

HEALTH PAL

Health Pal Mid-Fidelity Wires

RESEARCH + DESIGN
RILEY PELOSI

MID-FIDELITY PROTOTYPING

MID-FIDELITY WIREFRAMES & PROTOTYPING

Key Information

I designed mid-fidelity prototypes for my 3 core features and have taken my user personas through the feature build. For these feature flows, the persona has already launched the app and is engaging with the core product. You will notice that the sign up flow for both persona’s starts at the time of booking an appointment.

Feature Highlights:

Health Pal

- Ask questions, get recommendations, and book appointments with your Health Pal.

Search

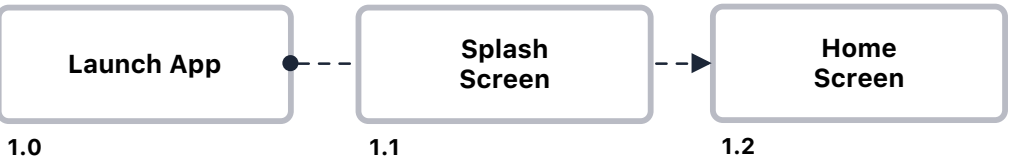
- Eliminate the time it takes to find the perfect health expert.

Video Call

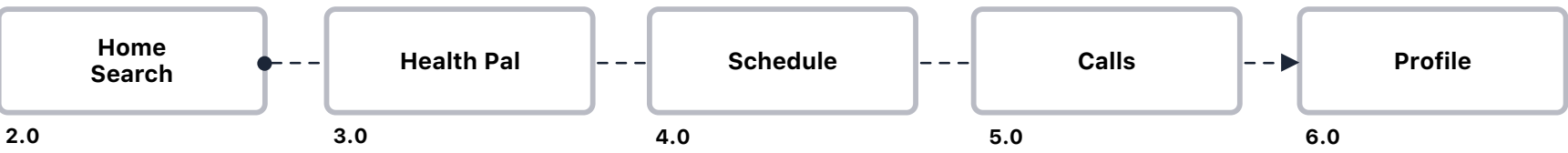
- Conduct health expert consultations and appointments over the phone.

User Sitemap

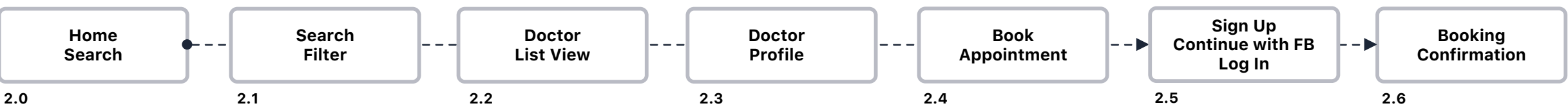
Onboarding



Navigation



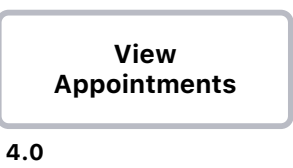
Search



Health Pal



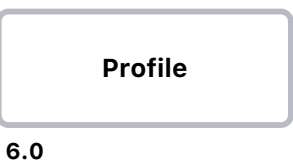
Schedule



Calls



Profile



HEALTH PAL

ASK A QUESTION AND SCHEDULE AN APPOINTMENT

Interview 1



Nya

“I feel my time is valuable and I do not want to waste it by submitting questions to health experts that go left unanswered.”

Age: 34

Work: High School Teacher

Family: Married with kids

Location: Sacramento, CA

Archetype: The Caregiver

Reflective

Empath

Patient

Leader

Activities

Nya is a high school teacher. She prefers to stay at home on the weekends and she spends a good portion of her free time helping her children thrive and grow. Her hobbies include making ceramics, cooking, and volunteering.

Needs and Goals

Looking for eastern and western health expert recommendations provided to me to help improve my digestive and metabolic processes.

I need a way to post what I am looking for and have qualified experts respond in a timely manner.

It would be amazing if I never have to re-enter new patient forms with the same information I have already provided again.

Instead of calling an expert, I would like to

Frustrations

Being upselled and pressured to buy things I don’t need.

Expert keeping me on the phone longer than needed to upsell me on things I did not ask for.

I find it difficult to schedule appointments that work with my schedule.

Behaviors and Attitudes

Calm and collective.

Nya does not enjoy the process of searching for an expert, but she’s happy when the job is complete.

Nya will browse through ratings she see’s on Google and Yelp, and will contact the first 3 highly rated experts.

Motivations

She believes one the best investments you can make is in your health and yourself.

Her children often come down with a cold or show other health symptoms that Nya would like advice on how to treat naturally.

Nya is interested in learning more about alternative therapy.

Nya is motivated to contact an Expert through google and yelp ratings.

