Medguide

Refined Mockup Presentation

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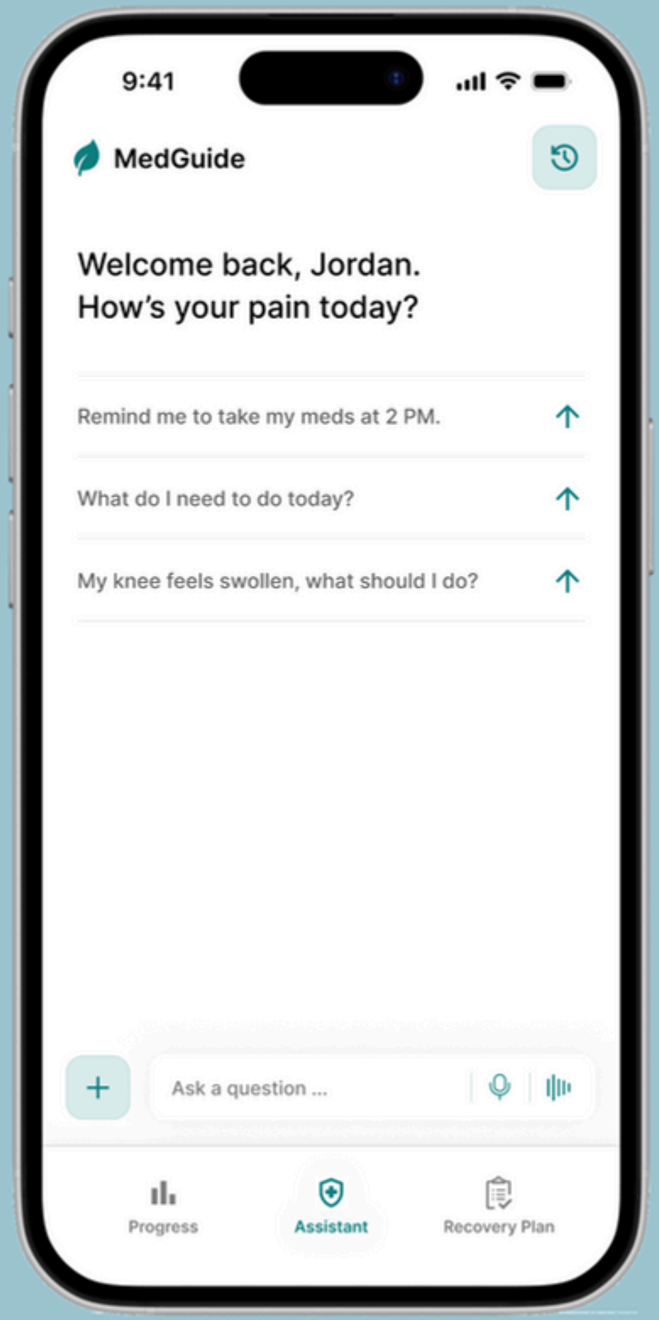
Medguide Overview

We designed a **conversational interface**, with voice interactions similar to Alexa tailored for **patients in long-term recovery**. It serves as an interactive companion that delivers and reinforces post-operative care instructions from healthcare providers.

Through natural, voice and chat-based interaction, patients can easily access information on medications, symptoms, activity limits, and recovery milestones without relying on paper handouts or complex portals.



Methodology

The study combined **contextual interviews**, **think-aloud testing**, and **usability testing** using **both wireframes** and **HTML prototypes**.

Each interview was formatted as follows:

1. Pre-interview questionnaire for background overview.
2. Tasks to complete while interacting with he prototypes.
3. Post-task questionnaire for future adjustments.

