



**instant care**

# User Story 1

As a patient I want to manage essential aspects of my Personal Health Record (PHR) using my mobile device so that I can manage my care while I'm on the go

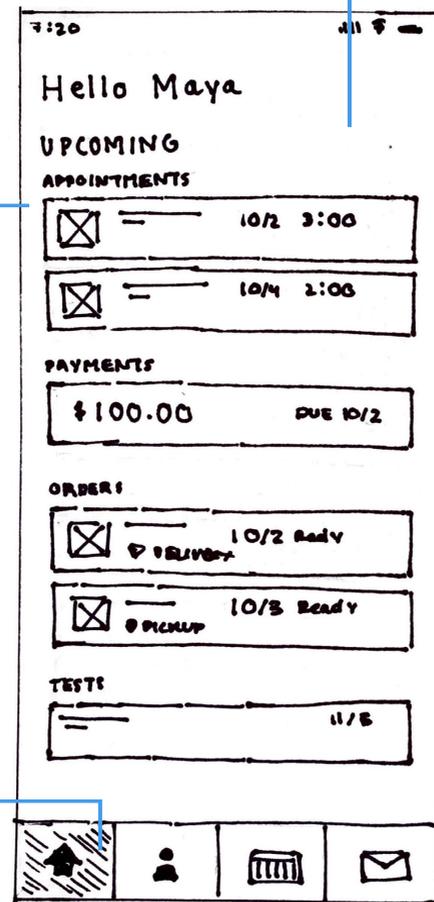
## SKETCH

### Aesthetics, Color, Typography

Headings and subheadings create clear font hierarchy

### Organization, Layout, Hierarchy, Navigation

Visual flow of information aligns with task flow



### Ergonomics

The bottom navigation is easy to reach

## WIREFRAME

### Organization, Layout, Hierarchy, Navigation

Grid-style layout draws attention to important elements

### Organization, Layout, Hierarchy, Navigation

Logical content groups provide clear organization



### Imagery and Icons

Bottom navigation employs intuitive icons

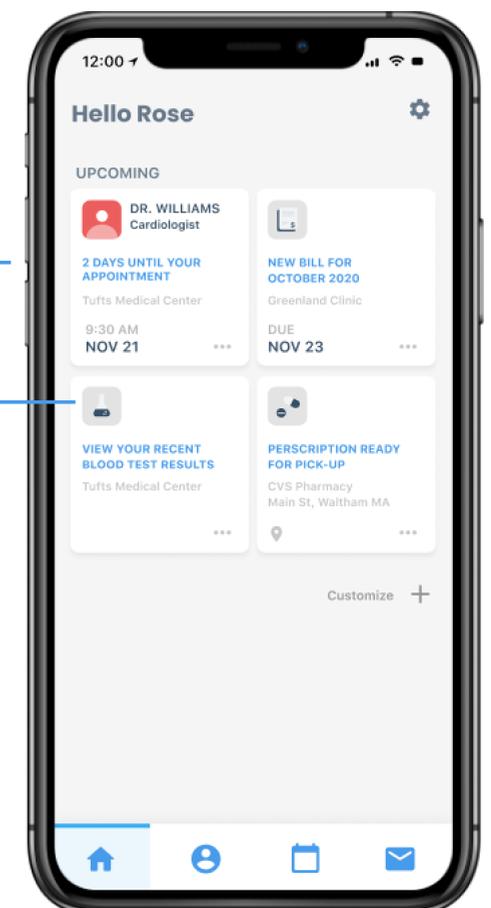
## HIGH-FIDELITY

### Copyediting, Style, Tone

Dashboard tiles use short and concise language to notify users of upcoming tasks

### Imagery and Icons

Icons used on dashboard tiles share similar visual style and color scheme



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## SKETCH

### Organization, Layout, Hierarchy, Navigation

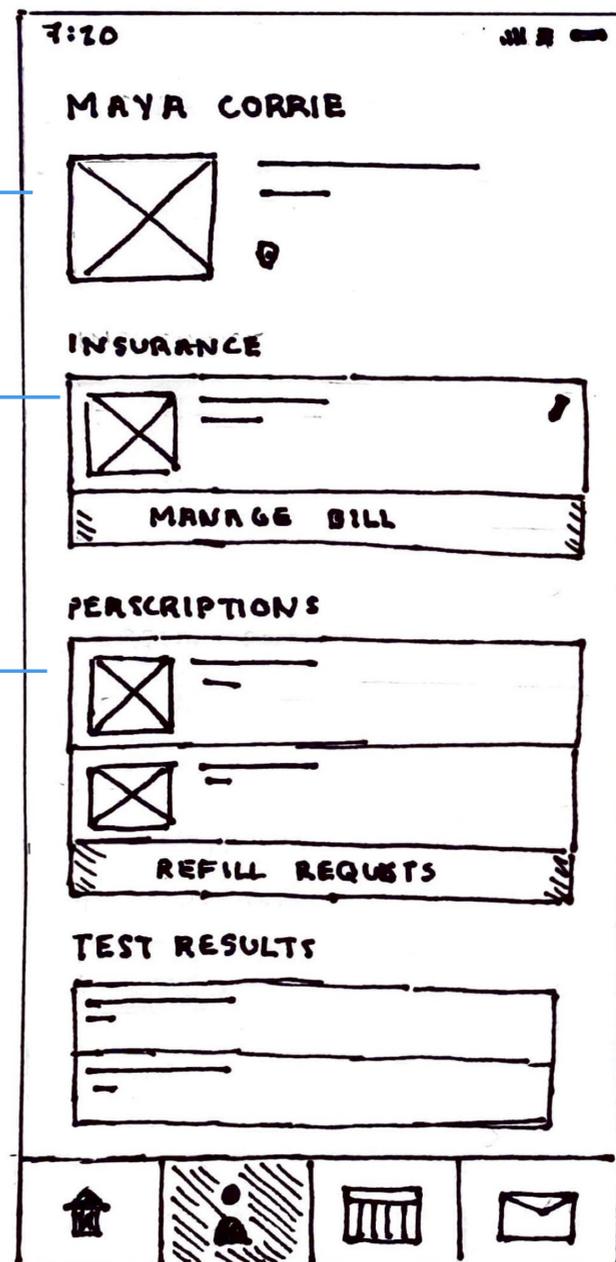
Clearly titled sections and adequate white space help users quickly find relevant information

### Progressive Disclosure and Instant Gratification

Only the most relevant information is shown to avoid overwhelming the user

### Consistency, Standards, Conventions, Patterns

Content and functionality are tailored to the primary user, ensuring access to important personal information



## HIGH-FIDELITY

### Organization, Layout, Hierarchy, Navigation

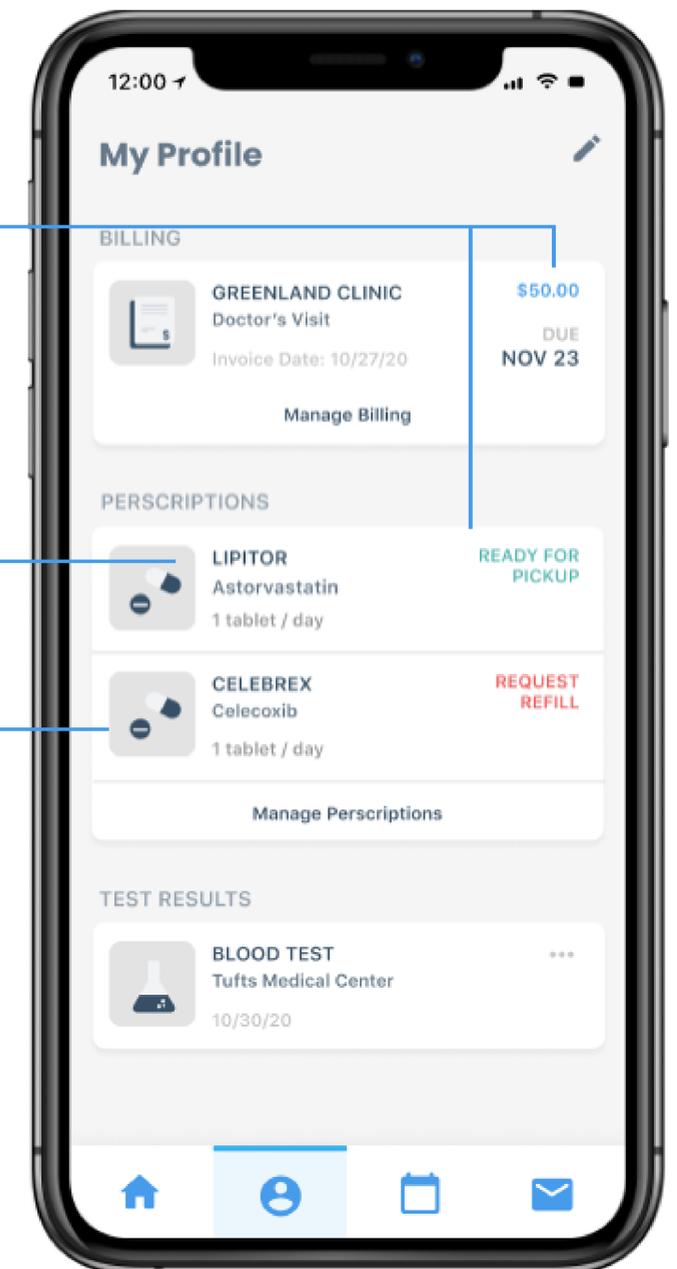
Accent colors are used to highlight important actions within logical content groups

