

HEALTH PAL

Health Pal Paper Sketches

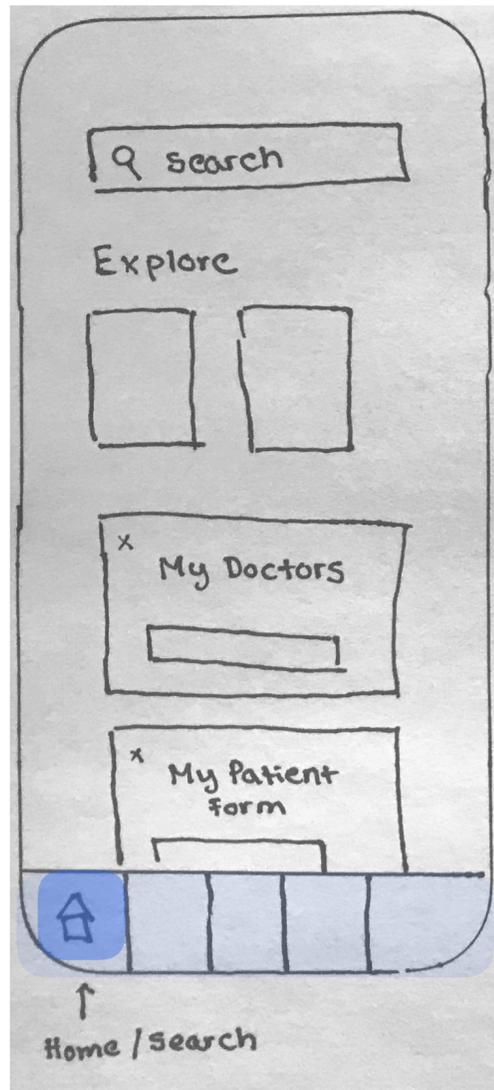
RESEARCH + DESIGN
RILEY PELOSI

WIREFRAME NAVIGATION

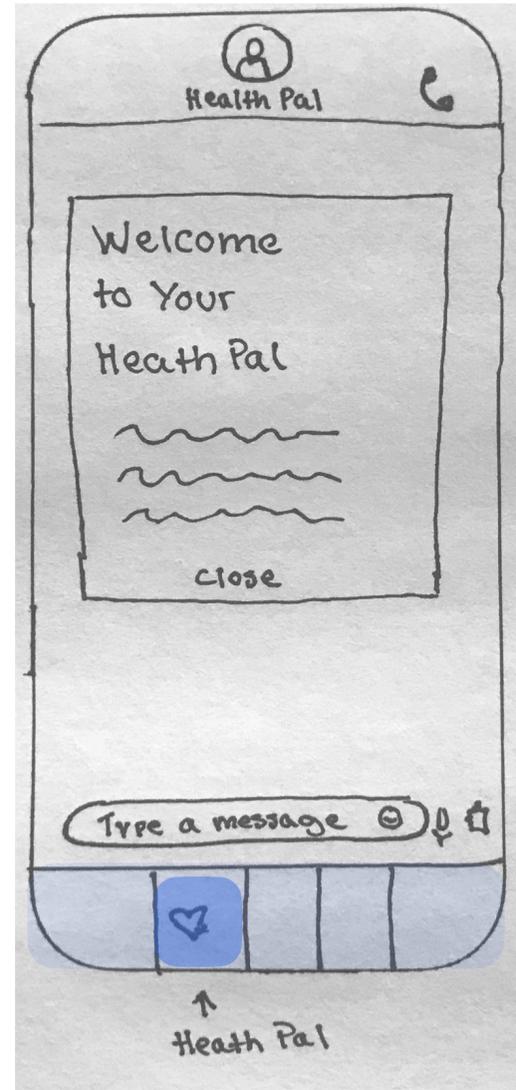
WIREFRAMES MY NAVIGATION BASED ON THE SITEMAP

Main Navigation

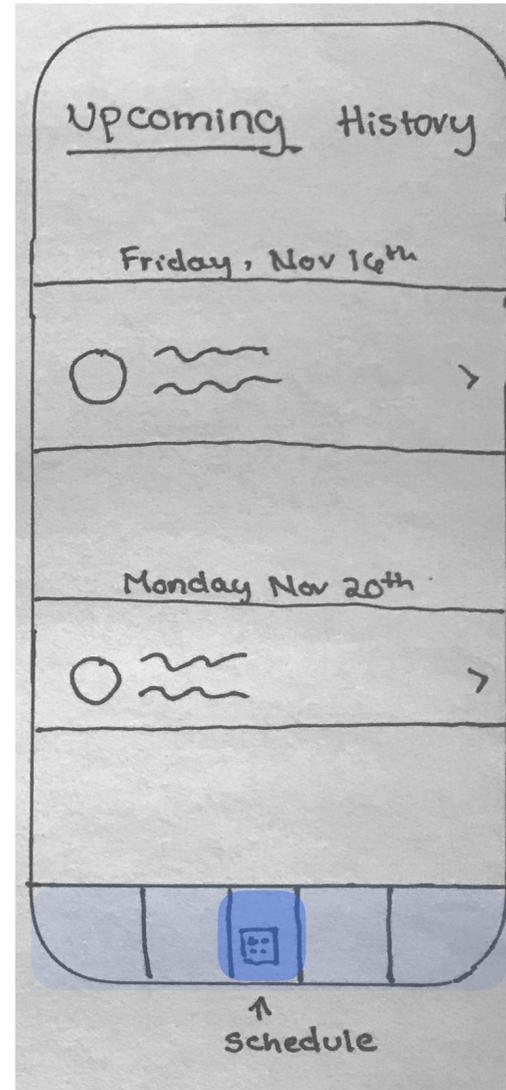
2.0 Home



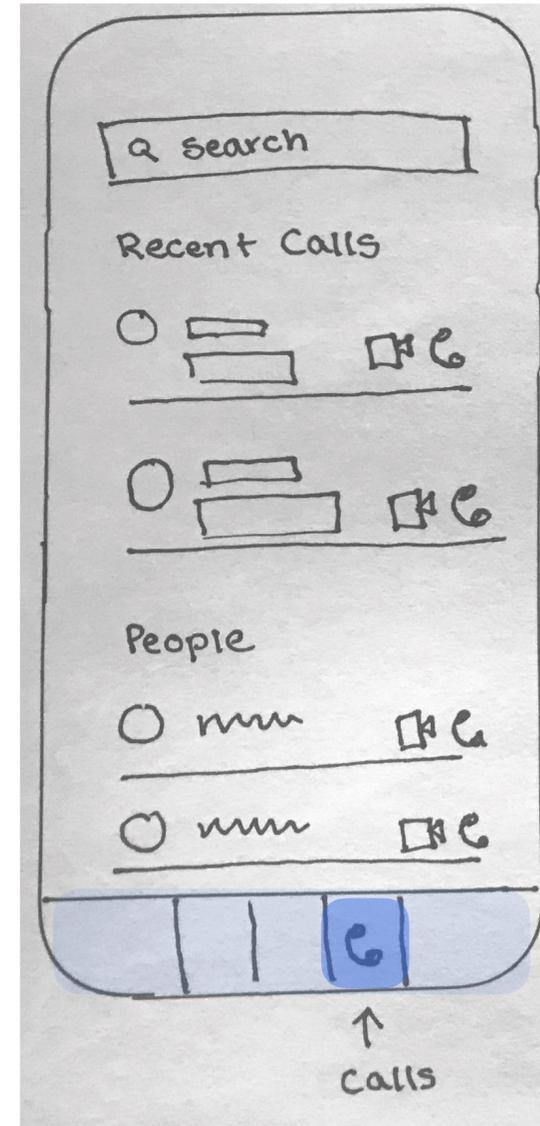
3.0 Health Pal



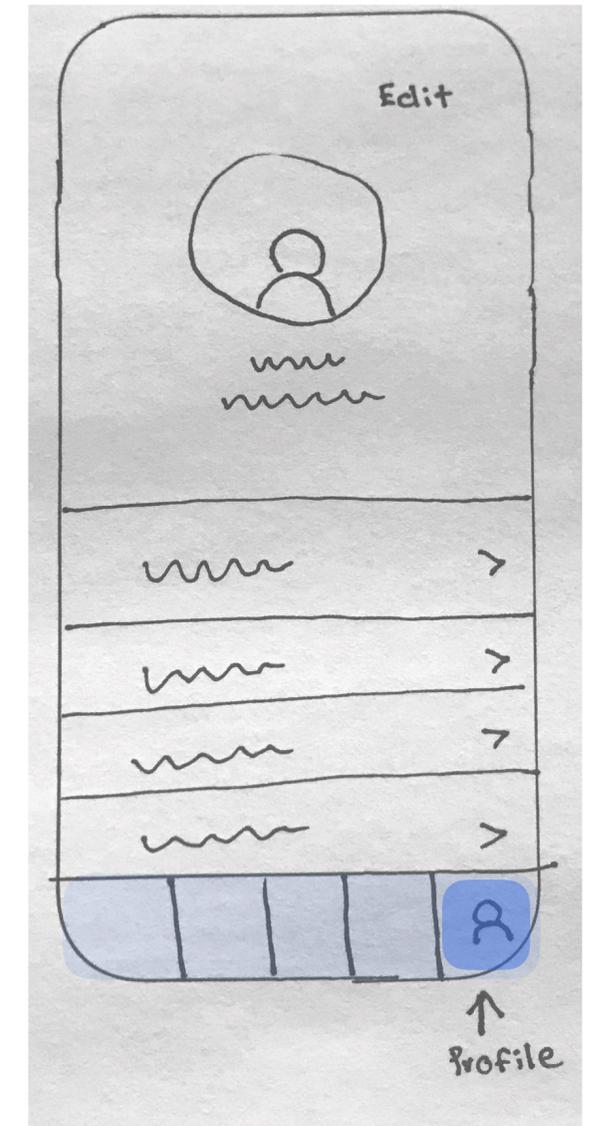
4.0 Schedule



5.0 Calls

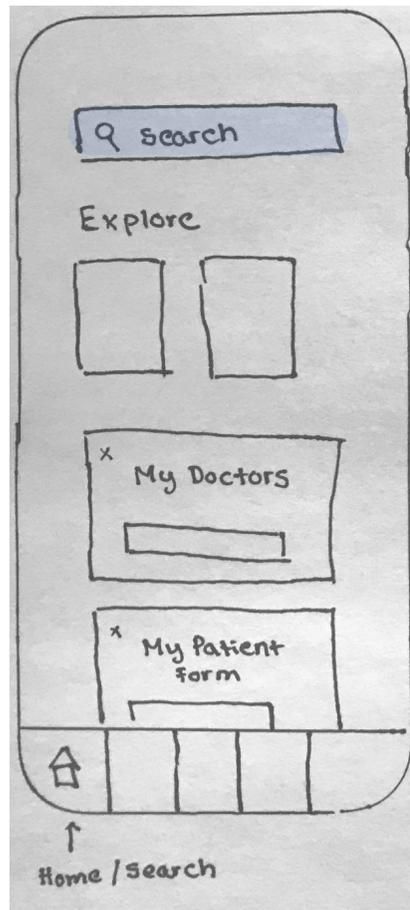


6.0 Profile



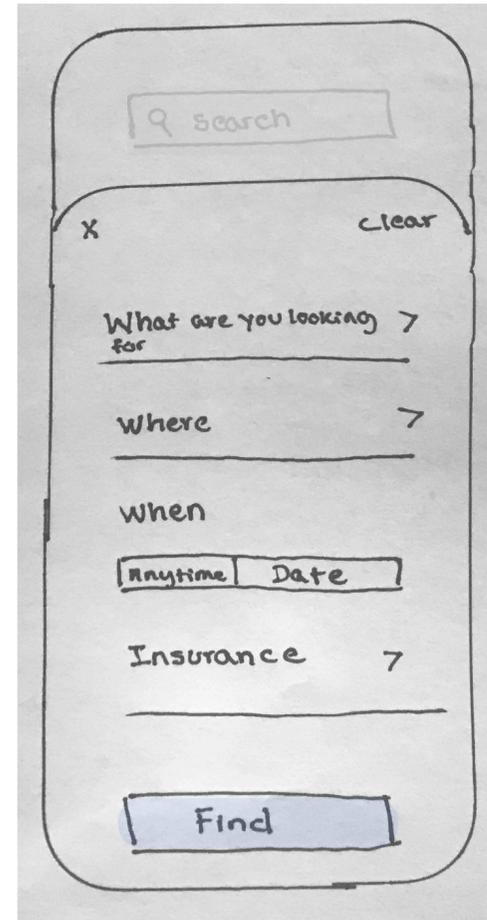
2.0 Home / Search

2.0 Home



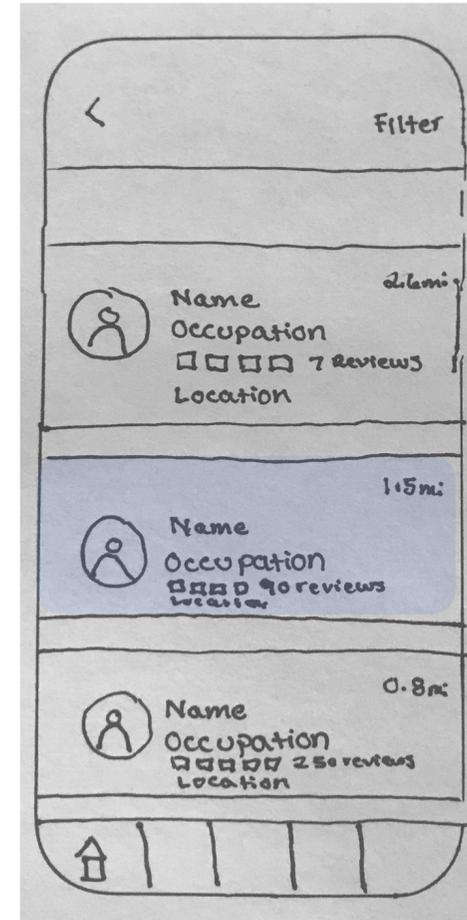
Tap Home / Search bottom nav.

2.1 Search Field



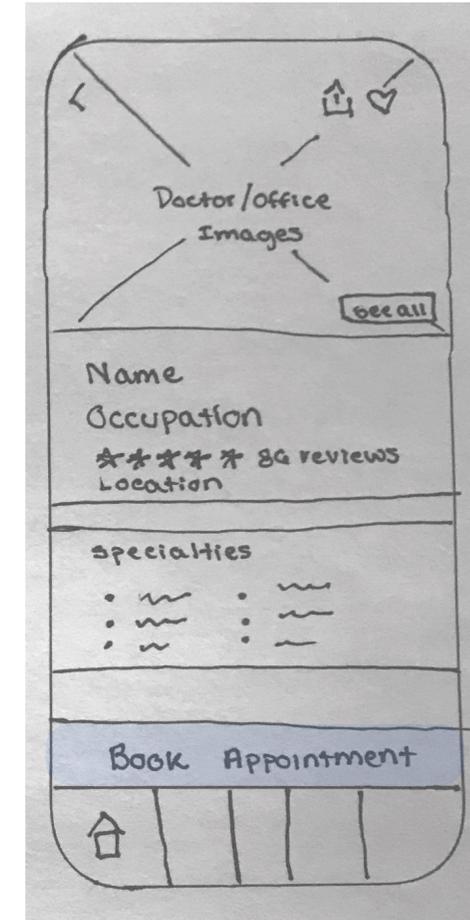
Refine your search by what you're looking for, where, when, insurance. Tap find.

2.2 Doctor List View



Based on search criteria view the list provided of doctors near you and select a doctor you might be interested in.

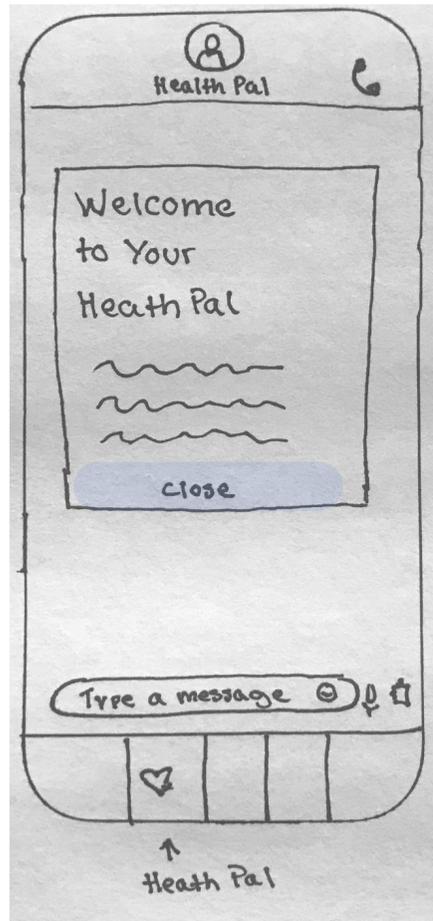
2.3 Doctor Profile



View Doctors profile. Name, occupation, ratings, location, calendar, specialities, qualifications, client focus, treatment approach, payment methods. Book a appointment or consultation.

