



Usability Testing Report

Appointment Scheduling
& Documentation Module-
MediCore EHR



Date of Testing	March 15–20, 2025
Client	MediCore Systems
Testing Type	Moderated remote usability testing
Tool Used	Zoom + Lookback.io
Test Environment	HIPAA-compliant sandbox environment
Number of Participants	8
User Groups	<ul style="list-style-type: none">- 3 Primary Care Physicians- 2 Medical Assistants- 2 Administrative Staff- 1 Nurse Practitioner

Test Objectives

1. Assess ease of use for appointment scheduling and documentation tasks
2. Identify barriers to task completion and system comprehension
3. Evaluate time on task and error rate in a simulated real-world clinical workflow
4. Gather qualitative feedback on layout, terminology, and cognitive load

Key Tasks Tested

Task ID	Task Description	Success Criteria
T1	Schedule a follow-up appointment with a specialist	Appointment created with correct time, provider, and visit reason
T2	Enter patient vitals during intake	Accurate entry in structured fields within 2 minutes
T3	Document SOAP notes and submit for review	Notes submitted with correct format and ICD-10 code
T4	Locate and update medication history	Correct medication updated without navigation error

Quantitative Findings

Metric	Avg. Performance	Benchmark	Success Criteria
Task Completion Rate	87.5%	$\geq 90\%$	T3 had 2 failures due to unclear submission status
Error Rate	1.7 errors/session	≤ 2	Most common: incorrect dropdown selection
Time on Task	Avg. 4.2 min	≤ 3 min	High for T1 & T3 due to search/navigation issues
SUS Score	71.3	68 = Acceptable	Users found the interface helpful but inconsistent

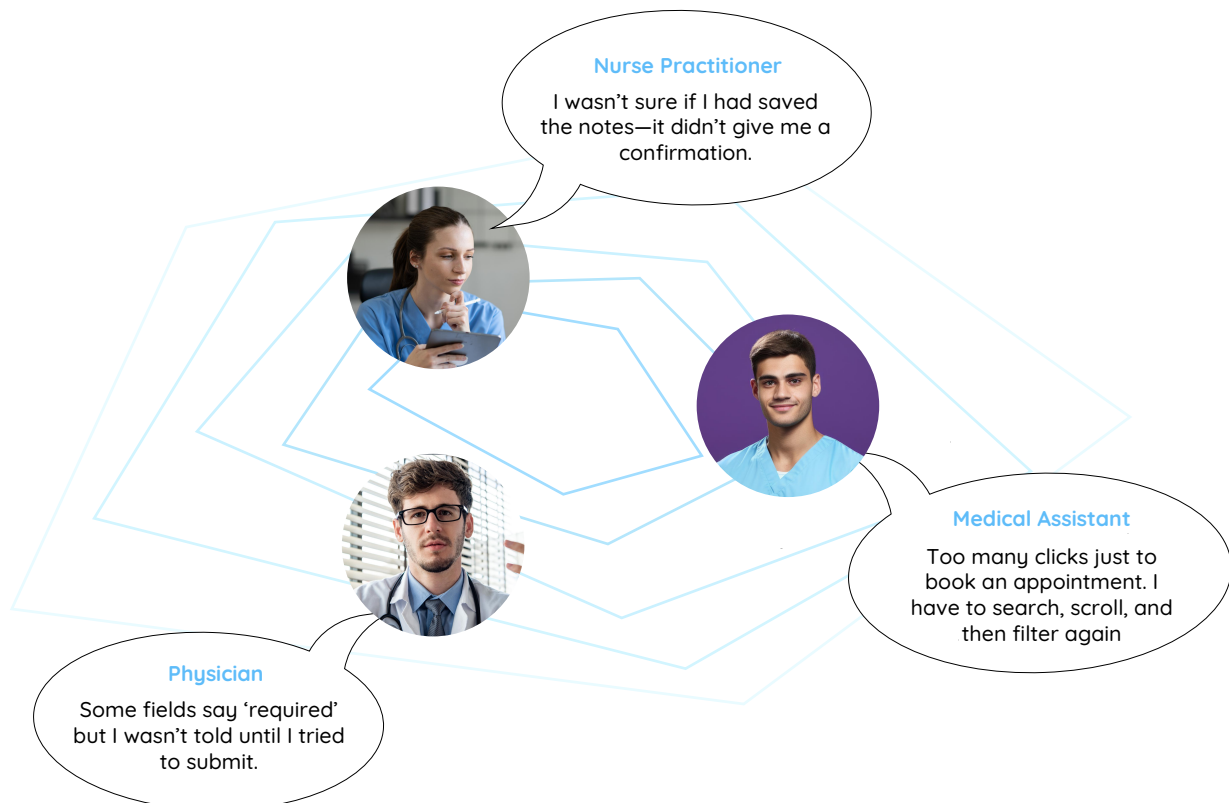
Qualitative Insights

- **Navigation Fatigue:** Users struggled to locate appointment slots within a nested calendar UI.
- **Terminology Mismatch:** Non-clinical users misunderstood medical jargon in tooltips (e.g., “Encounter Type”).
- **Interface Clutter:** Dense layout in documentation section overwhelmed users, especially when tabbing between fields.
- **Submission Uncertainty:** Several clinicians were unsure if documentation was saved or submitted, leading to repeated entries.

Critical Usability Issues Identified

Issue ID	Description	Severity	Affected Users	Recommendation
UI-01	"Submit" button label unclear in documentation section	Critical	5/8	Change to "Finalize & Submit", add confirmation message
NAV-02	Appointment filters hidden by default	Major	6/8	Default to expanded view or add visual cue
FORM-03	Vitals entry not auto-saving	Major	4/8	Implement autosave with timestamp indicator
LANG-04	Use of medical acronyms not understood by admin users	Minor	2/8	Include glossary tooltips for non-clinical users

User Quotes



Recommendations

- **Clarify Action States:**
Improve visual feedback after actions like saving, submitting, or updating forms.
- **Simplify Navigation:**
Reduce nested menus and increase the visibility of critical filters.
- **Role-Specific Language:**
Tailor terminology based on user profile—use plain language for admin staff.
- **Reduce Form Clutter:**
Group related fields into progressive disclosure sections (e.g., collapsible panels).

Appendices

- A. [Usability Testing Script Template]
- B. [Participant Consent Form (Anonymized)]
- C. [KPI Tracker Sheet – Appointment & Documentation Flows]
- D. [Raw Observational Notes Summary]