### Copyediting, Style, Tone

Labels and descriptions show only the most important information

### Images and Icons

Consistent use of icons help users recognize important tasks



# User Story 1

As a patient I want to manage essential aspects of my Personal Health Record (PHR) using my mobile device so that I can manage my care while I'm on the go

## HIGH-FIDELITY

**Organization, Layout, Hierarchy, Navigation**

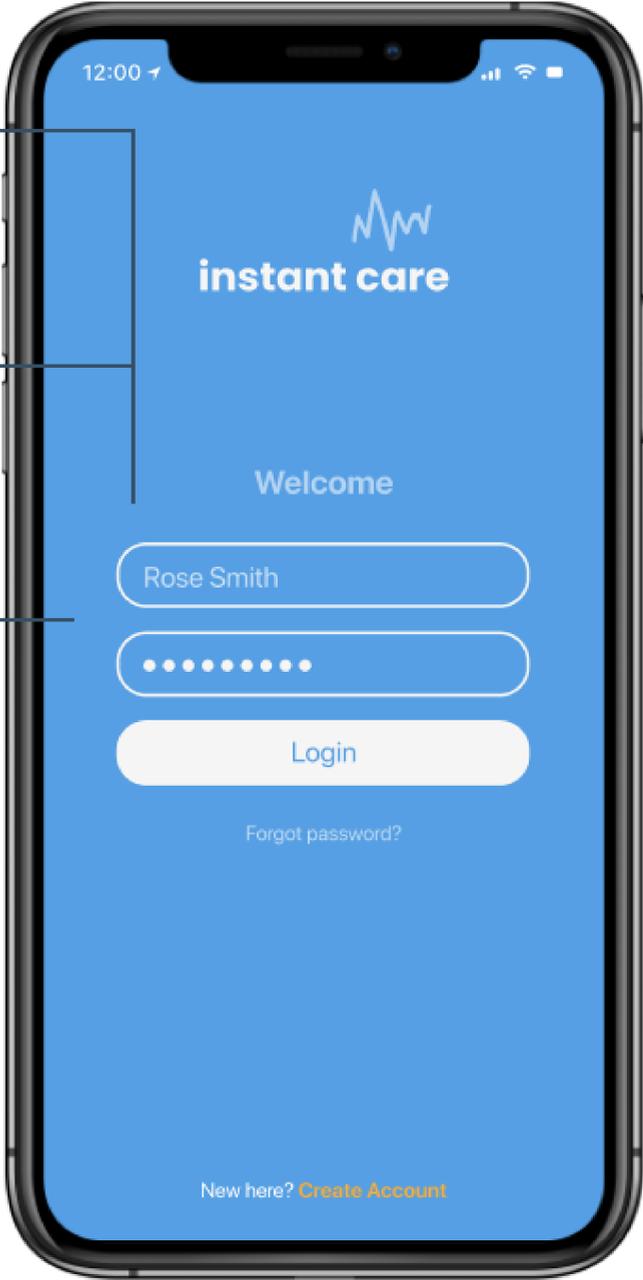
Clearly labeled, left-aligned forms allow for easy login

**Consistency, Standards, Conventions, Patterns**

Login elements follow typical interaction design patterns

**Aesthetics and Color**

Background color matches the brand style and makes use of white space



# User Story 2

As a patient I want a simple way to pay my medical bills online so that I don't have to interpret complicated paper bills, write checks, or send payments through the mail

## HIGH-FIDELITY

### Safe Exploration

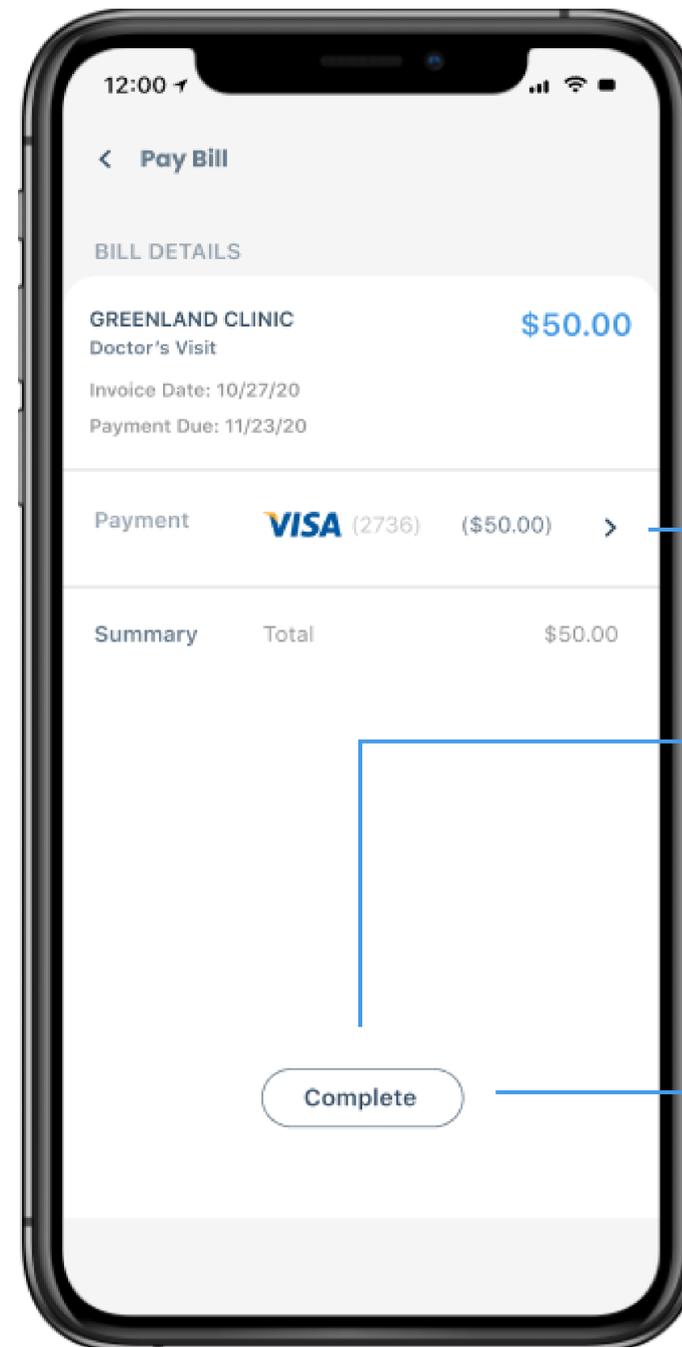
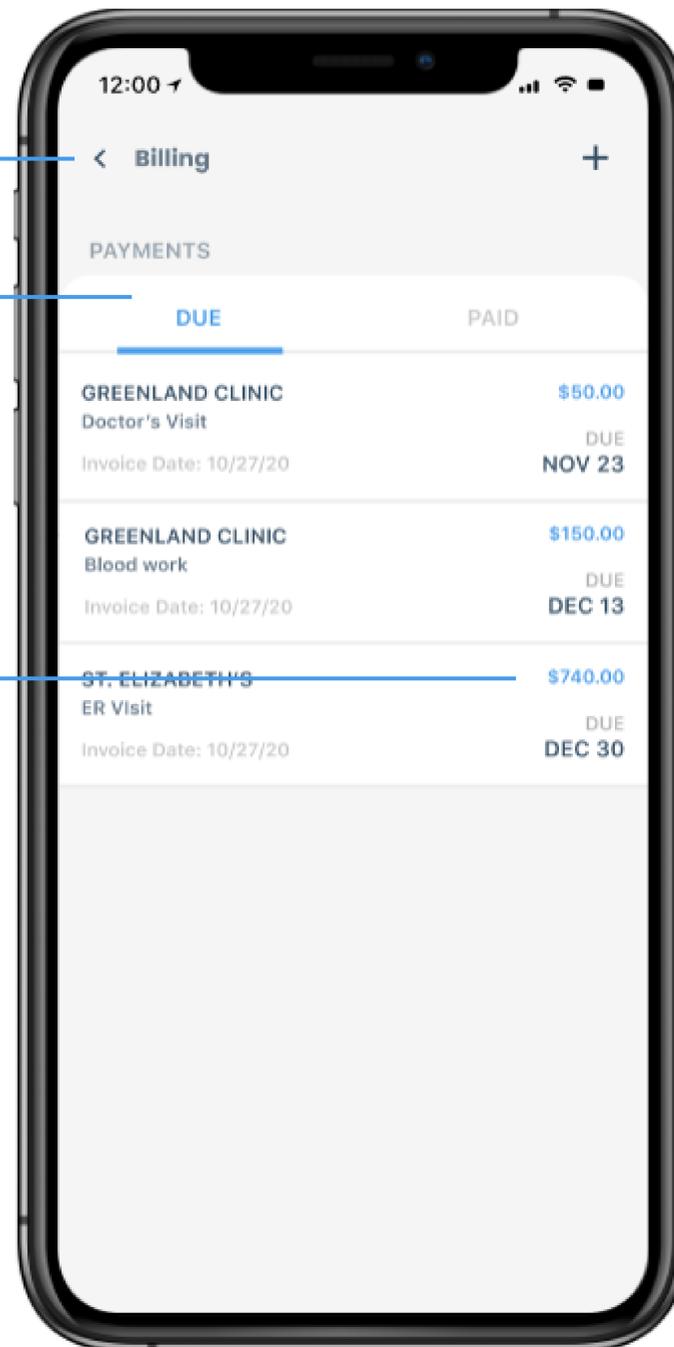
The consistent use of back buttons allow users to safely navigate to main pages