3.0 Health Pal

3.0 Health Pal Start



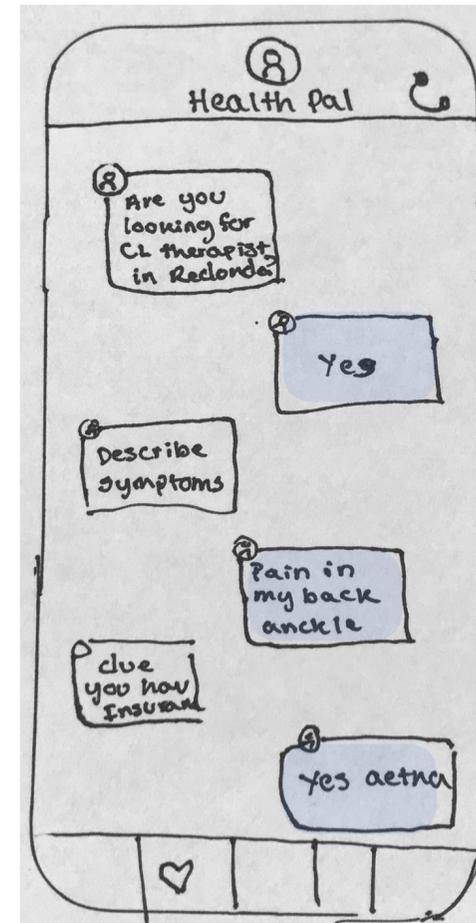
Tap Health Pal heart icon bottom nav. Close welcome modal when you are finished reading about this primary feature which helps save you time searching for docs.

3.1 Ask Question



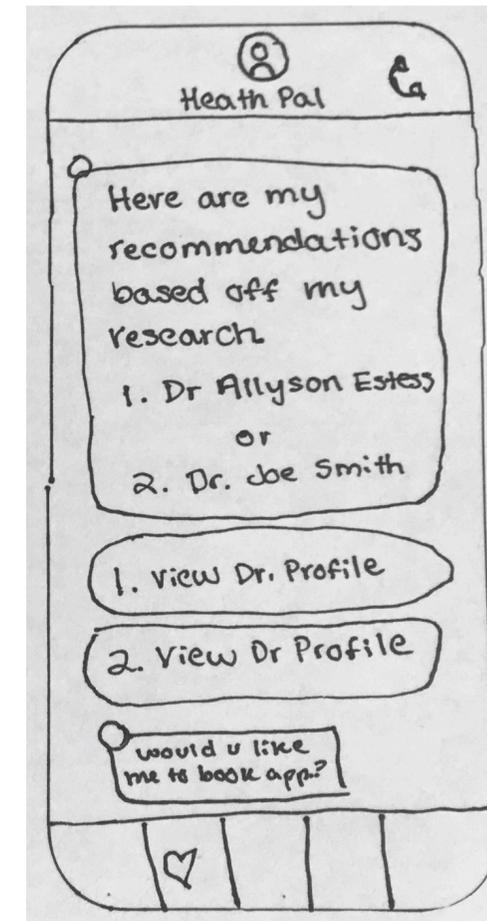
Start rich messaging dialog between you and your health pal. Your health pal is here to help answer your questions, provide doctor recommendations and help book your next doctor appointment free of charge.

3.2 HP Gathering Info



Health Pal asks more questions so she / he can provide the right set of recommendations through extensive research.

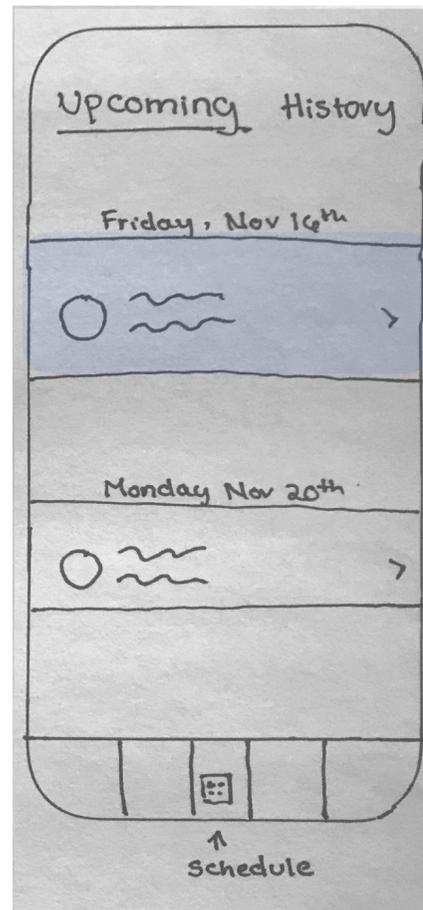
3.3 Book Recommendation



Please review doctor recommendation profiles and follow up with Health Pal so that he/she can help with booking process.

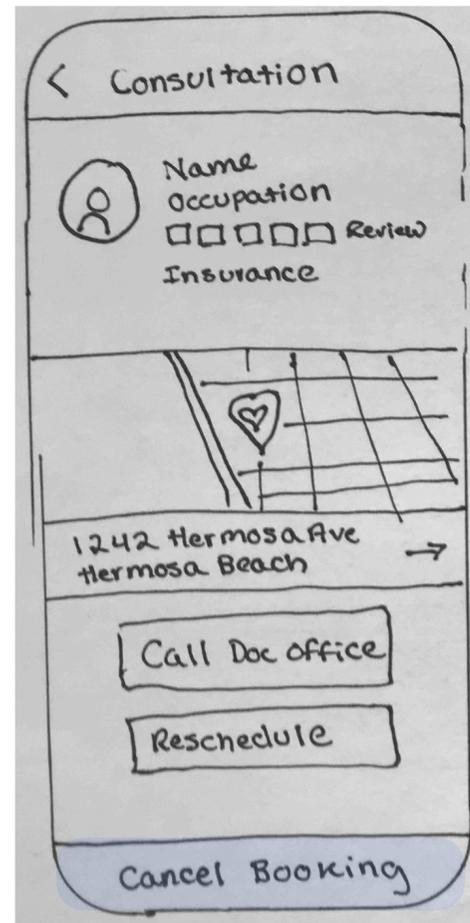
4.0 Schedule

4.0 Appointments



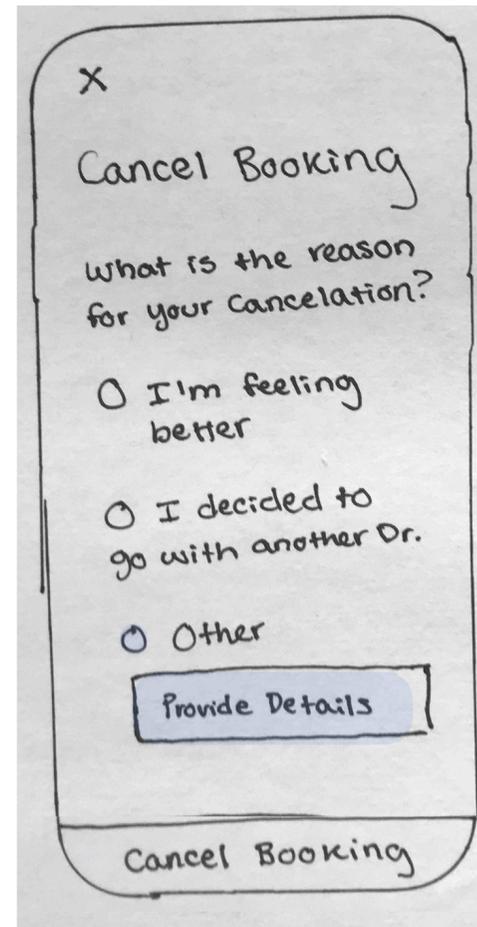
Tap Schedule on bottom nav and select appointment you would like to change.

4.1 View Appointment



View doctor appointment and tap on the floating cancel button when you are ready to cancel.

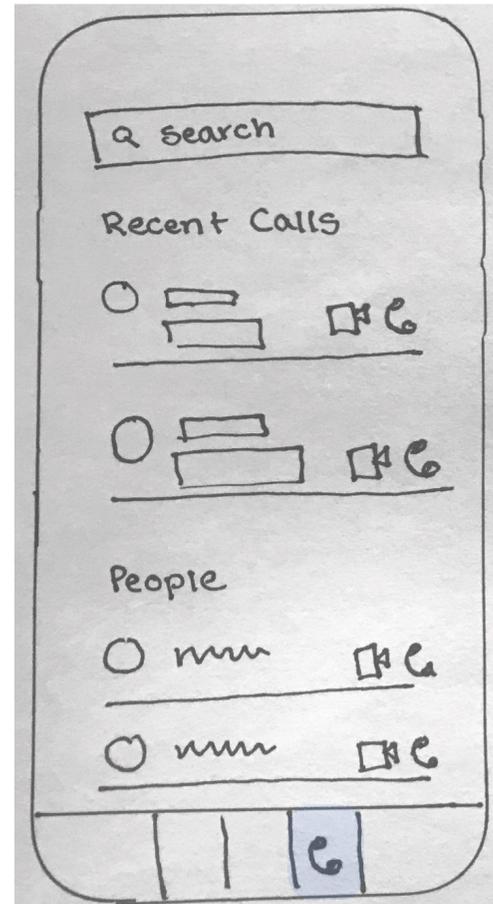
4.2 Cancel / Explain



Please provide details of why you would like to cancel your appointment so that we can improve our users needs.

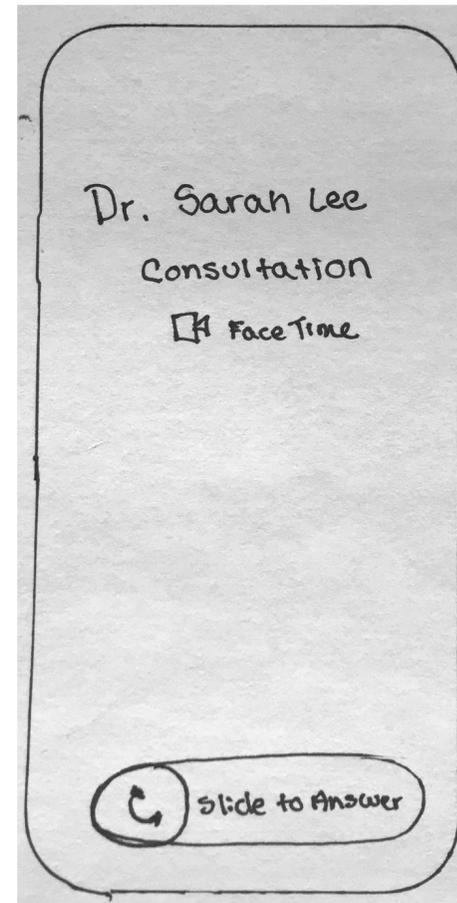
5.0 Calls

5.0 Call Start



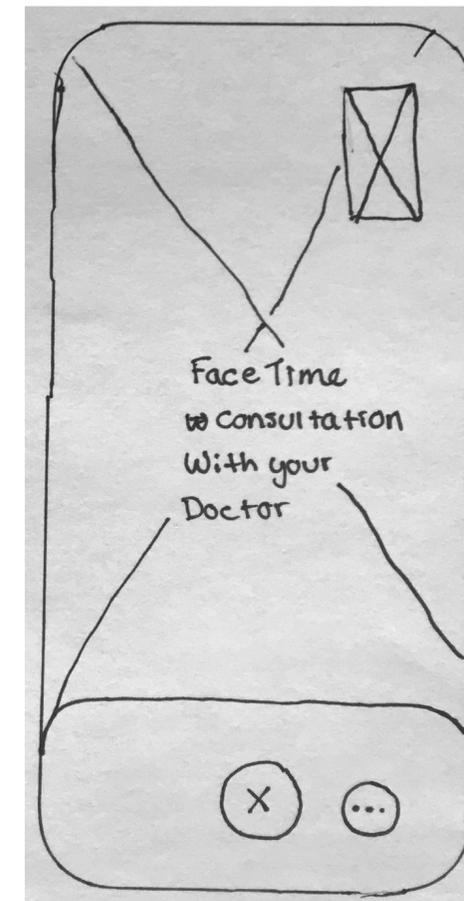
Here you will have the ability to make calls to your doctor or receive calls. The primary function for this feature is the ability to receive FaceTime calls with your doctor or wellness expert.

5.1 Call from Doctor



Screen showing you that your doctor is calling you swipe to answer FaceTime consultation.

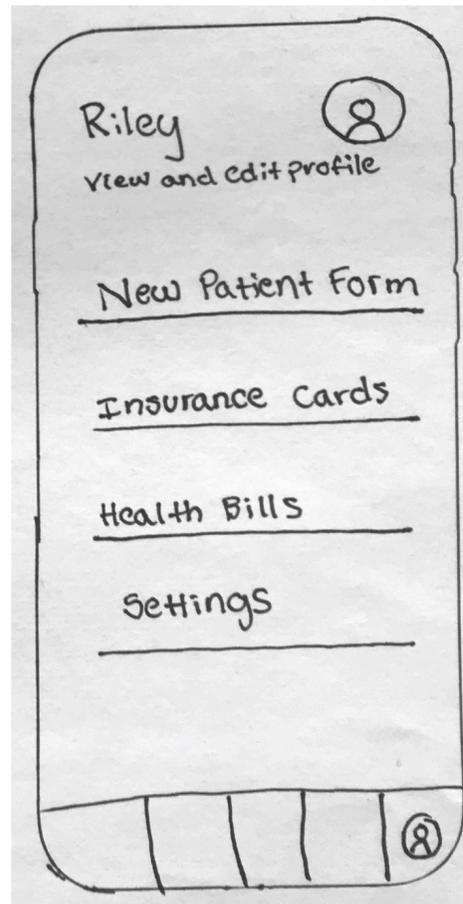
5.2 Answer and Start Consultation



Your consultation with your doctor has begun. When the consultation is over you can end it by pressing the close icon as the bottom of the screen.

6.0 Profile

6.0 Profile



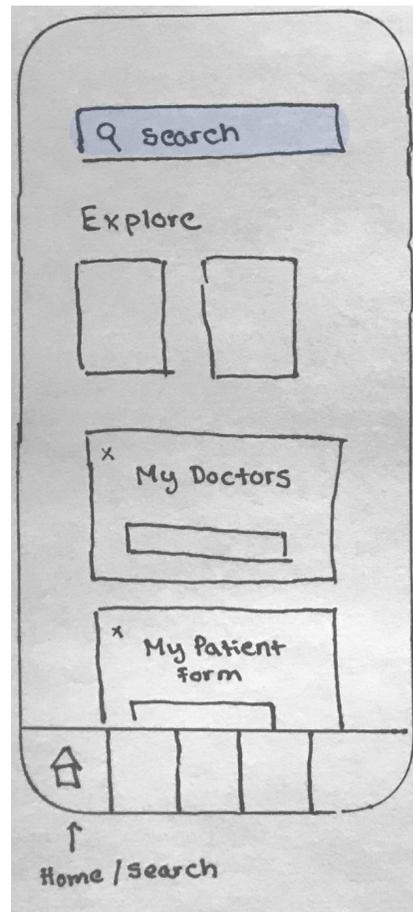
Your Profile screen. You have the ability to fill out Universal New Patient Form and make changes to the form, Scan or Update Insurance cards, View Health Bills, and manage your settings.