Participant 1

Wisdom teeth removal (with medications and follow-ups)

Participant 2

ACL construction (with physical therapy)

Participant 3

Bone fracture (with physical therapy)

Key Findings

1

Privacy & Data Control: A Non-Negotiable

- Users reject automatic data sharing; prefer opt-in, selective disclosure
- Concerns include chat log visibility, unauthenticated health info, and lack of consent

2

Physician Input is a Requirement of Trust

- AI is accepted only as part of the care team
- Users verify AI advice via external sources or physician endorsement

3

Progress Tracking Drives Engagement

- Motivation tied to personalized recovery metrics (pain, mobility, milestones)
- Voice logging preferred for ease and emotional continuity

Prototype Updates

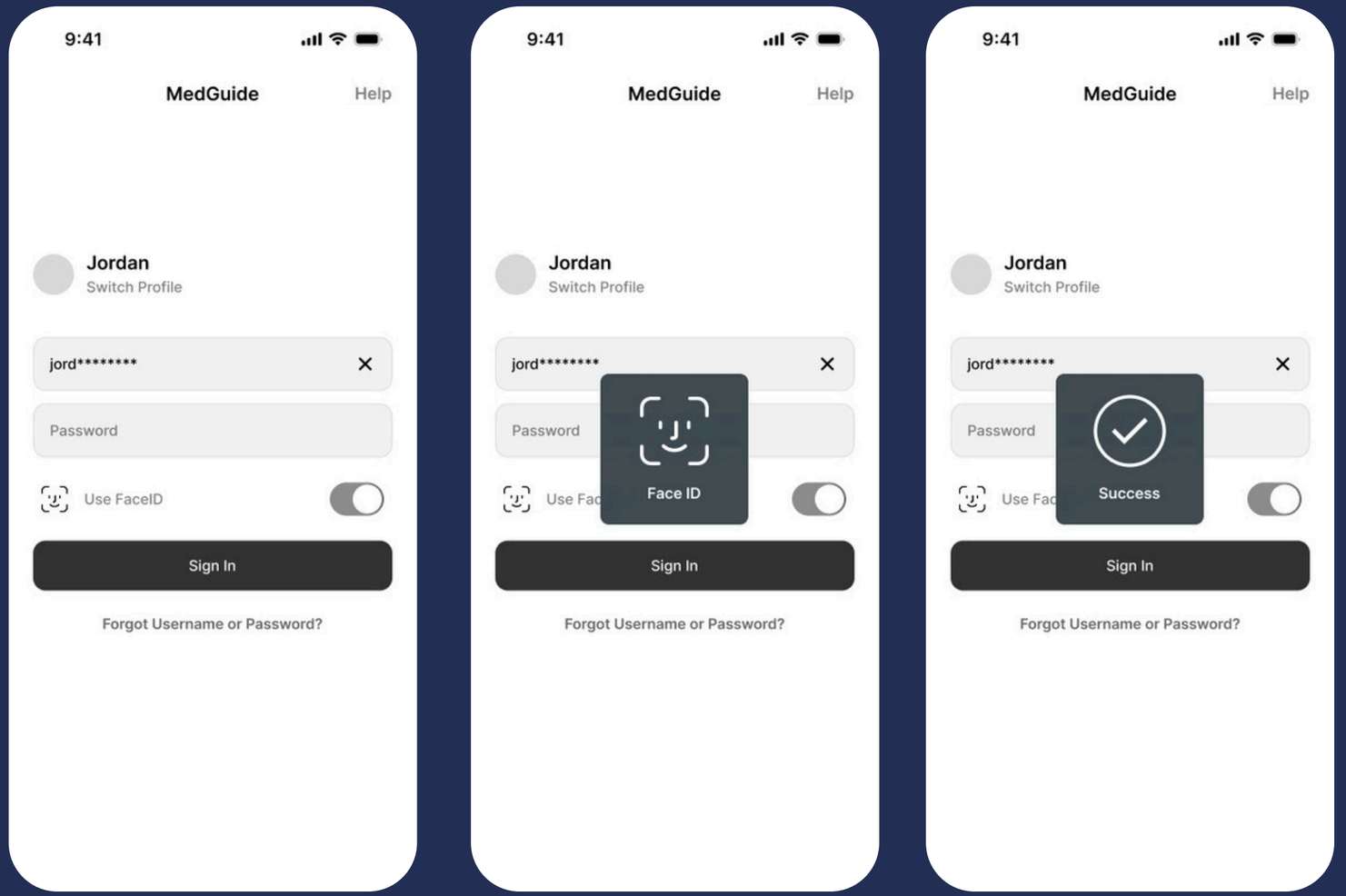
Login Page

Key Finding 1: Privacy & Data Control

"I'm just being a little sensitive that health information should not be on the landing page because it's probably more... It's going to be very open to others to see if people are around. "

– Participant 3
(in response to privacy and security concerns"