Brands

Medium

twitter

Dropbox

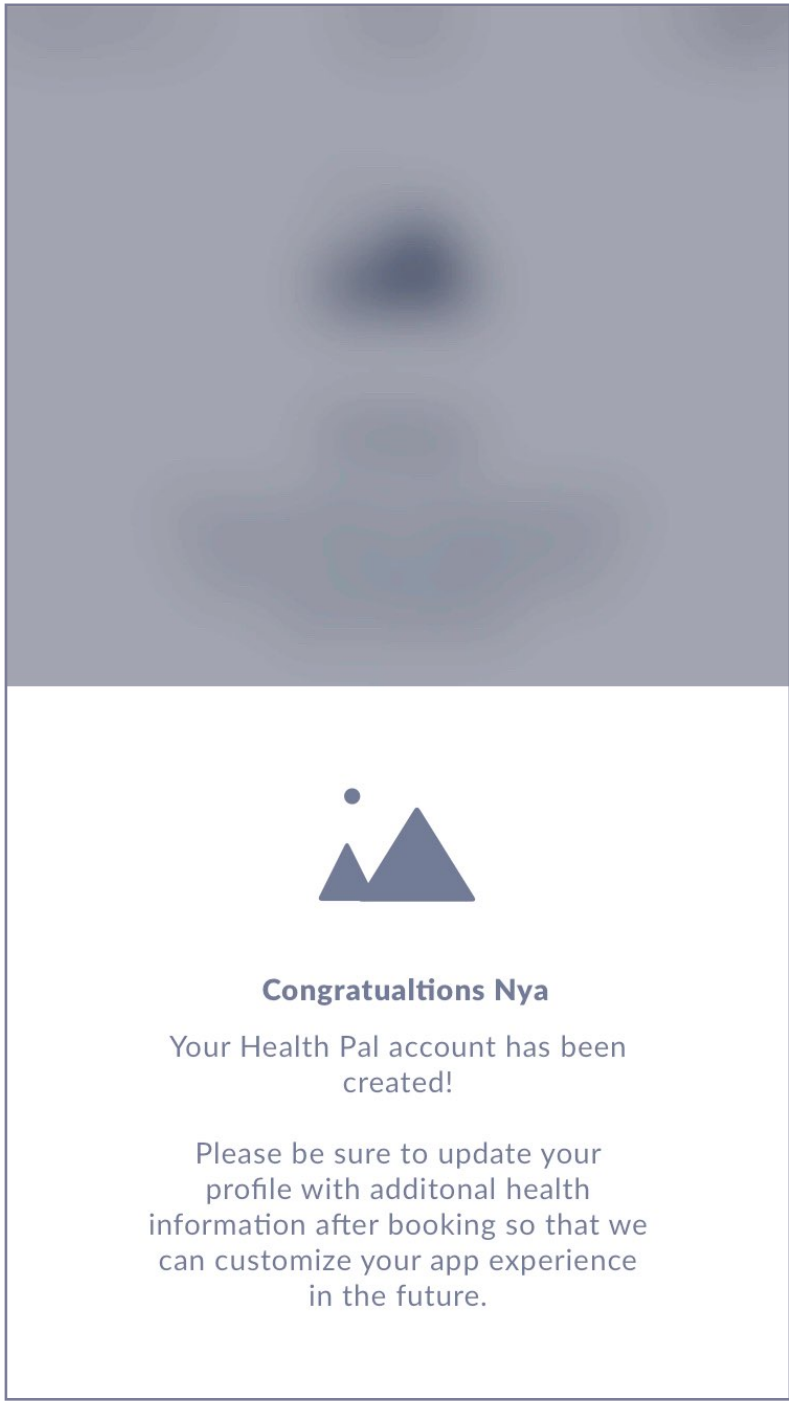
YouTube

Mid-Fidelity Wires

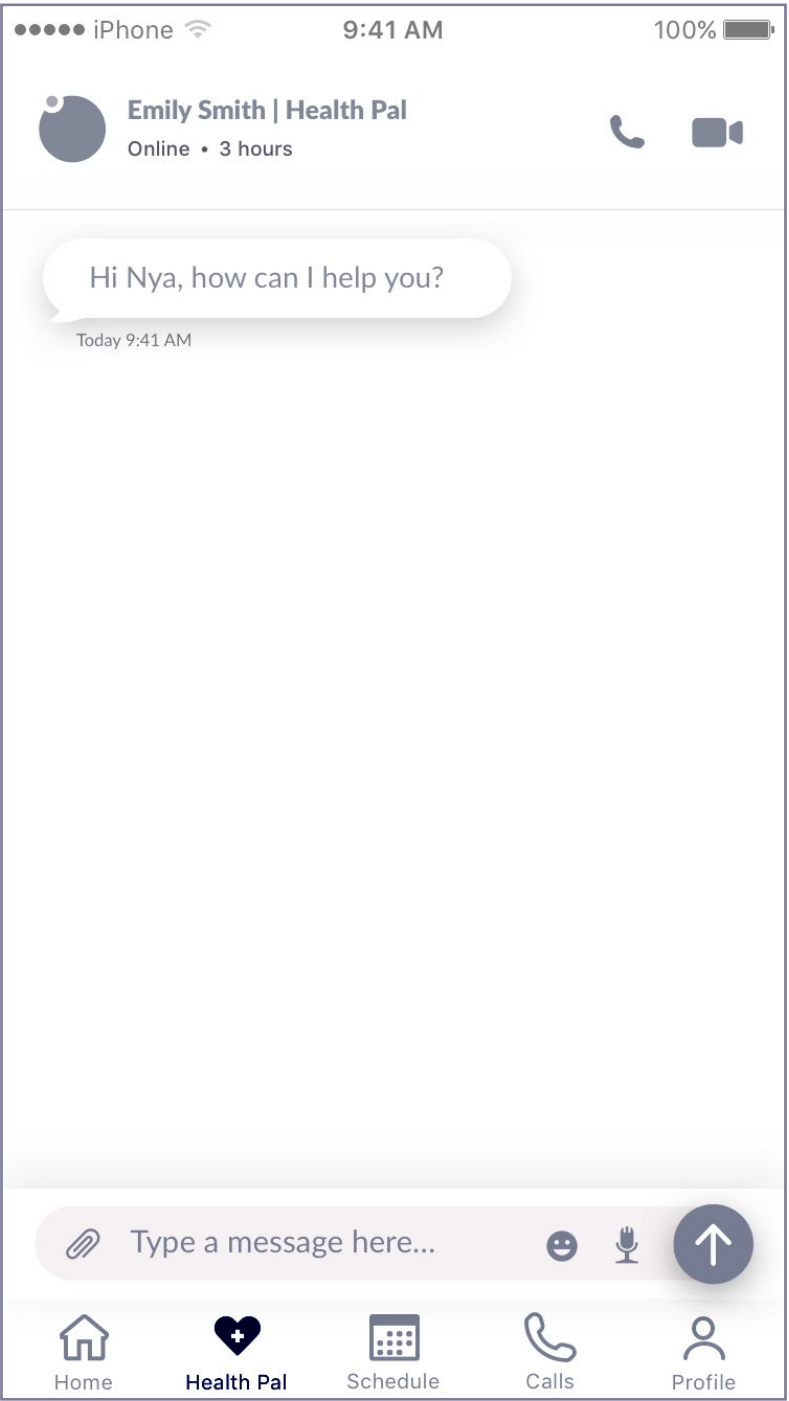


Nya

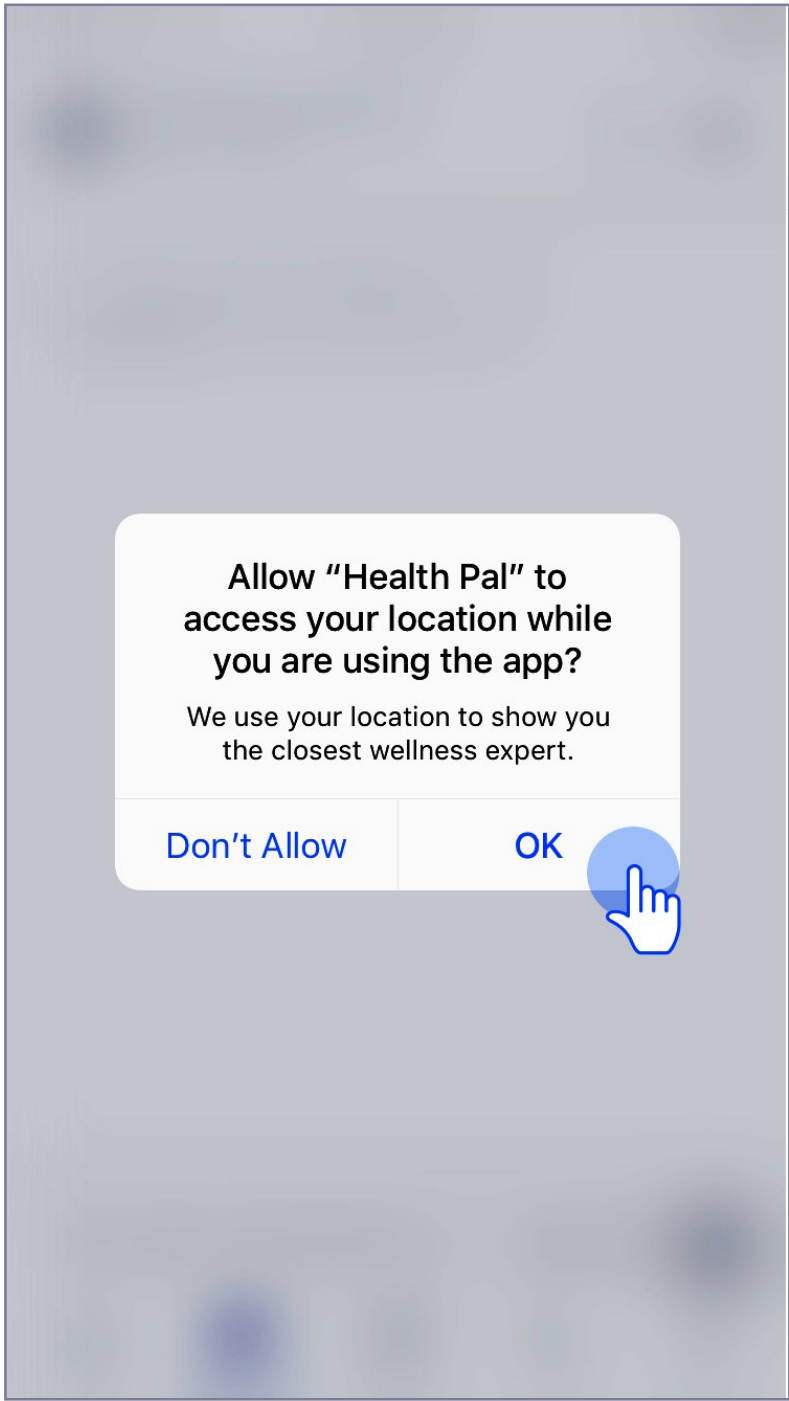
Health Pal



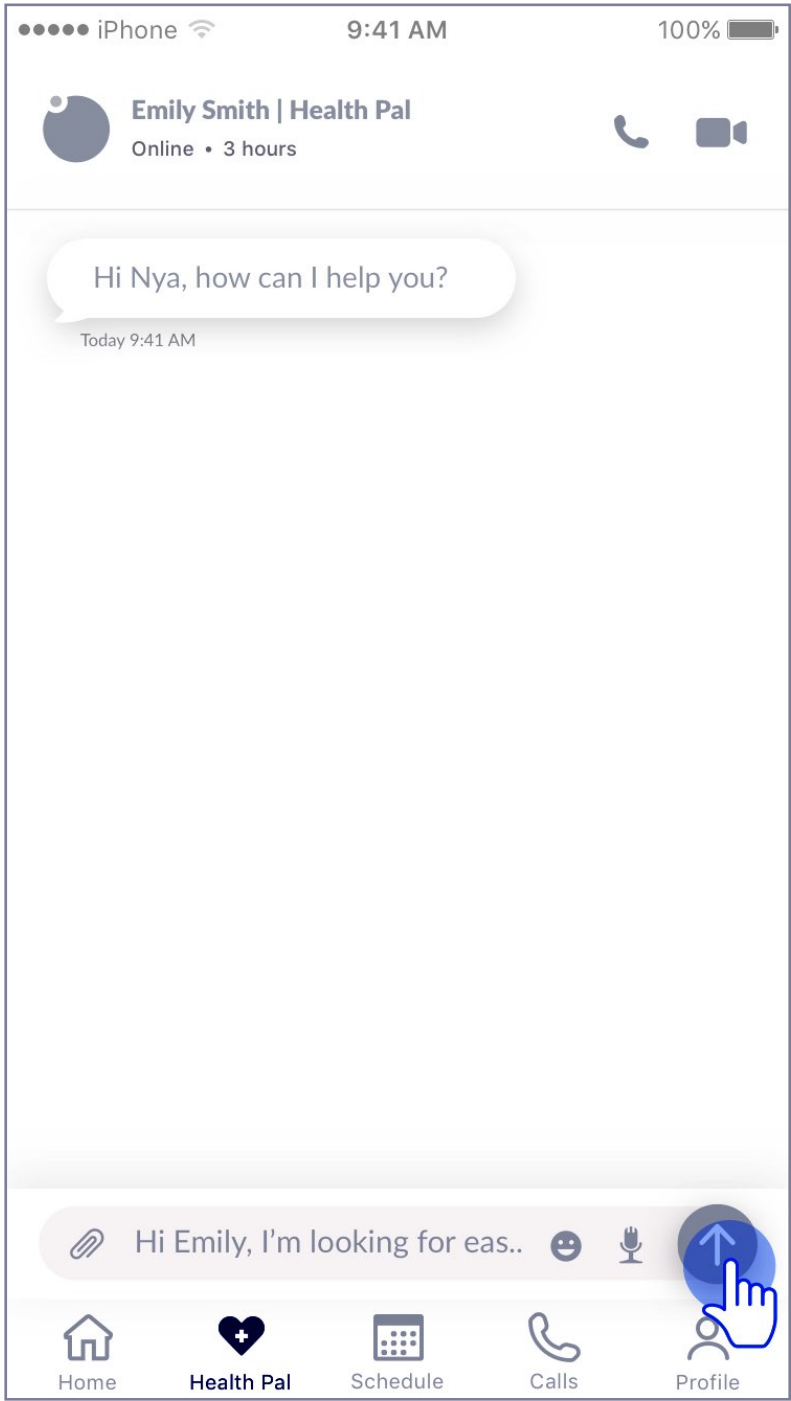
3.0 Health Pal Start



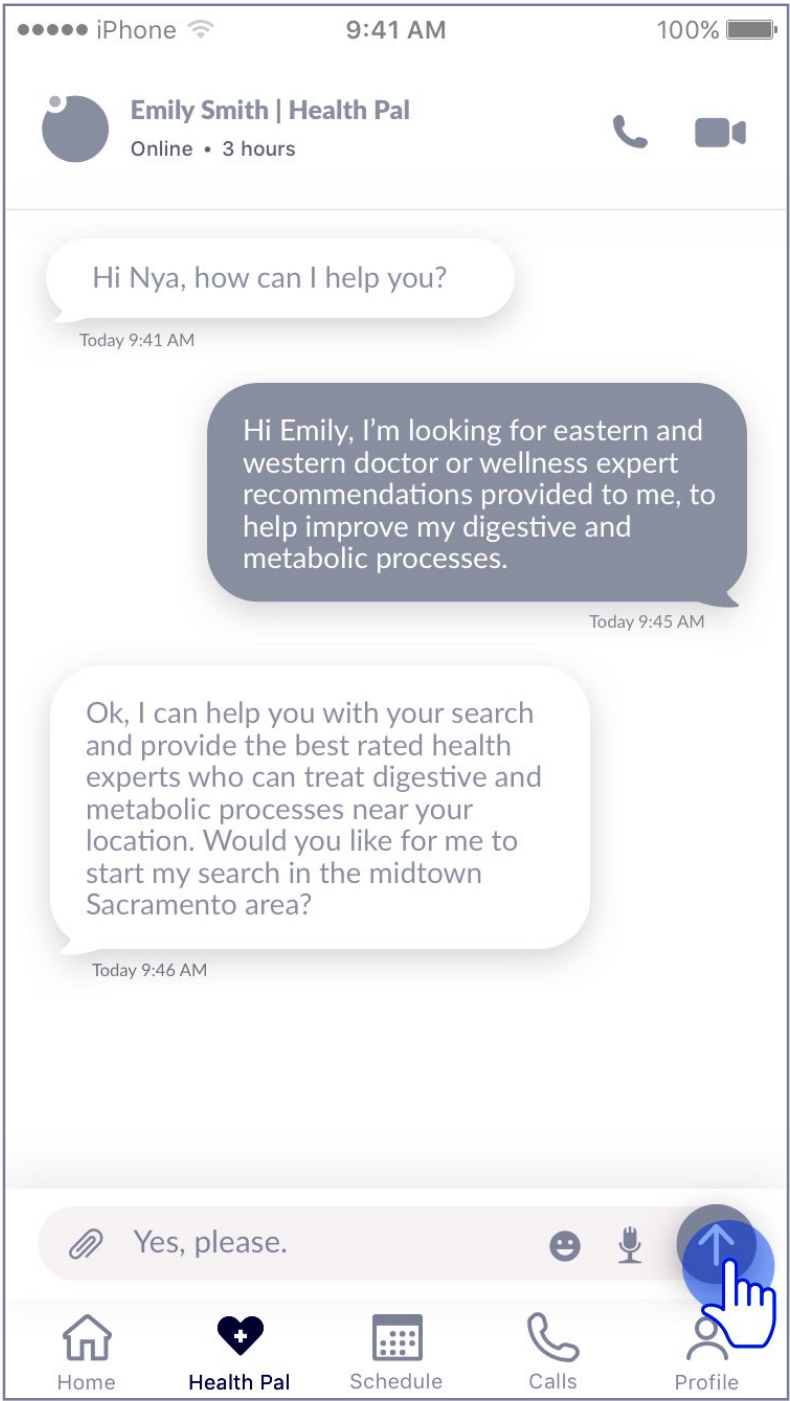
3.0 Health Pal Question



3.0 Health Pal Alert



3.1 Health Pal Ask Question



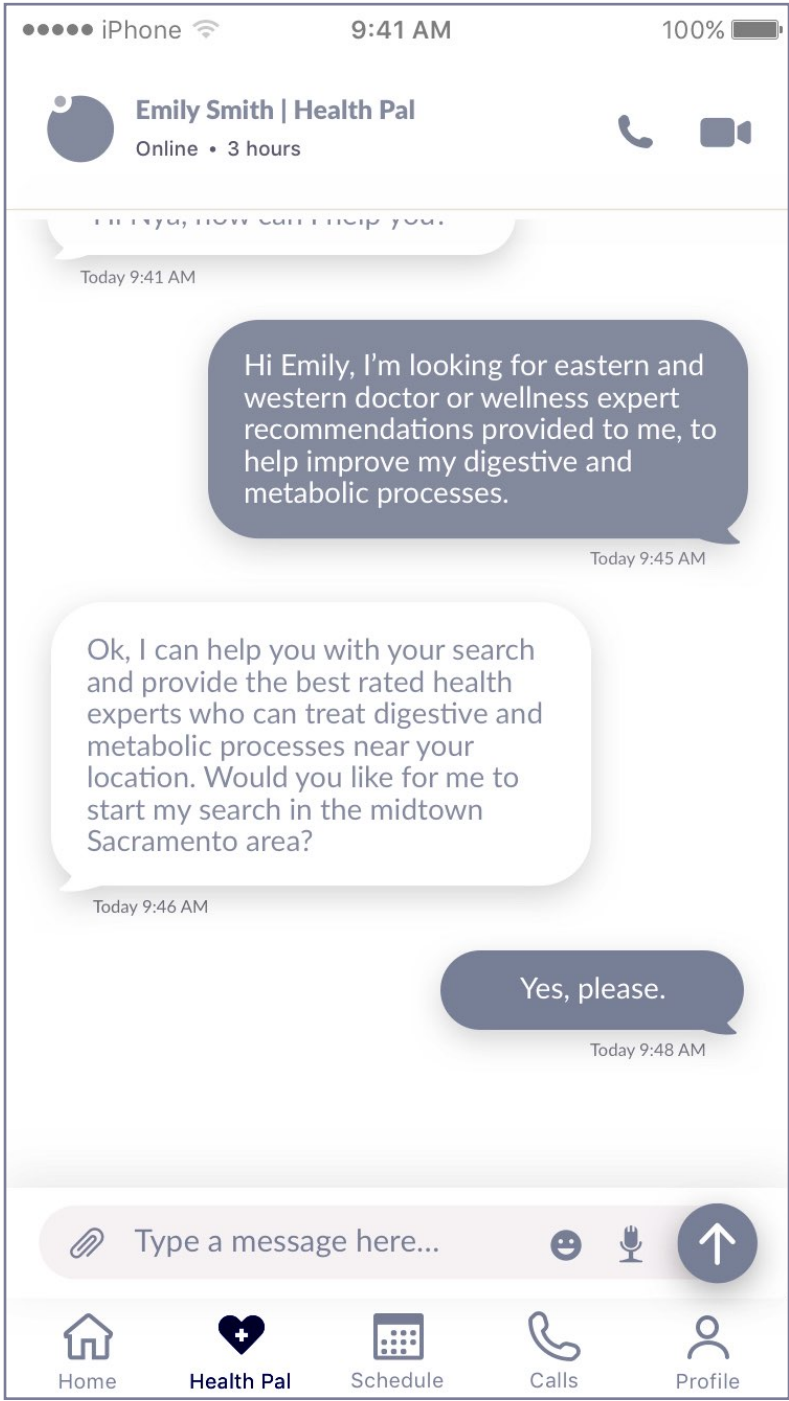
3.2 Health Pal Gathers Info 1

Mid-Fidelity Wires

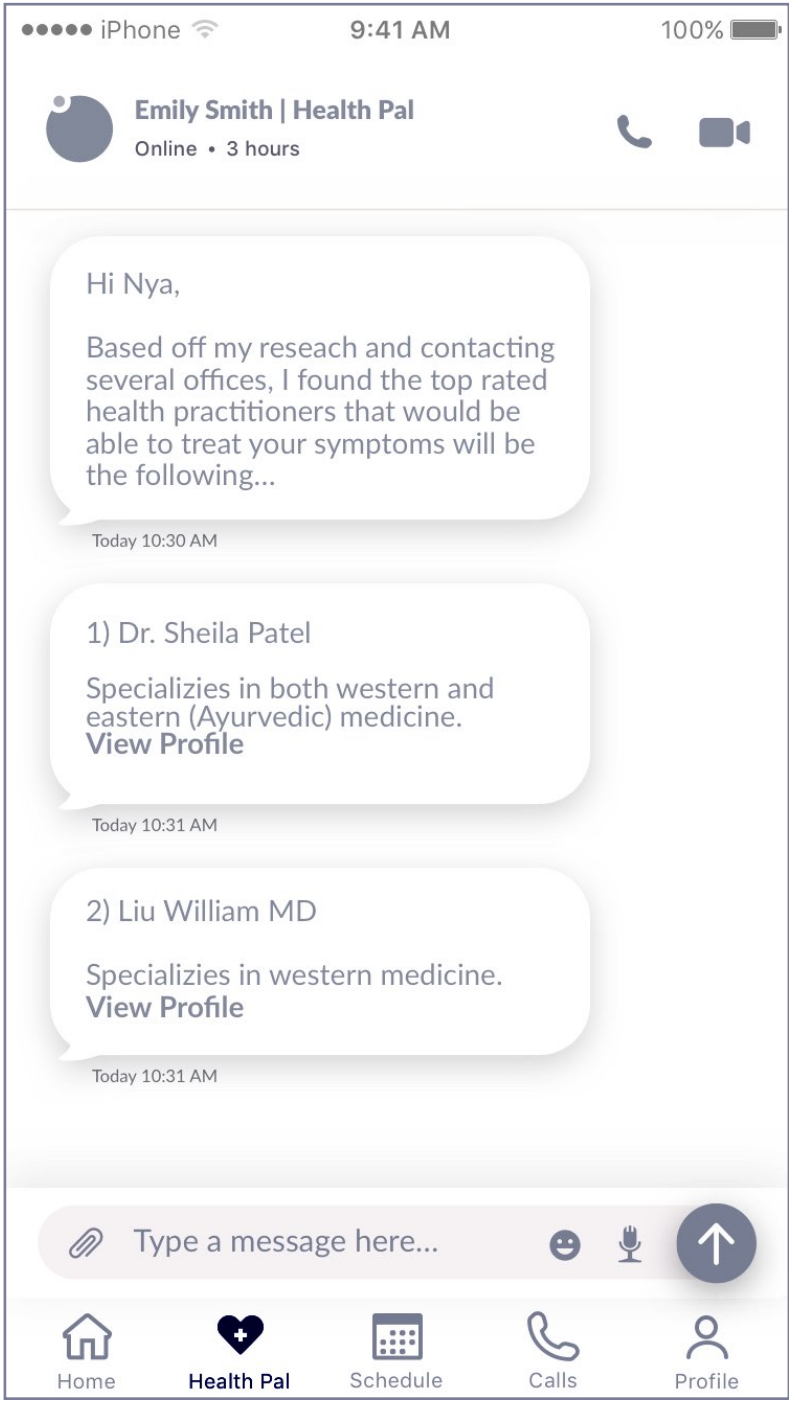


Nya

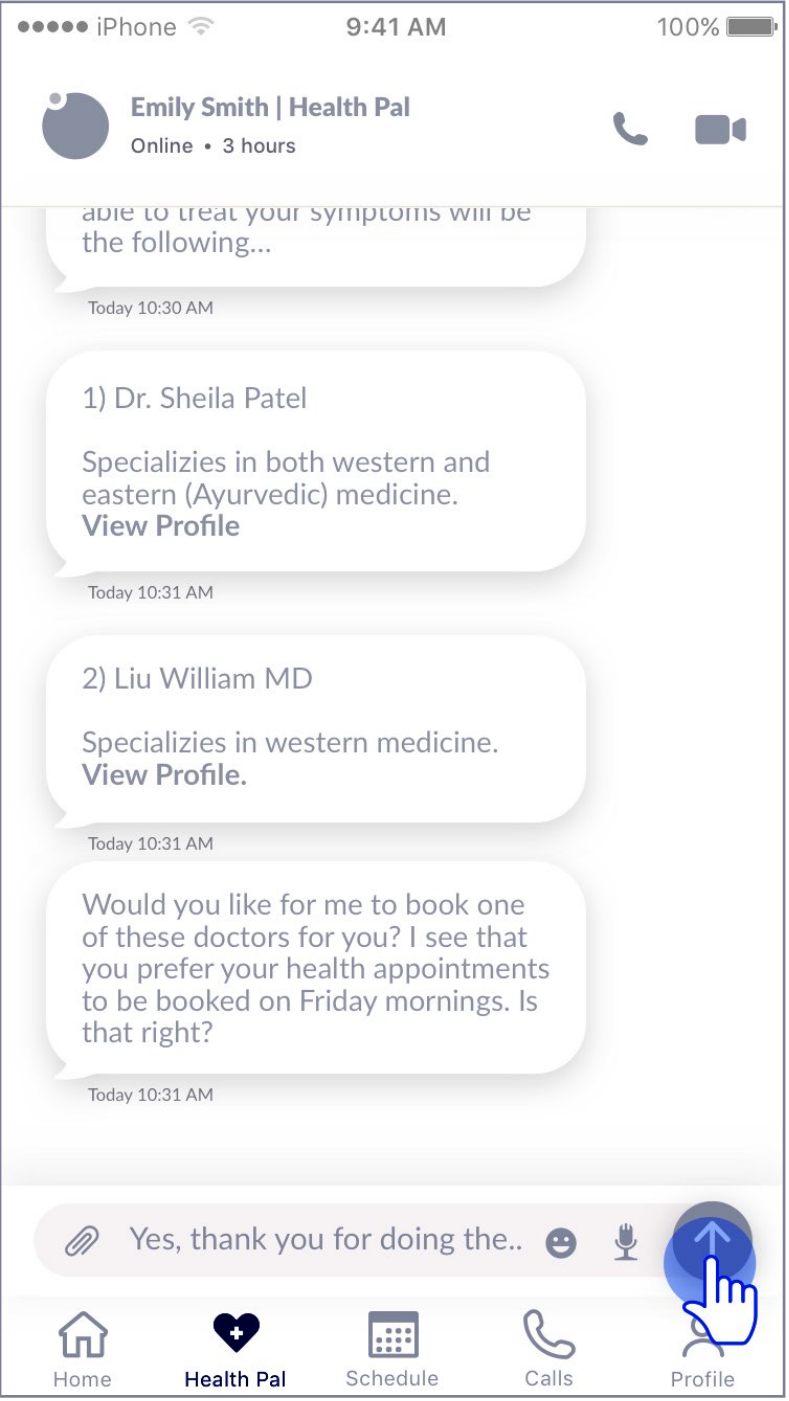
Health Pal



3.2 Health Pal Gathers Info 2



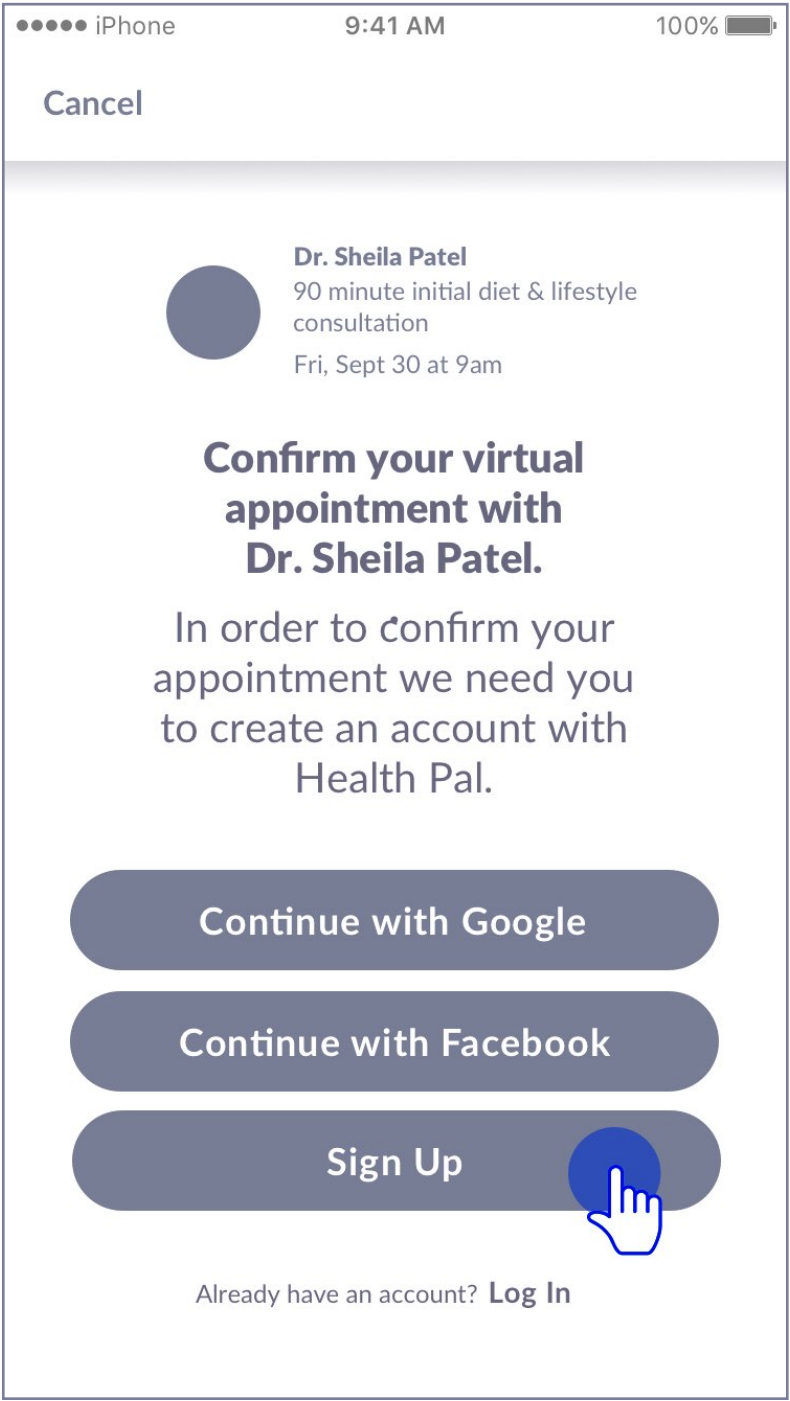
3.2 Health Pal Gathers Info 3



3.2 Health Pal Gathers Info 4



3.3 Health Pal Gathers Info 5



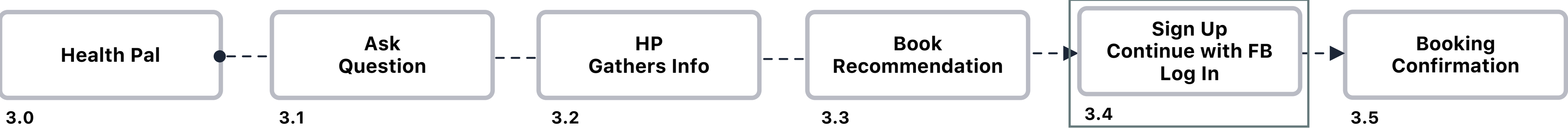
3.4 Sign Up - Log In

Mid-Fidelity Wires



Nya

Health Pal



iPhone 9:41 AM 100%

<

What's your name?

