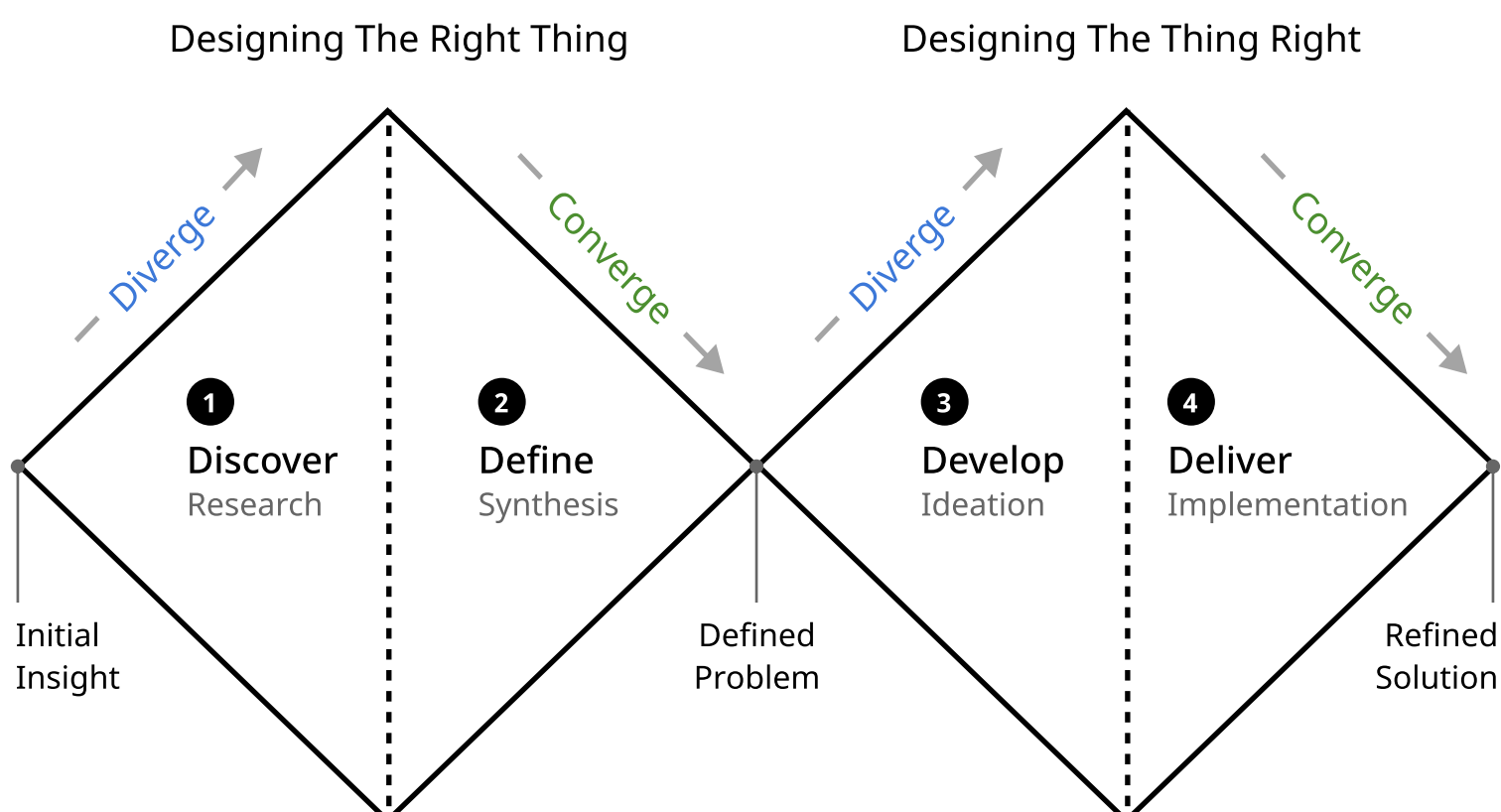
Kshitij Kaushik
UX Lead & Strategist

Manoj Nakum
UX Architect

1. Goal

The goal of this UX Discovery exercise is to assess and recommend areas of enhancement based on customers' experience across TeleCare screens we picked for review.

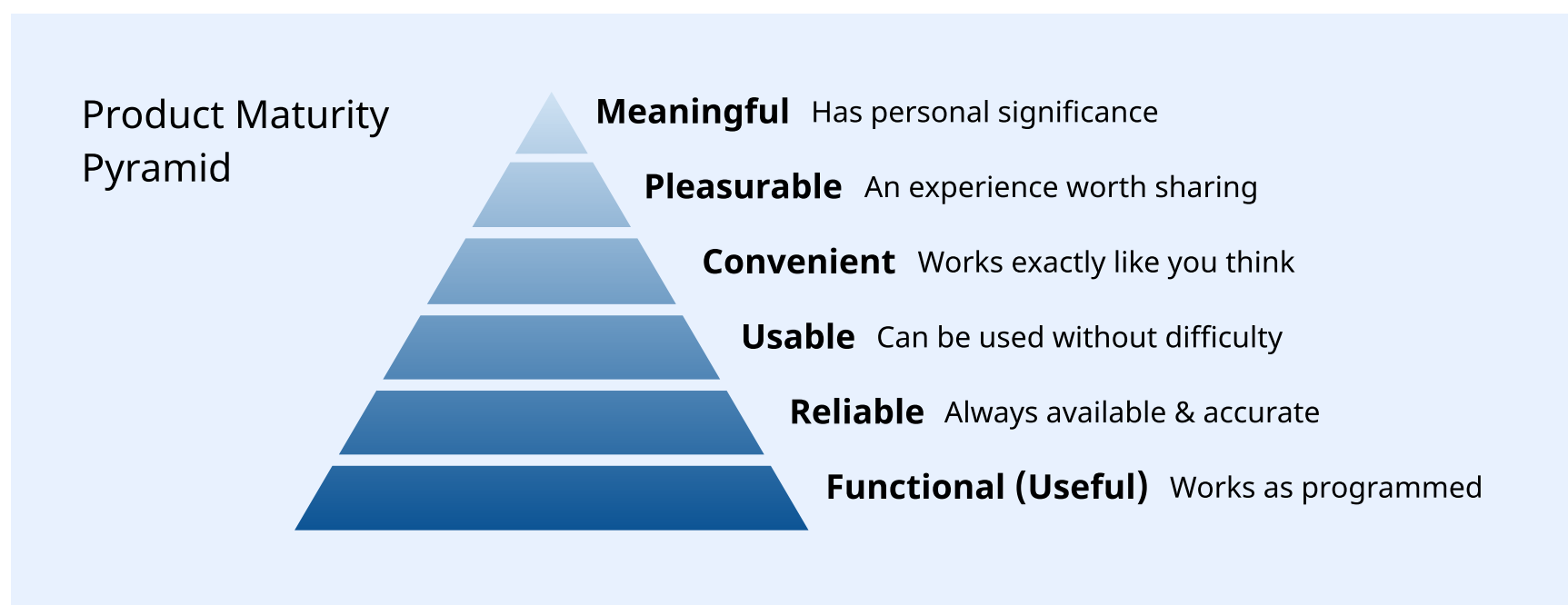
2. Koru's Double Diamond UX Approach



Audit Report/Insights

Investigative UX methods reveal quantitative and qualitative insights that build the scope to enhance the usability and intangible aspects of a product and service.