WIREFRAME PATTERNS

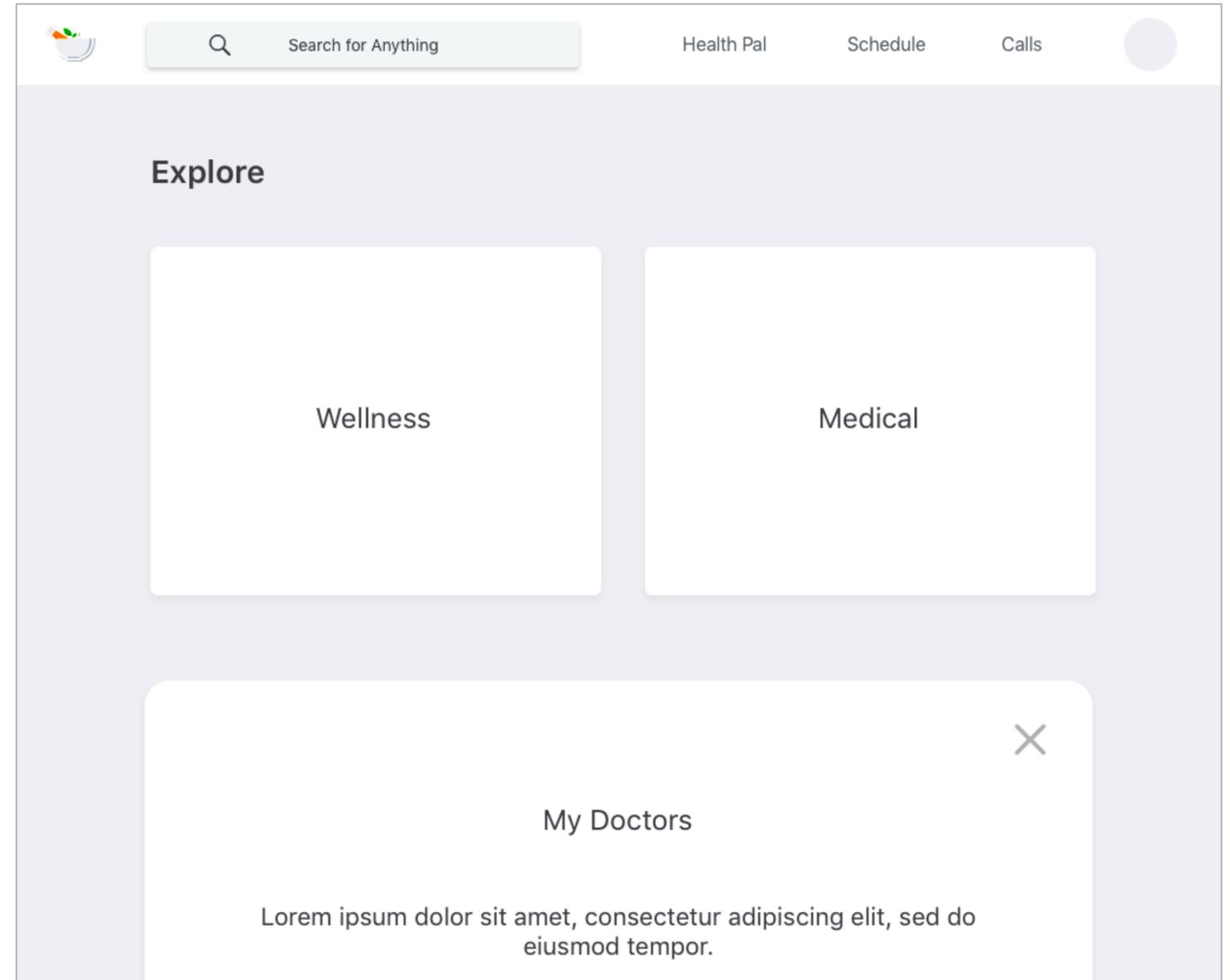
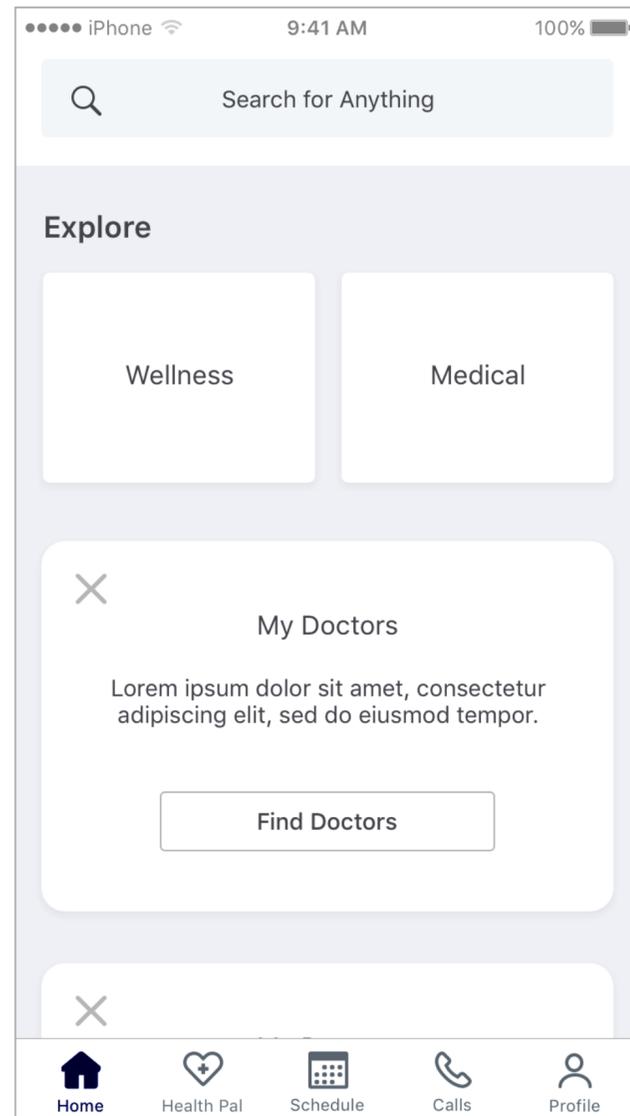
DESIGN PATTERNS FOR MOBILE & DESKTOP

2.0 Home / Search

2.0 Home

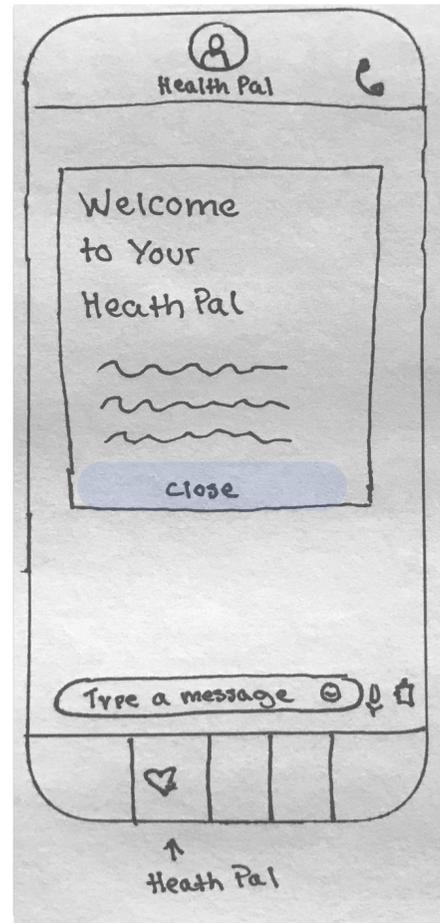


Tap Home / Search
bottom nav.

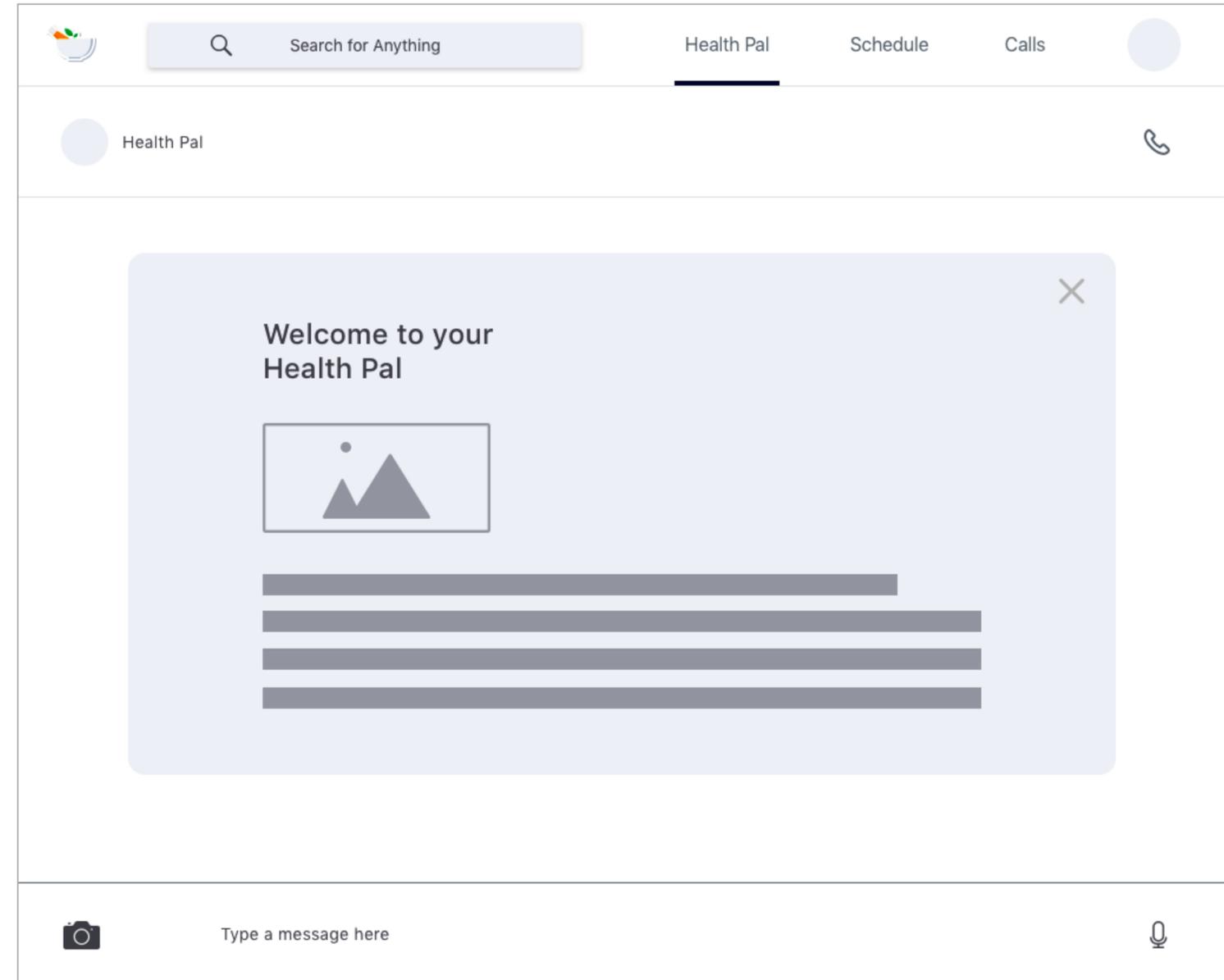
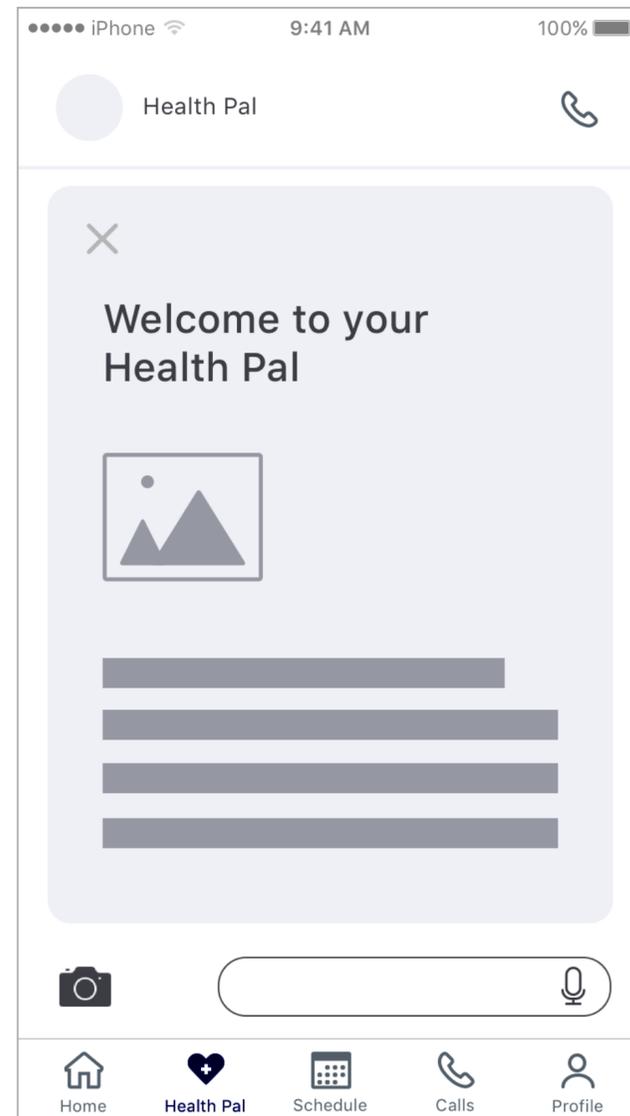


3.0 Health Pal

3.0 Health Pal Start

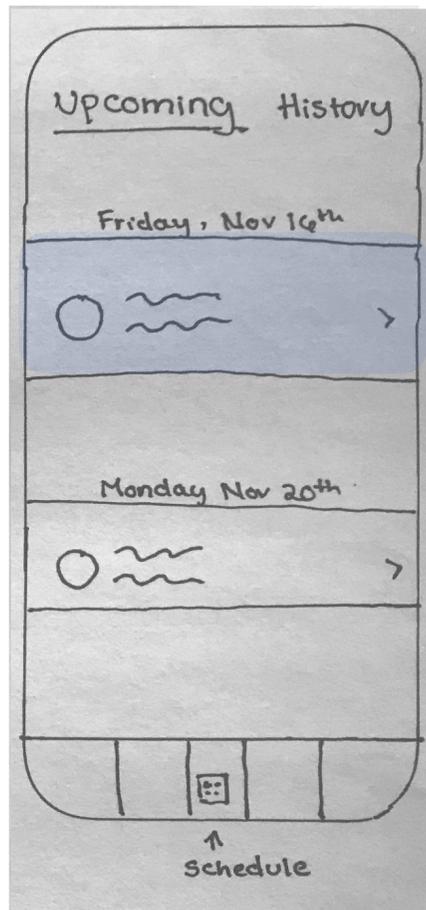


Tap Health Pal heart icon bottom nav. Close welcome modal when you are finished reading about this primary feature.

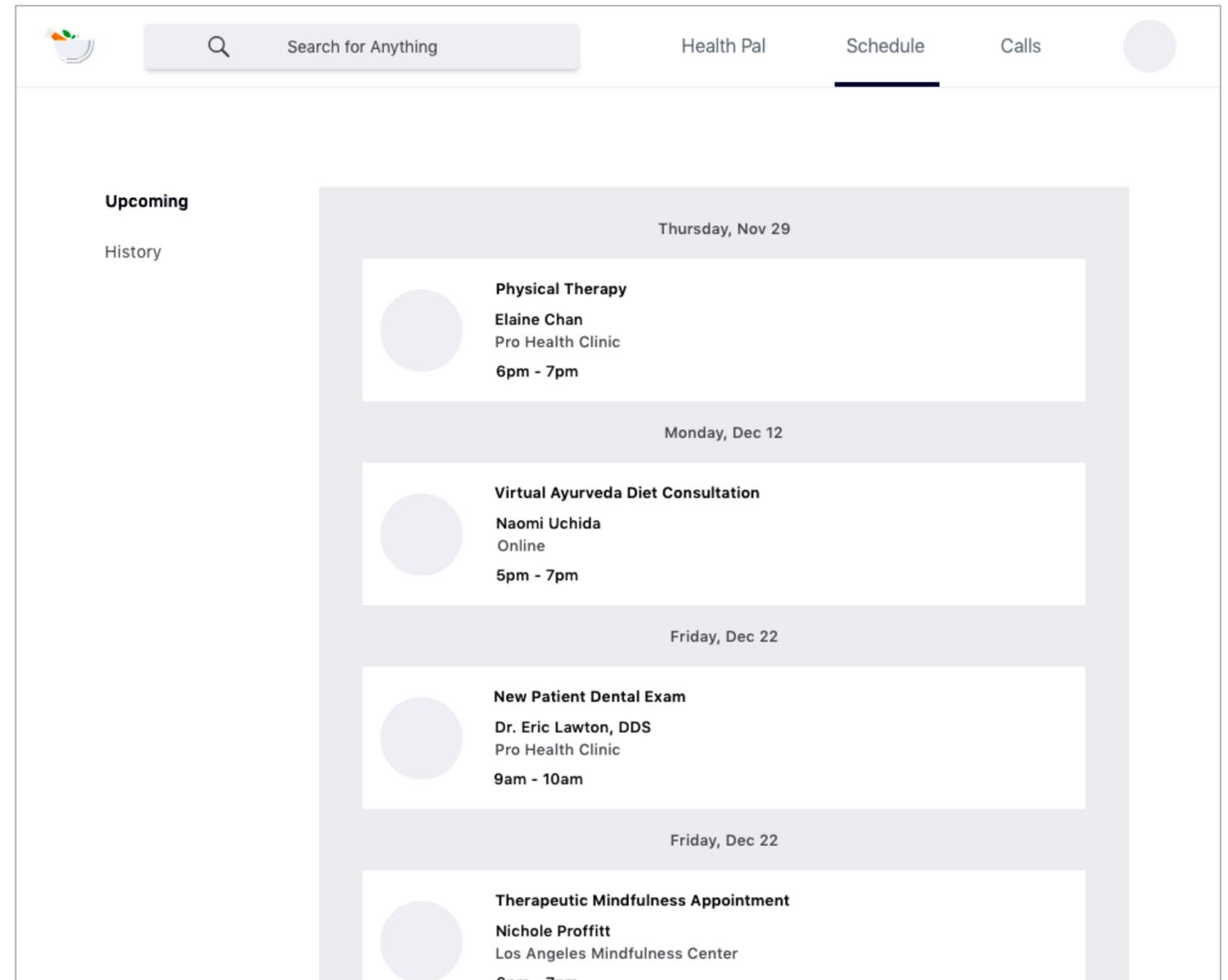
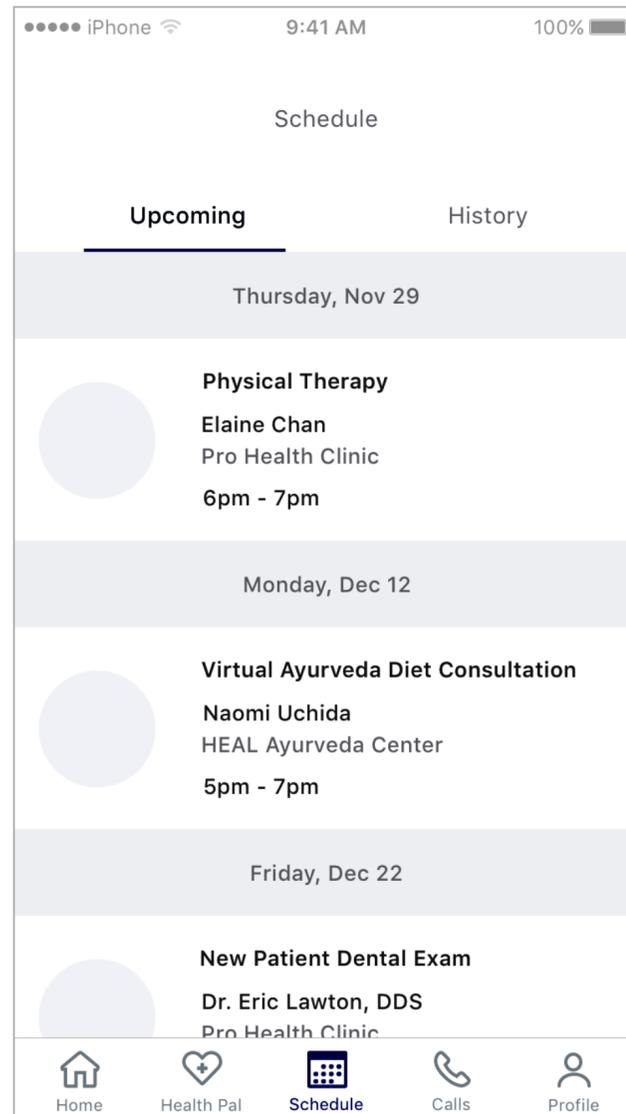