First Name

Last Name

Continue

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 emoji space Done

3.4 SignUp LogIn Name 1

iPhone 9:41 AM 100%

<

What's your name?

Nya

Banks

Continue

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 emoji space Done

3.4 SignUp LogIn Name 2

iPhone 9:41 AM 100%

<

Your email address?

Email Address

Continue

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 emoji space Done

3.4 SignUp LogIn Email 1

iPhone 9:41 AM 100%

<

Your email address?

Nya.B@gmail.com

Continue

q w e r t y u i o p
a s d f g h j k l
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123 emoji space Done

3.4 SignUp LogIn Email 2

iPhone 9:41 AM 100%

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Create password

...7iW

Password is too short (10-character minimum).

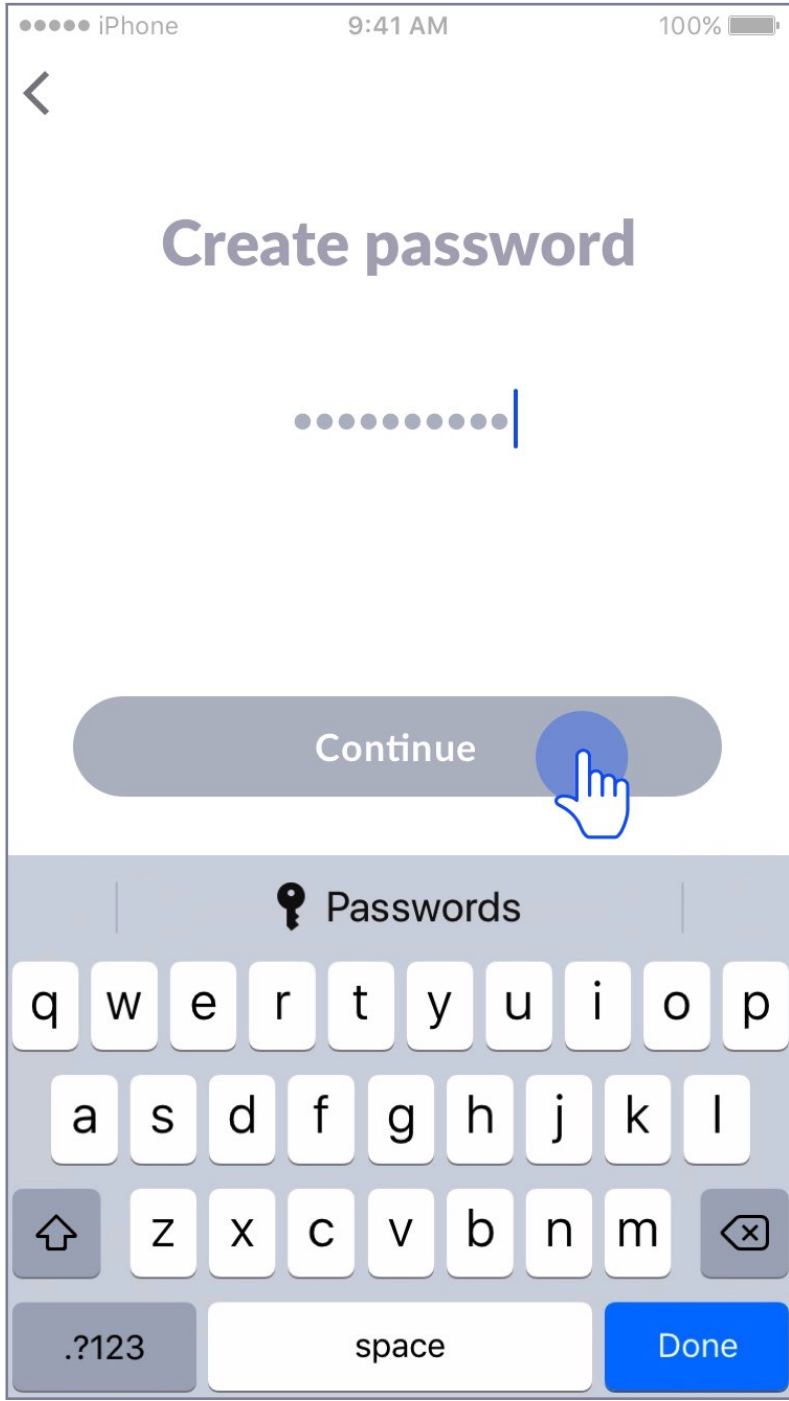
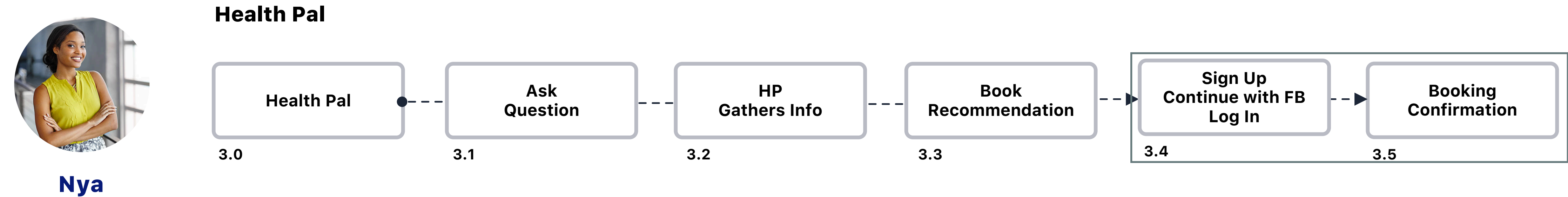
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Passwords

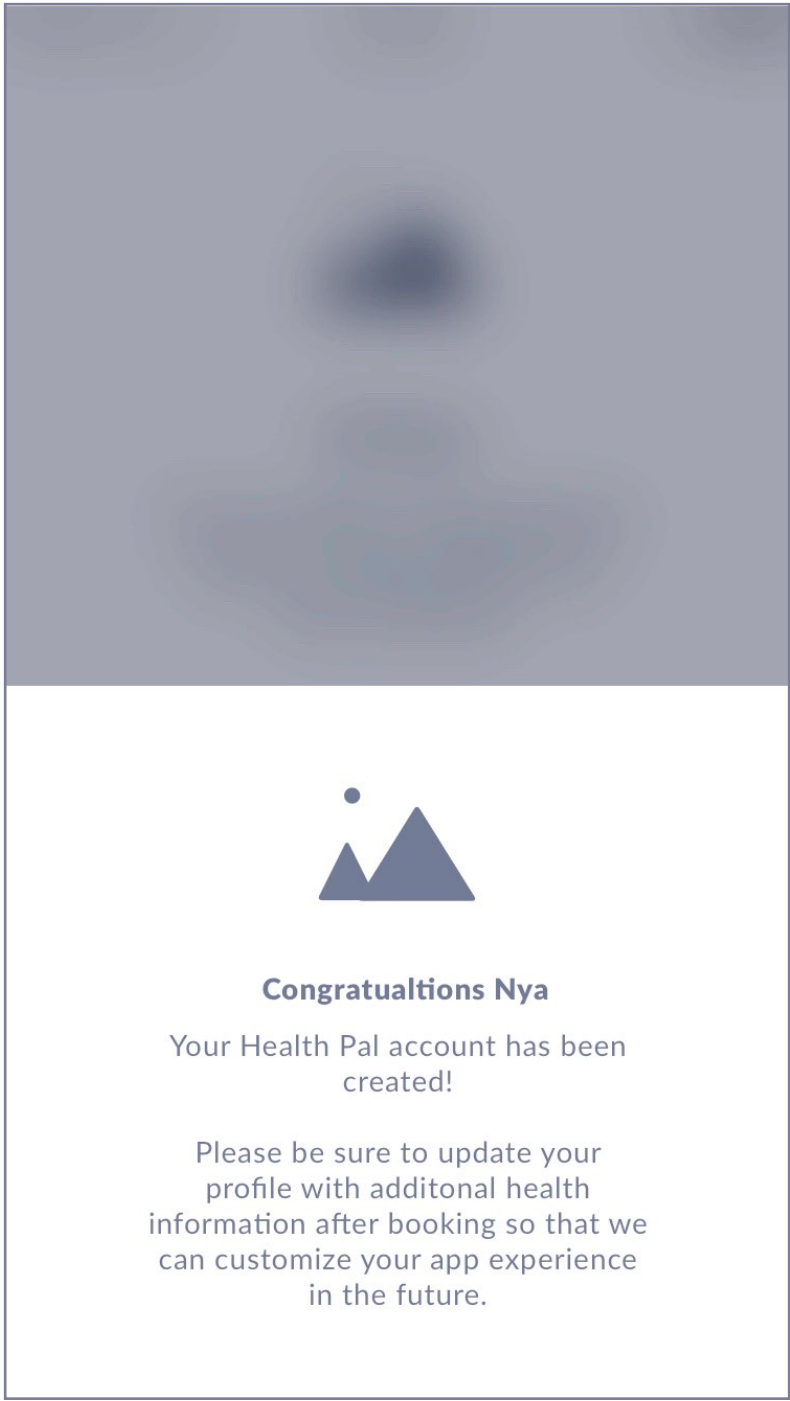
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 .?123 space Done

3.4 SignUp LogIn Password 1

Mid-Fidelity Wires



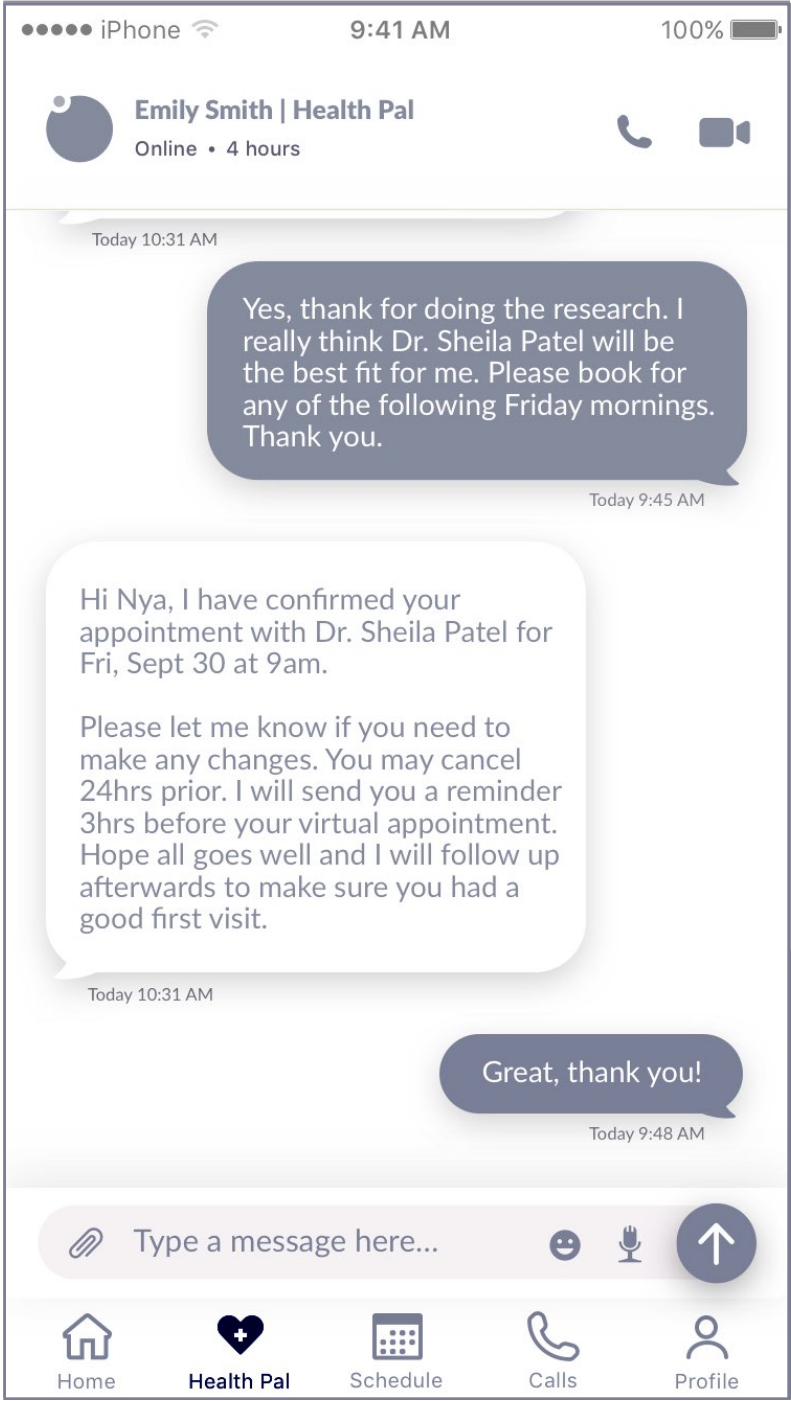
3.4 SignUp LogIn Password 2



3.4 Confirmation Account Modal



3.5 Confirmation Modal



3.5 Confirmation with Health Pal

VIDEO CALL

VIDEO CALL APPOINTMENT WITH DOCTOR

Interview 1



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Brands

Medium

twitter

Dropbox

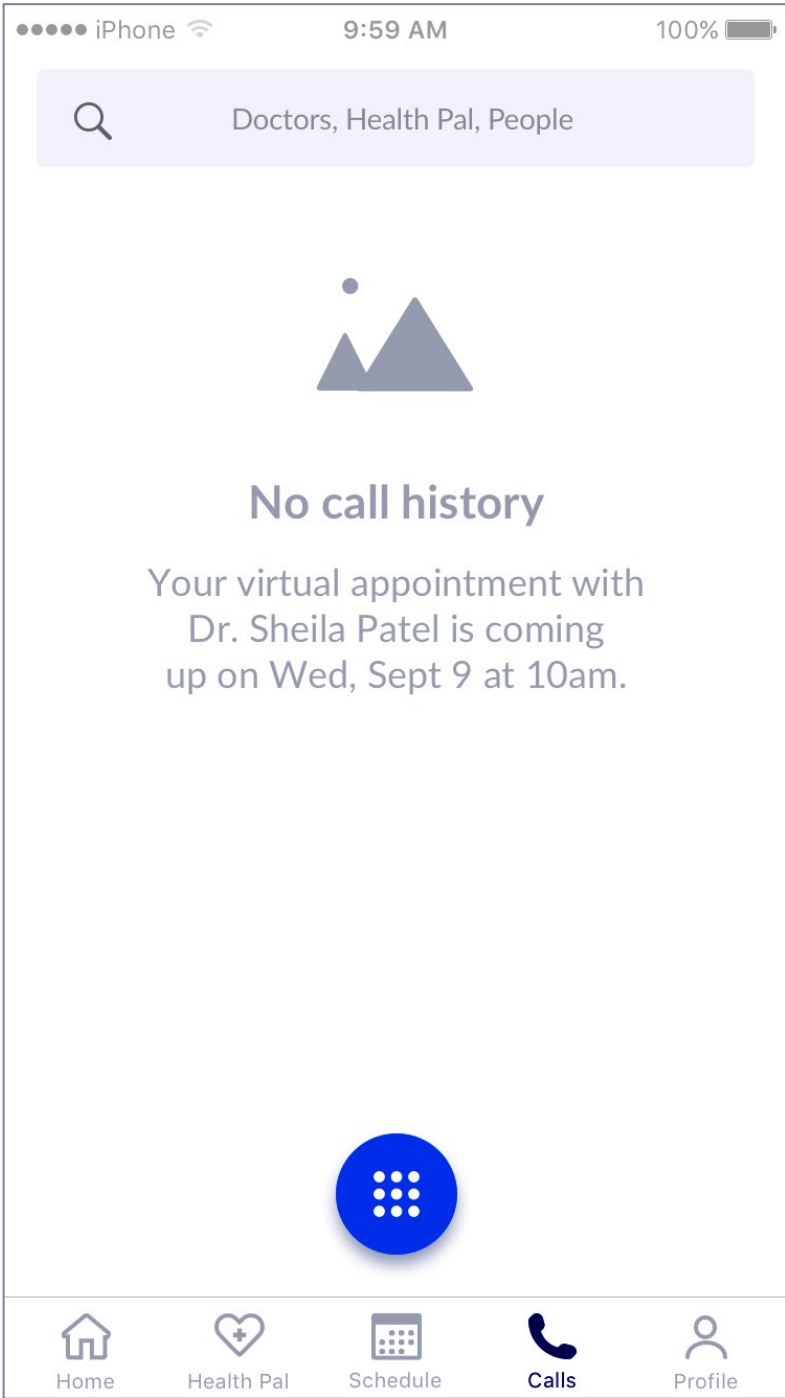
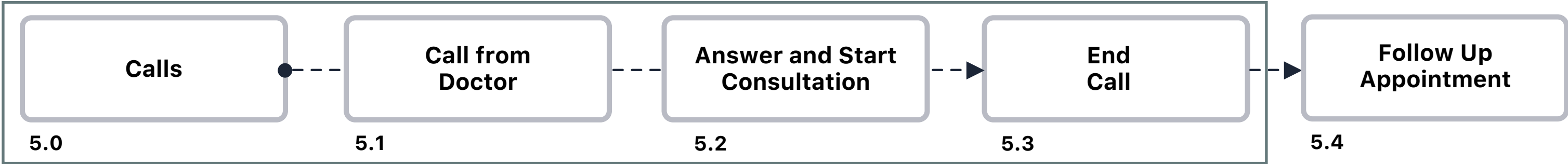
YouTube