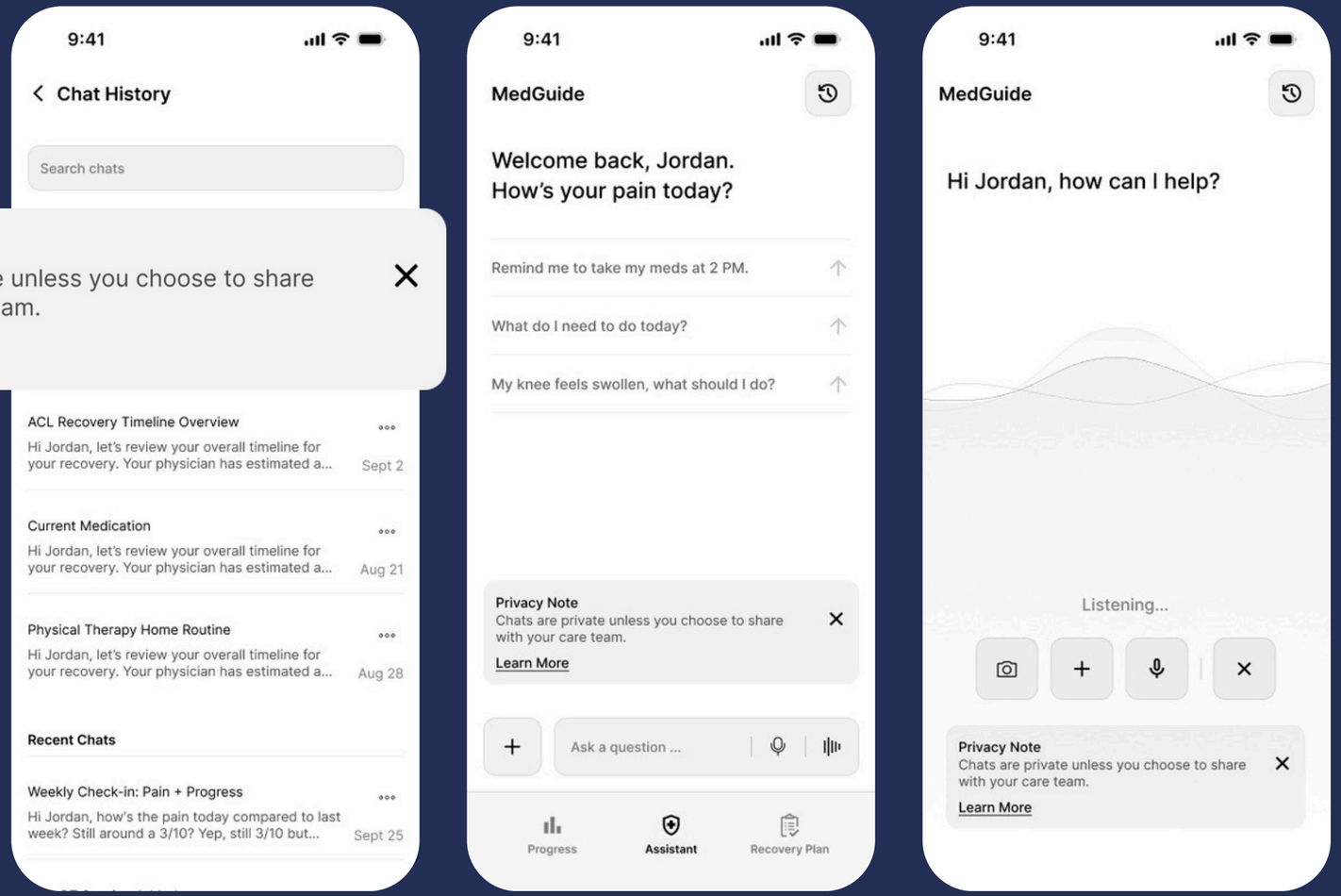
With Biometric login option



Privacy Note

Key Finding 1: Privacy & Data Control

Added to relevant pages



"Oh my god, that's horrifying."

– Participant 2
(in response to the doctor seeing chat logs)