4.0 Schedule

4.0 Appointments

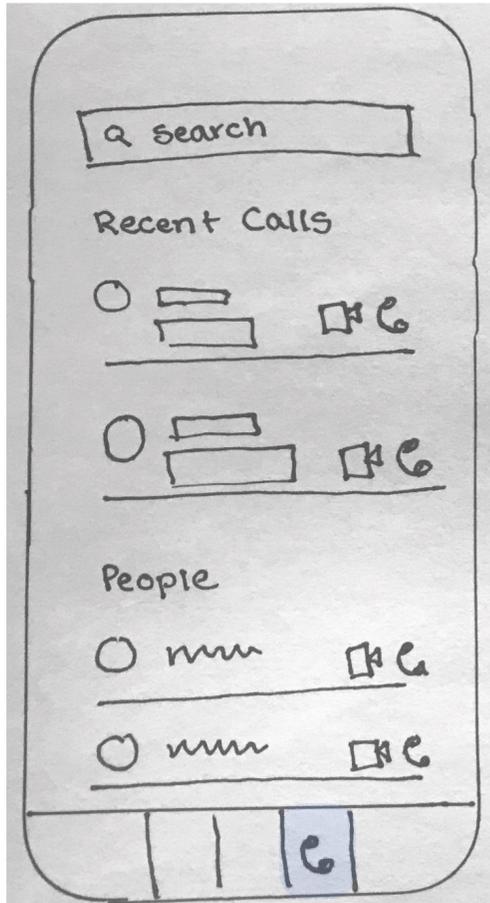


Tap Schedule on bottom nav and select the Appointment you would like to change.

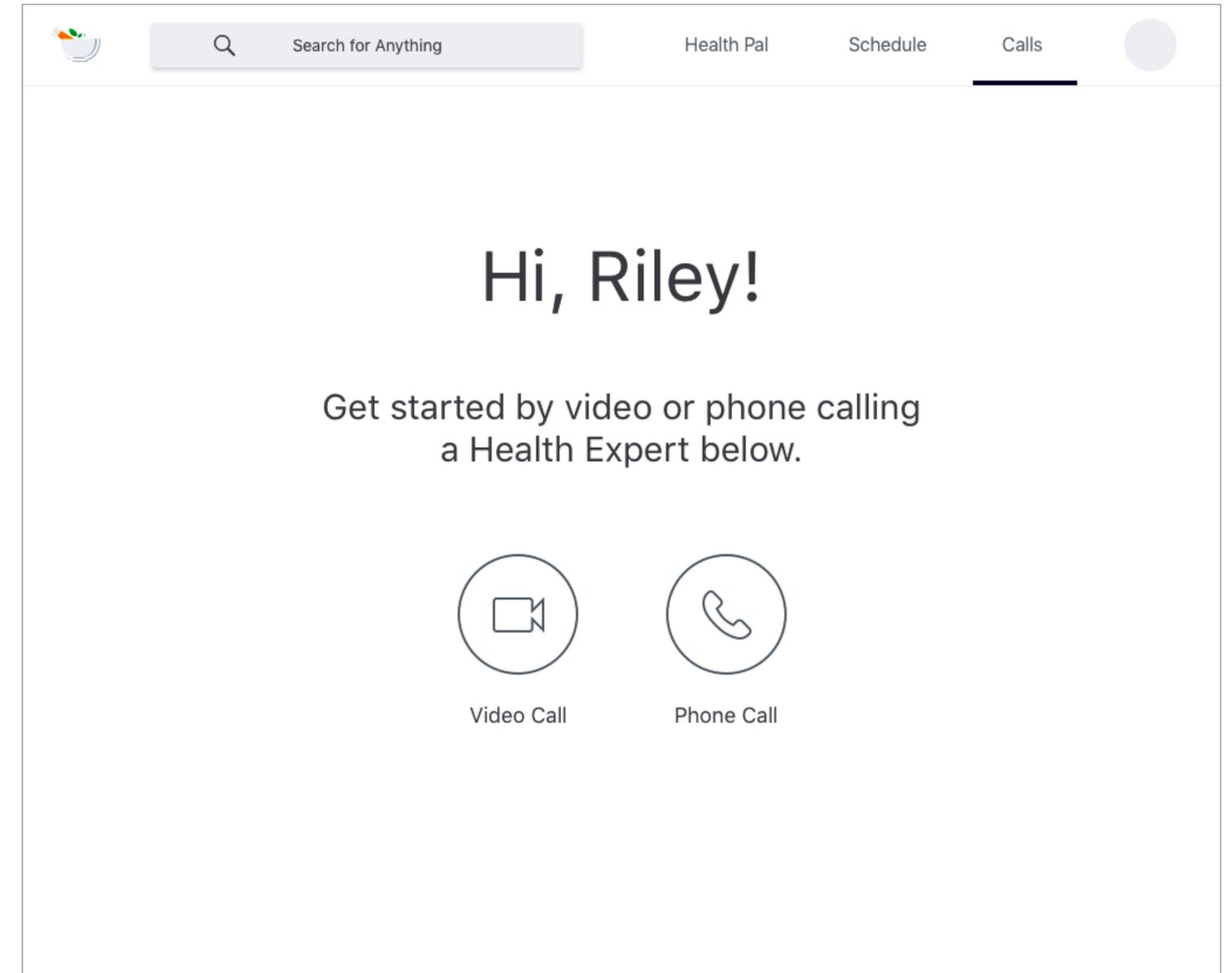
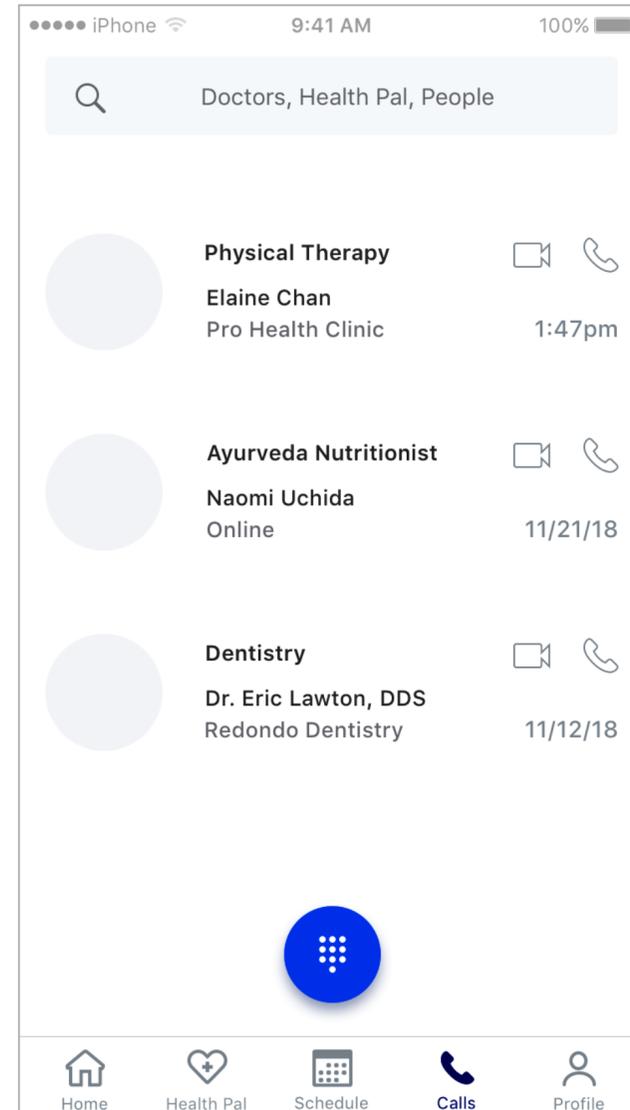


5.0 Calls

5.0 Call Start

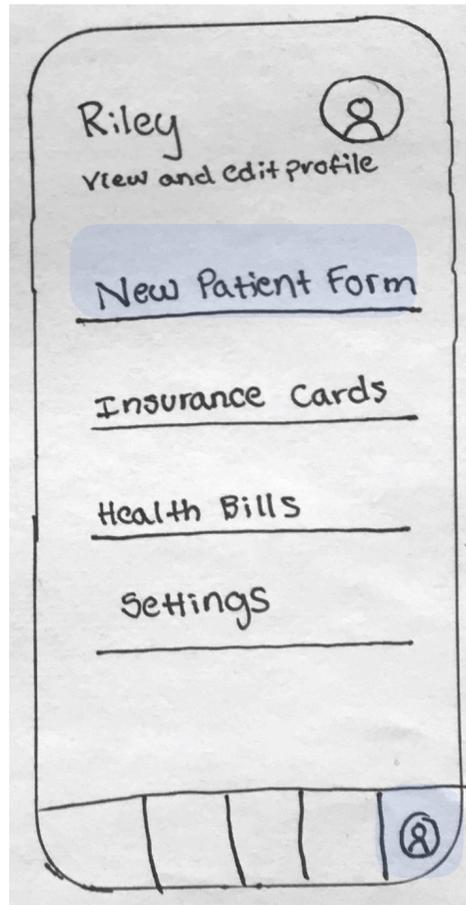


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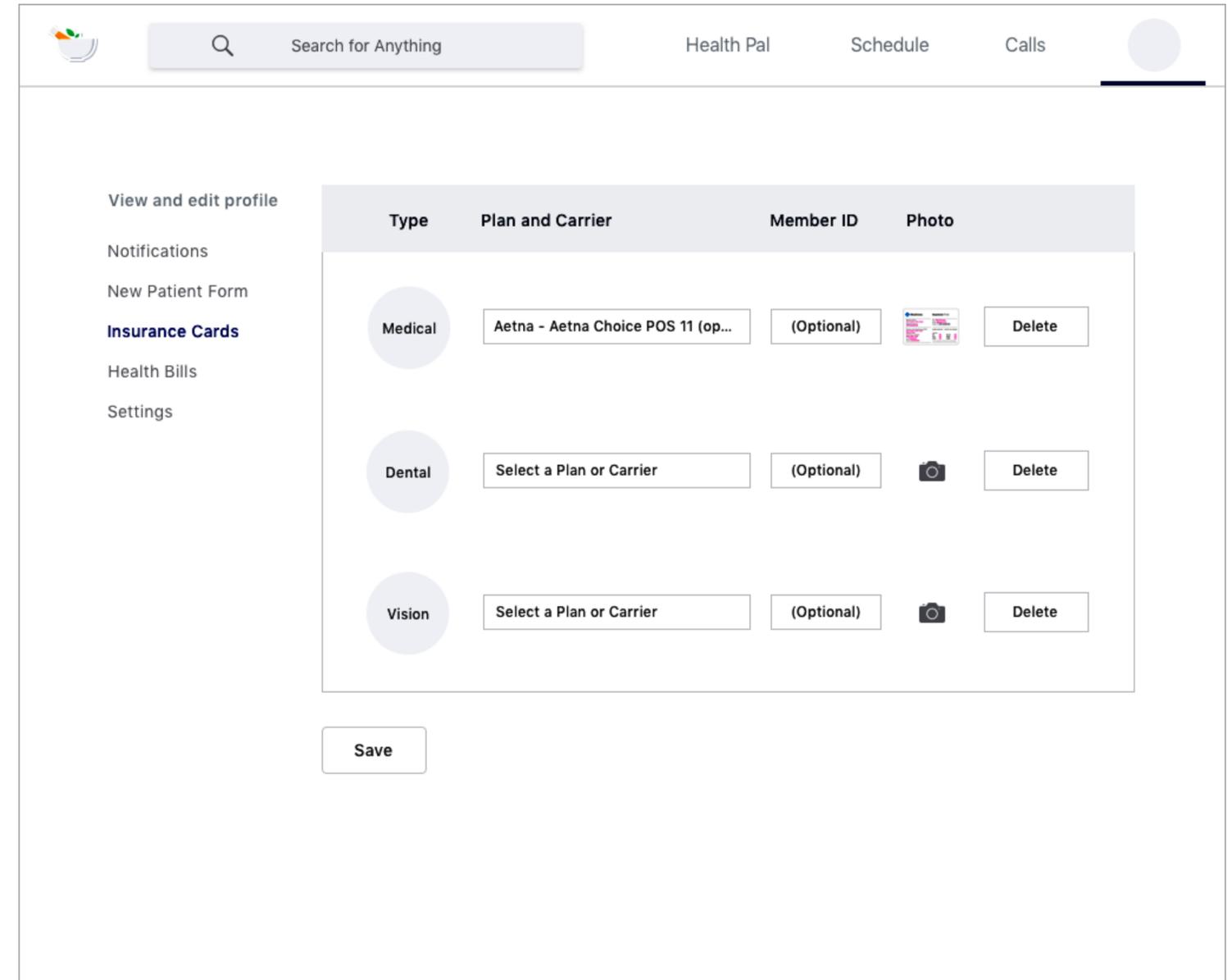
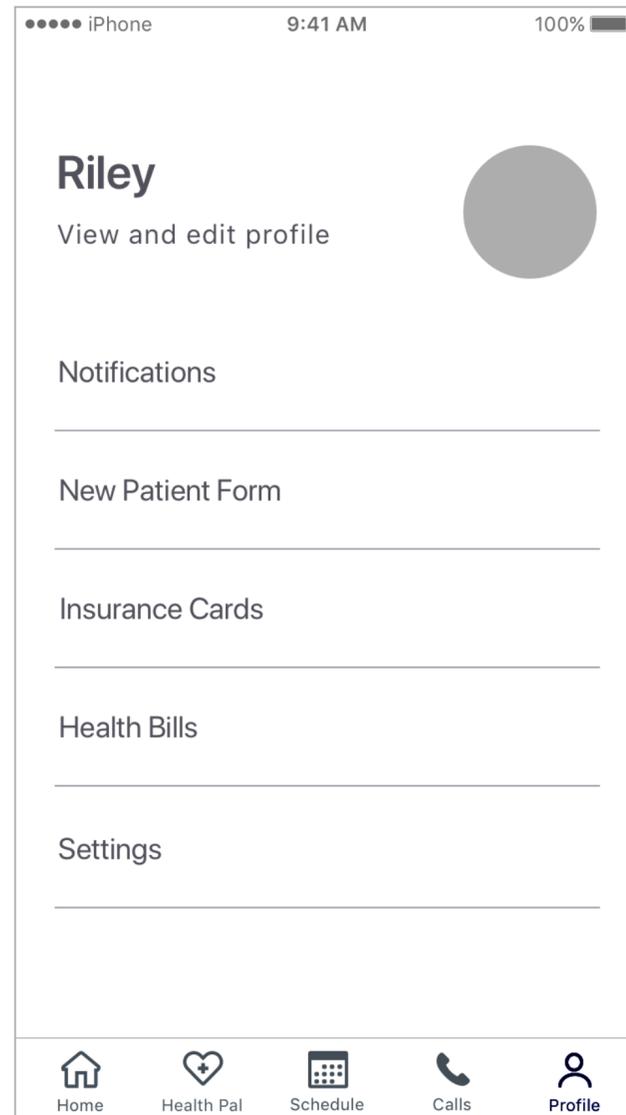


6.0 Profile

6.0 Profile



Your profile screen. You have the ability to fill out the Universal New Patient Form and make changes to the form, scan or update Insurance Cards, View Health Bills, and manage your Settings.