Mid-Fidelity Wires

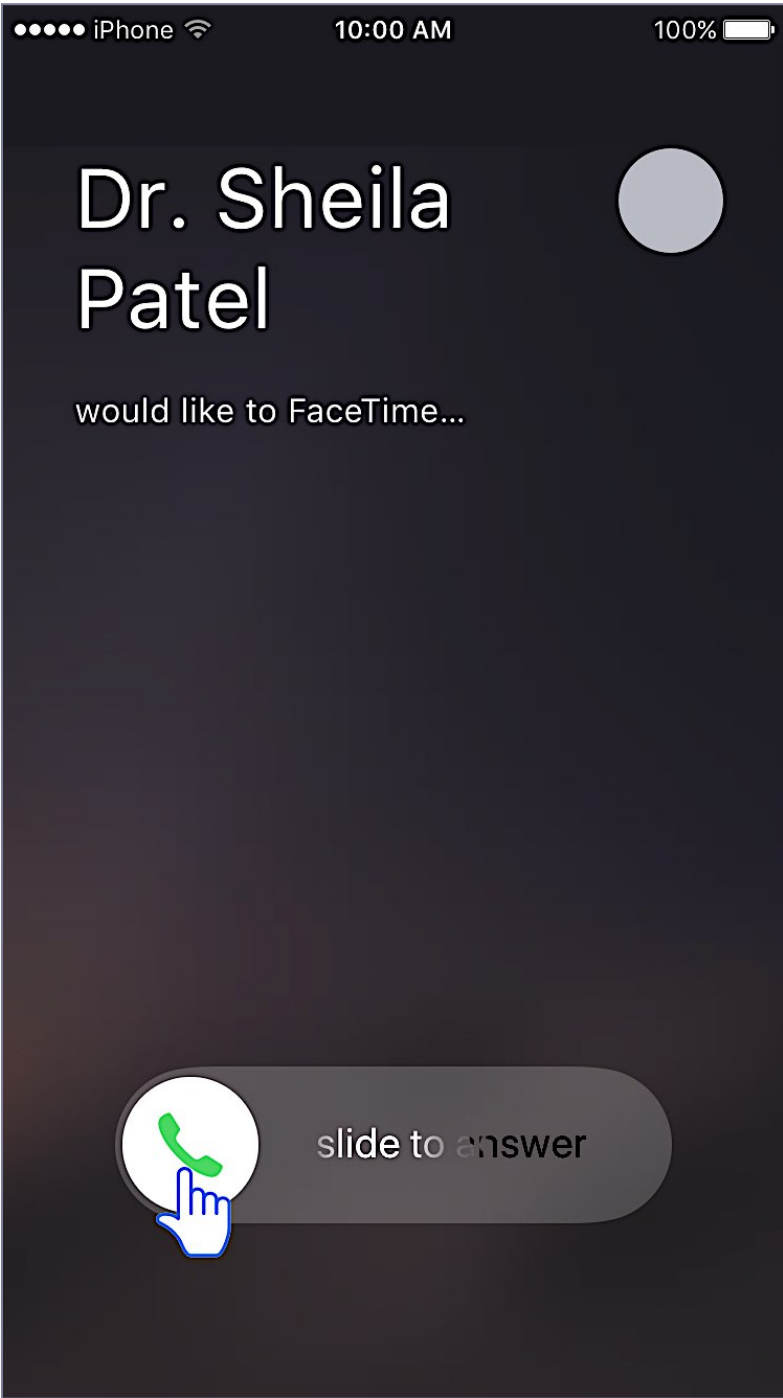


Nya

Calls



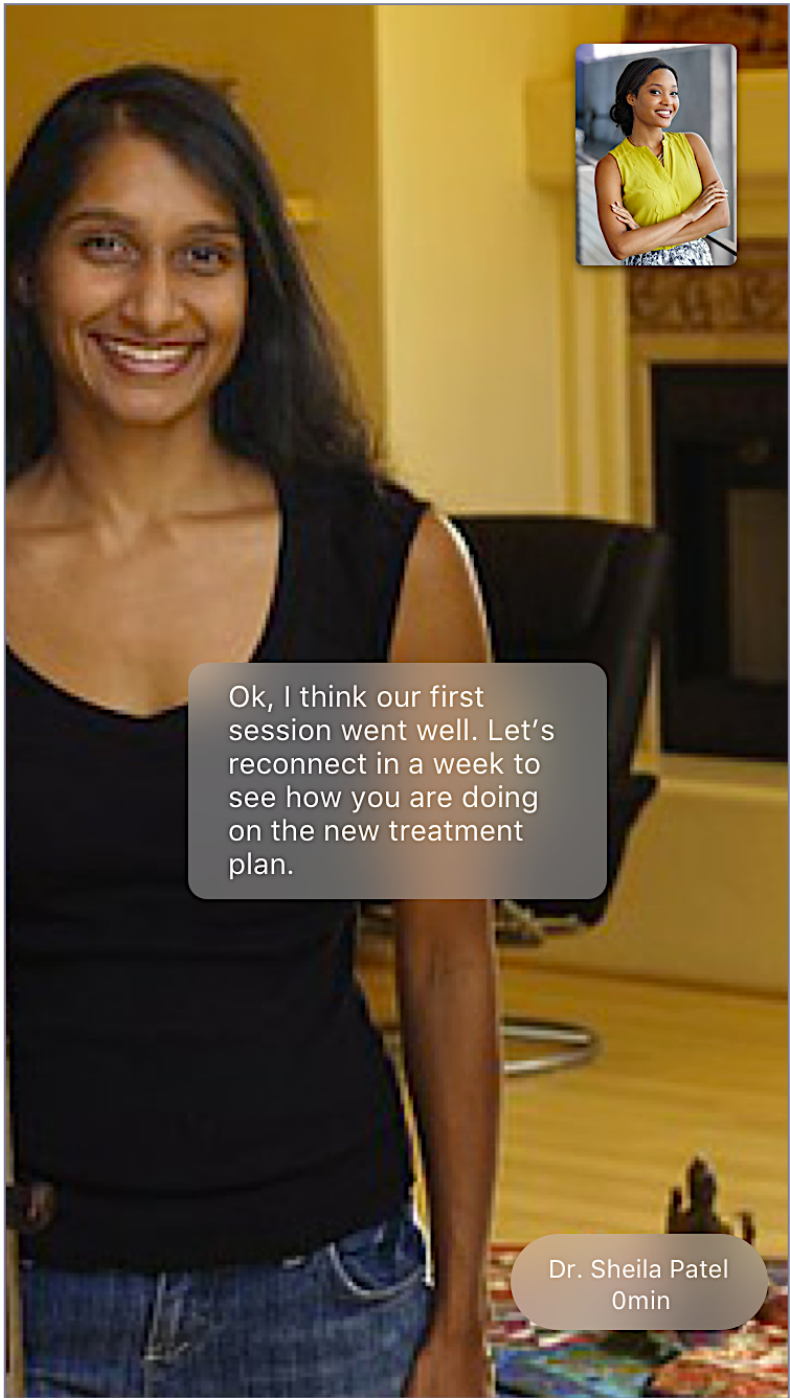
5.0 Call Start



5.1 Call From Doctor



5.2 Answer and Start Consultation



5.2 Call Wrap Up



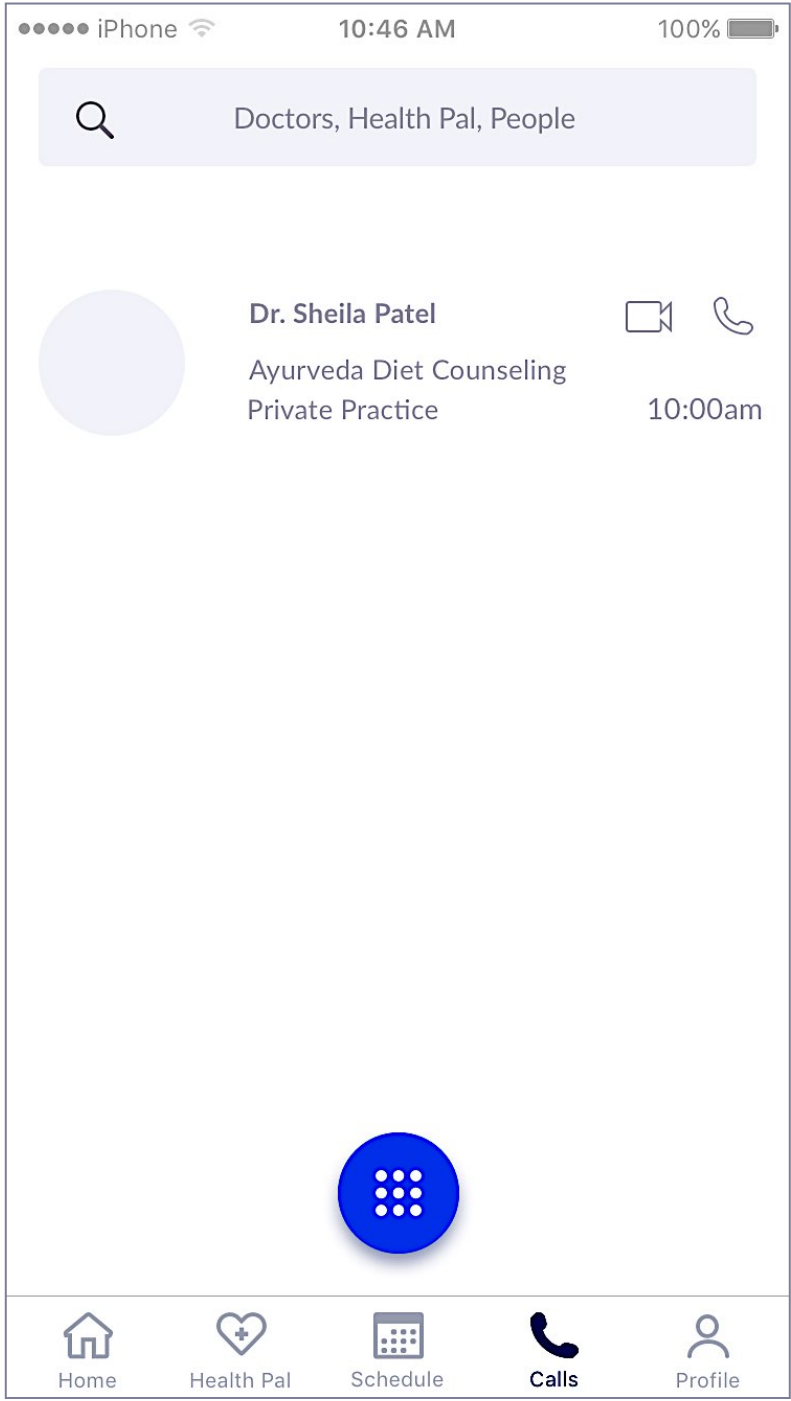
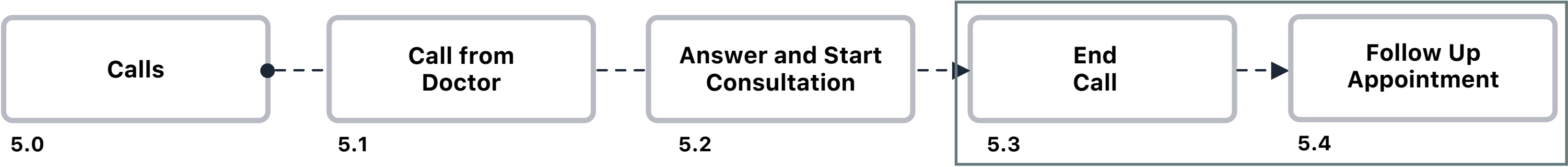
5.2 Call Finished

Mid-Fidelity Wires

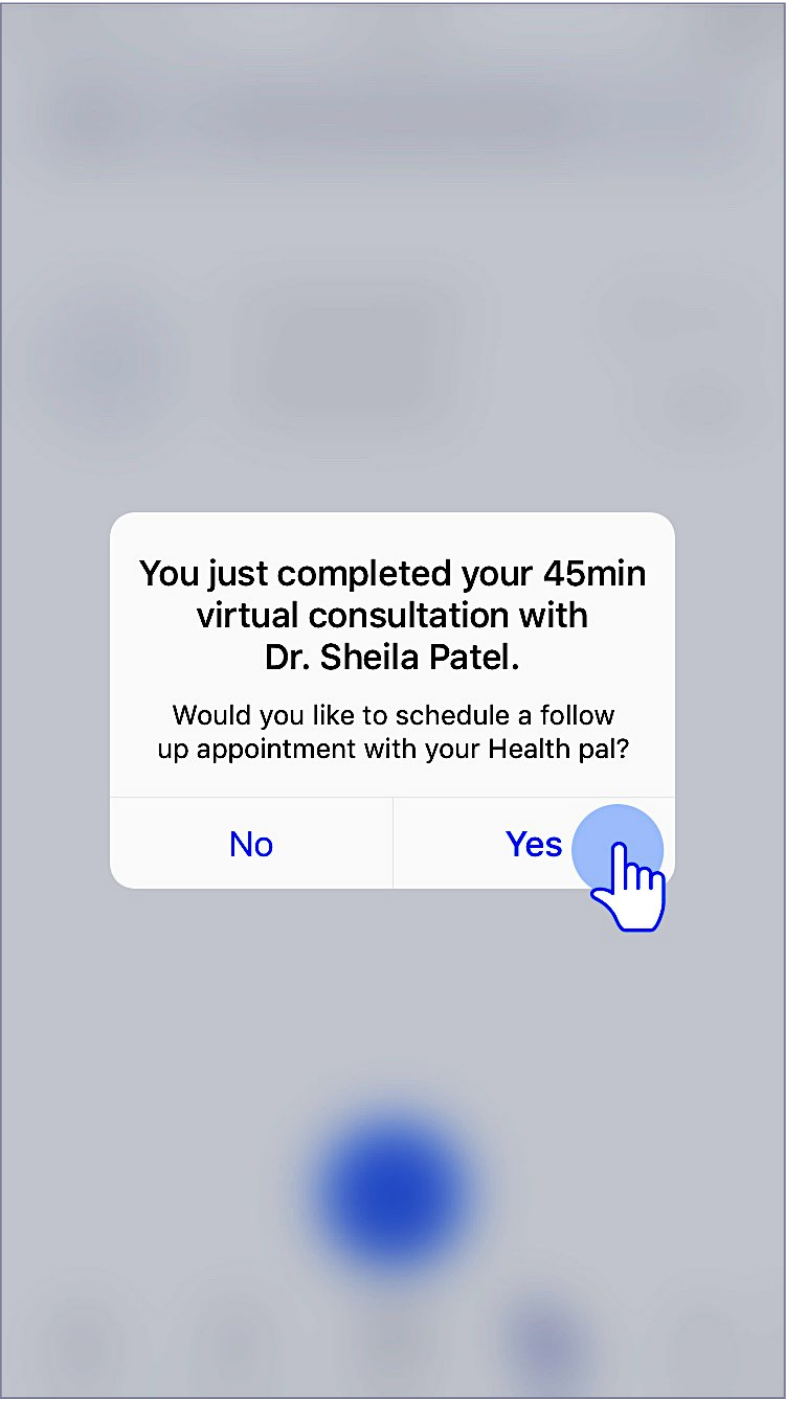


Nya

Calls



5.3 Call Review



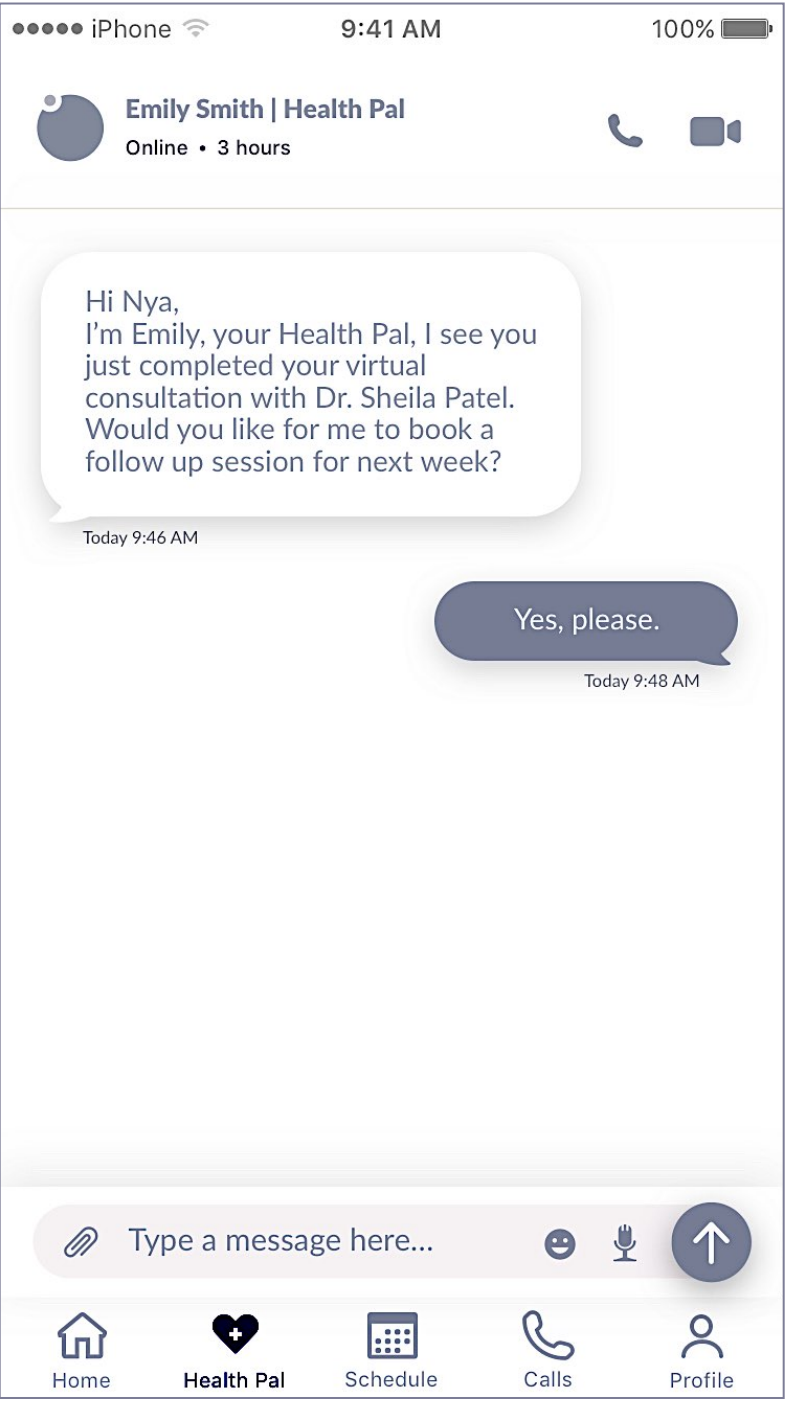
5.3 Health Pal



5.3 Health Pal Start



5.3 Health Pal Book



5.3 Health Pal Reply

SEARCH

FIND A DOCTOR AND BOOK AN APPOINTMENT

Interview 2



Alex

“I am looking for an expert that provides a particular service and that’s conveniently located close to my home.”

Age: 40
Work: Tech Product Director
Family: Married
Location: San Francisco, CA
Archetype: The Tech Leader

Driven

Intelligent

Honest

Funny

Activities

Alex is a Product Director at a corporate investment and incubation firm. When not working around the clock, he enjoys going to crossfit 4-5 days week, cycling, and training for triathlons on the weekends.

Needs and Goals

I prefer to select an expert by convenience using google maps, yelp and looking at reviews.

Viewing an experts hours of operation, reviews, recommendations and list of services offered are important to me.

I’d like to receive responses from an expert either by email or phone.

I would like to have an expert follow up with my inquiry as soon as possible.

Frustrations

I don’t have time to call multiple experts to see if they provide a particular service.

Unable to find an expert who specializes in cold laser therapy thats close to home.

I eventually found a few experts who provide cold laser therapy close to home, but I still have not made the effort to call and set up an appointment.

Behaviors and Attitudes

Talks with assertiveness.

Feels bad wasting and burdening peoples time if they are unable to provide service needed.

Notices that experts are more willing to help when you have been referred to someone the expert knows or has worked with.

Alex subtly laughs when he talks about his frustrations.

Enjoys mediation in the morning before work.