### Organization, Layout, Hierarchy, Navigation

Bills are separated into logical groups to help users review important financial information

### Aesthetics and Color

Accent color is used to emphasize unpaid bills



### Safe Exploration

Users can access alternative payment methods and add new payment methods in context

### Progressive Disclosure

Button is not revealed until all required information is filled out

### Ergonomics

Button is placed lower on the screen to accommodate the human thumb zone

# User Story 3

As a patient I want to view my blood test results together with my doctor's feedback so that I can stay up to date on my results and take appropriate action based on my doctor's feedback

## SKETCH

### Organization, Layout, Hierarchy, Navigation

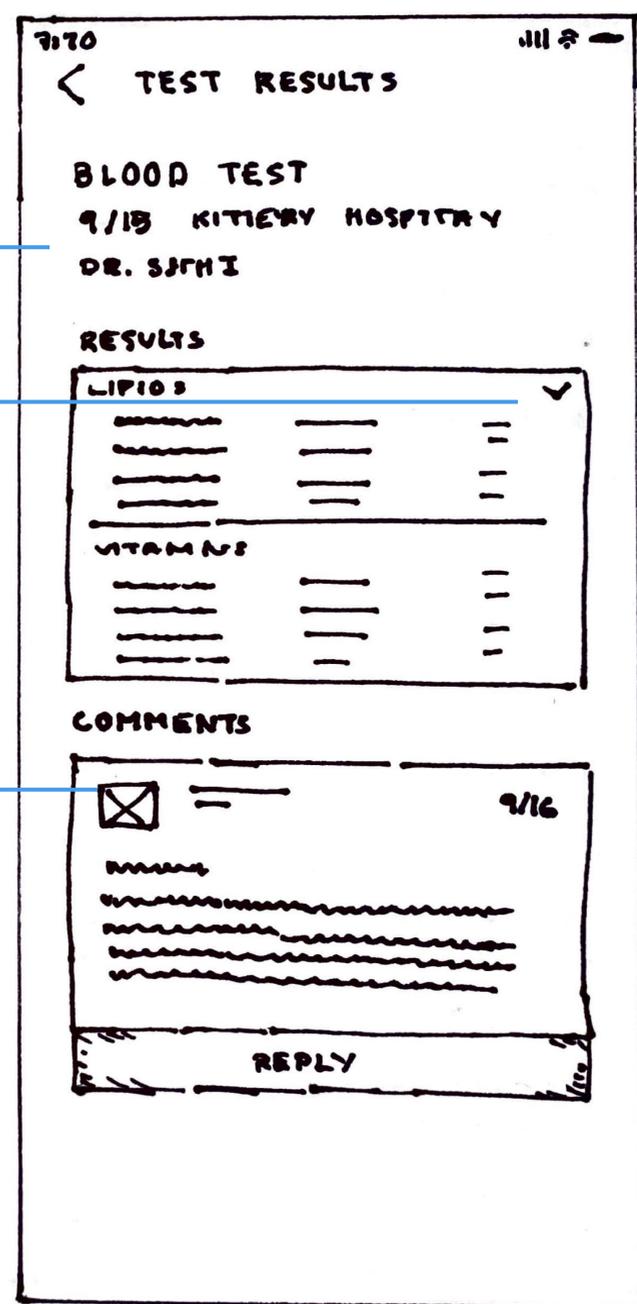
Strong visual hierarchy ensures users have access to important details about their health

### Organization, Layout, Hierarchy, Navigation

Collapsible panels allow for a less cluttered UI and give users more control over what they see

### Images and Icons

Icons and images help humanize the experience



## HIGH-FIDELITY

### Organization, Layout, Hierarchy, Navigation

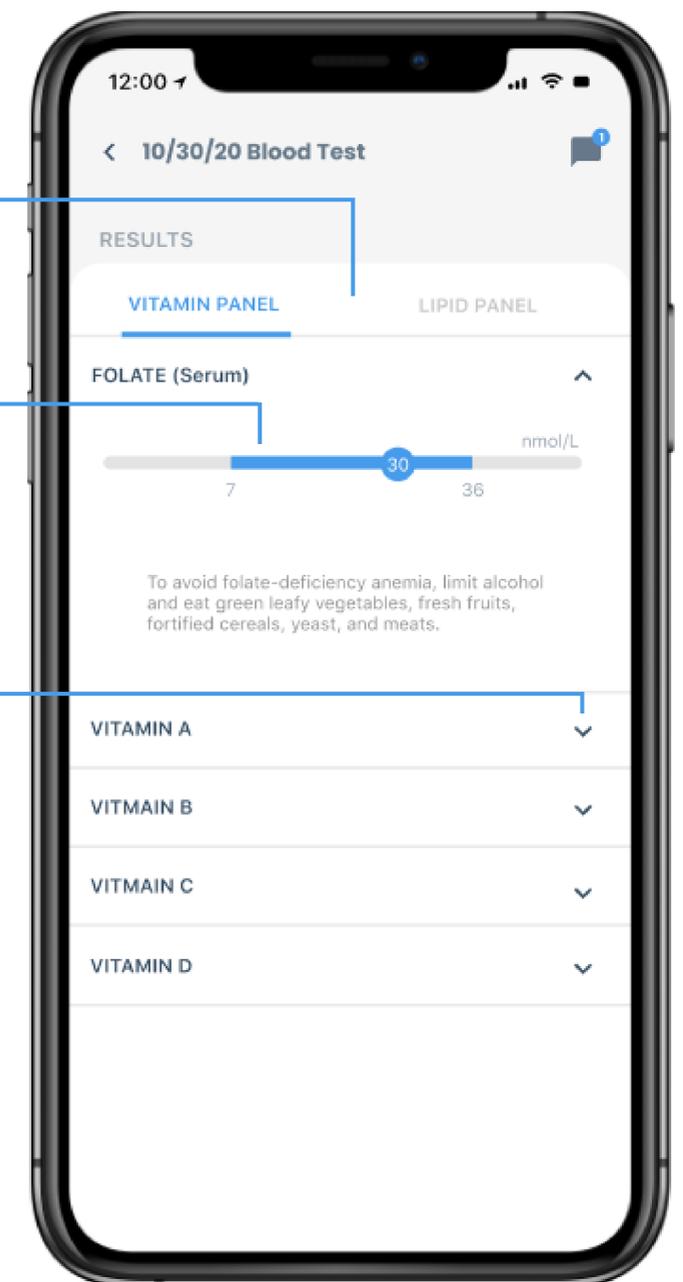
Test results are broken into logical content groups

### Aesthetics and Color

Accent colors are used to help patients interpret results

### Organization, Layout, Hierarchy, Navigation

Collapsible panels allow users to see more or less about the specifics of their test results