LOW-FIDELITY PROTOTYPING

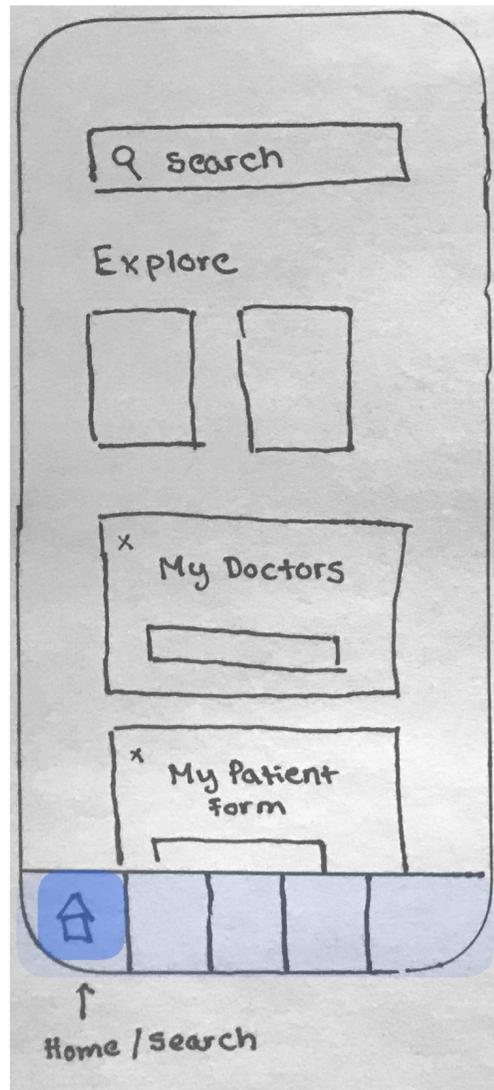
LOW-FIDELITY PROTOTYPING: PAPER & SKETCHES