Motivations

Alex believes in preventative body care and maintenance.

Treating injuries from being an athlete.

Inspired by tennis pro Roger Federer.

Obtains work colleague referrals for health experts in the community.

Brands

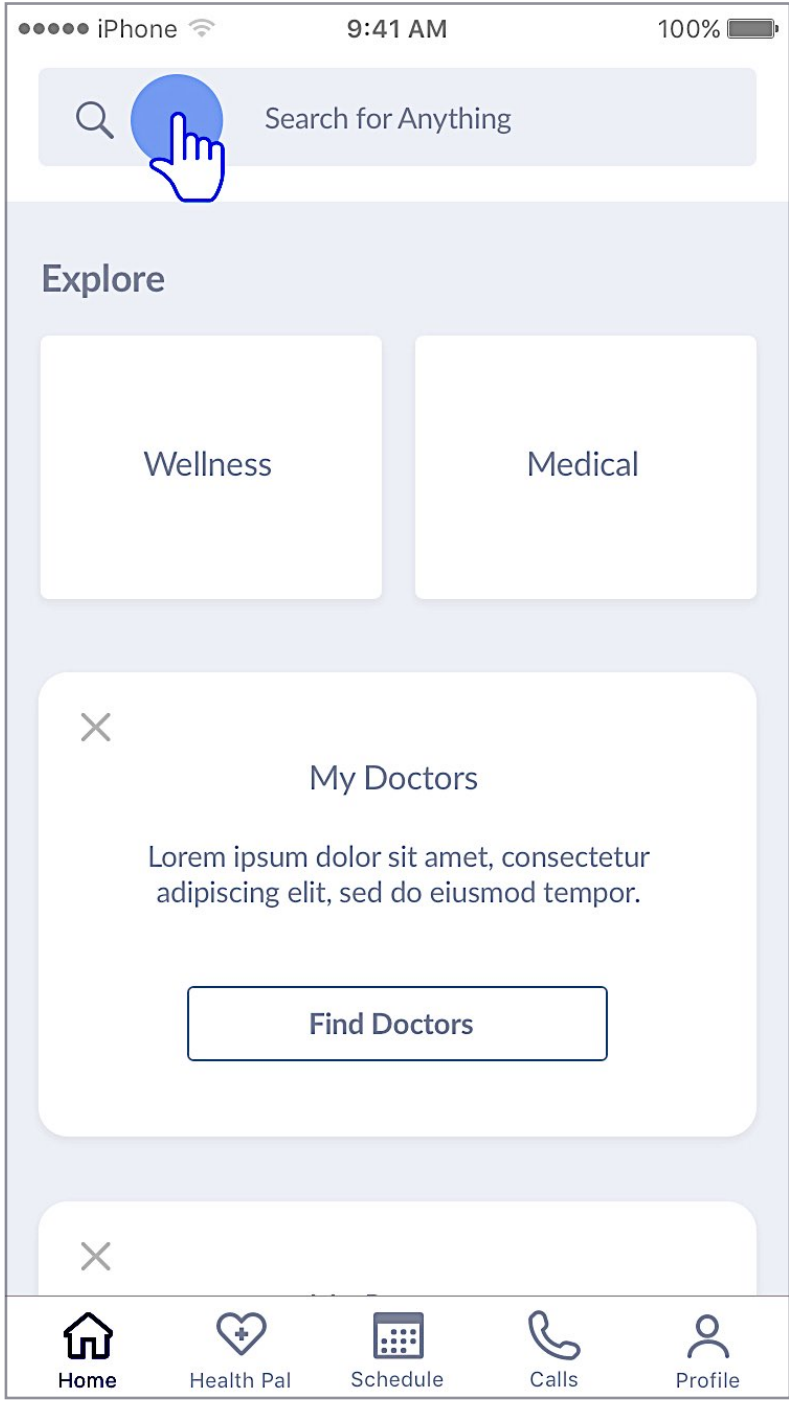
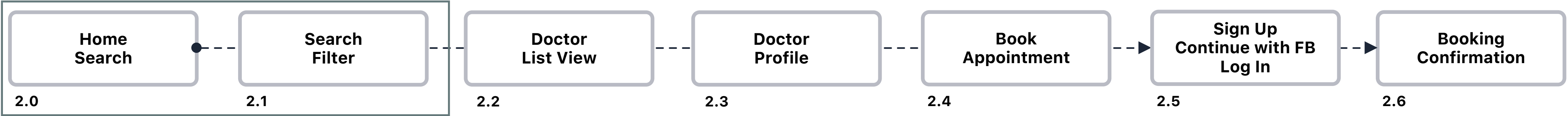