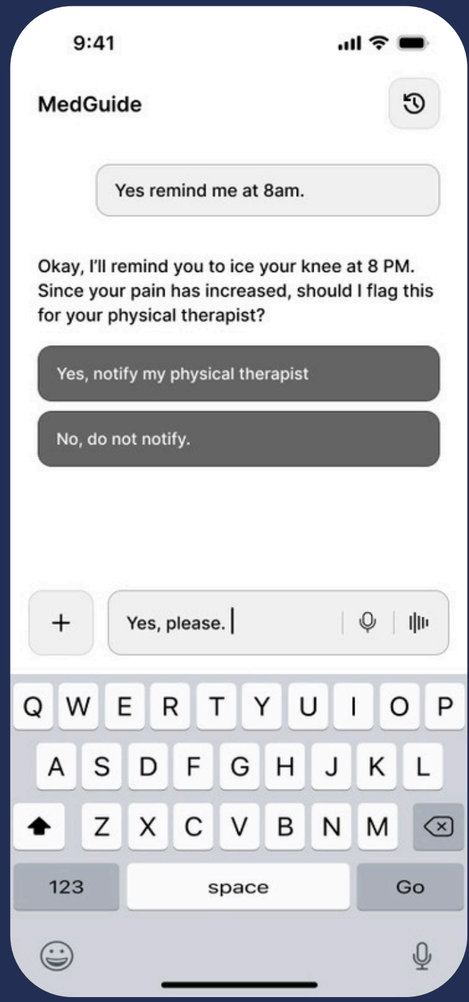
Explicit Data Sharing Confirmation

Key Finding 1: Privacy & Data Control

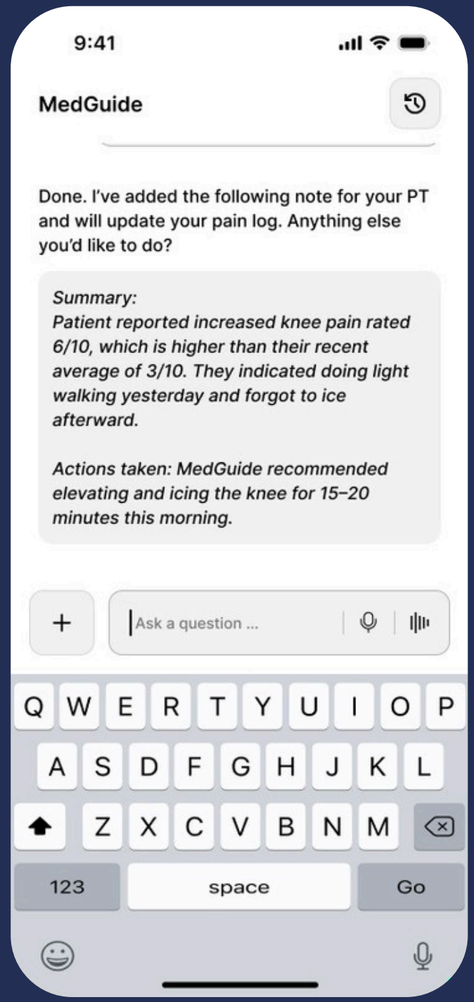
"My doctor will be proud of me because I did this, and I'm compliant"