Objective Assessment: An objective assessment engages scientific evaluation methods that generate measurable insights. It helps to assess and grade the current maturity of a product while establishing a vision for scope of enhancement. This way, an objective assessment can provide a clear and realistic roadmap for product development and improvement.



Assessment Score

The overall usability assessment score indicates that there are areas of the product or service that need improvement to meet the optimum level of user experience.

High Severity

The UI screen has major issues that prevent the user from achieving their goals or compromise the app's functionality or security.

Medium Severity

The UI screen has moderate issues that affect the user's satisfaction or efficiency or the app's design consistency or performance.

Low Severity

The UI screen has minor issues that do not significantly affect the user's goals or satisfaction or the app's functionality or aesthetics.

Audit Report/Insights

Total Issues Found (15)

0 High Priority 09 Medium Priority 01 Low Priority

Screen Name	Issues Found (Severity-wise)
Patient List	06 Medium Severity
Patient Intake	03 Medium Severity 01 Low Severity

Screens shown in the **“Recommendation”** section are samples.

1) Table header Column Sorting

Medium Severity

Findings

The table currently offers sorting only by MRN, which may limit users' ability to efficiently organize and access patient information according to their needs.

MRN	Patient Name	Contact	Status	DOB	Assigned Provider	Last Visit/Admission Date	Action
123456	Ralph Edwards 35 Y, Male	ralphed@gmail.com 456-345-8907	Online	--	--	03/12/2024 11:30 AM . Admission	📞 ⋮
786879	Nancy Adman 34 Y, Female	nancy134@gmail.com 545-123-4567	Offline	03/04/1990	Emily Watson Genecologist	02/12/2024 12:30 PM . Last Visit	📞 ⋮
433447	John Smith 44 Y, Male	johnsmith@gmail.com 768-778-0967	Inactive	03/20/1980	Wade Warren Post	01/12/2024 01:30 PM . Last Visit	📞 ⋮
098651	Robert Brown 54 Y, Male	robertbrown@gmail.com 663-882-9989	Offline	12/20/1971	Darrell Steward Post	02/20/2024 04:30 PM . Last Visit	📞 ⋮
679543	Charles Brown 40 Y, Male	charles123@gmail.com 324-573-5800	Online	--	--	03/20/2024 01:30 PM . Admission	📞 ⋮
023903	Kim Dowry 26 Y, Female	kimd007@gmail.com 321-432-6544	Offline	07/11/1997	Smith Brown Post	02/12/2024 05:30 PM . Last Visit	📞 ⋮
574903	Jane Cooper 32 Y, Male	janecooper@gmail.com 094-990-8372	Inactive	09/19/1993	Peter L'loyd Post	02/22/2024 12:30 PM . Last Visit	📞 ⋮
586879	Ronald Richards 52 Y, Male	ronald976@gmail.com 593-849-7262	Offline	06/10/1973	Will Smith Post	01/25/2024 07:30 PM . Last Visit	📞 ⋮
546465	Richard Roff 40 Y, Male	richardroff@gmail.com 372-470-7899	Online	--	--	03/21/2024 12:30 PM . Admission	📞 ⋮
132349	Adam Dom 29 Y, Male	adamdom123@gmail.com 589-271-6490	Inactive	--	--	02/12/2024 11:30 AM . Admission	📞 ⋮

Table Header

Recommendation

Conduct user research to identify the most common data organization needs of healthcare providers. Based on these findings, implement sorting and filtering options for the most critical data points (e.g., by provider, status, or recent activity). This targeted enhancement will improve usability without complicating the interface.

NAME	OHS	AMOUNT	STAGE	CLOSE
Frontend development Blackberry Inc.	88	\$ 146,000.00 + \$20k	Prospecting	Apr 3
Product Design Figma Inc.	72	\$ 137,500.00 + \$12k	Technical win	Apr 2
Product Design Codepen Inc.	90	\$ 20,000.00 + \$4k	Negotiation	Jun 1
MVP design Go Inc.	95	\$ 60,500.00 + \$5k	Technical win	Apr 2
Discovery Kickstarter Inc.	72	\$ 340,000.00 + \$35k	Prospecting	Feb 1
Usability evaluation Flickr Inc.	56	\$ 64,500.00 - \$0	Requirement...	Apr 3
Product team Mailchimp Inc.	24	\$ 90,000.00 + \$10k	Technical win	Apr 1
Usability evaluation Meta Inc.	88	\$ 220,000.00 + \$3k	Negotiation	Jun 2
Discovery Meta Inc.	24	\$ 124,000.00 + \$9k	Prospecting	Jul 21
MVP design Zapier Inc.	56	\$ 180,000.00 + \$7k	Technical win	Aug 1
Product Design Skype Inc.	24	\$ 126,500.00 + \$16k	Requirement...	Aug 2
Product Design Intercom Inc.	88	\$ 90,000.00 + \$5k	Technical win	Sep 3
Integration Product hunt Inc.	56	\$ 110,000.00 - \$0	Negotiation	Jul 14