NAVIGATION

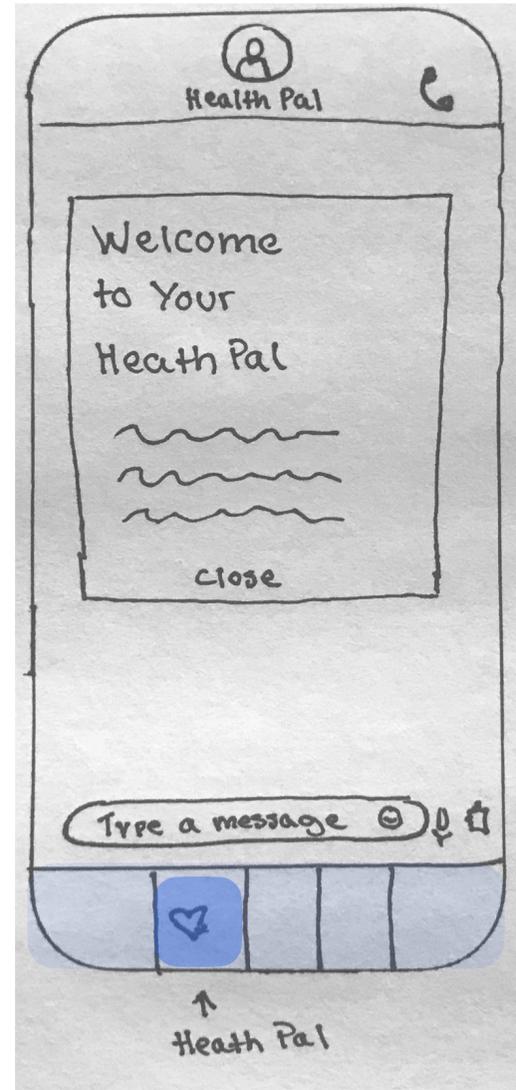
MENU DESIGN

Mobile Navigation

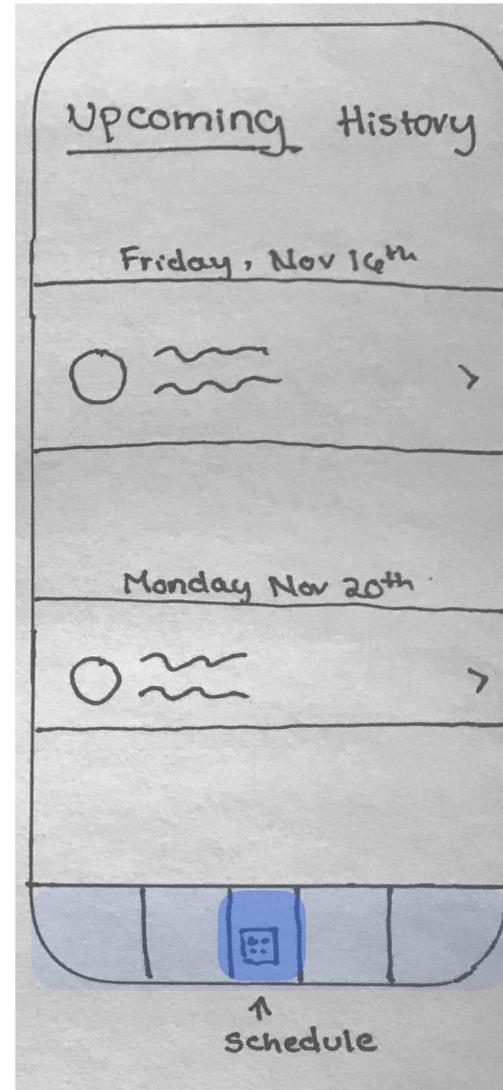
2.0 Home



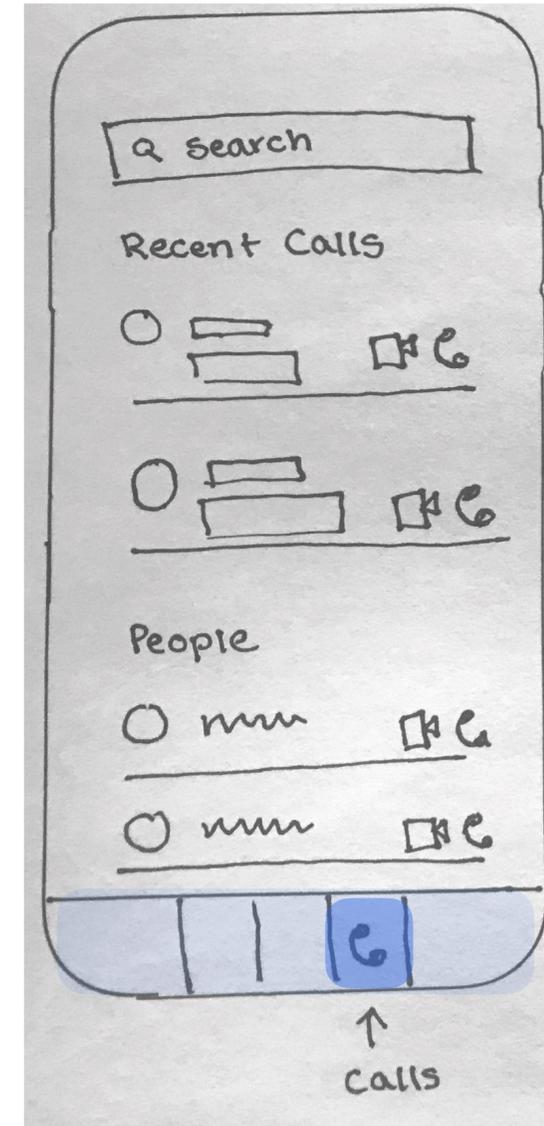
3.0 Health Pal



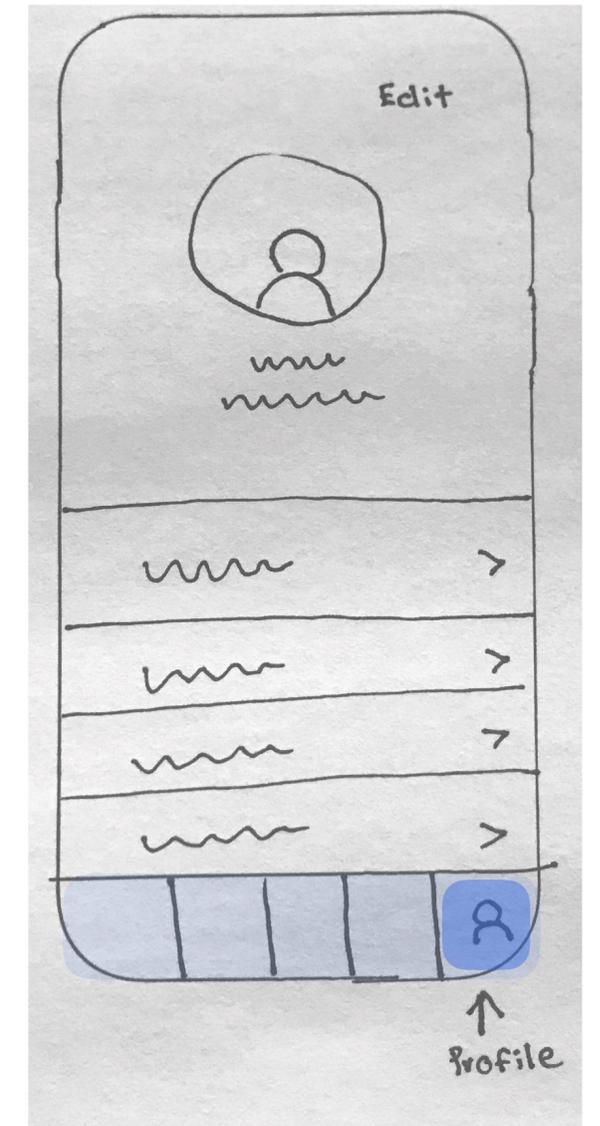
4.0 Schedule



5.0 Calls

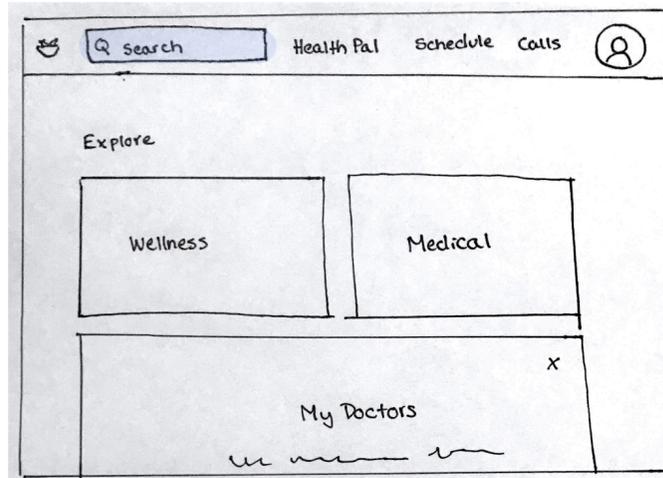


6.0 Profile



Web Navigation

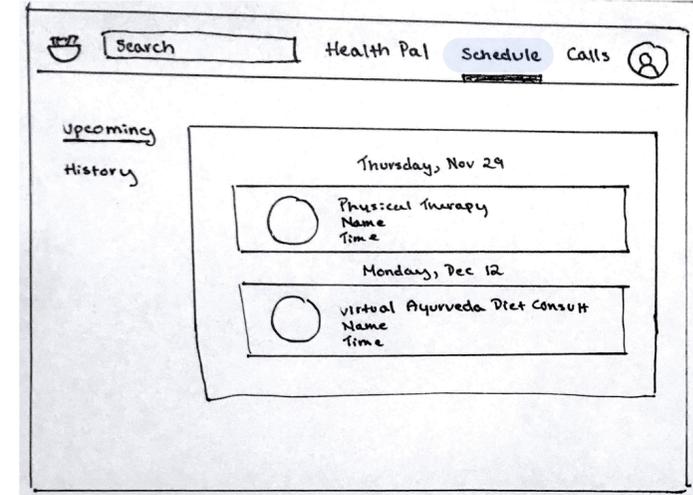
2.0 Home



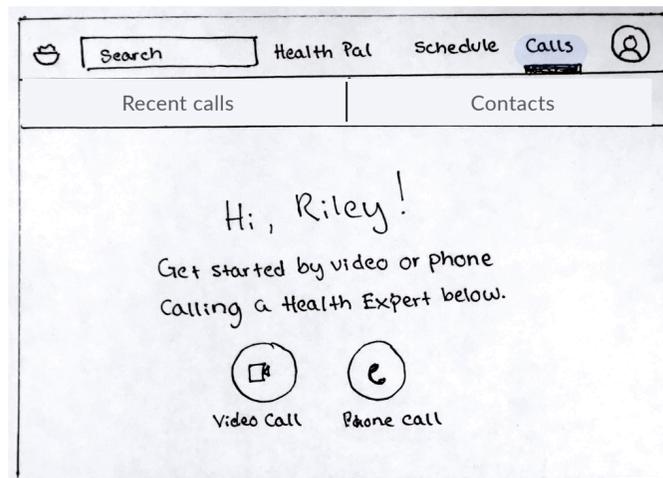
3.0 Health Pal



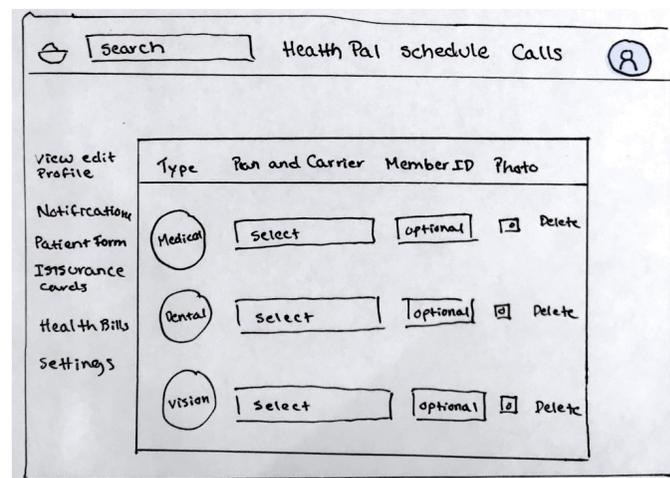
4.0 Schedule



5.0 Calls



6.0 Profile

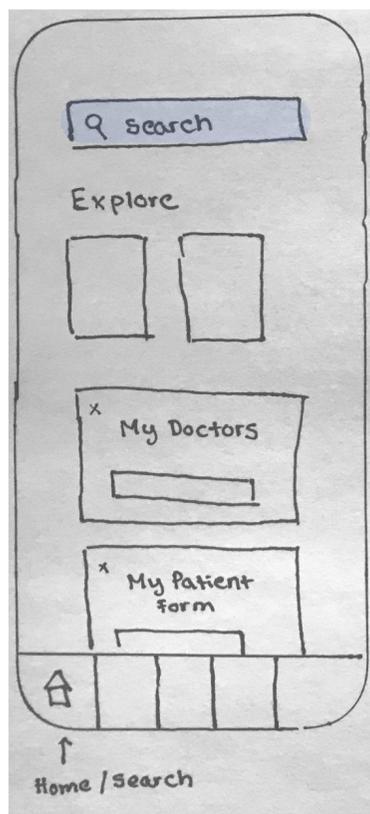


SEARCH

SEARCH FOR A DOCTOR AND BOOK AN APPOINTMENT

Mobile Search

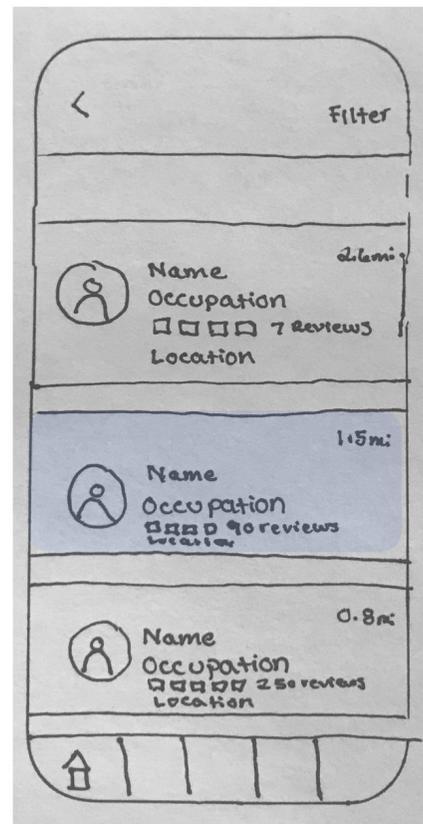
2.0 Home



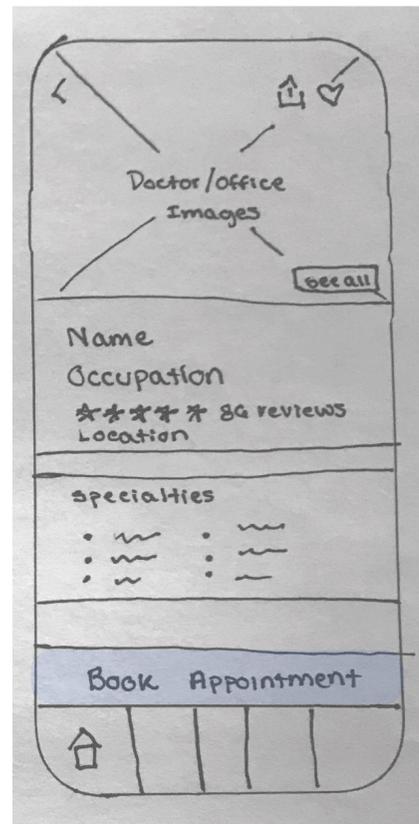
2.1 Search Filter



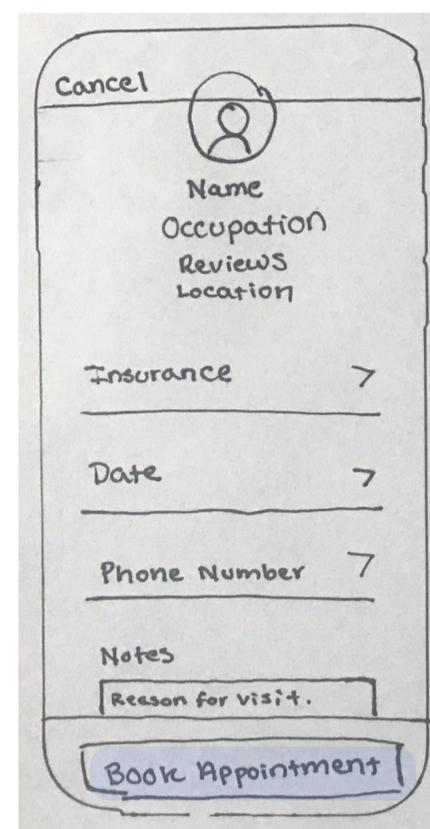
2.2 Doctor List View



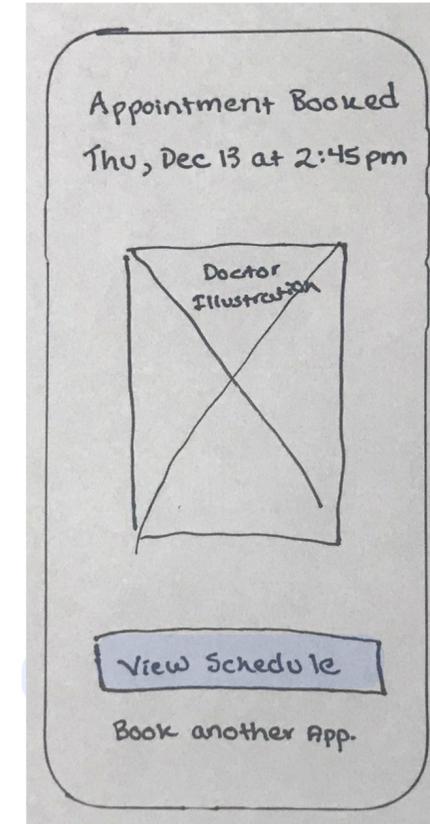
2.3 Doctor Profile



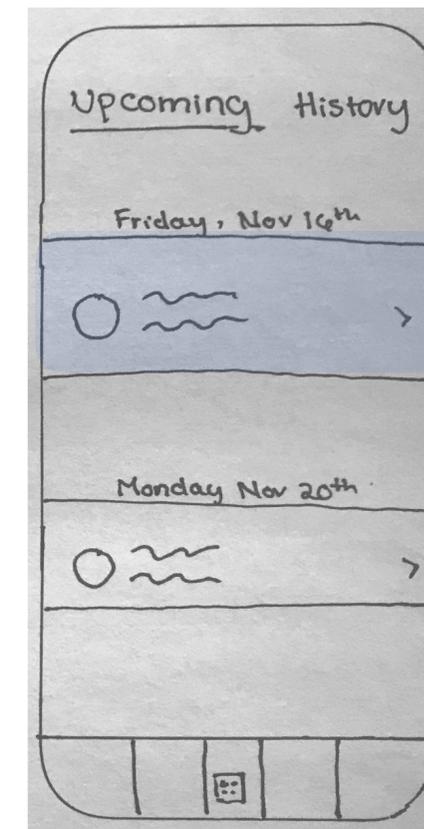
2.4 Book Appoint.