– Participant 2
(in response to notifying the doctor and documenting process)

Decision Moment



Transparent data summary



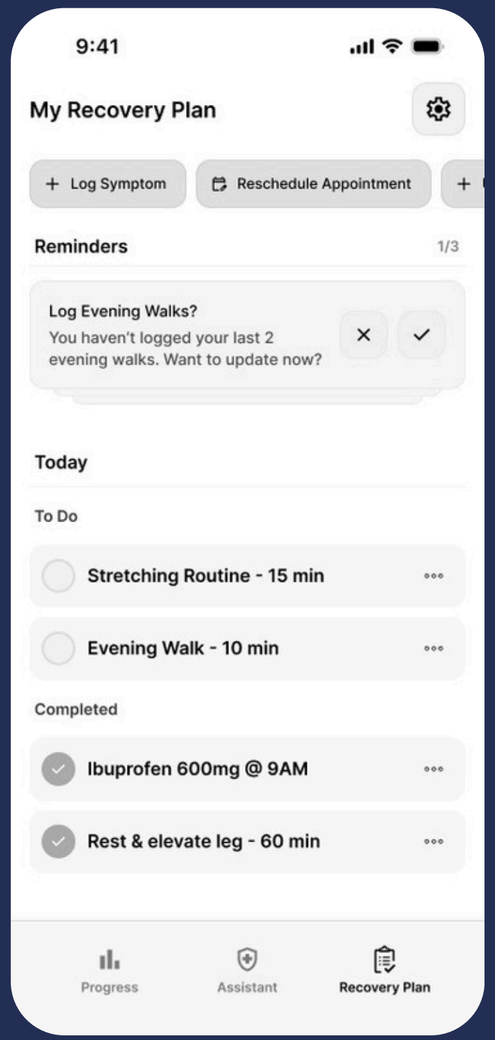
Settings Page

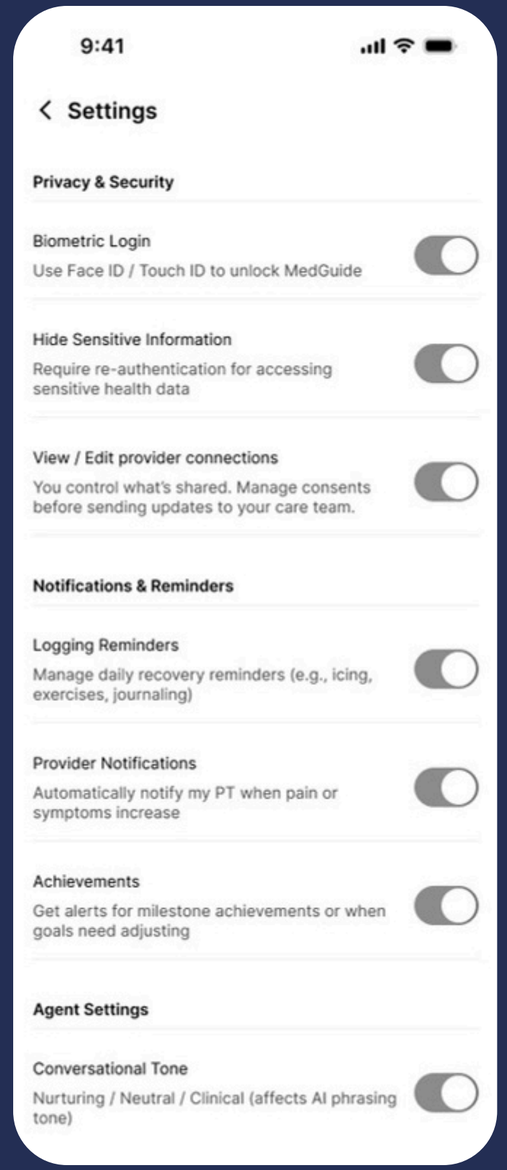
Key Finding 1: Privacy & Data Control

"This is really motivating, you know? Sometimes you just go with devotion and flow... this is, like, the small step I need to achieve today to get to the bigger goal" "