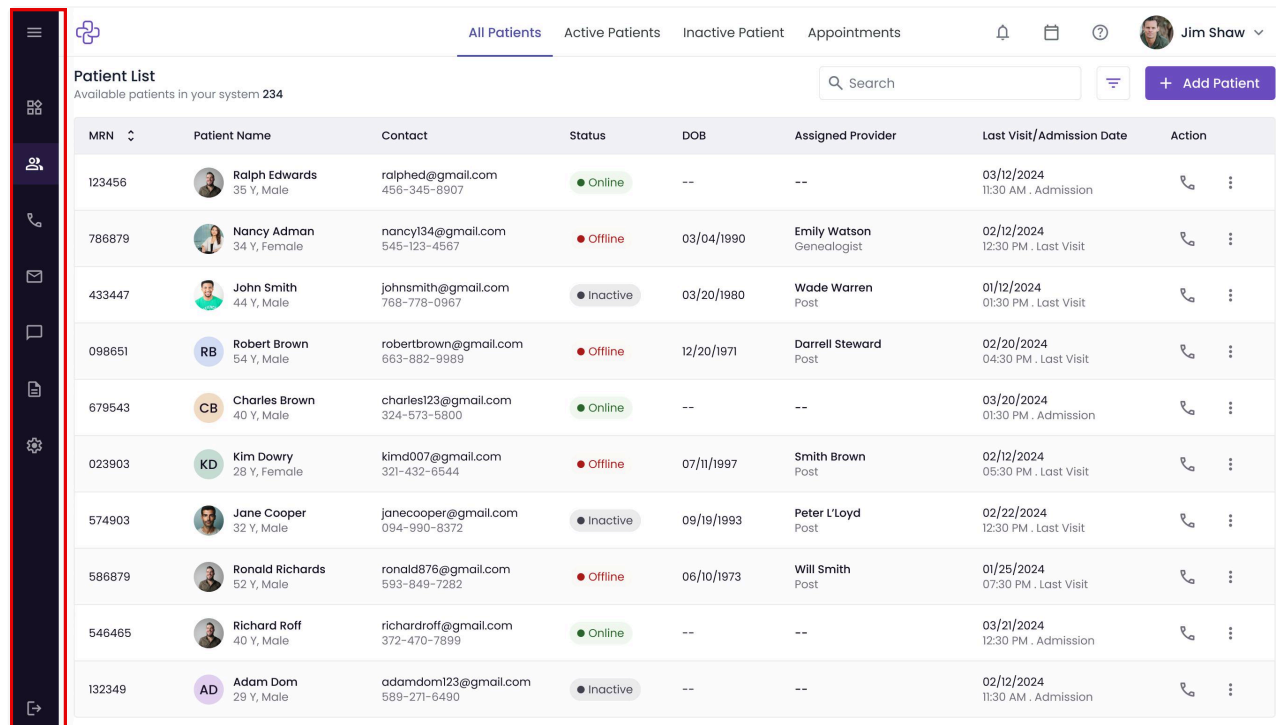
Sample Table header

2 Left Navigation Menu

Medium Severity

Findings

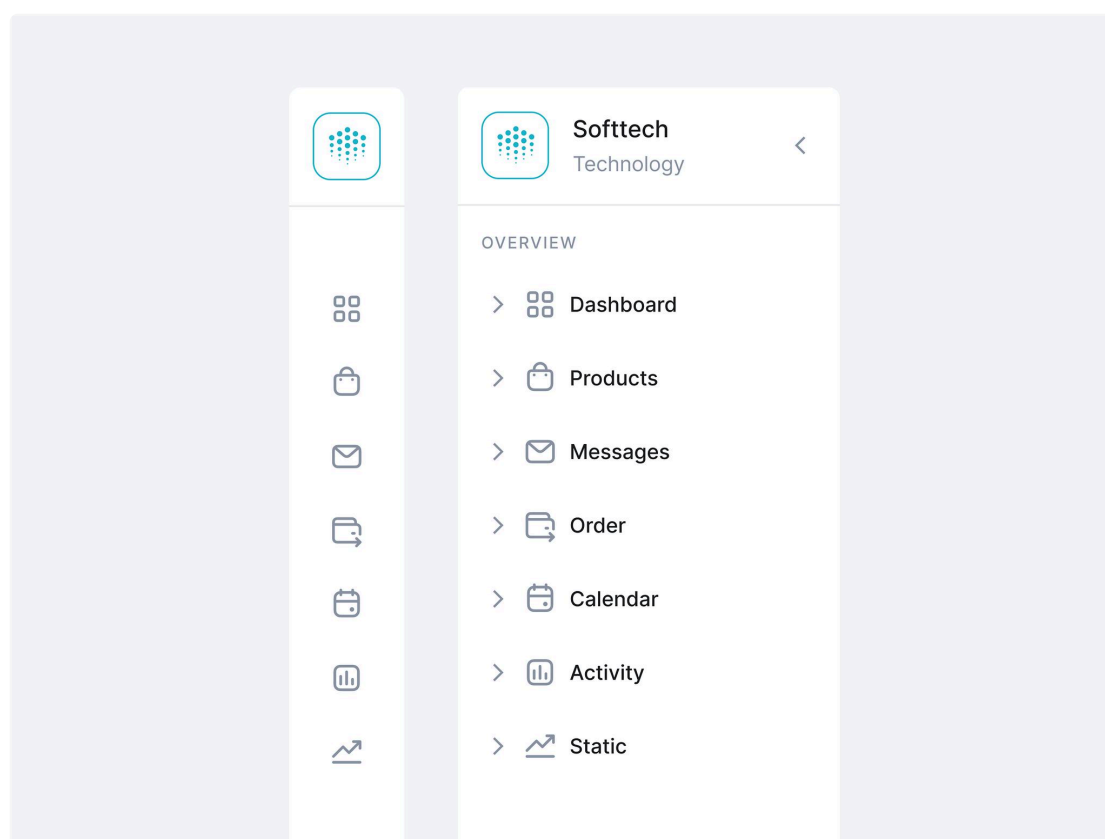
The left navigation bar relies solely on icons without accompanying labels, potentially leading to confusion and a steeper learning curve for users.



Left Navigation

Recommendation

Add clear, concise labels next to each icon in the navigation bar to improve clarity and reduce the learning curve for new users. Consider implementing a collapsible sidebar to maintain a compact layout while providing necessary context.