Mid-Fidelity Wires

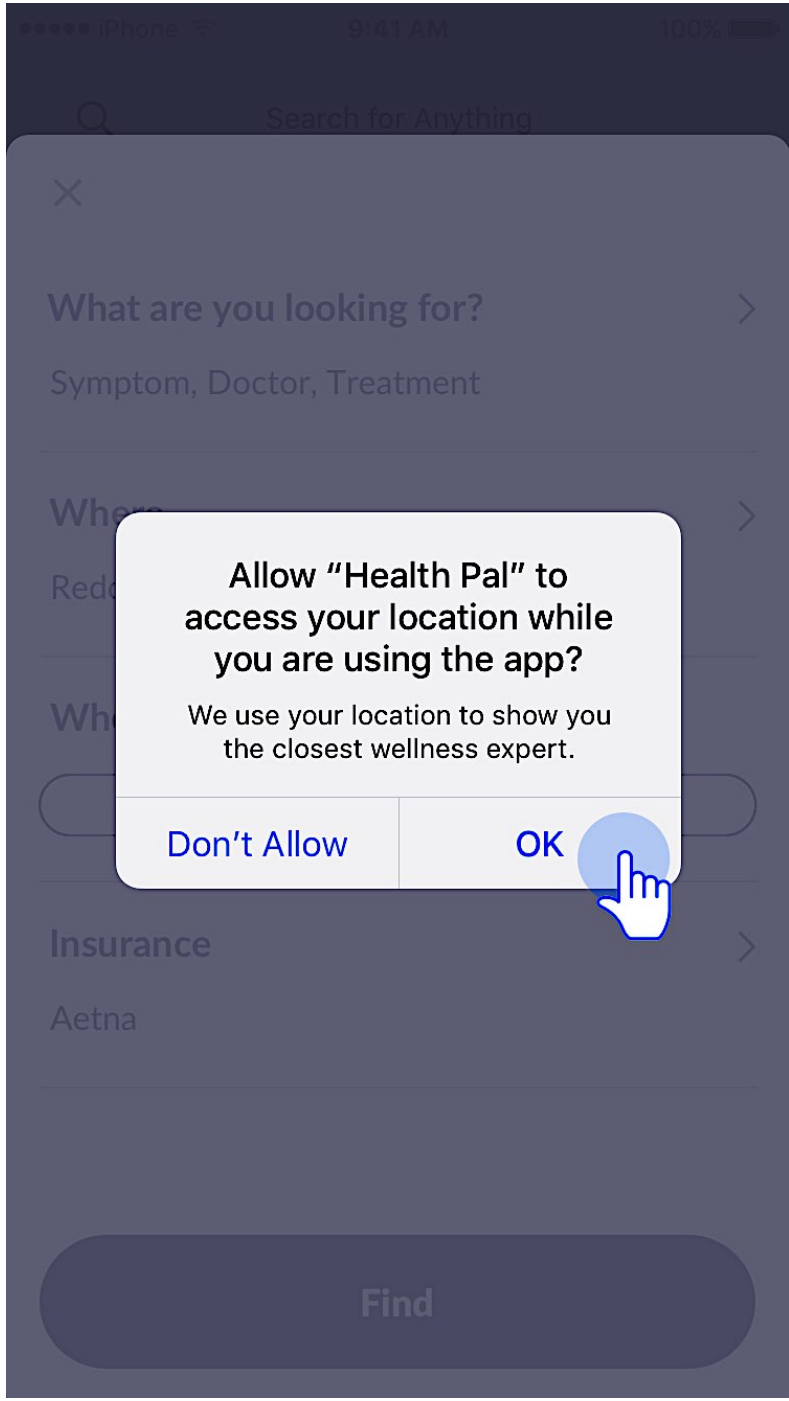


Alex

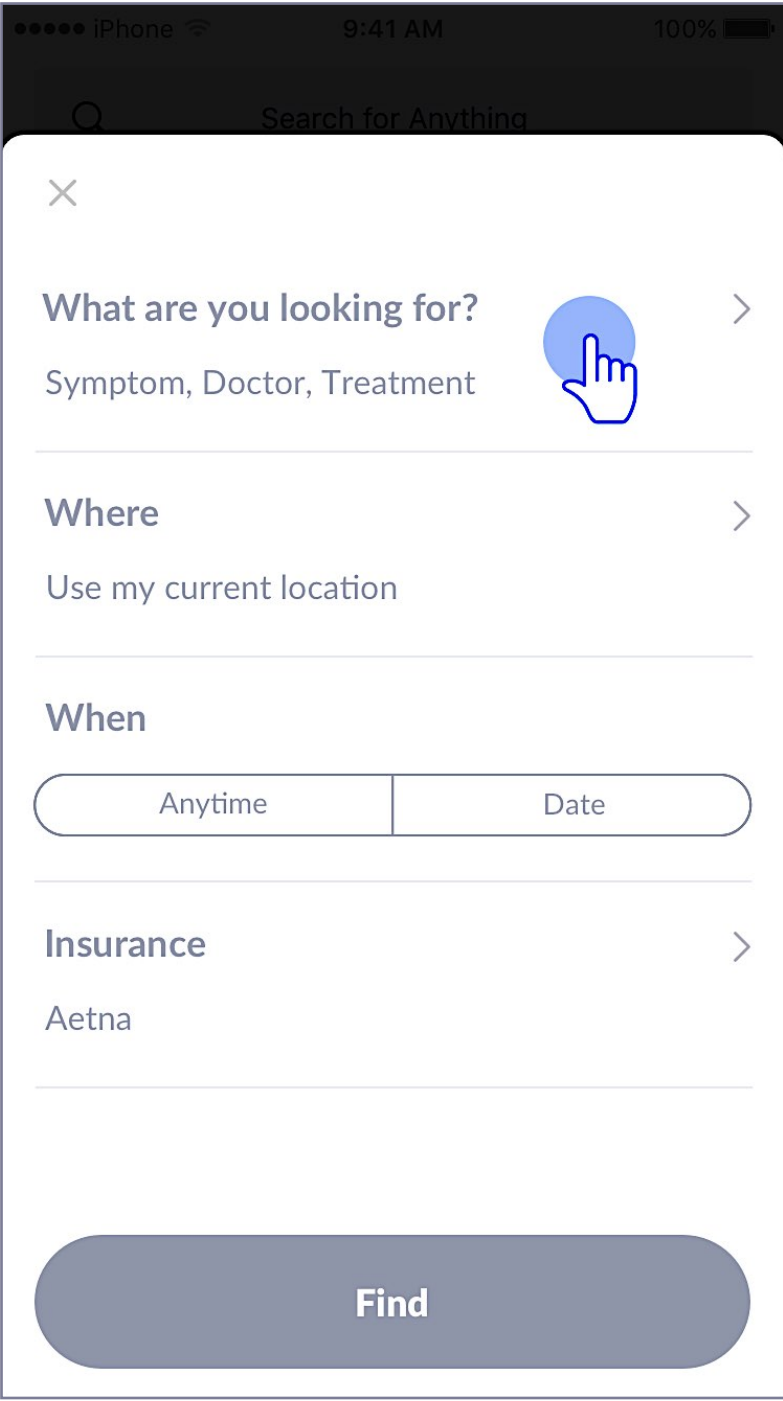
Search



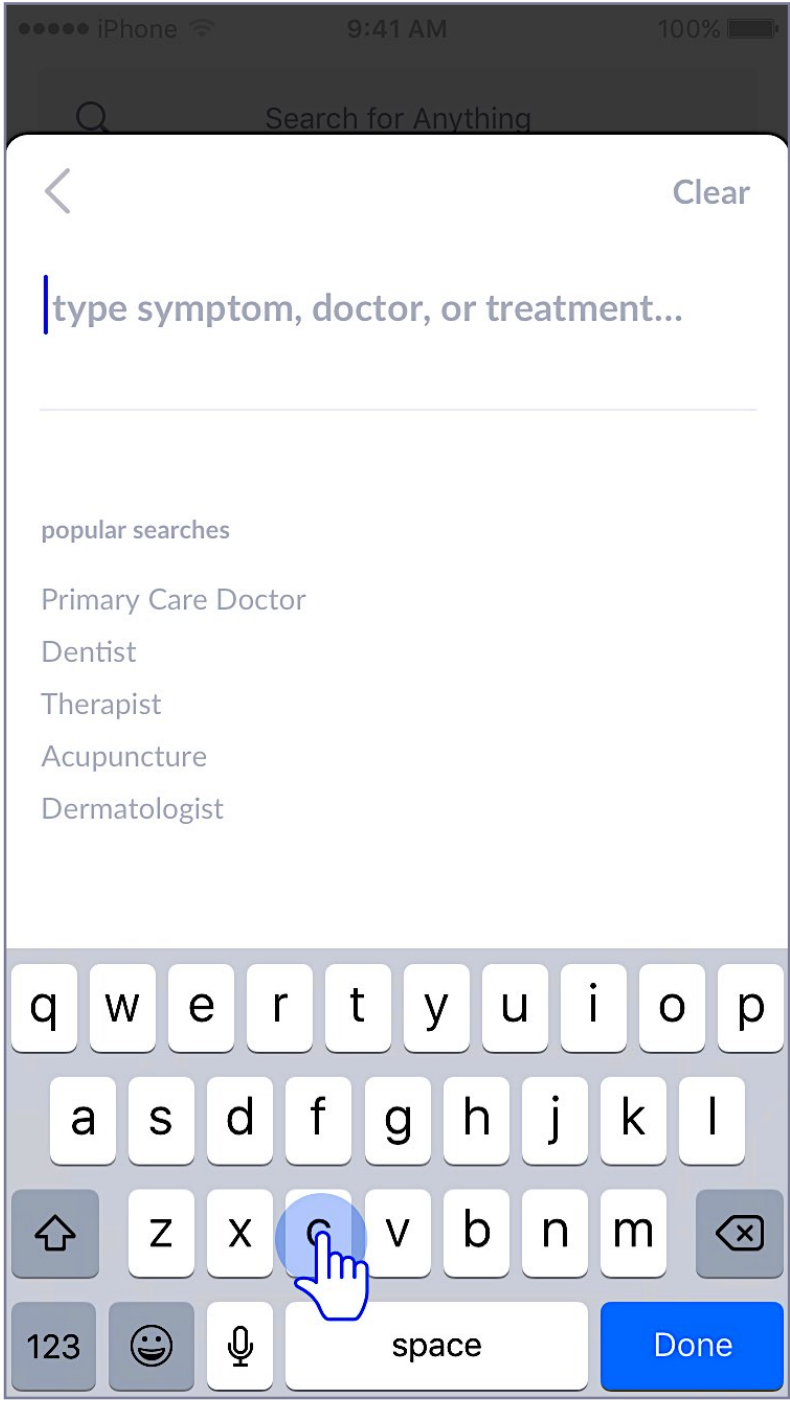
2.0 Home Search



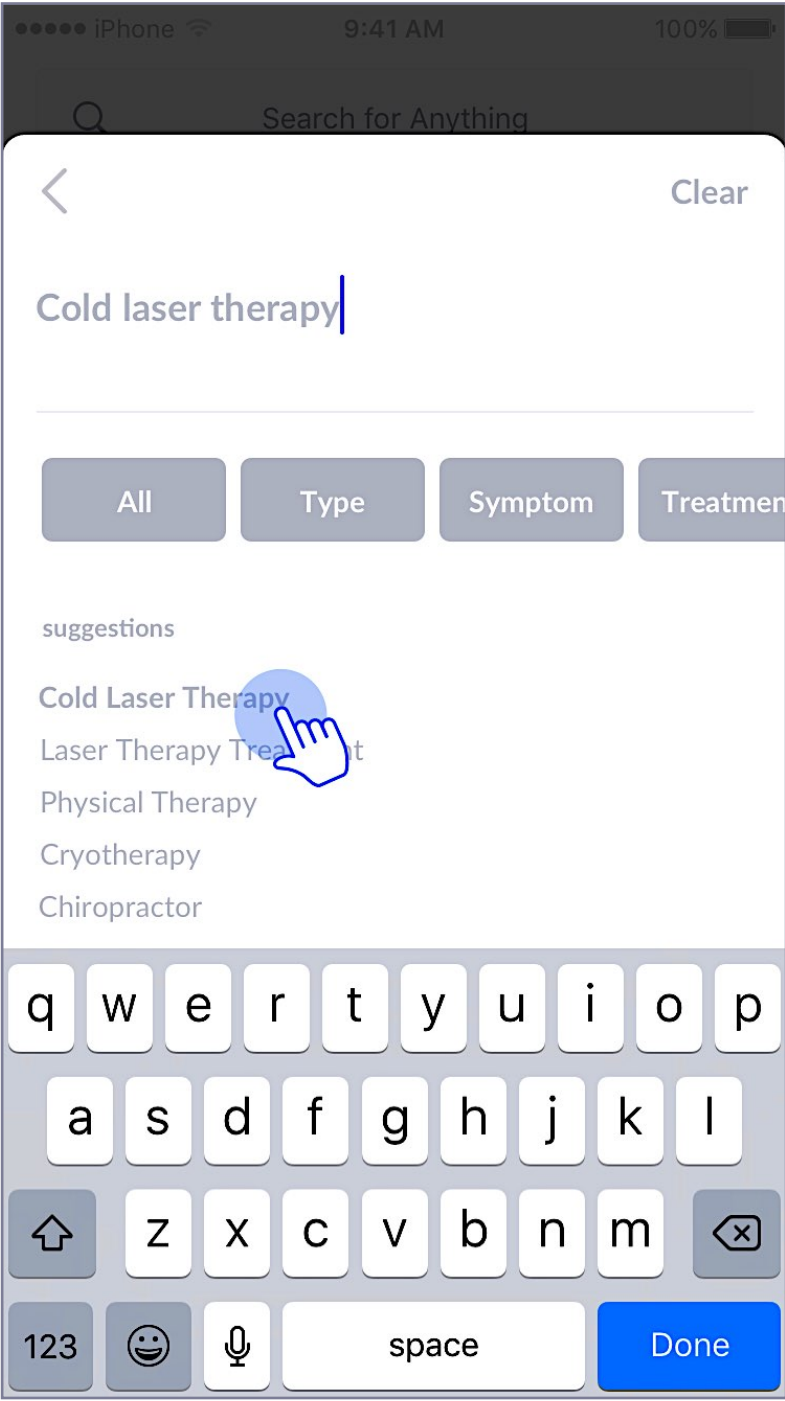
2.1 Search Field Alert



2.1 Search Field 1



2.1 Search Field 2



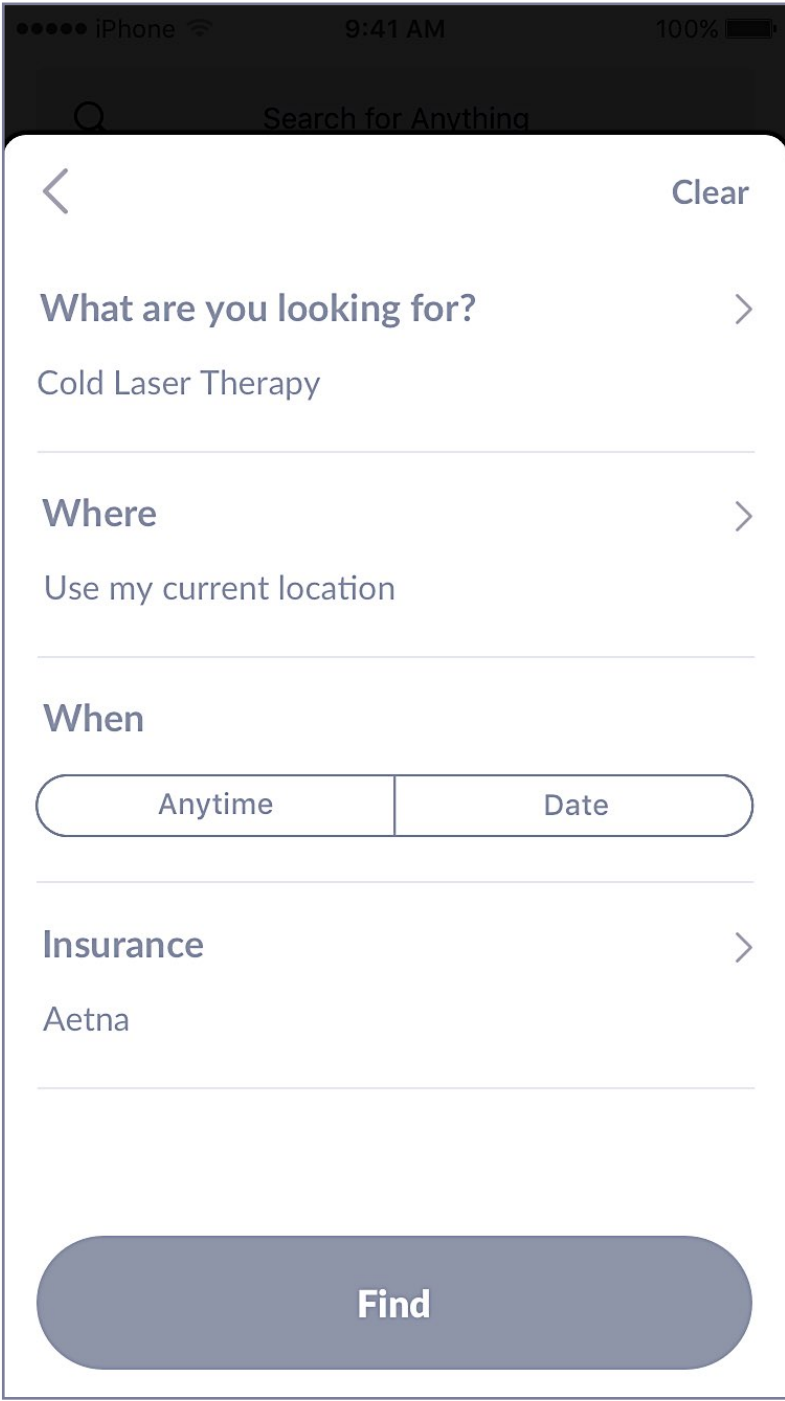
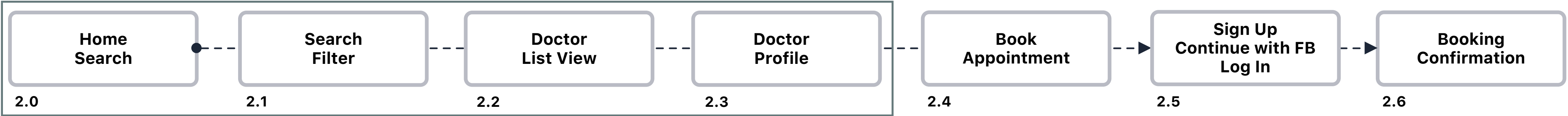
2.1 Search Field 3