– Participant 2
(in response to the Progress/Motivation Tracker

Settings icon and page





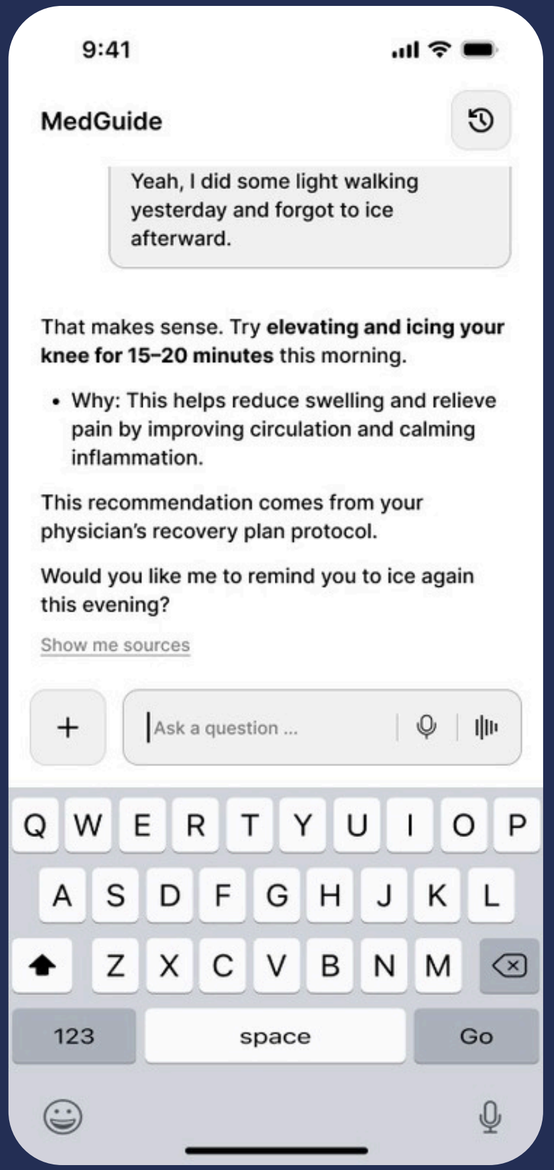
Added Justification & Sources with Recommendations

Key Finding 2: Physician Input is a Requirement of Trust

“Consider adding "verify this" or "show me sources features”

– Participant 2
(in response to the accuracy within the recommended responsed)

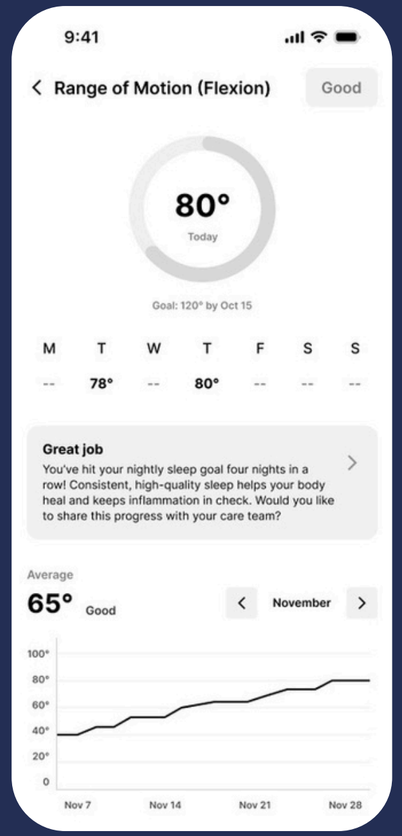
Added Link to sources and explicit reference to physician care protocol