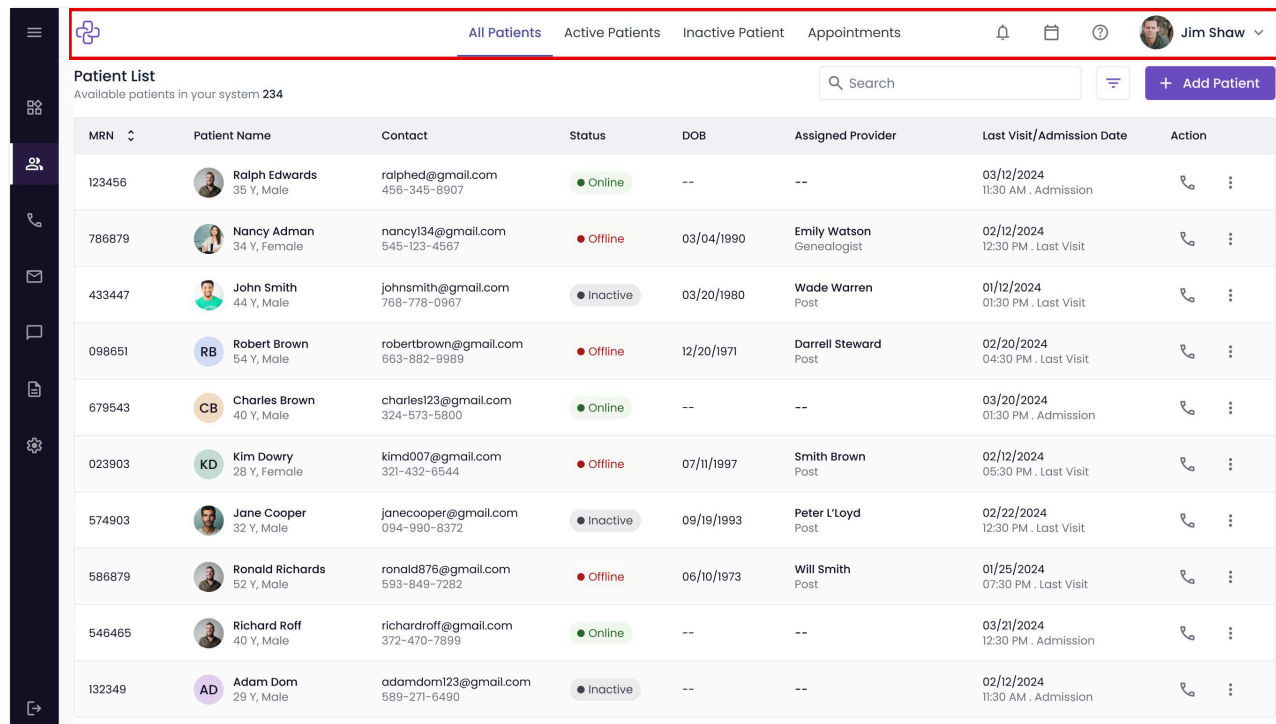
Sample left Navigation

3) Top Navigation

Medium Severity

Findings

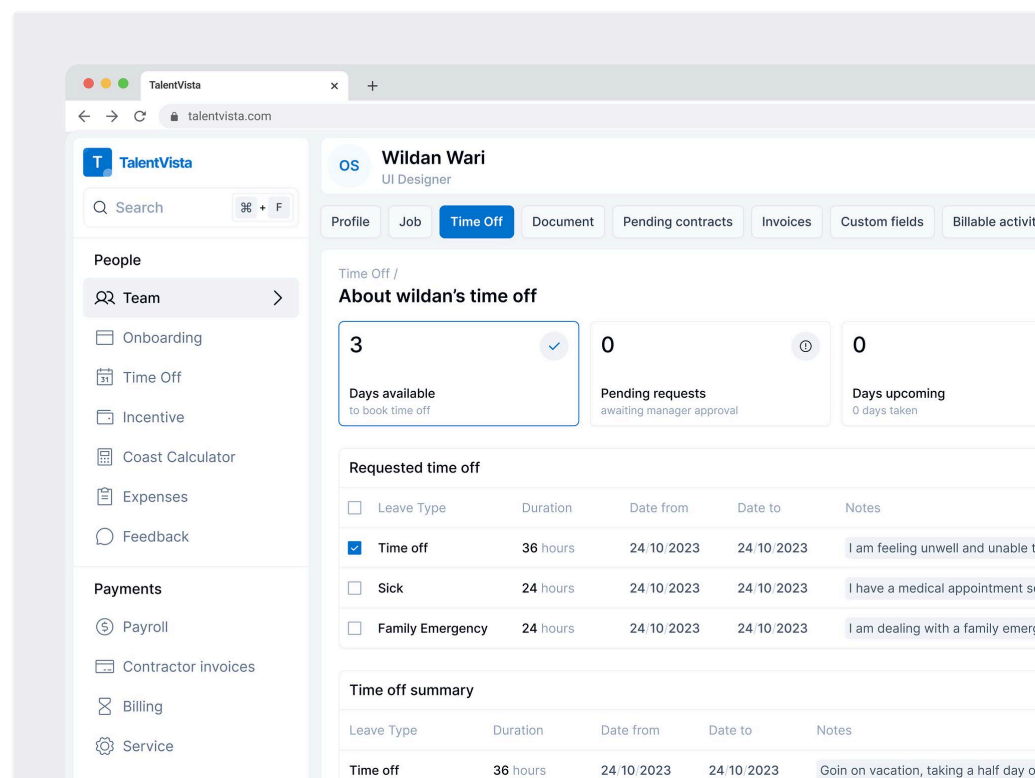
Table filters (All Patients, Active Patients, Inactive Patients) are positioned in the top navigation, which conflicts with established best practices and creates redundancy with the "Appointments" tab duplicating the calendar icon's functionality.



Top Navigation

Recommendation

Move table filters above the patient list as toggles or dropdowns. Remove the redundant "Appointments" tab and rely on the existing calendar icon for appointment access. This adjustment will streamline the interface and enhance usability.