Mid-Fidelity Wires

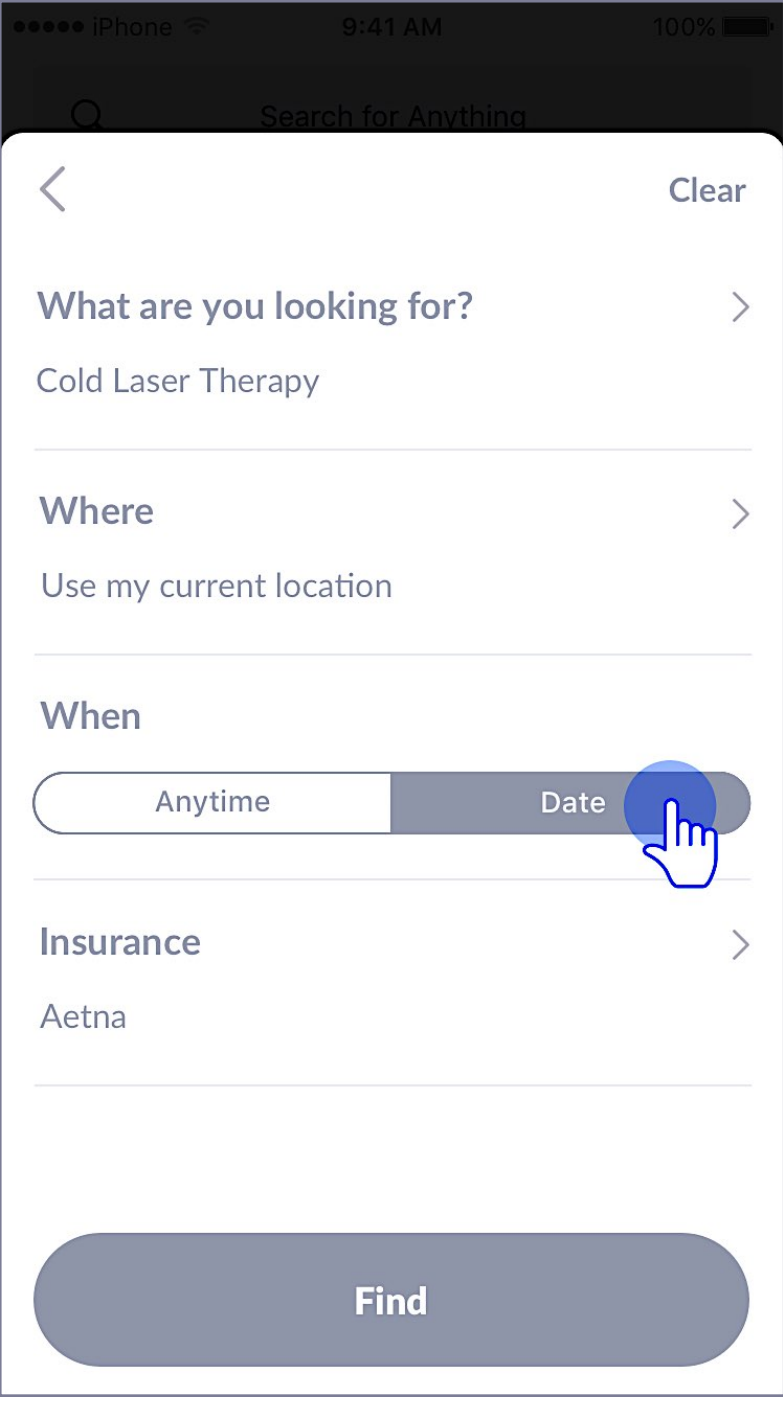


Alex

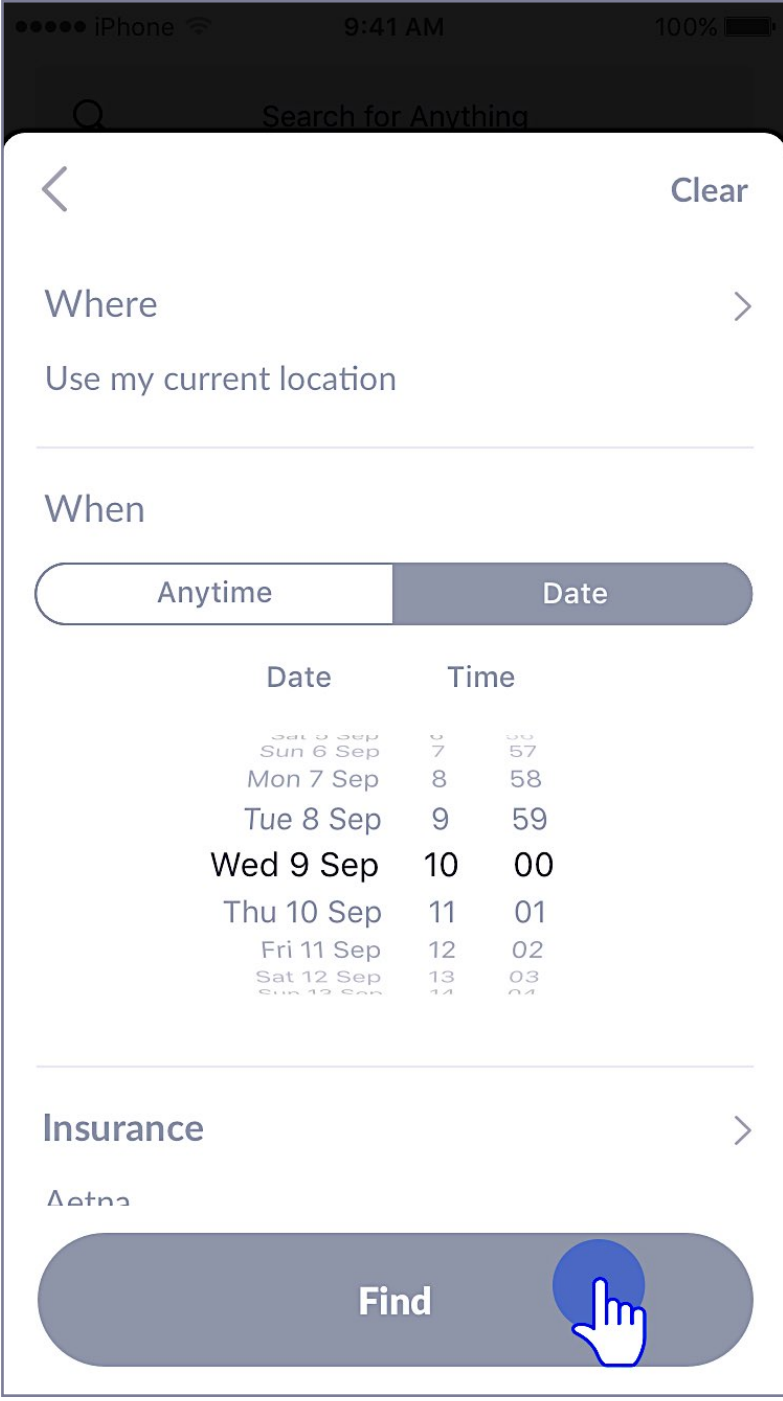
Search



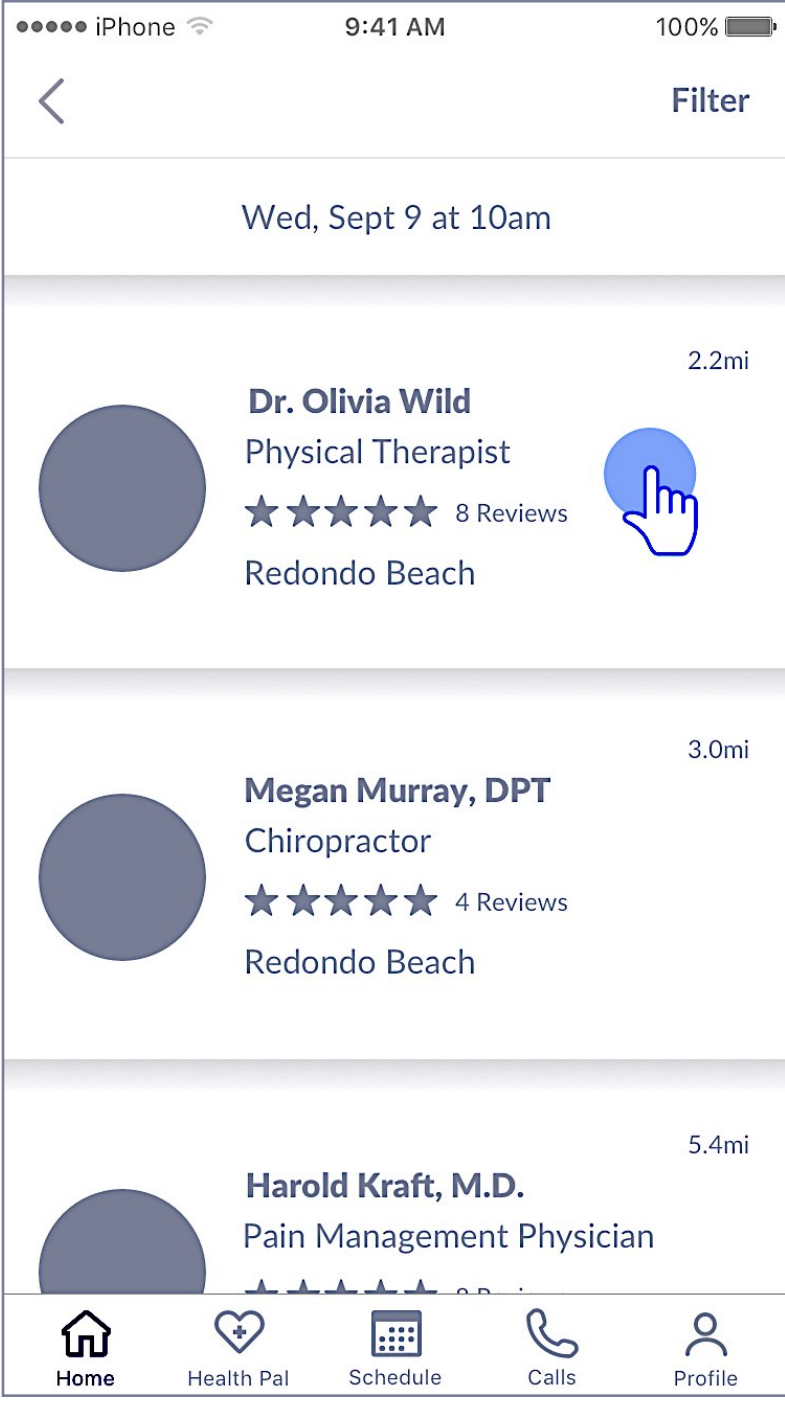
2.1 Search Field 3



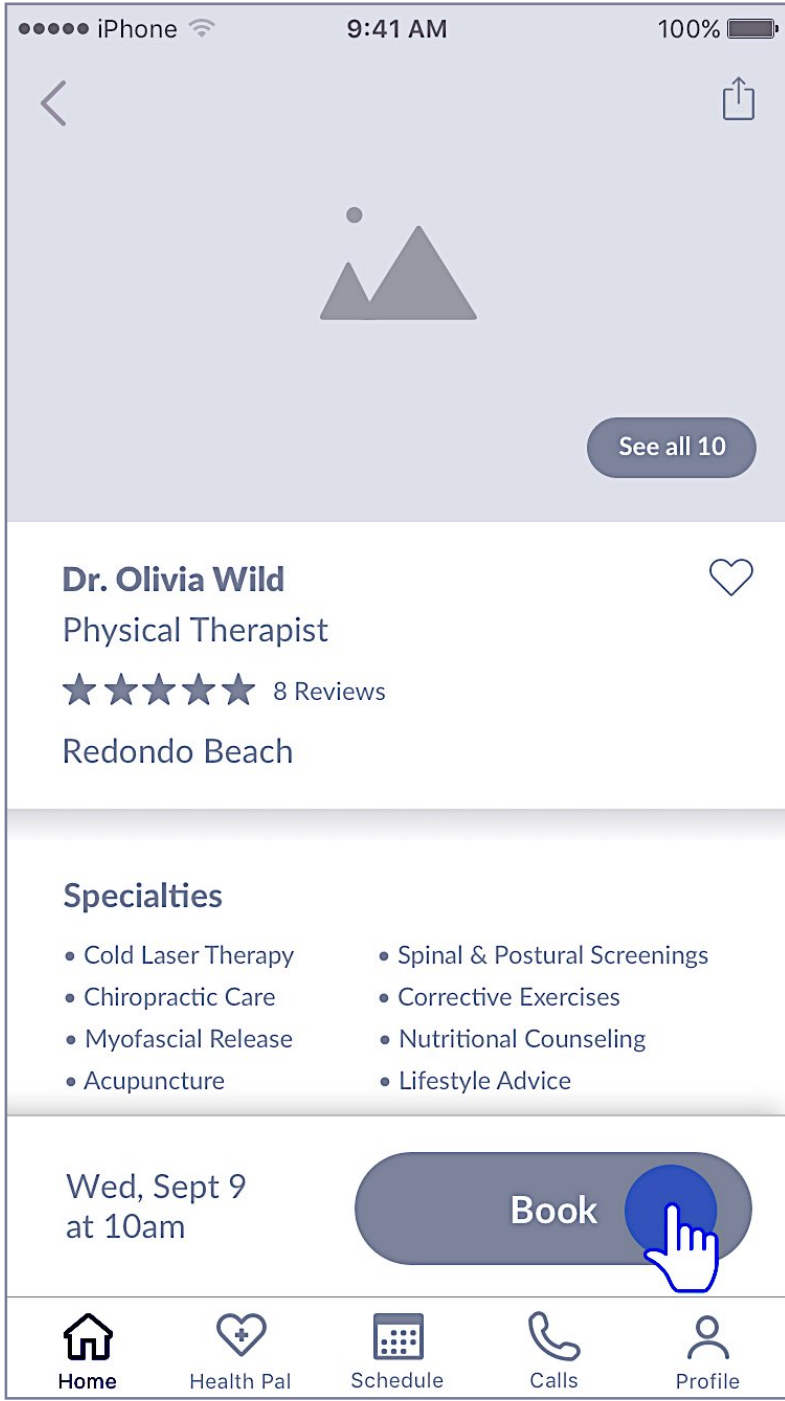
2.1 Search Field Date



2.1 Search Field Spinner

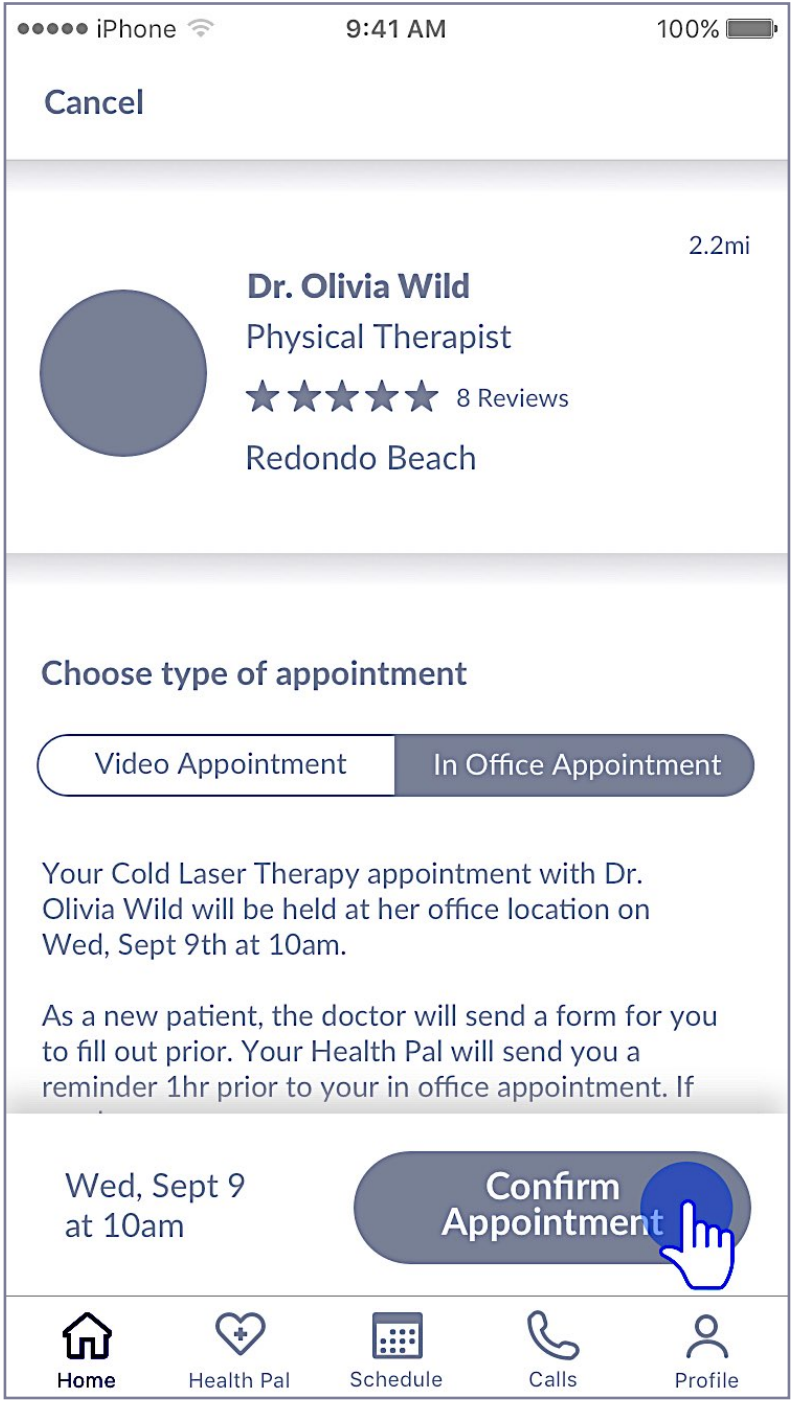
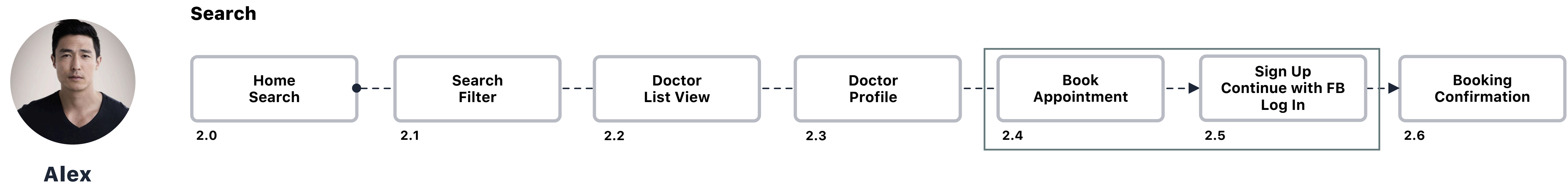