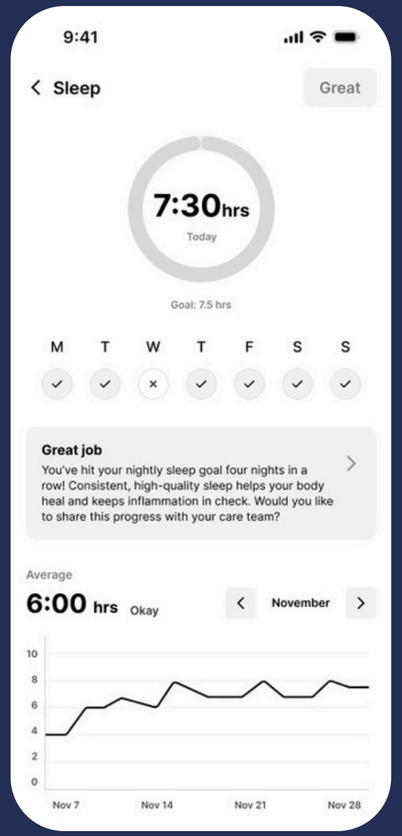


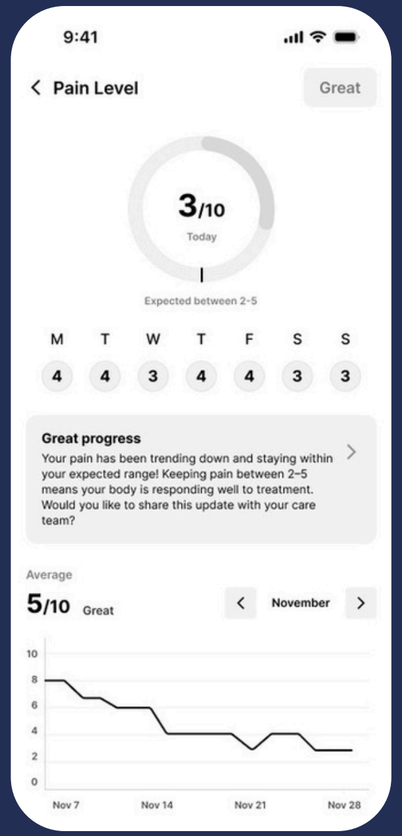
Added Trend Pages

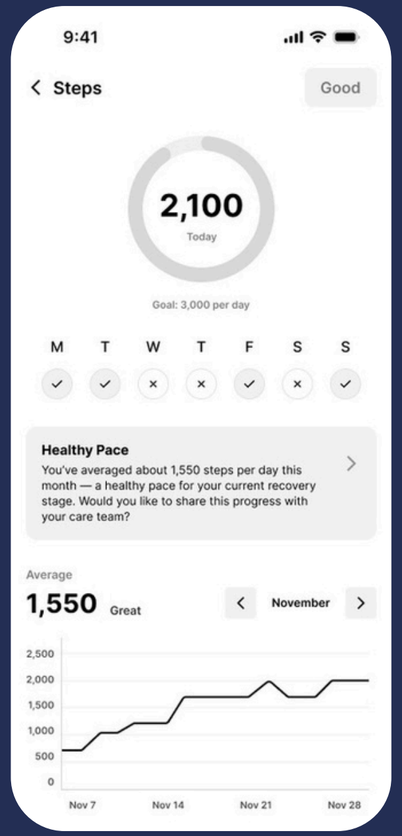
Key Finding 2: Progress Tracking Drives Engagement