# User Story 4

As a patient I want to send and receive secure messages to my care team so that I can coordinate my care without having to make phone calls for minor requests or deal with long hold times

## WIREFRAME

### Copyediting, Style, Tone

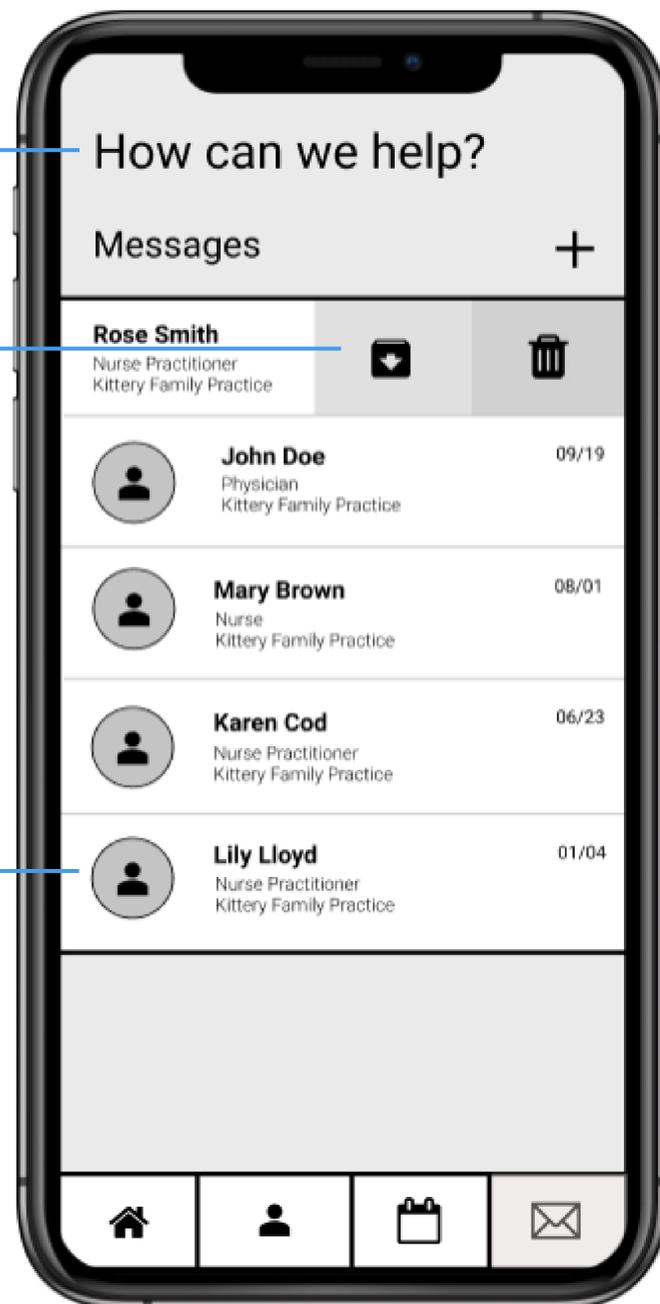
Header uses conversational language to engage the user

### Consistency, Standards, Conventions, Patterns

Archive and delete options are revealed by swiping left on a conversation, following common design conventions

### Images and Icons

Icons help to humanize the messaging experience and allow users to find contacts more quickly



## HIGH-FIDELITY

### Organization, Layout, Hierarchy, Navigation

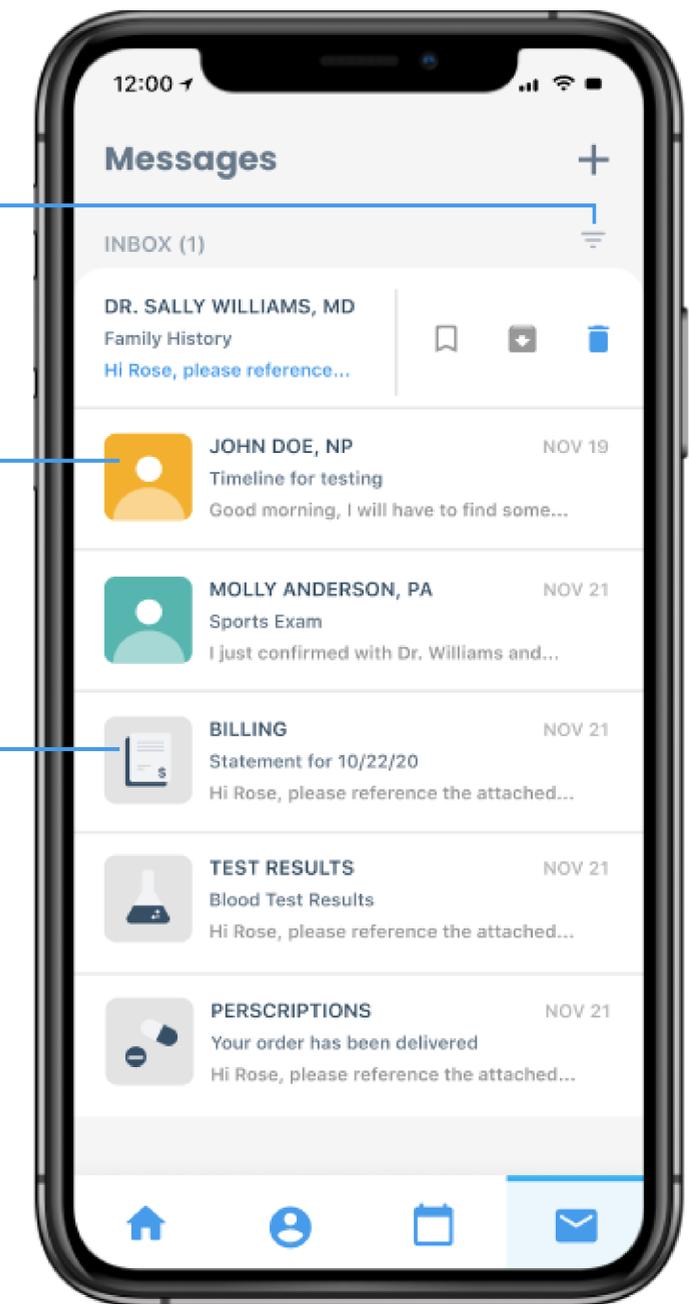
The filter button allows users to filter messages by type of sender

### Aesthetics, Color, Typography

Icon color and text are used to differentiate messages from doctors, physicians, nurses, staff, and other senders

### Icons

Billing, Test Result, and Prescription icons are consistent with other pages



# User Story 4

As a patient I want to send and receive secure messages to my care team so that I can coordinate my care without having to make phone calls for minor requests or deal with long hold times

## WIREFRAME

### Safe Exploration

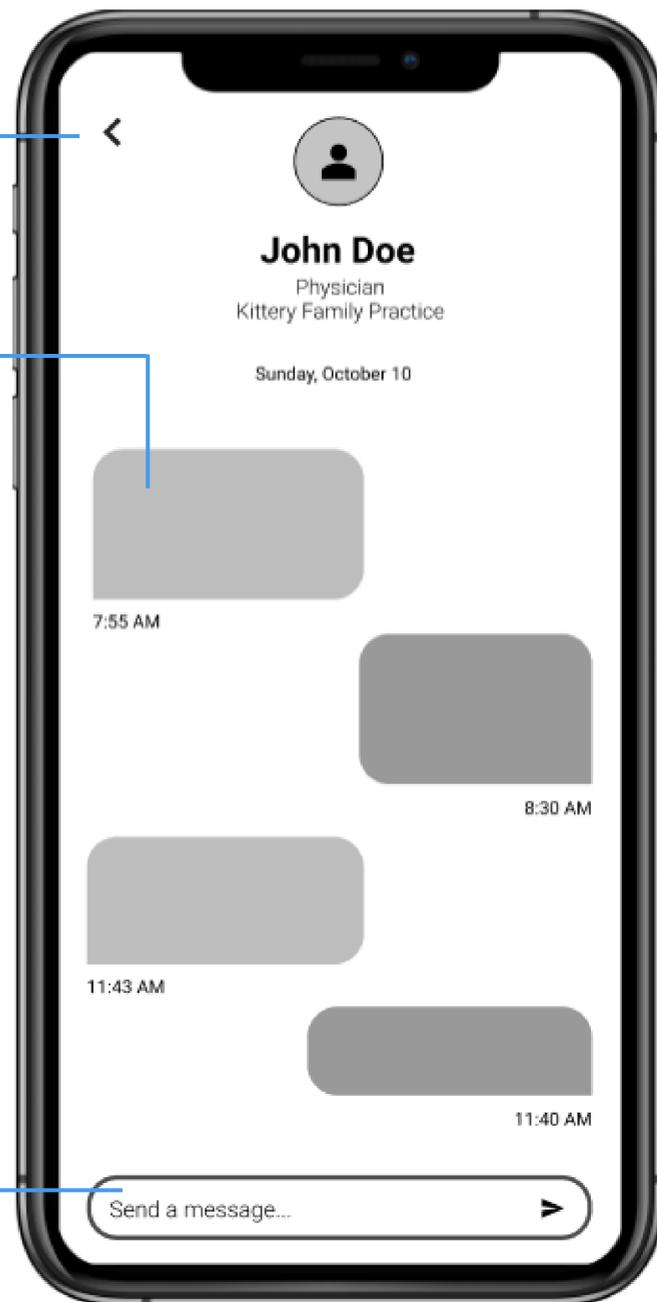
Consistent and appropriate "escape hatch"