2.2 Doctor List View

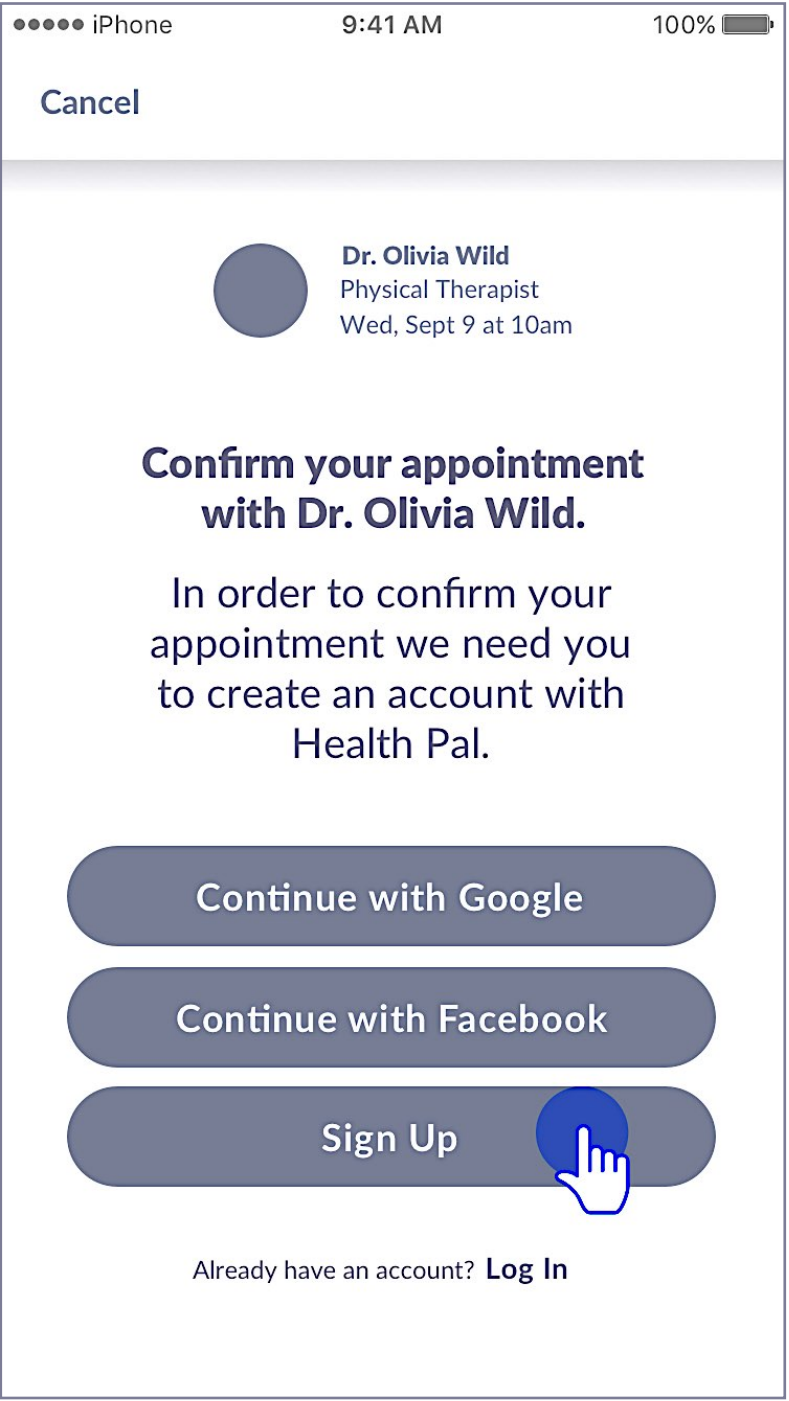


2.3 / 2.4 Doctor Profile, Book Appointment

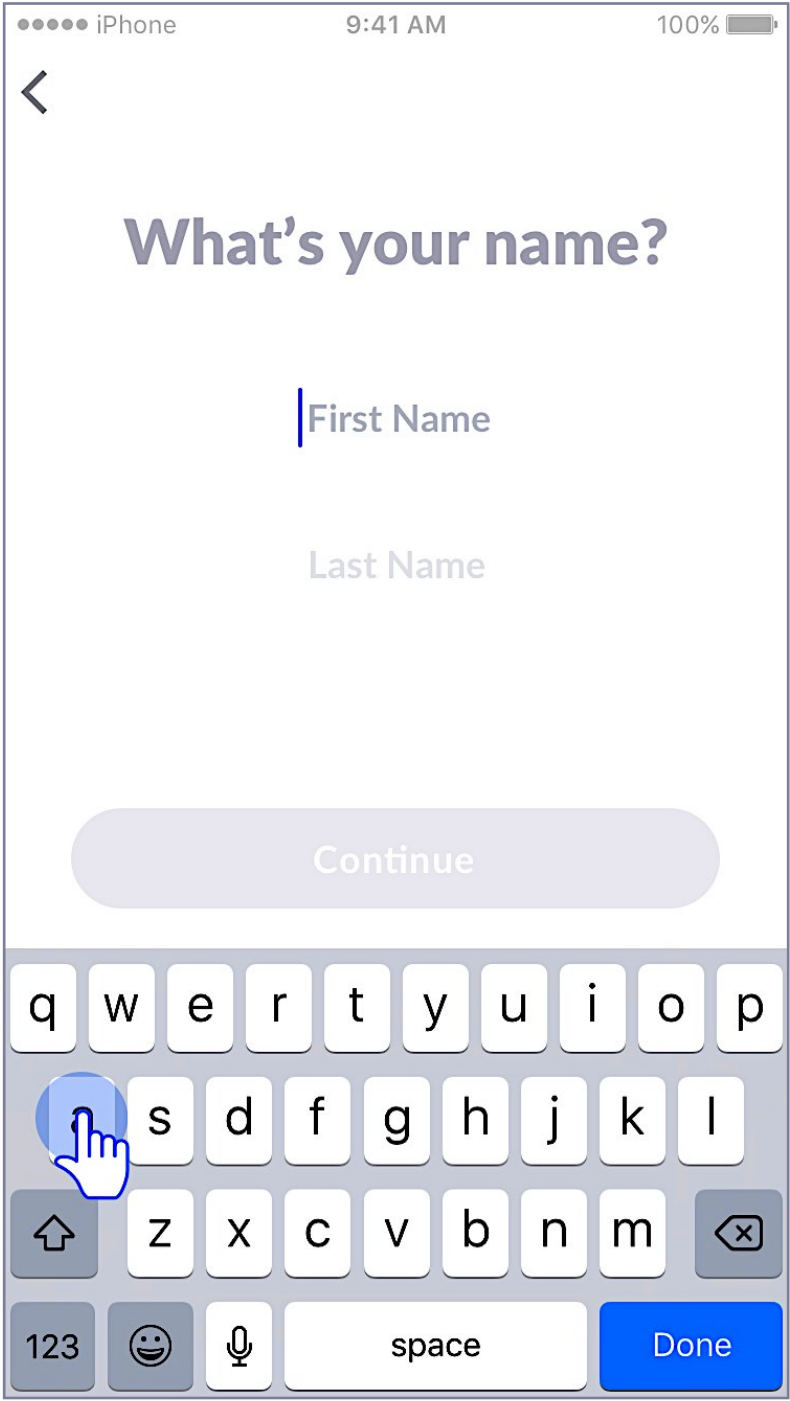
Mid-Fidelity Wires



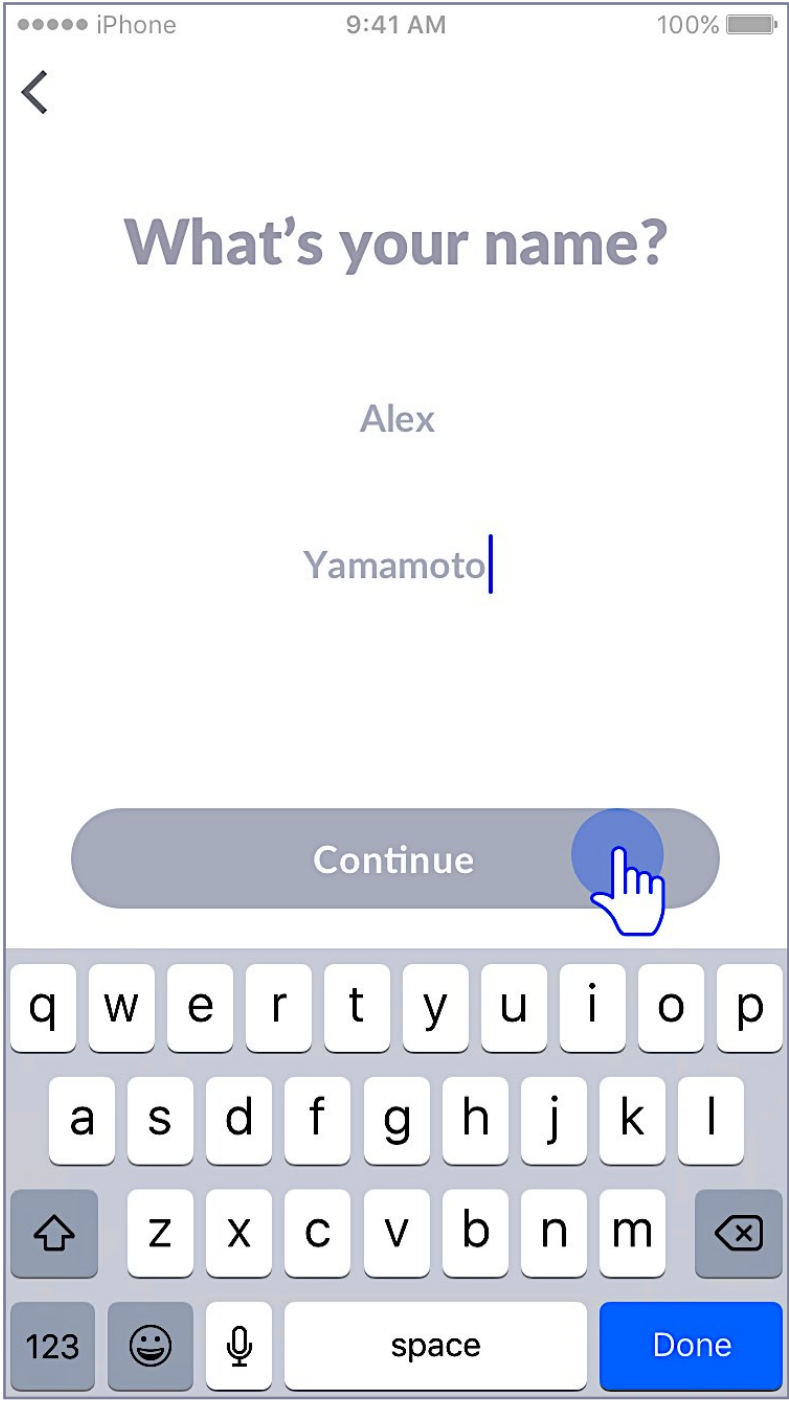
2.4 Doctor Confirm Appointment



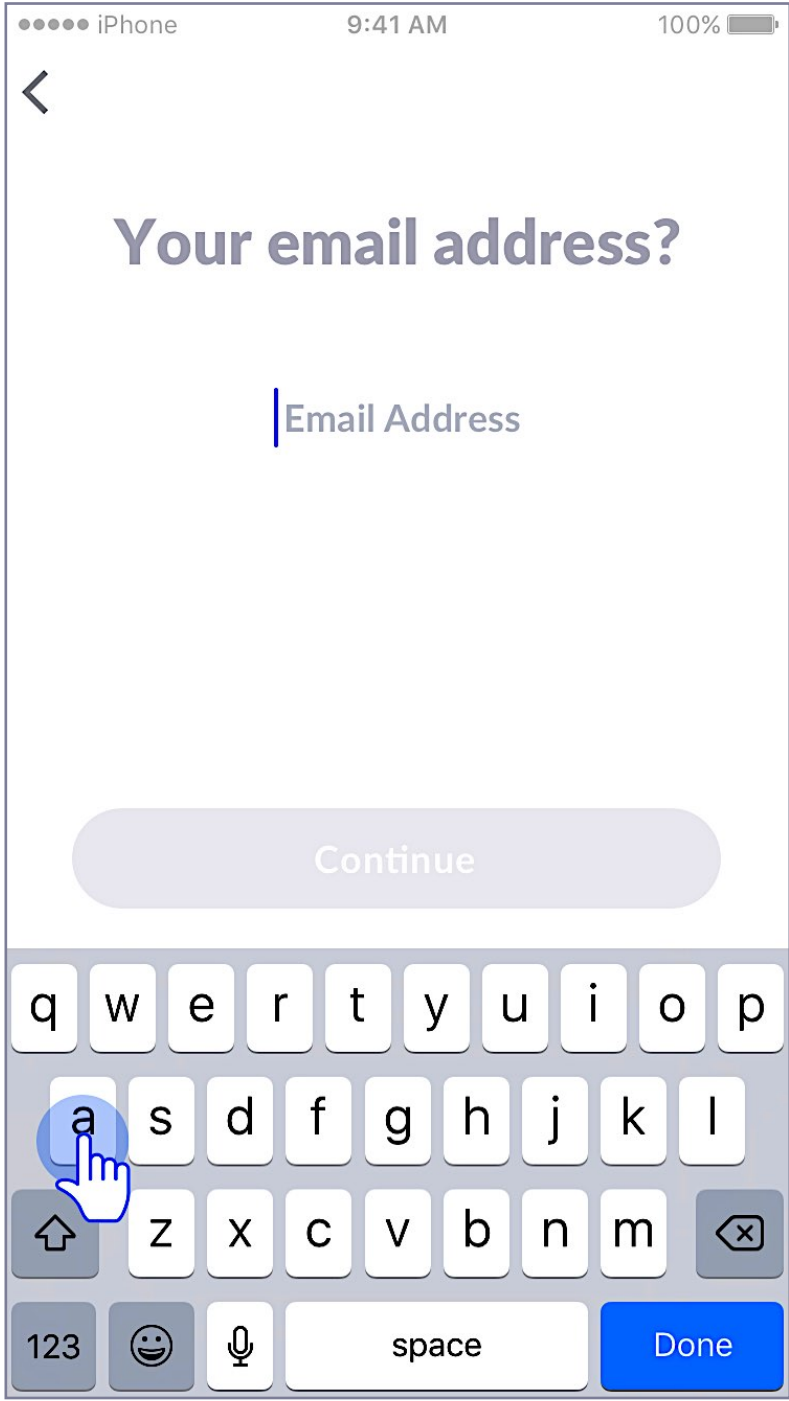
2.5 Sign Up - Log In



2.5 SignUp LogIn Name 1

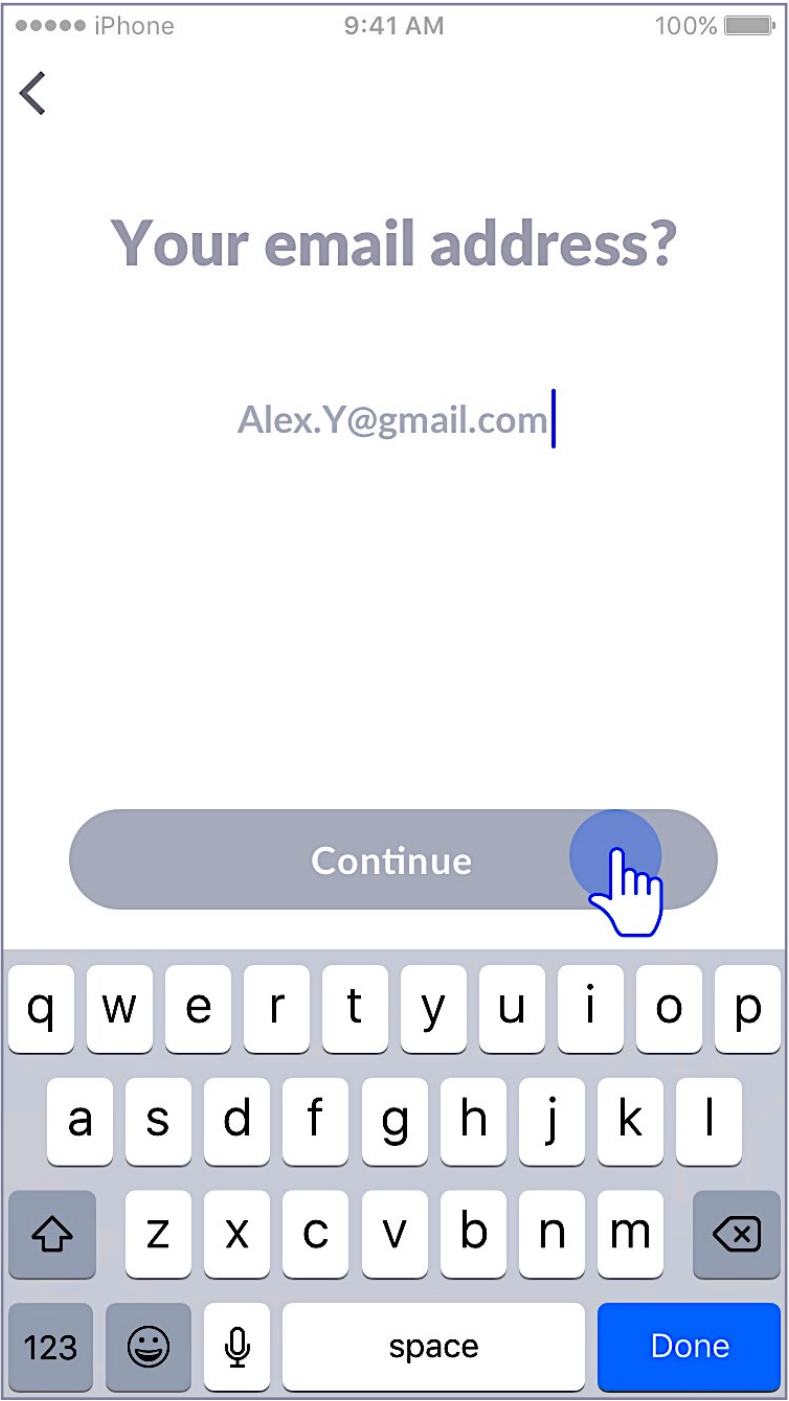
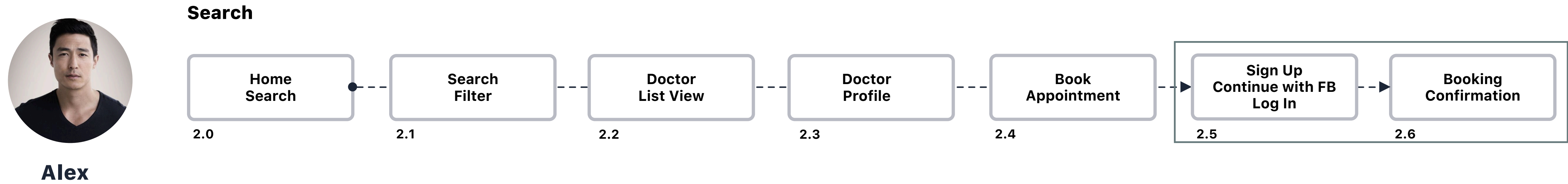


2.5 SignUp LogIn Name 2

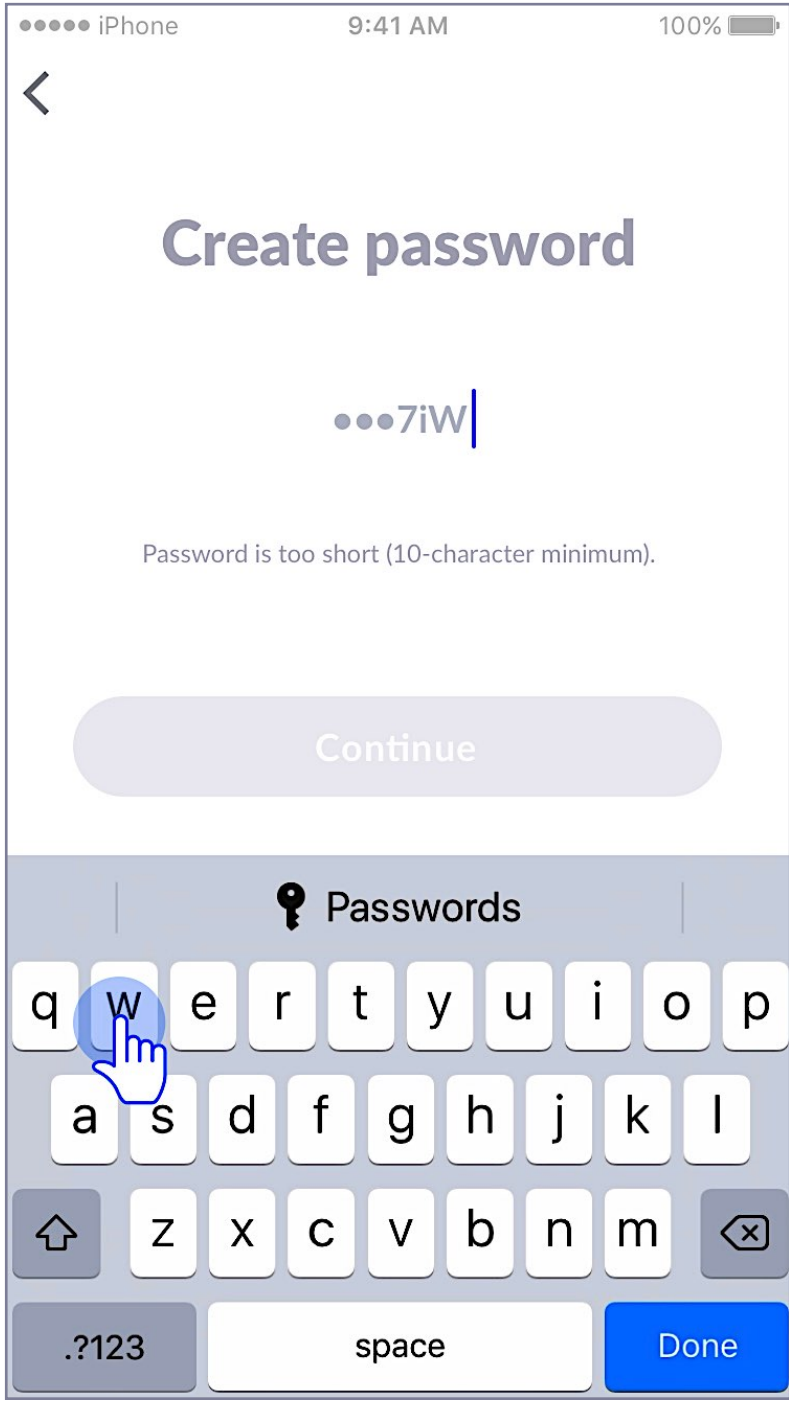


2.5 SignUp LogIn Email 1

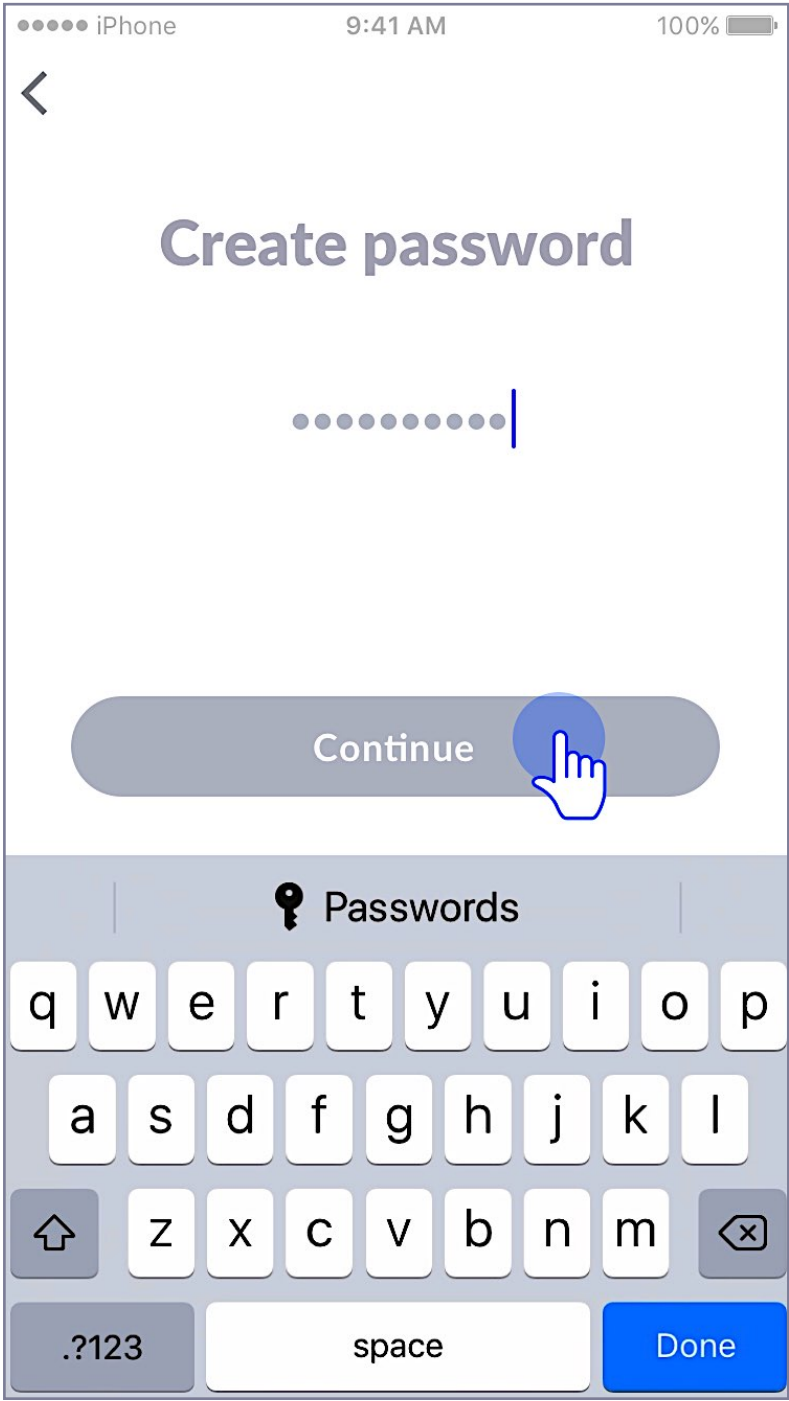
Mid-Fidelity Wires



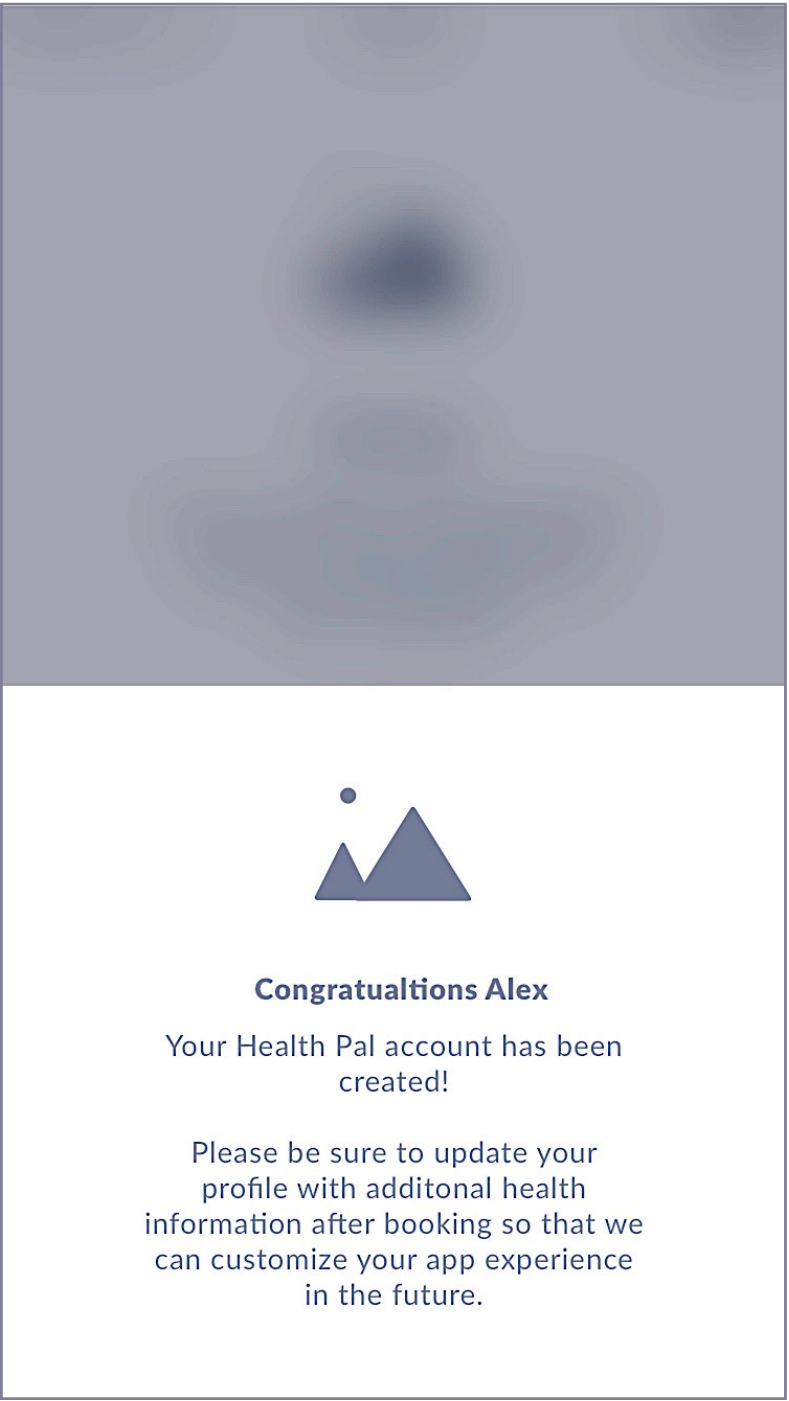
2.5 SignUp LogIn Email 2



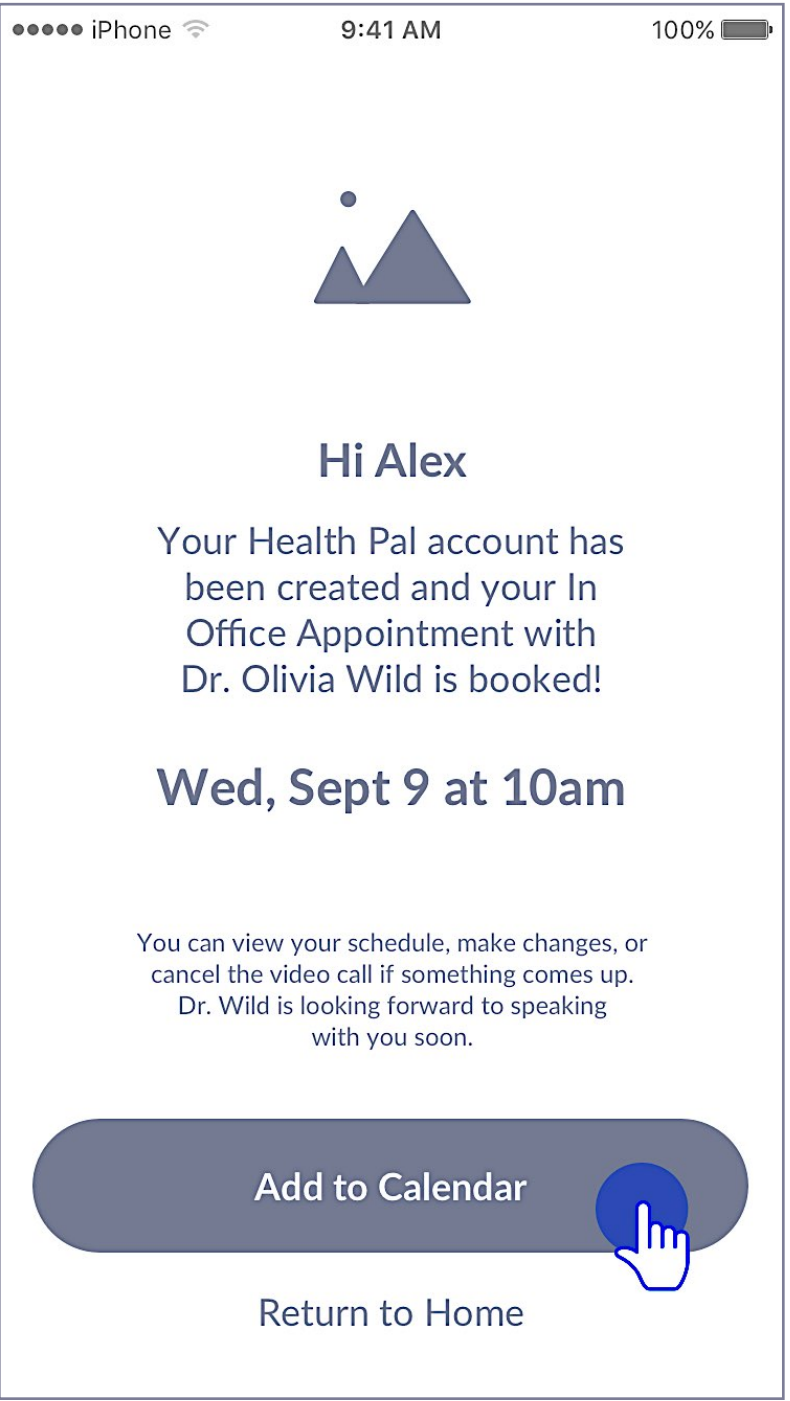
2.5 SignUp LogIn Password 1



2.5 SignUp LogIn Password 2



2.5 Confirmation Account Modal



2.6 Confirmation Appointment Modal