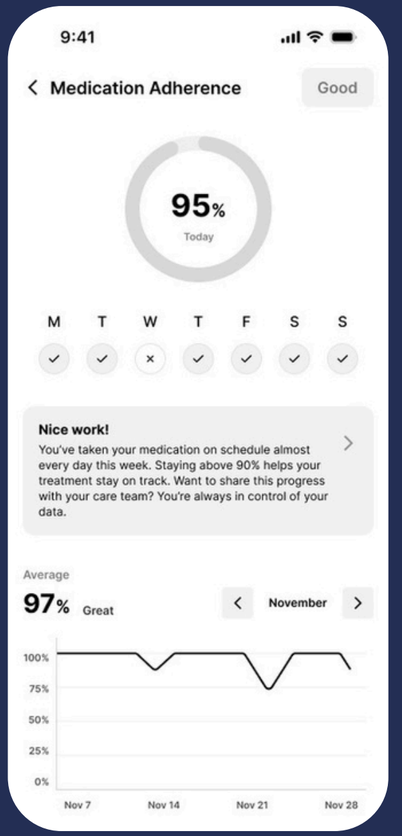
New Page Added









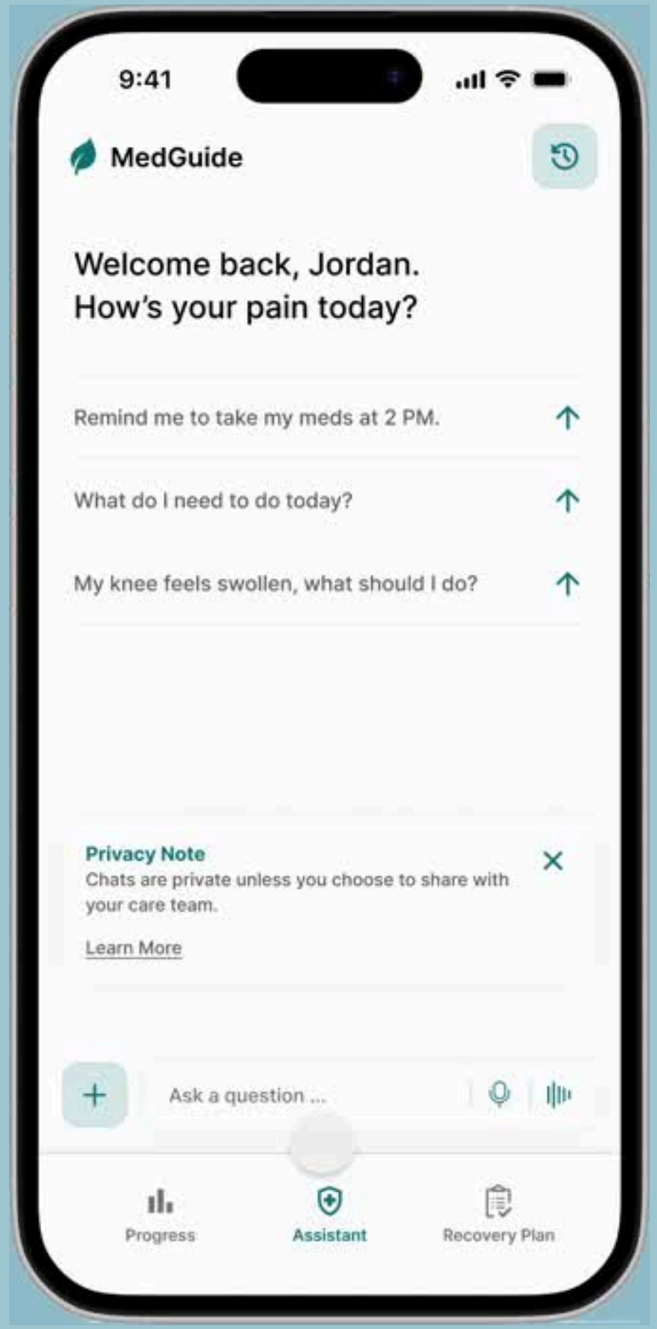


Refined Mockup

Link to Prototype

Key Principles

- Center the experience around data and privacy control
- Clearly connect assistant actions and advice to physician recommendations
- Build upon progress features to support user motivation



Q and A

ASK AWAY!