### Organization, Layout, Hierarchy

Messages sent within a shorter time interval are grouped closer together

### Ergonomics

Message bar is easy to reach and well within the thumb zone



## HIGH-FIDELITY

### Images and Icons

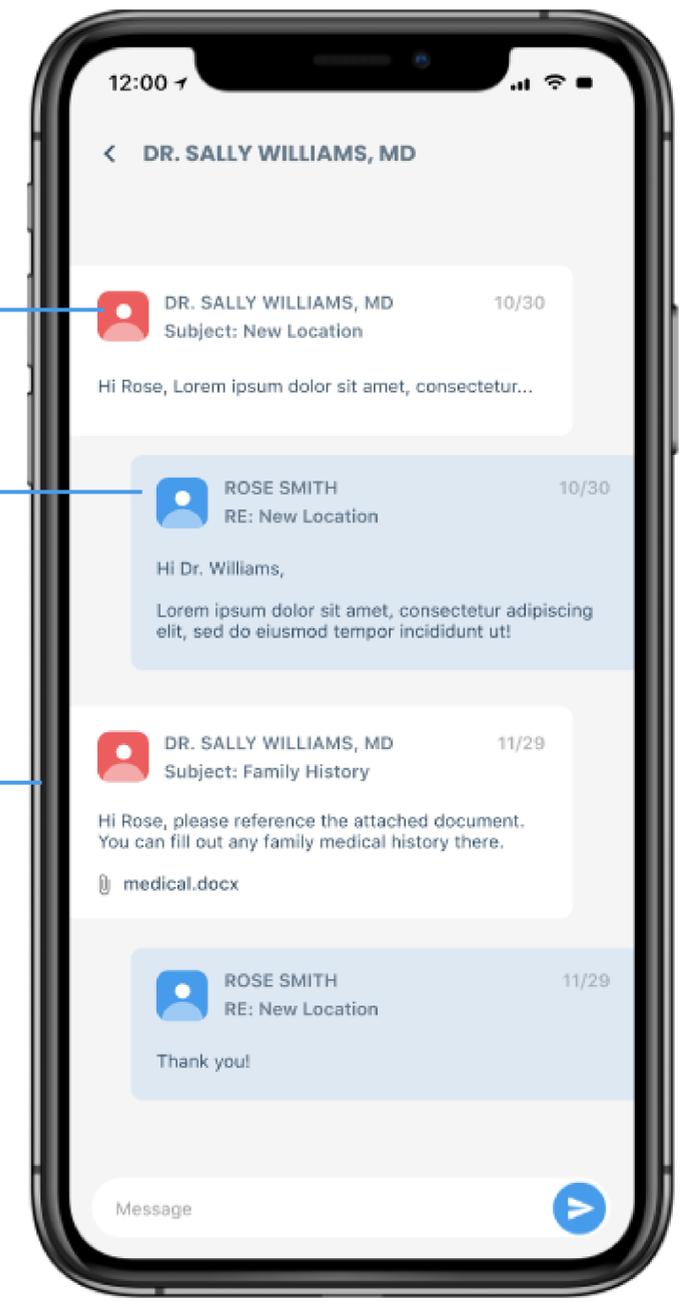
Icons help users identify message recipients

### Color

Color helps users differentiate between sent and received messages

### Consistency, Standards, Conventions, Patterns

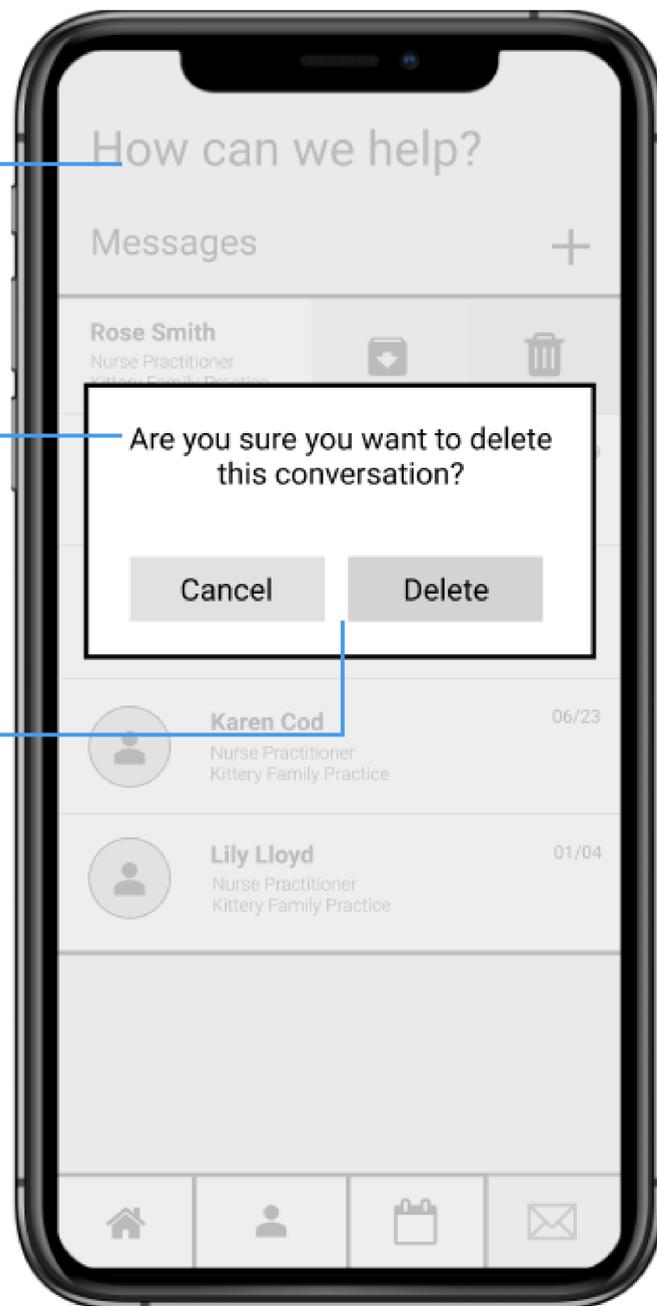
The messaging-style layout allows for efficient and hassle-free communication



# User Story 4

As a patient I want to send and receive secure messages to my care team so that I can coordinate my care without having to make phone calls for minor requests or deal with long hold times