2.5 Confirmation

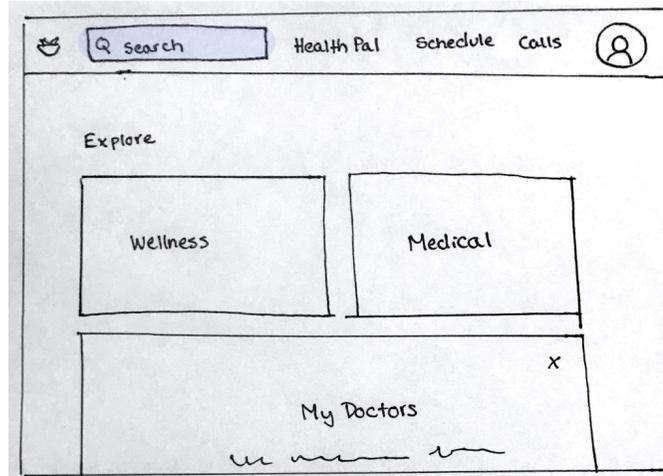


2.6 Schedule

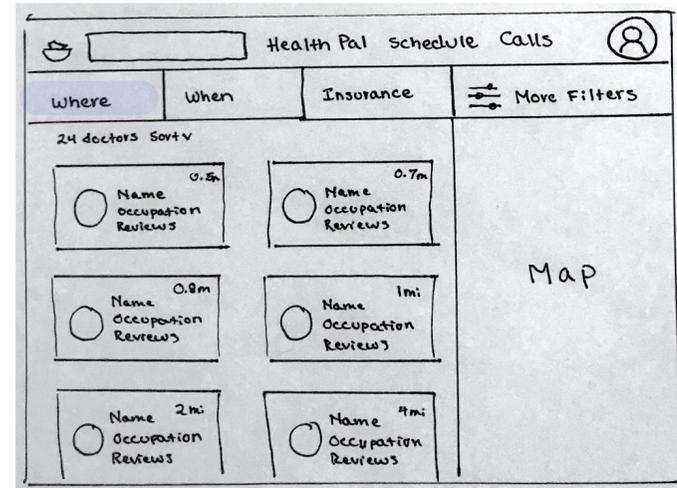


Web Search

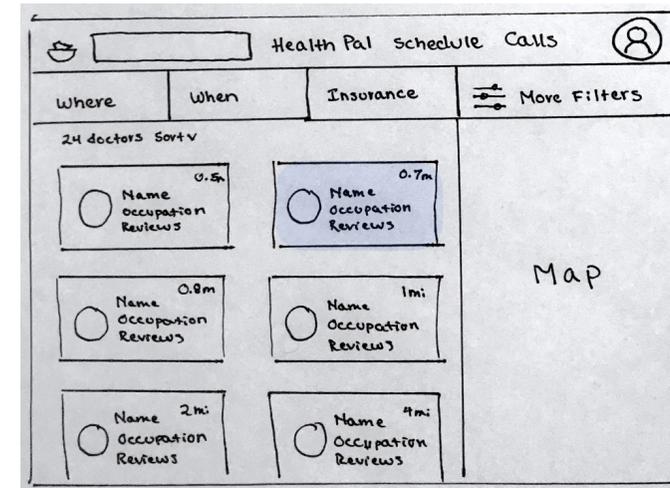
2.0 Home



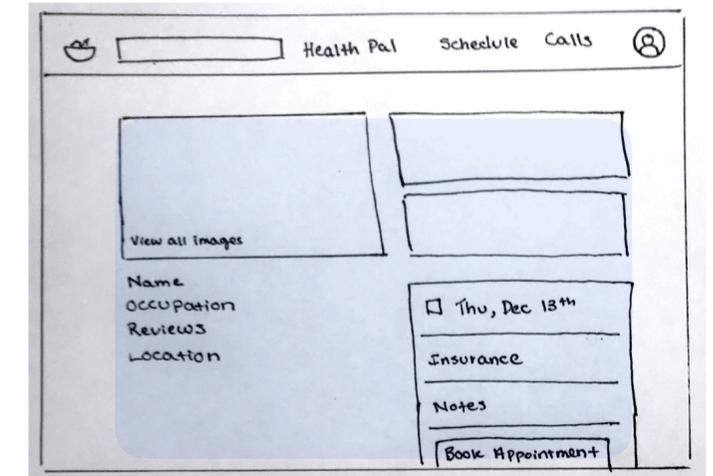
2.1 Search Filter



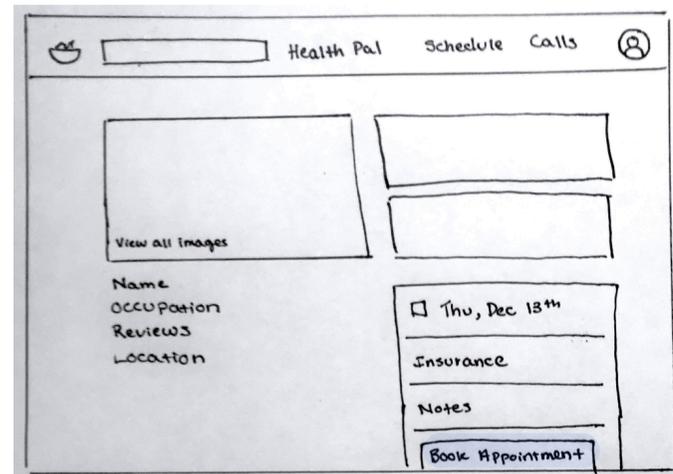
2.2 Doctor List View



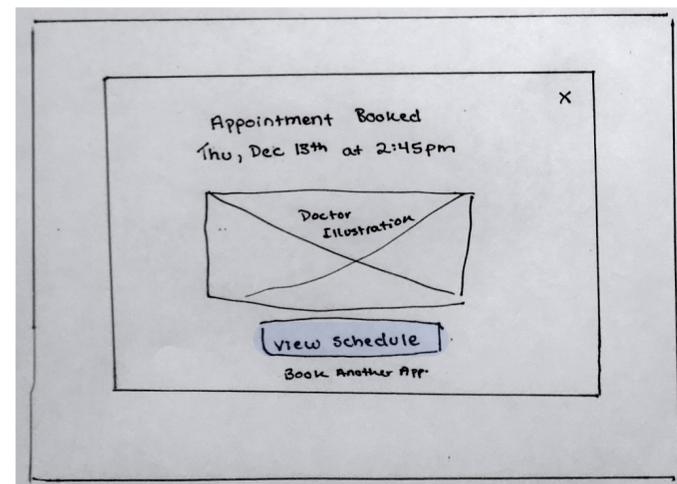
2.3 Doctor Profile



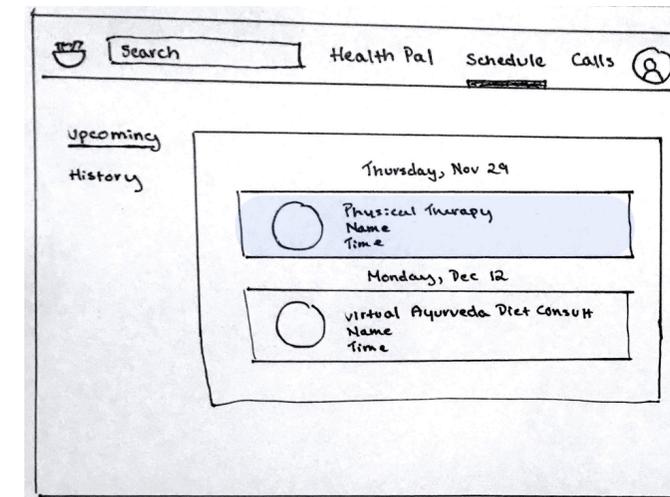
2.4 Book Appointment



2.5 Confirmation



2.6 View Schedule

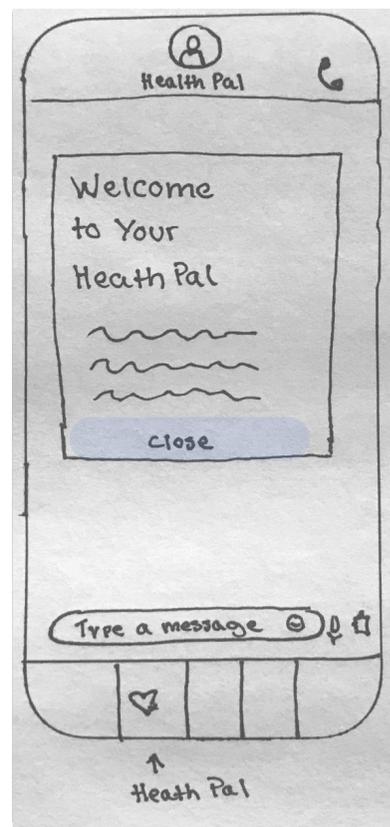


HEALTH PAL

RECEIVE RECOMMENDATIONS, ASK QUESTIONS, AND BOOK
AN APPOINTMENT WITH A HEALTH PAL

Mobile Health Pal

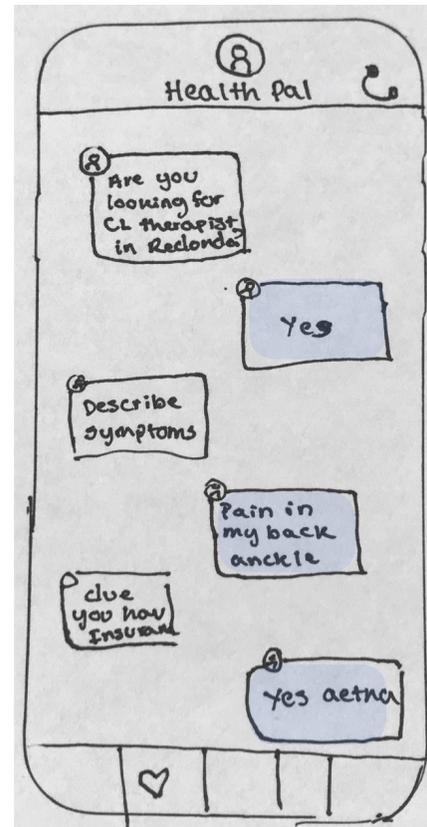
3.0 Health Pal Start



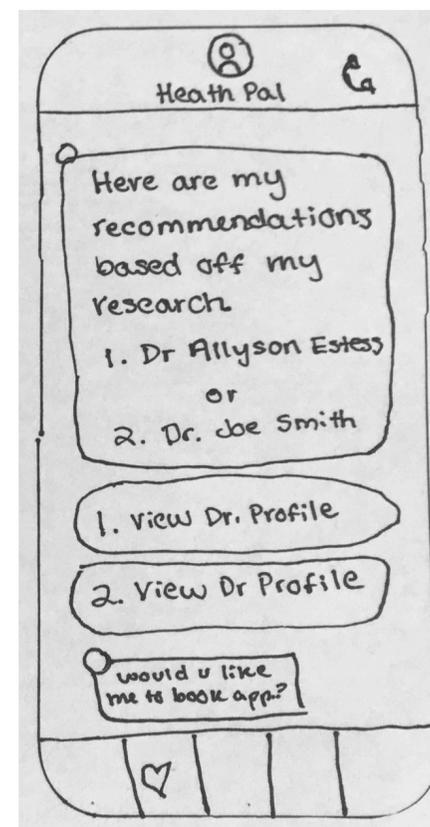
3.1 Ask Question



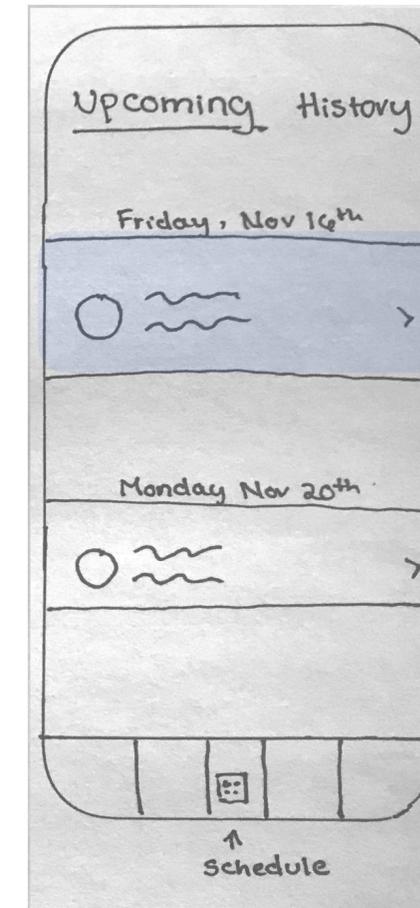
3.2 HP Gathering Info



3.3 Book Recommendation

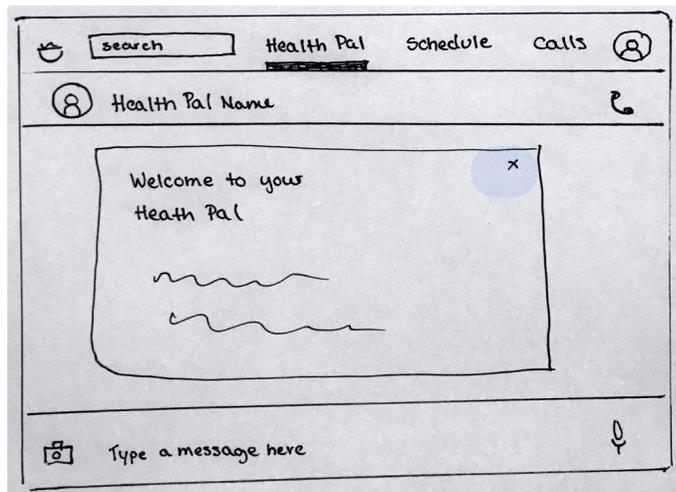


3.4 View Schedule

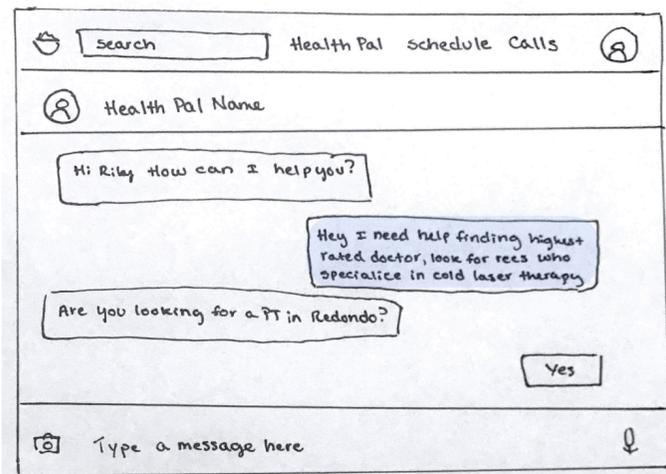


Web Health Pal

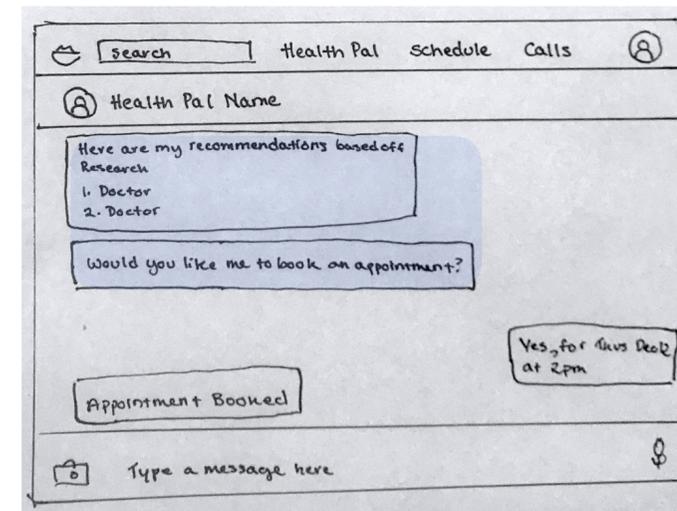
3.0 Health Pal Start



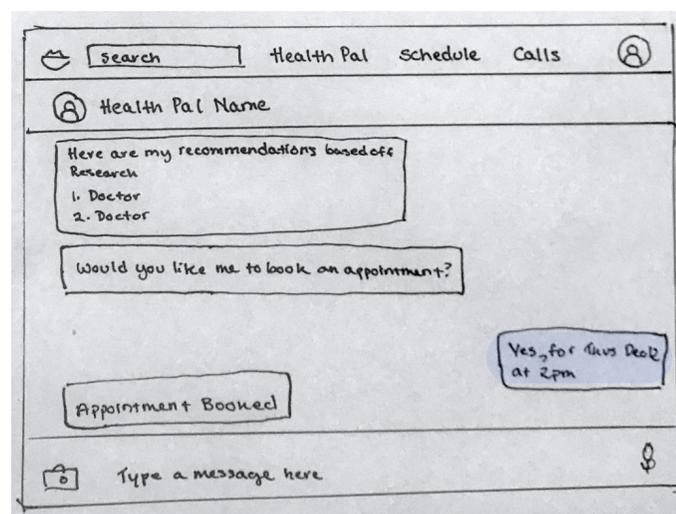
3.1 Ask a Question



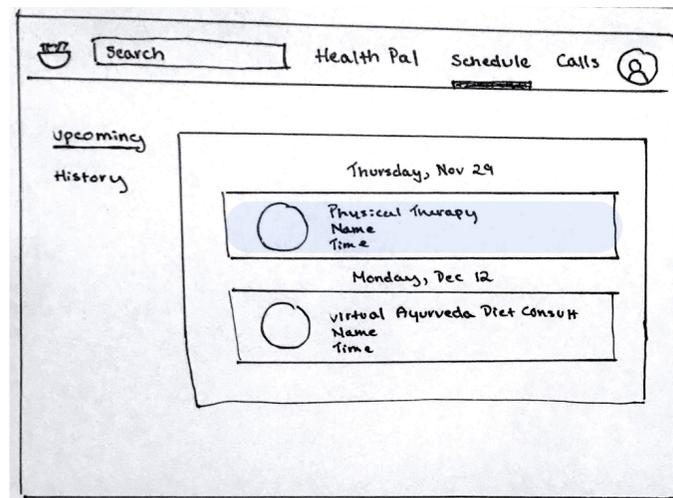
3.2 HP Gathering Info



3.3 Book Recommendation



3.4 View Schedule

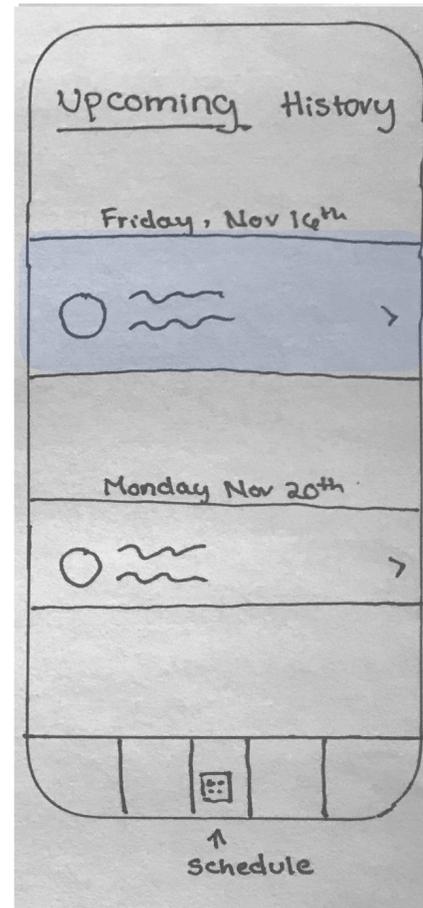


SCHEDULE

VIEW UPCOMING AND PAST APPOINTMENTS

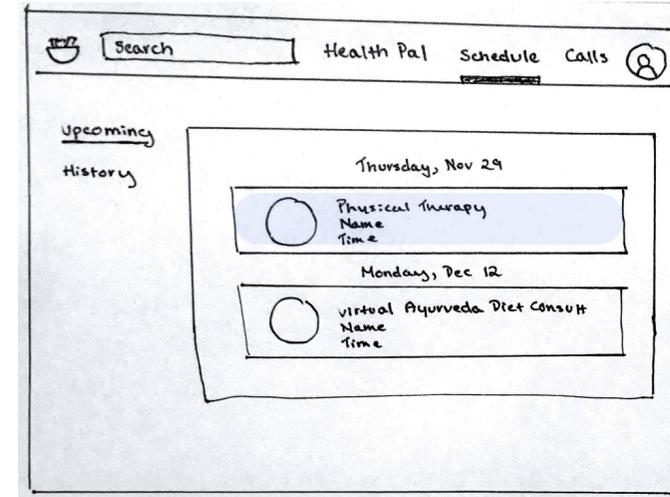
Mobile Schedule

4.0 Appointments



Web Schedule

4.0 Appointments

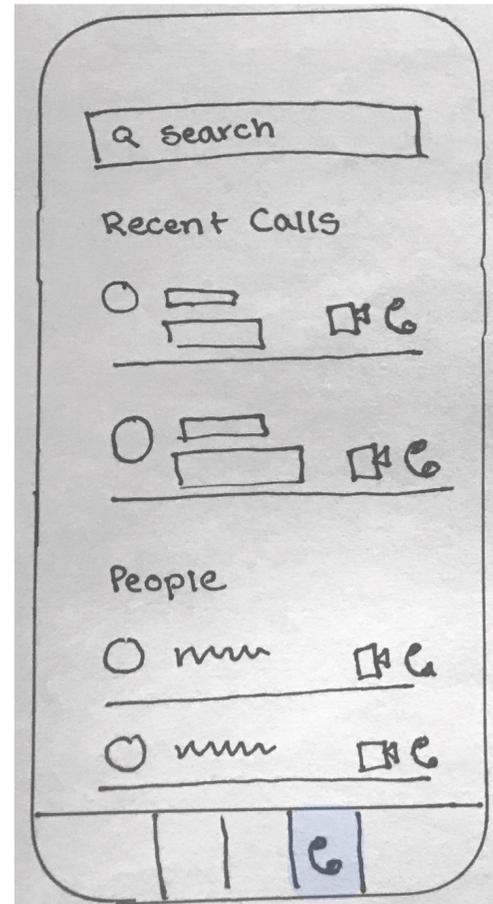


CALLS

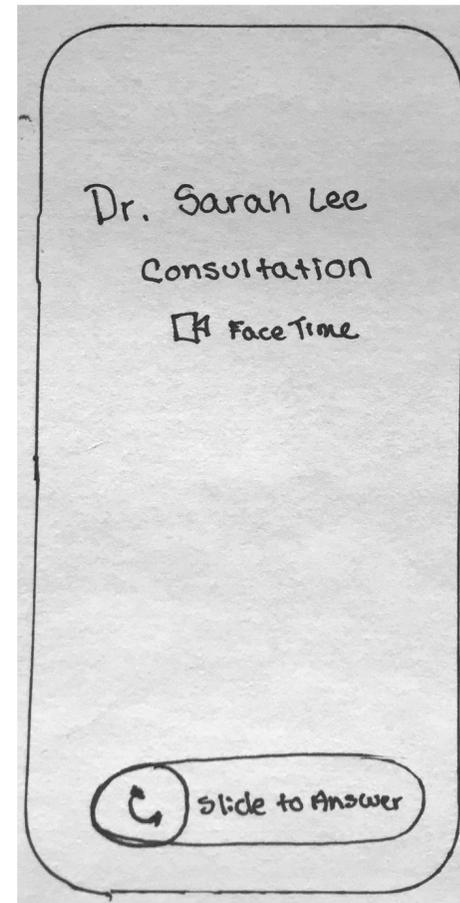
ANSWER A CALL FROM YOUR DOCTOR AND START
YOUR HEALTH CONSULTATION.