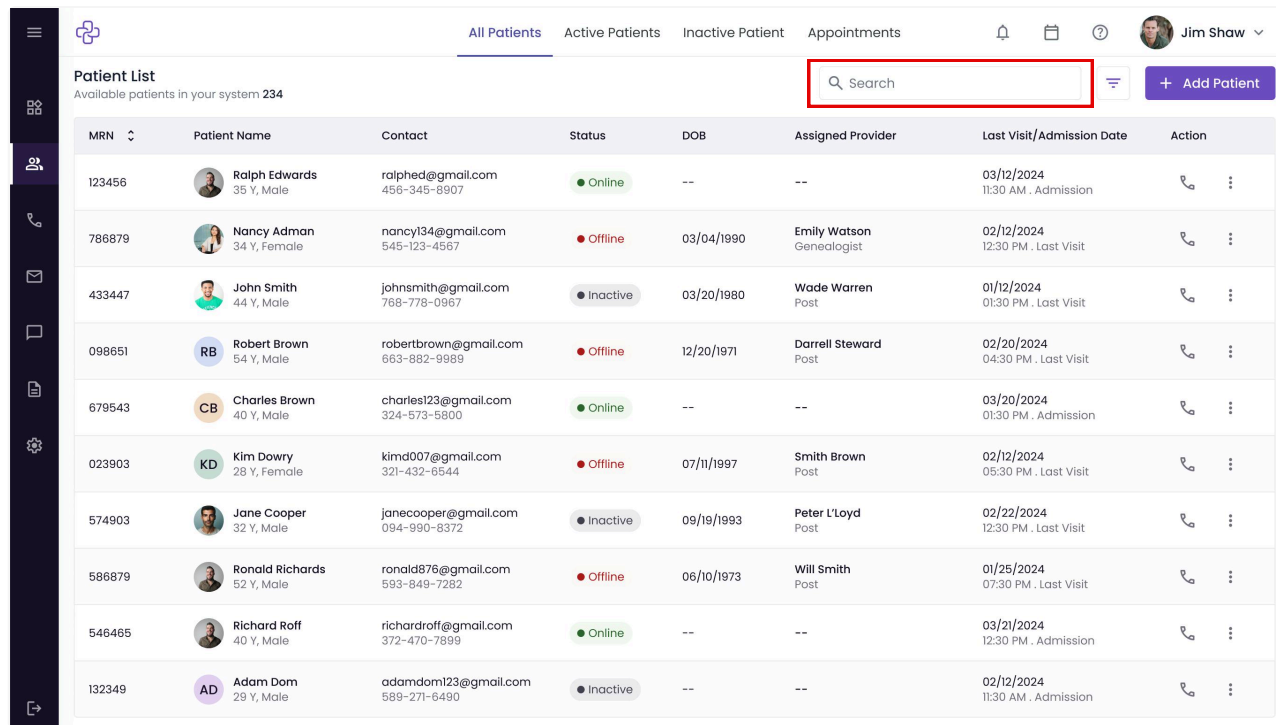
Sample Top Navigation

4) Search Bar

Medium Severity

Findings

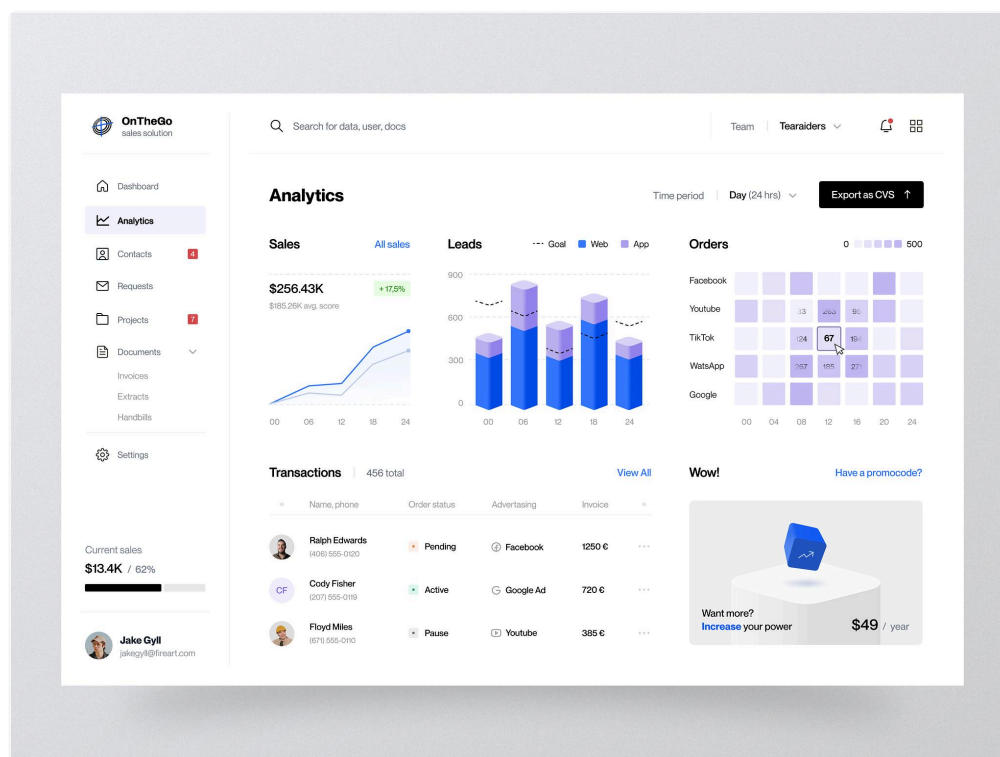
The search bar's placeholder text lacks clarity on which fields are searchable, potentially leading to user confusion and inefficient searches.



Search Bar

Recommendation

Update the placeholder text to specify searchable fields, such as "Search by name, MRN, or contact." Consider implementing advanced search options for more precise queries, guiding users toward more effective searches and improving overall usability.