## WIREFRAME

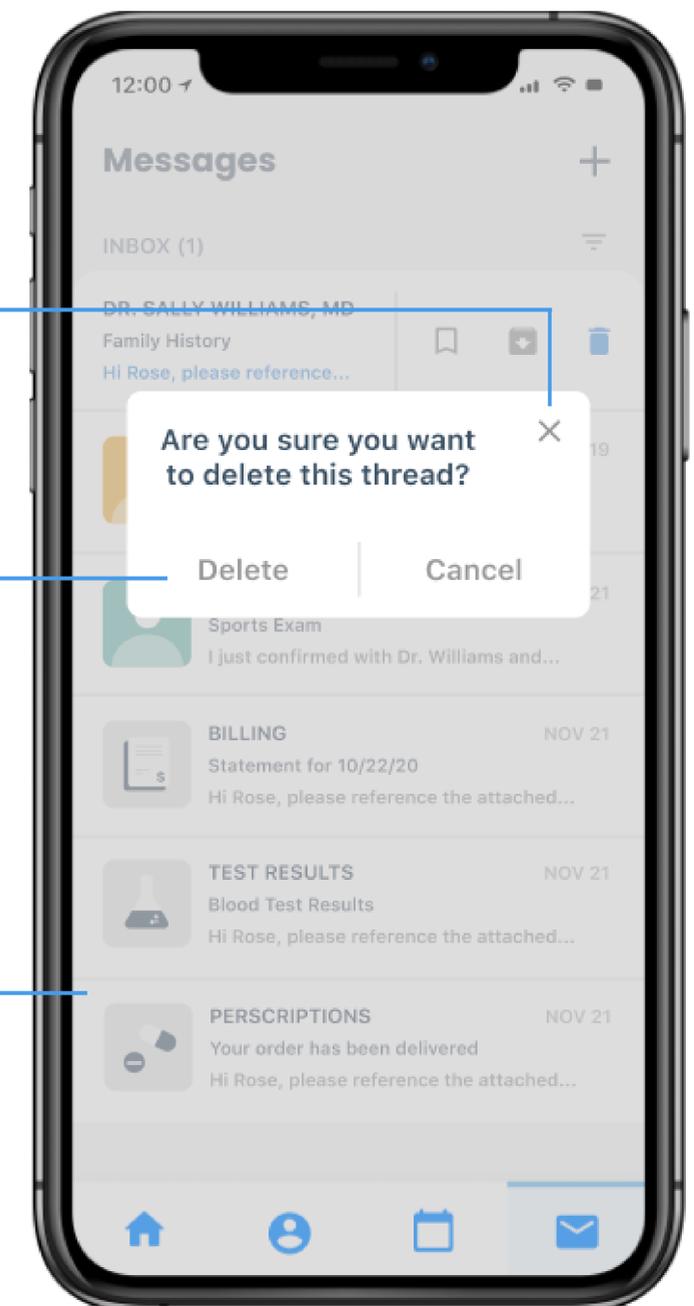


**Feedback**  
Darkening the parent window indicates the window is inactive

**Feedback**  
The confirmation dialog ensures users do not delete important conversations by accident

**Copyediting, Style, Tone**  
The confirmation dialog uses brief and plainly worded language

## HIGH-FIDELITY



**Safe Exploration**  
The close buttons allows users to return to the parent window

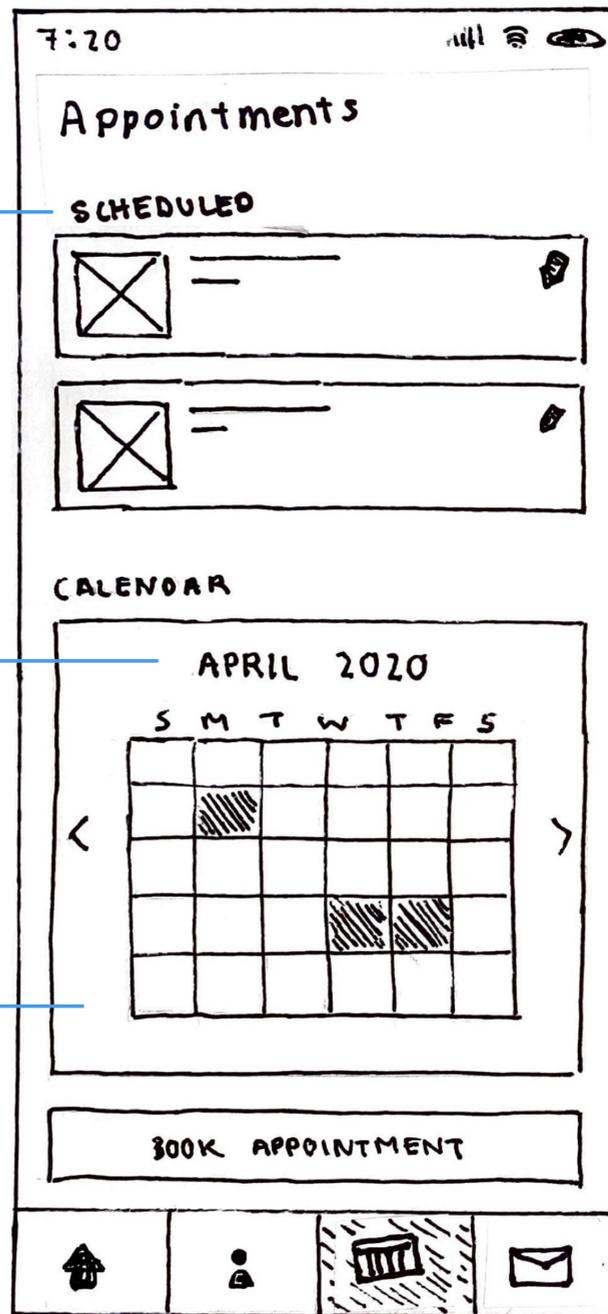
**Safe Exploration**  
The most destructive option is placed on the left to prevent accidental deletions

**Feedback**  
Pop-ups allows users to perform sub-tasks in context

# User Story 5

As a patient I want to manage my appointments on my mobile device so that I can set up appointments while I'm on the go

## SKETCH



### Organization, Layout, Hierarchy

Users are shown upcoming appointments in order of scheduled occurrence

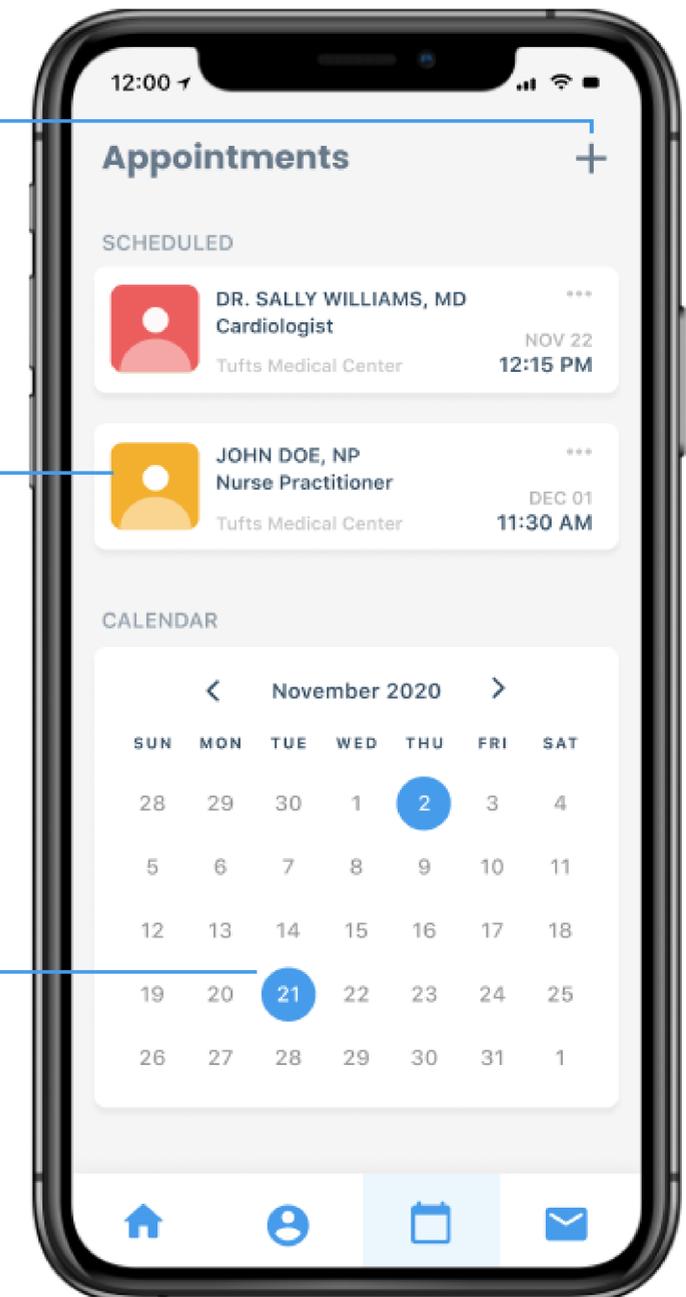
### Instant Gratification

The default calendar view displays the current month so users can focus on the most urgent priorities

### Animation, Motion, Interactivity

Users can interact with the calendar to view appointment details or scan through other periods of time

## HIGH-FIDELITY



### Consistency, Standards, Conventions, Patterns

Users can book new appointments by clicking the plus icon

### Aesthetics, Color, Typography

Icon color and text are used to differentiate appointments with doctors, physicians, nurses, or other members of the care team