Mobile Calls

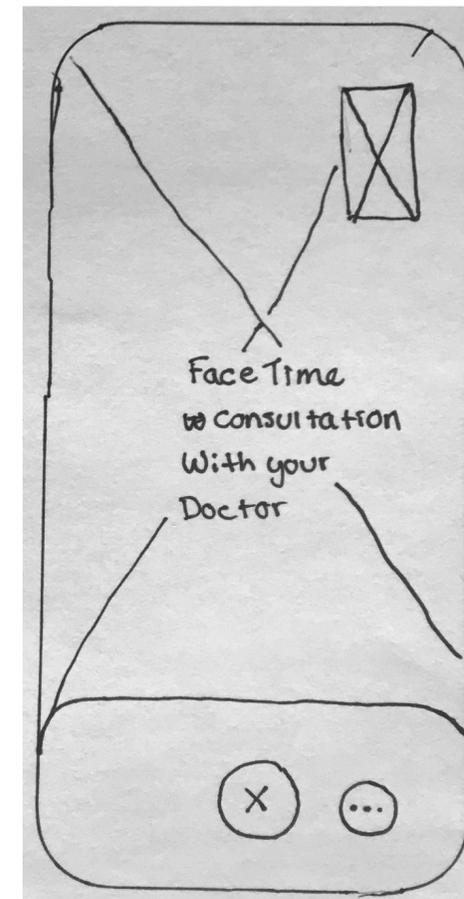
5.0 Call Start



5.1 Call from Doctor

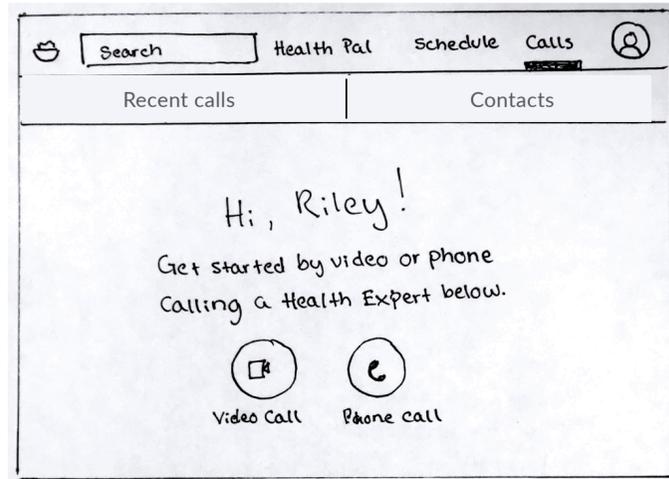


5.2 Answer and Start Consultation

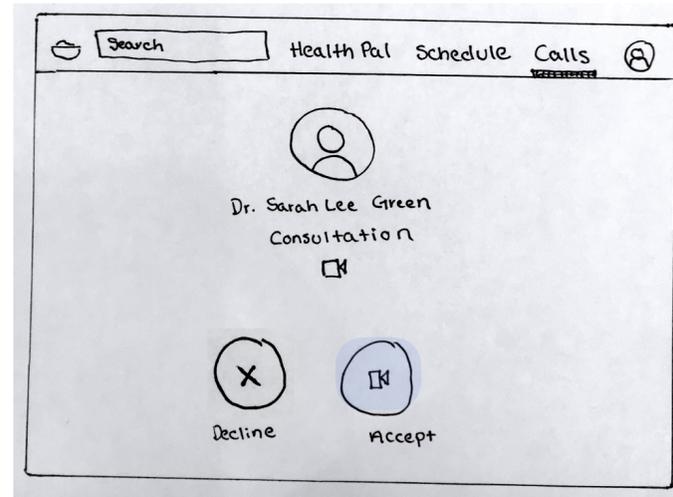


Web Calls

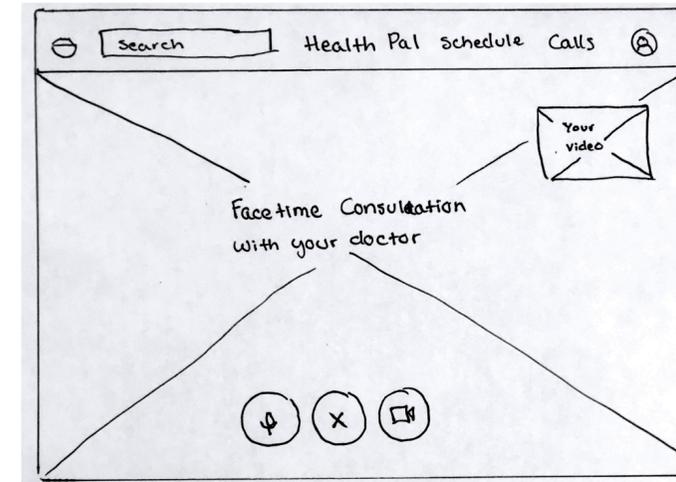
5.0 Call Start



5.1 Call from Doctor



5.2 Answer and Start Consultation

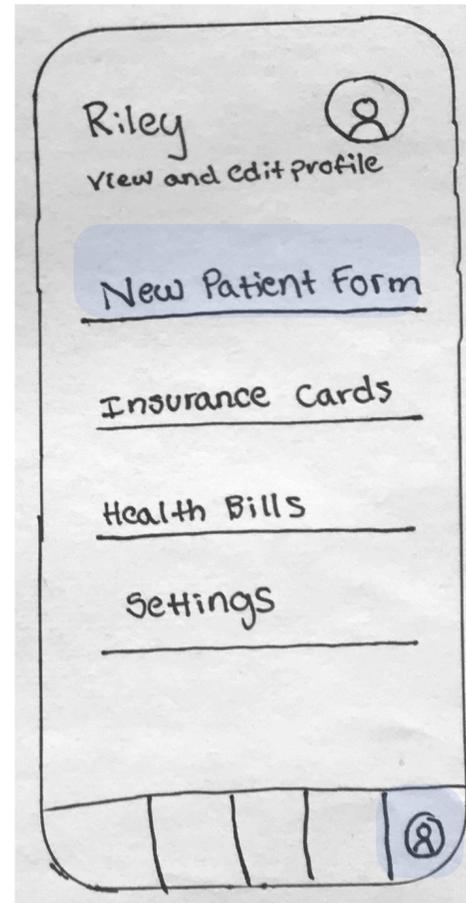


PROFILE

VIEW AND EDIT YOUR PROFILE

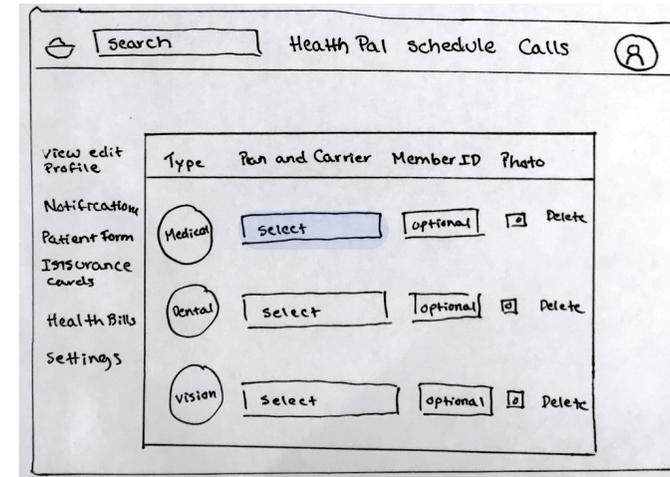
Mobile Profile

6.0 Profile



Web Profile

6.0 Profile



ONBOARDING

INTRODUCTION, LOG IN, SIGN UP

Key Information

Educate the user about the benefits and different functions of the Health Pal app.

Feature Highlights:

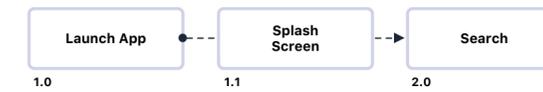
- Eliminate the time it takes to find the perfect health expert.
- Ask questions, get recommendations, and book appointments with your Health Pal.
- Conduct health expert consultations and appointments over the phone.

Rationale

How many times have we all downloaded an app where we are forced to provide our personal information before using the app? How many times have users dropped off deciding they did not want to provide their personal information? Or how many times do users provide fake information during the sign up flow just so they can start using the app and then later change the information if they are actually enjoying the experience and find the product useful? With my user survey results for onboarding apps, it is evident that 90% of the time users would prefer to provide their personal information, if needed, after they have started using the app. With this research in mind, for Health Pal, after a user downloads the app they are allowed to go ahead and start using the app and later as they are using the app, we will integrate progressive onboarding. As you will see in the User Sitemap to the right, with the filled purple squares, this process allows the user to discover the app by themselves and presents information as they use the product. Progressive onboarding doesn't overwhelm the user, only shows the next step, the next related feature, and actions that are relevant to where they are in their unique journey.

User Sitemap

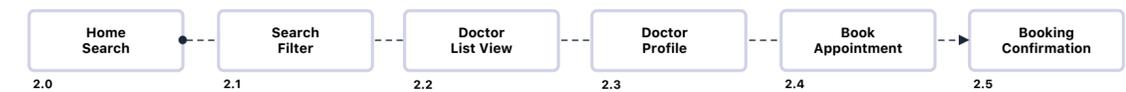
Onboarding



Navigation



Search



Health Pal



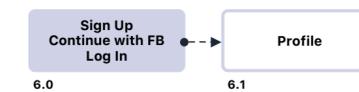
Schedule



Calls



Profile

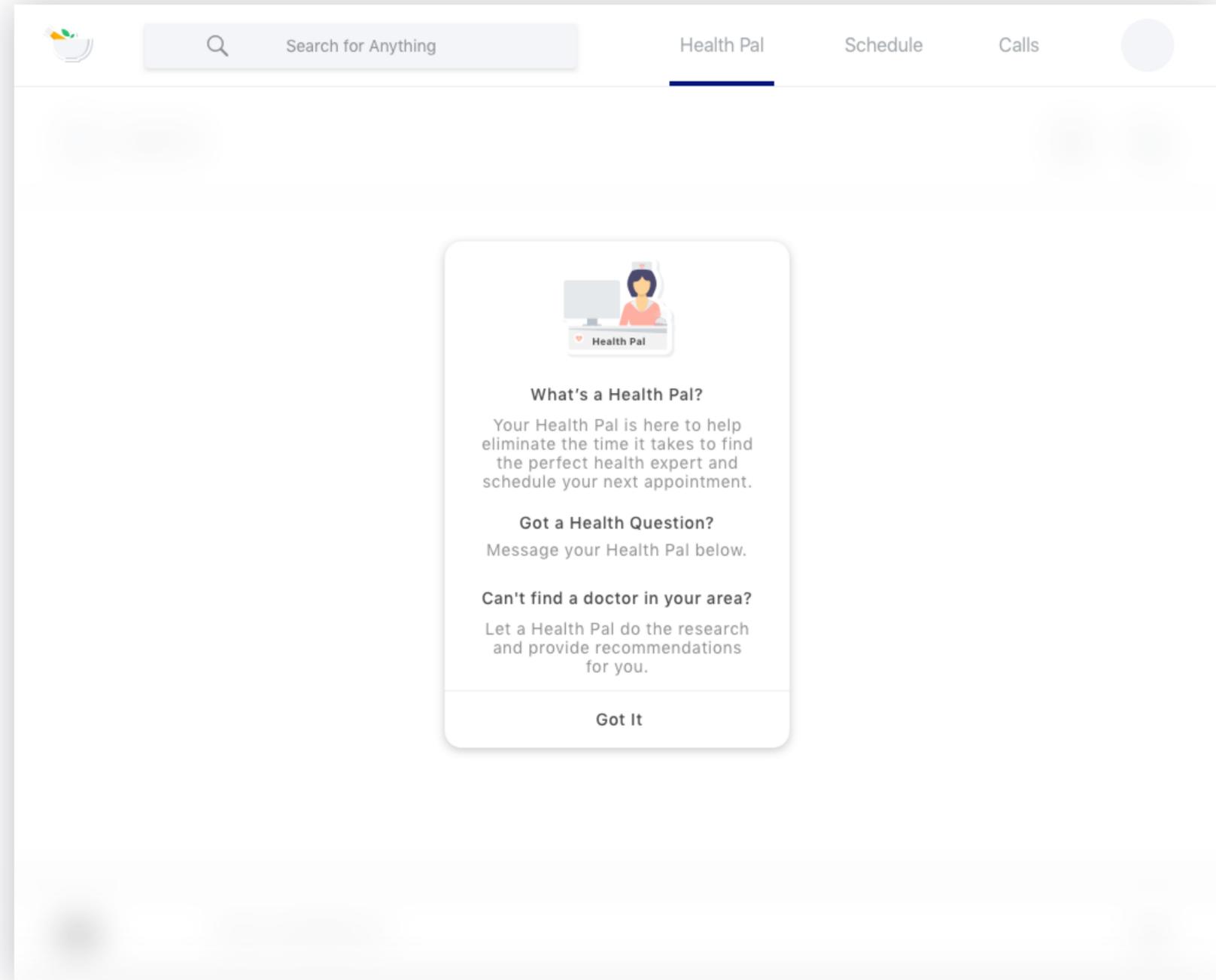
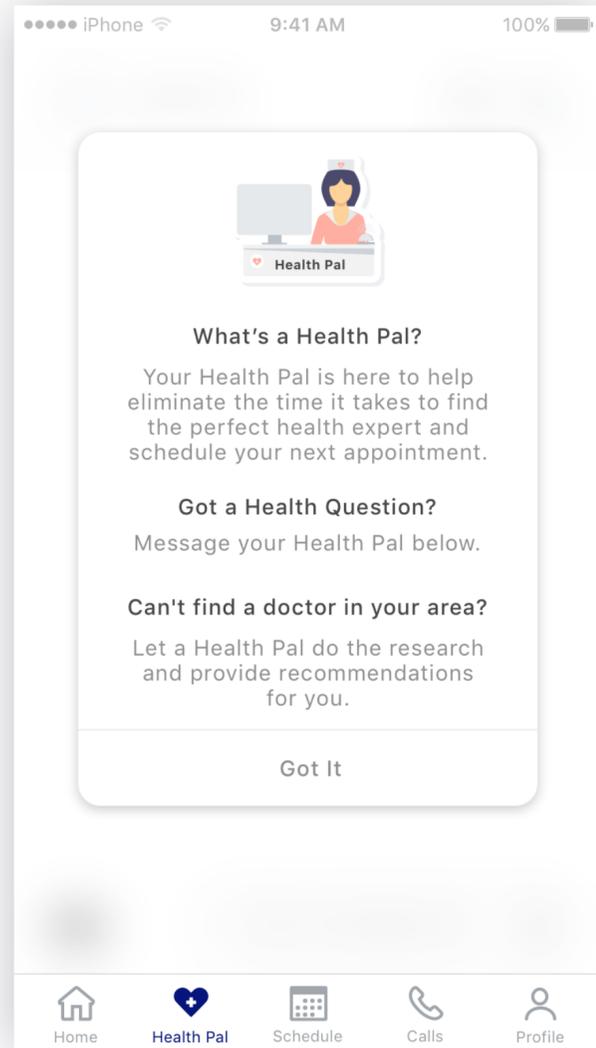


The filled rectangles are the areas of the user journey where progressive onboarding will be introduced.

Health Pal

Health Pal

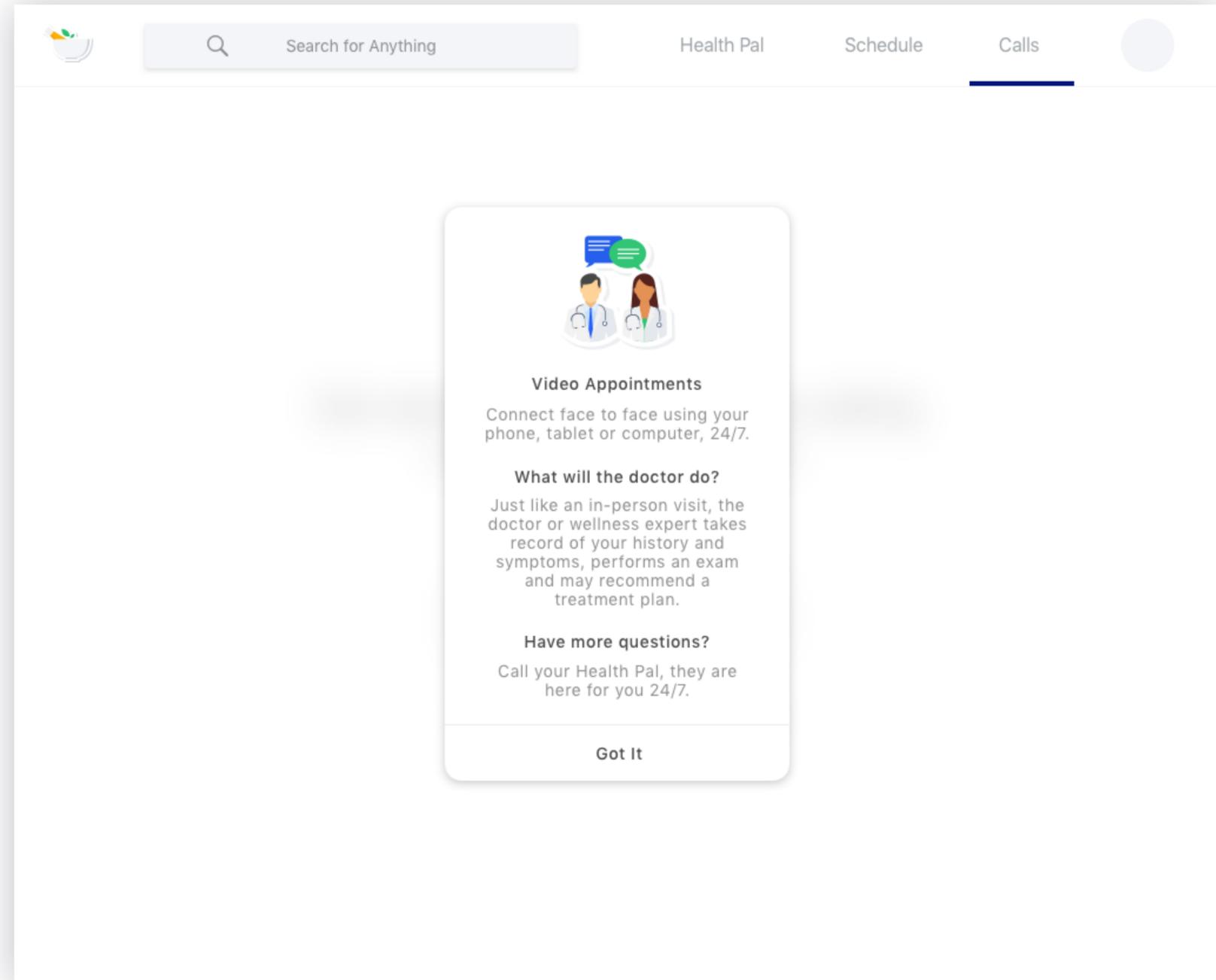
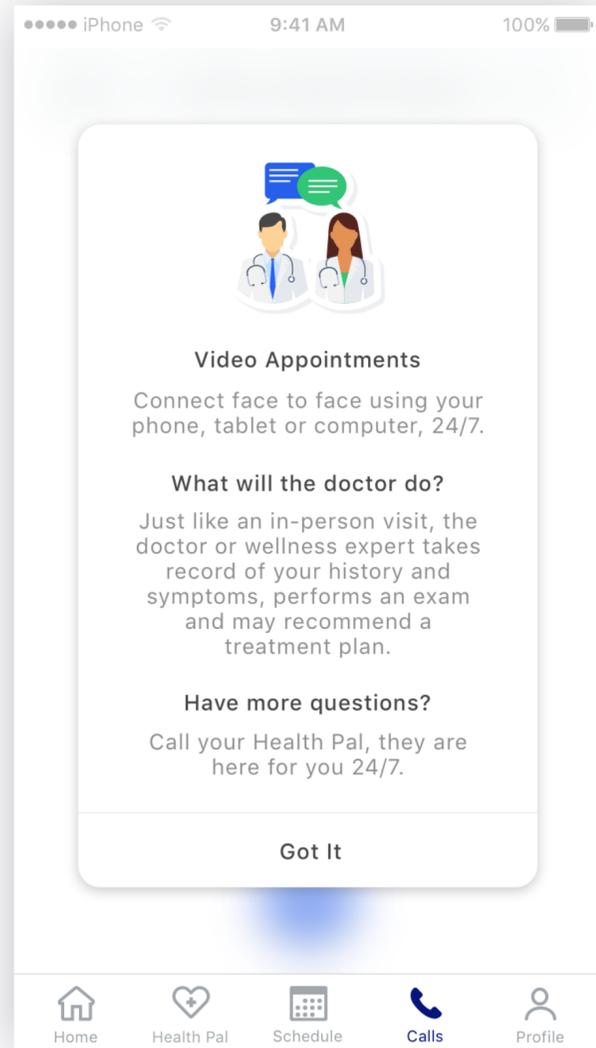
3.0



Calls

Calls

5.0



Profile

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6.0