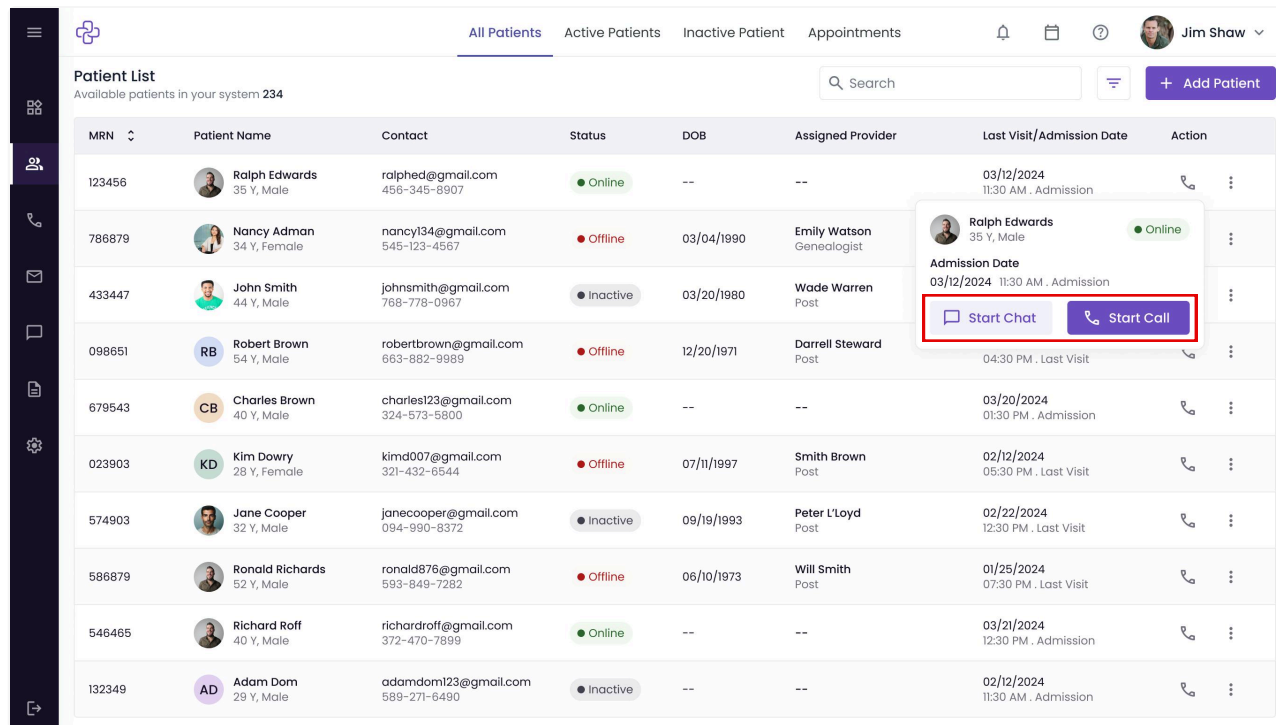
Sample Search Bar

5) Inconsistent Action Presentation

Medium Severity

Findings

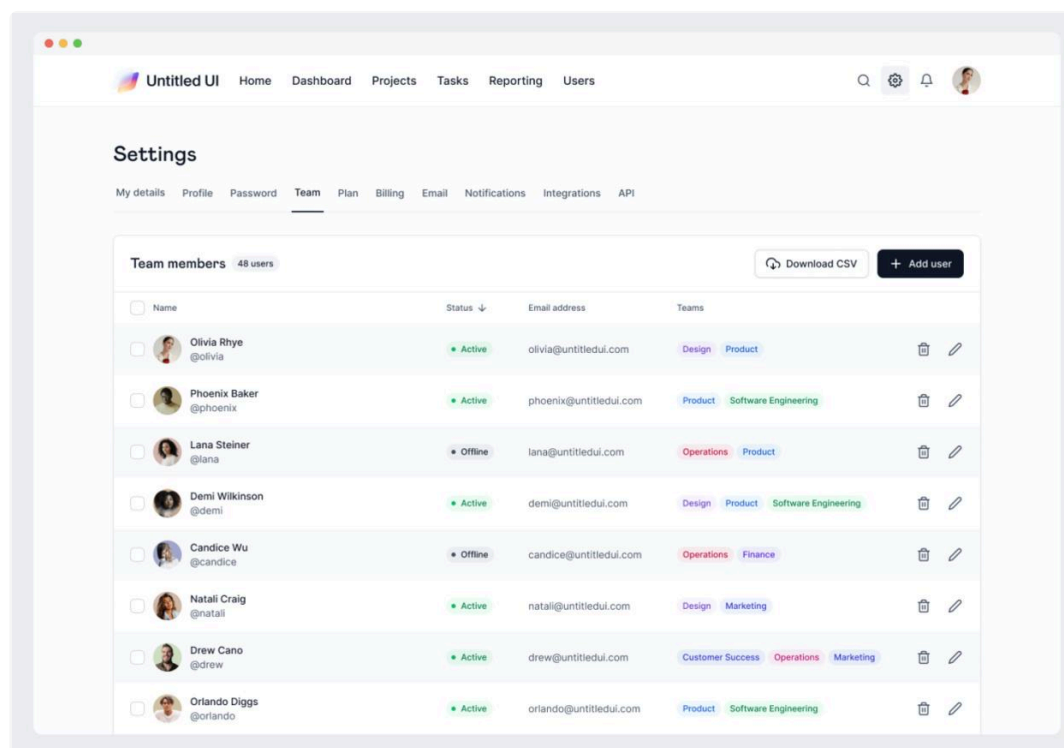
The expanded card offers different action options (Start Chat, Start Call) compared to the main table view (phone icon only), causing inconsistency.



Patient Expanded Card

Recommendation

Align available actions between the main view and the expanded card. Add chat and other quick action icons to the main table view to maintain consistency and improve accessibility.



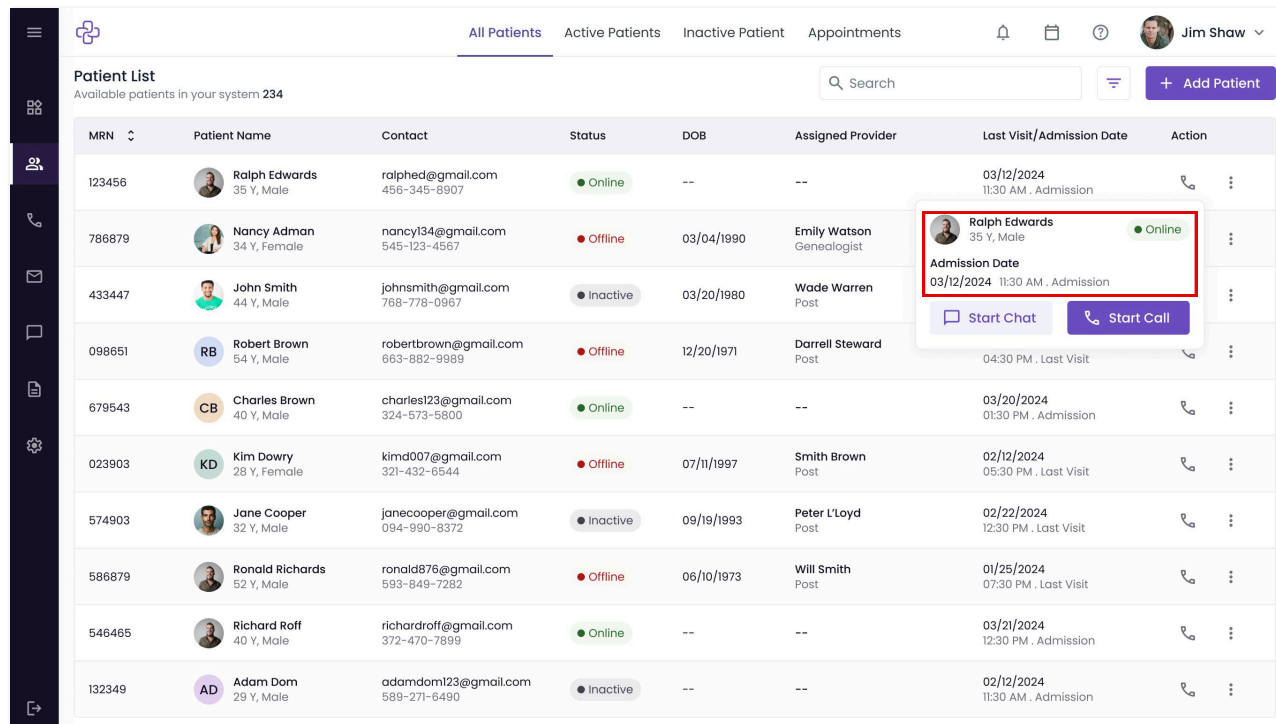
Sample Action column

6) Information Redundancy

Medium Severity

Findings

The expanded card redundantly displays details like name, age, gender, and status, which are already visible in the table row. This repetition diminishes the expanded card's usefulness and clutters the interface.