### Aesthetics and Color

Appointment days are highlighted using shape and color

# User Story 5

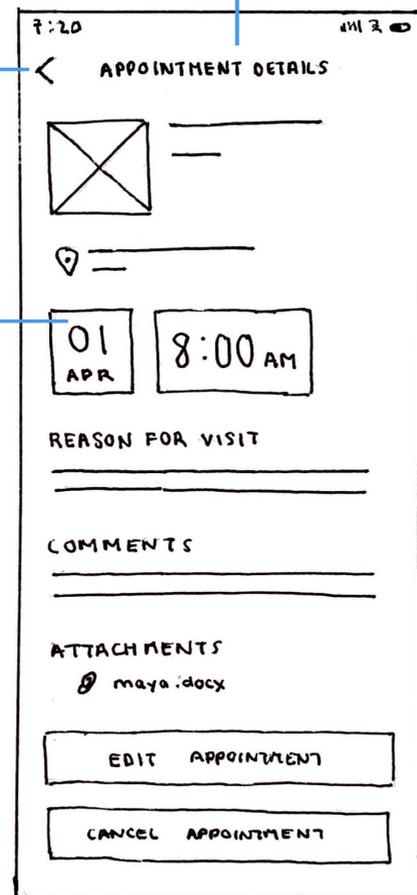
As a patient I want to manage my appointments on my mobile device so that I can set up appointments while I'm on the go

## SKETCH

**Organization, Layout, Hierarchy, Navigation**  
Content is placed into logical groups

**Safe Exploration**  
Users can easily return to the main page using the back button

**Organization, Layout, Hierarchy**  
Preattentive attributes are leveraged to draw attention to the date and time

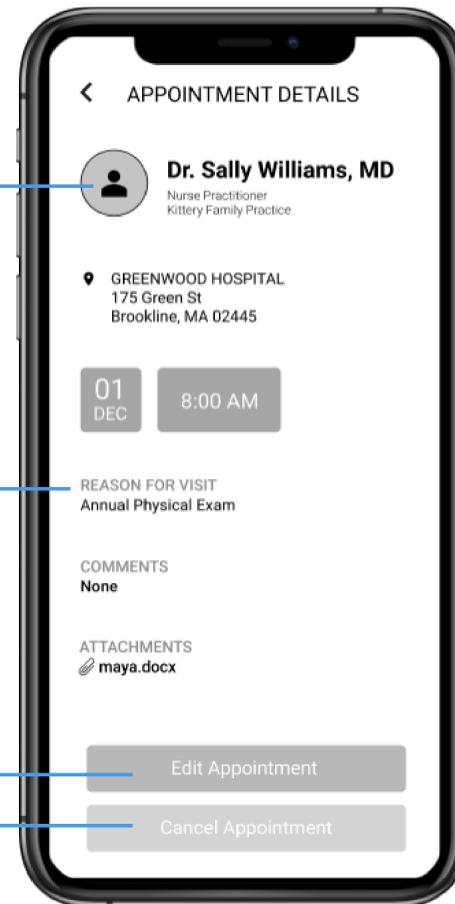


## WIREFRAME

**Images and Icons**  
Contact photos help humanize the experience for users

**Aesthetics, Color, Typography**  
Capitalization and font color separates headings from details

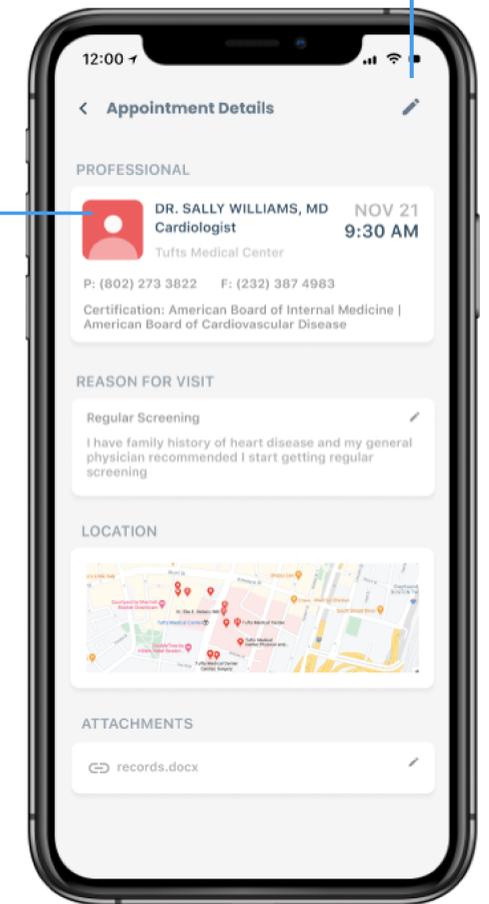
**Organization, Layout, Hierarchy**  
Differences in shading signify the buttons have different functions



## HIGH-FIDELITY

**Images and Icons**  
The placement of the standalone edit icon frees up UI space and follows common design conventions

**Organization, Layout, Hierarchy**  
Separated content cards leverage the law of common-region



# PHR User Story 5

As a patient I want to manage my appointments on my mobile device so that I can set up appointments while I'm on the go

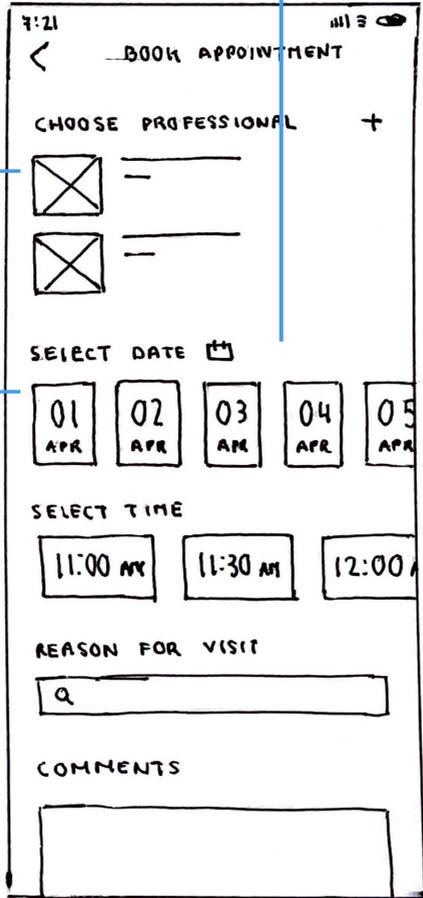
## WIREFRAME

### SKETCH

**Progressive Disclosure**  
To focus the user, future selections do not appear until current selections have been made

**Instant Gratification**  
The screen defaults to showing medical professionals the user has visited in the past

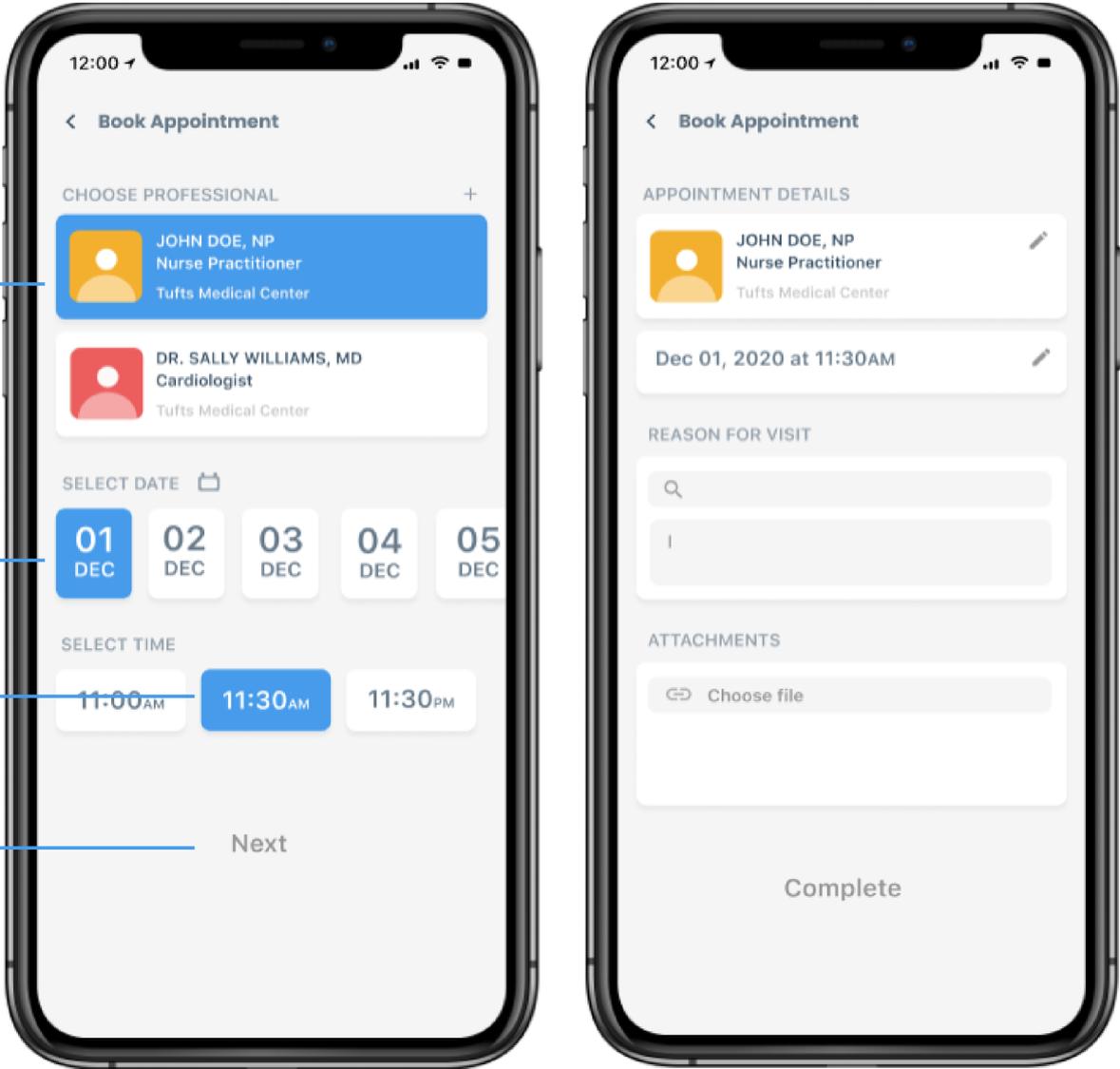
**Instant Gratification**  
The screen defaults to showing the soonest available appointment dates