Patient Expanded Card

Recommendation

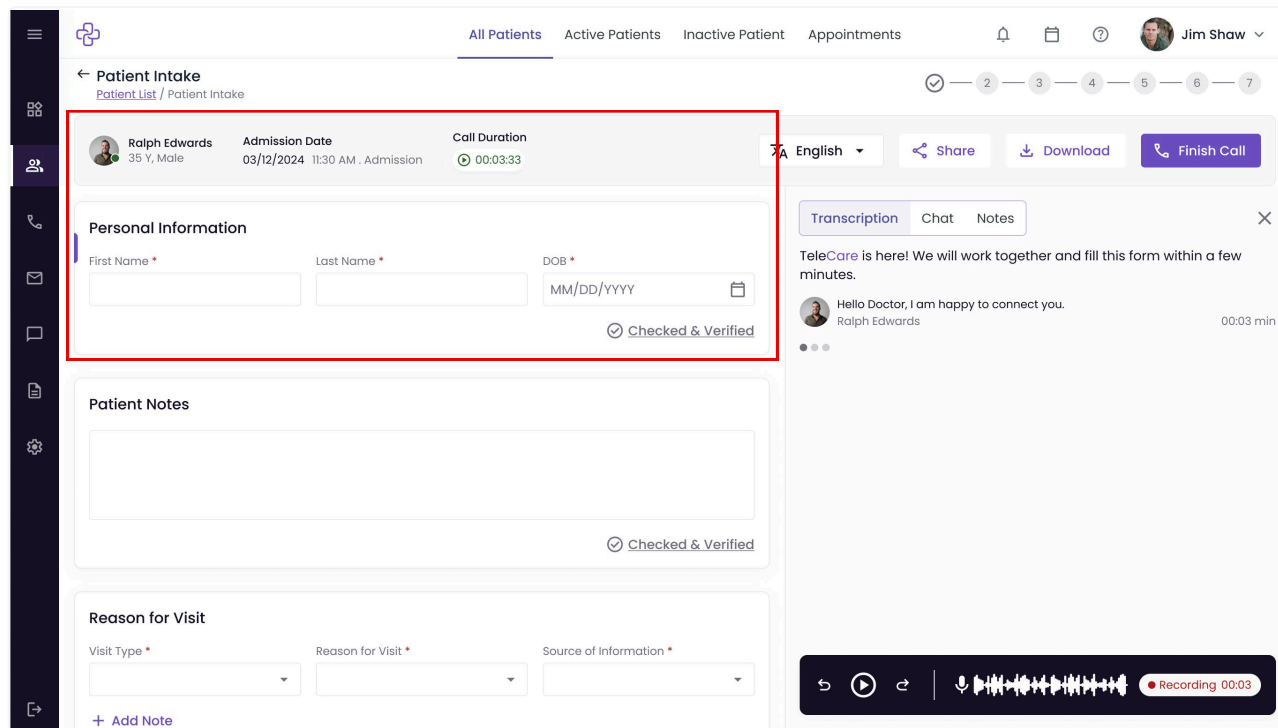
Leverage the expanded card to present additional, valuable information not visible in the table row, thereby enhancing its utility and justifying the extra interaction required for access.

7) Redundant Information Entry

Medium Severity

Findings

The form redundantly asks for personal information (name, DOB) that is already available in the patient's record, leading to unnecessary data entry and potential errors.



Patient Intake

Recommendation

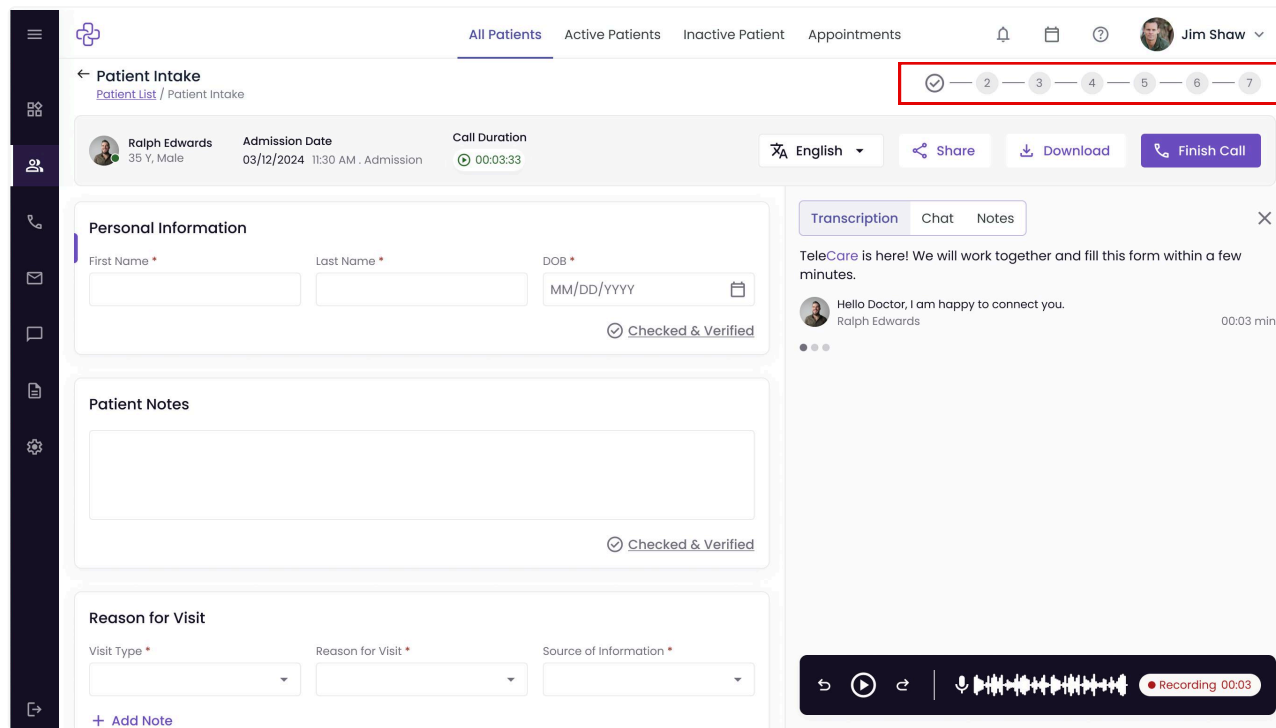
Auto-populate the form with existing patient information to streamline the process and minimize the risk of errors. Allow for editing when necessary, but avoid requiring users to re-enter data that is already recorded.

8) Unclear Progress Indication

Medium Severity

Findings

The wizard at the top of the interface lacks sufficient context, making it unclear which stage of the intake process the user is currently in.



Patient Intake

Recommendation

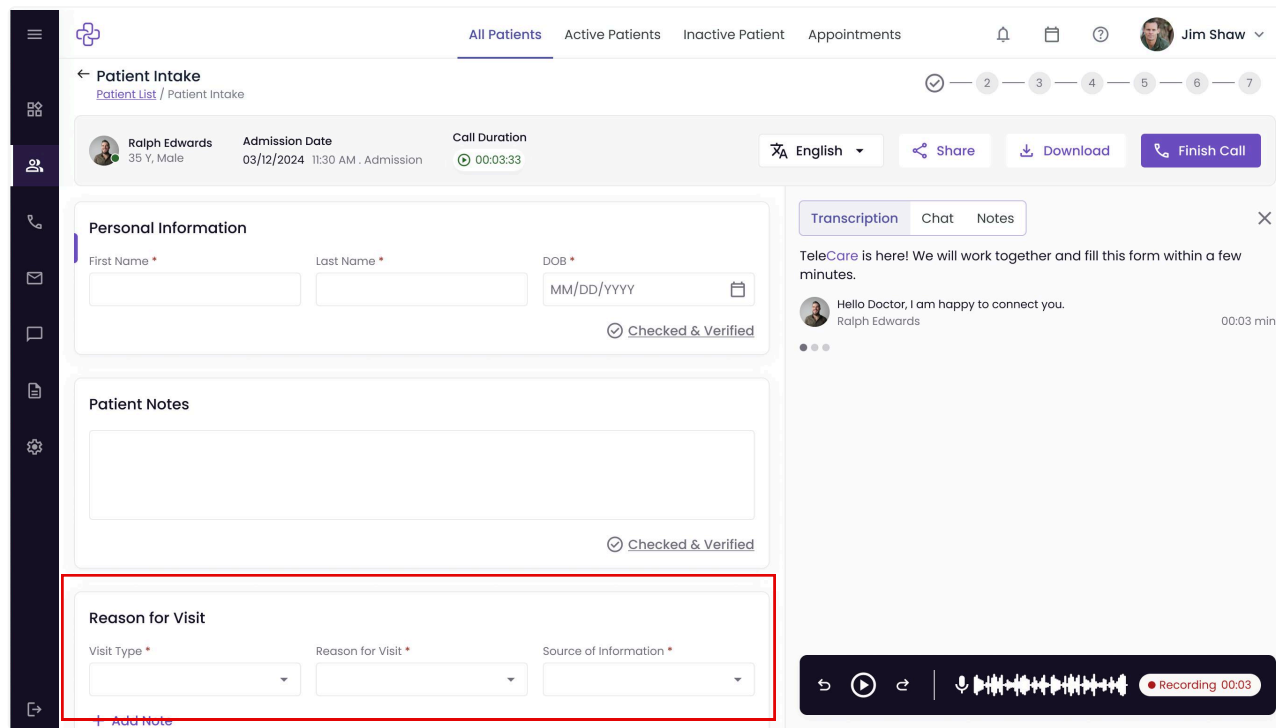
Add descriptive labels to the progress indicators and highlight the current step. Providing brief explanations of each step will offer users better context and clarity throughout the intake process.

9) Limited Context for Call

Medium Severity

Findings

The intake form doesn't display the call's purpose, which can lead to cognitive overload as users switch between data entry and managing the call without a clear objective.



Patient Intake

Recommendation

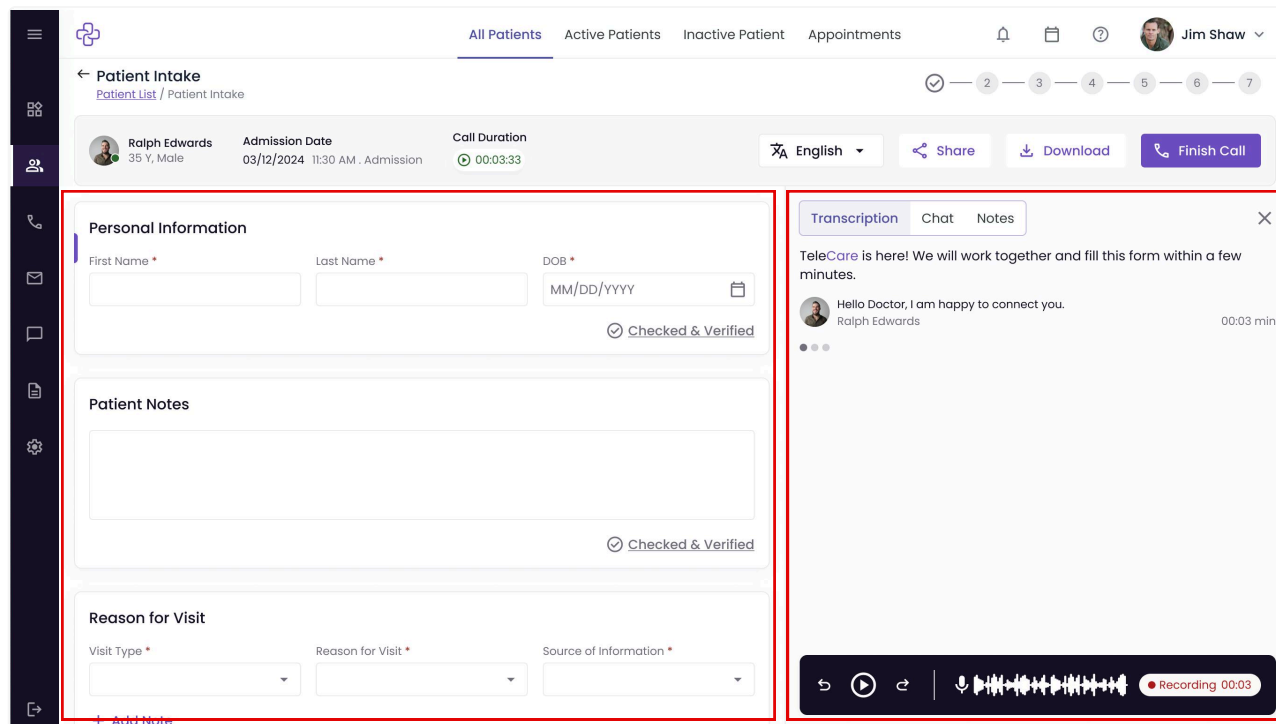
Include a section that summarizes the call's purpose, or integrate this information with the "Reason for Visit" section. This addition will provide better context, helping users stay focused during the intake process.

10) Unclear Visual Hierarchy

Low Severity

Findings

There's no clear visual hierarchy between the patient details form and the transcript section. The transcript, which is likely the primary focus during a call, lacks visual prominence.



Patient Intake

Recommendation

Enhance the visual prominence of the transcript section, possibly by using a distinct background color. Alternatively, implement a collapsible patient details section to allow the transcript to take center stage, facilitating better focus on the ongoing conversation.