**Feedback**  
The blue accent color appears after selections have been made

**Interactivity**  
Users to can swipe to the left to see more available dates and times

**Progressive Disclosure**  
The next button does not appear until all selections have been made



# User Story 6

As a patient I want to quickly and easily request and receive refills for my medications so that I can have continuous access to the medications without having to call my doctor's office or travel to my preferred pharmacy

## HIGH-FIDELITY

### Consistency, Standards, Conventions, Patterns

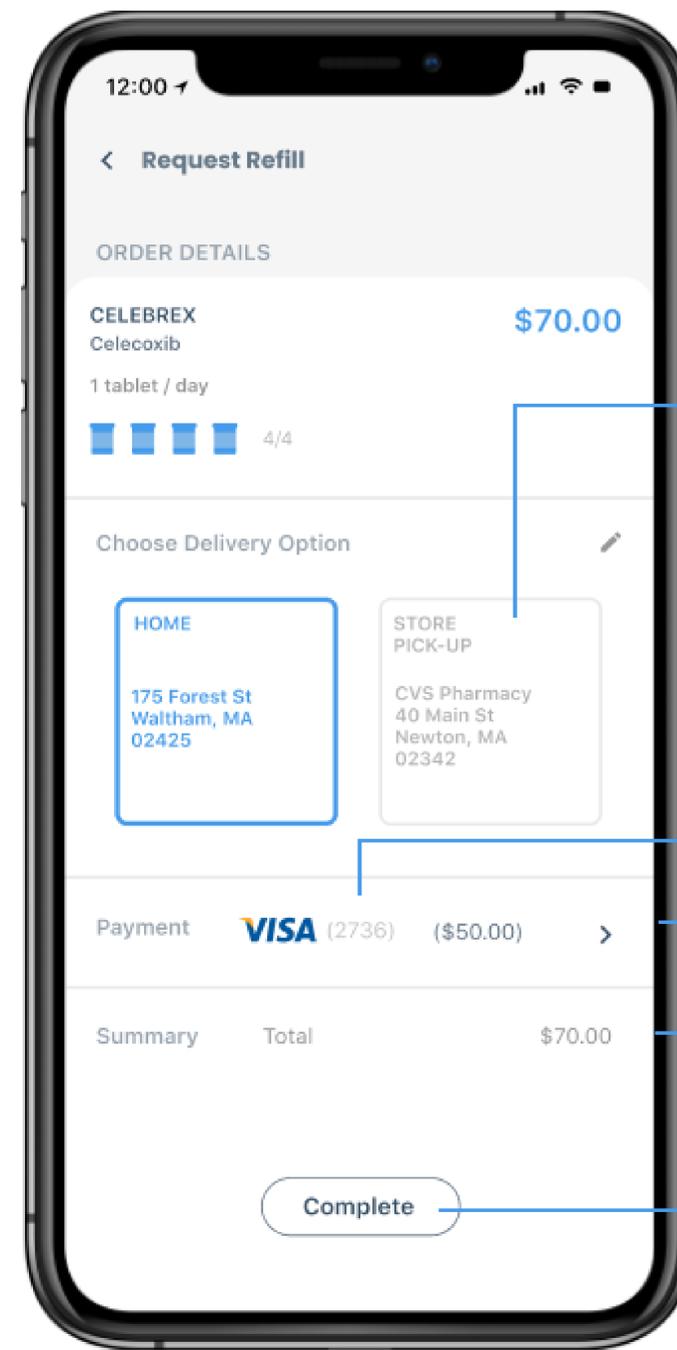
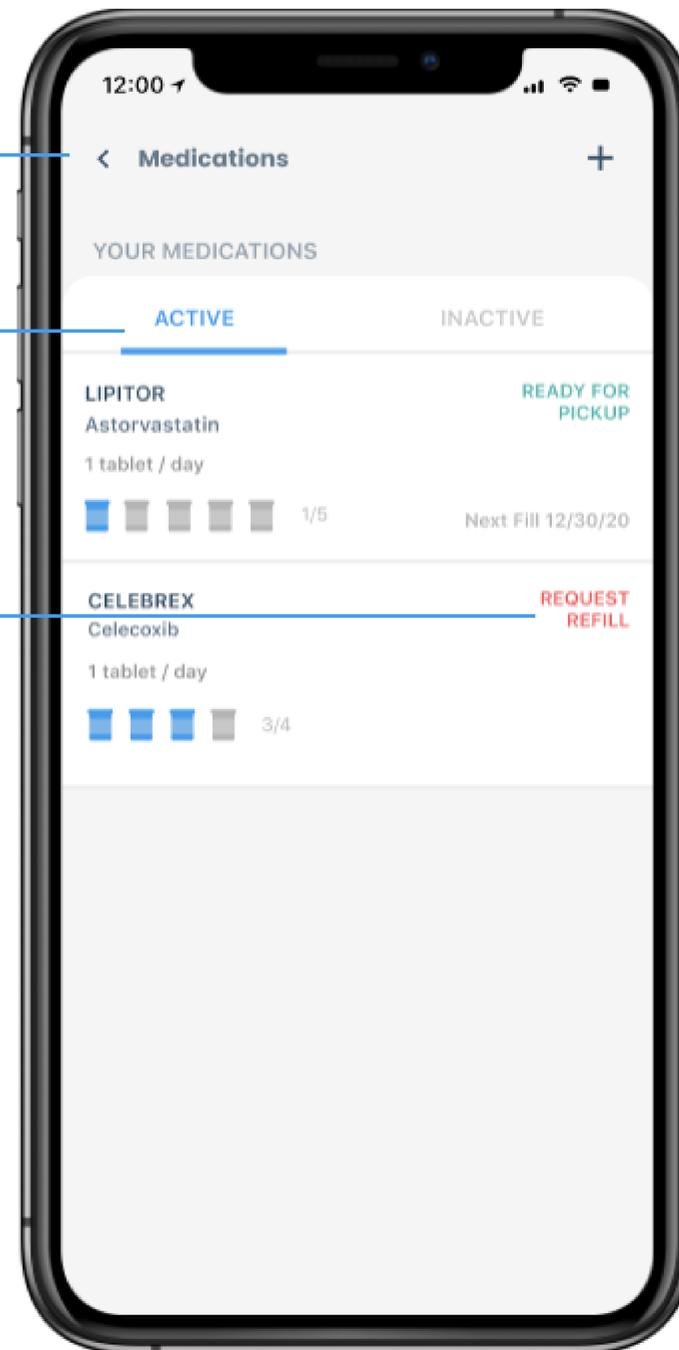
A similar page structure is used to aid usability and capitalize on users' spatial memory

### Organization, Layout, Hierarchy, Navigation

Medications are broken into logical content groups

### Aesthetics and Color

Accent colors are used to highlight the status of prescriptions and the number of completed refills



### Feedback

Once a delivery method is chosen, the unselected option appears disabled

### Instant Gratification

Users can specify a default payment method to make ordering more efficient

### Progressive Disclosure

Payment, Summary, and the Complete Button are gradually revealed as prior information is filled out