# Documentation

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."

Acceptance Criteria

- **Mobile phone app**
  - I designed the screens using the iPhone 13 Pro Max as the frame on Figma.
- **Persistent navigation**
  - There is a persistent bottom navigation bar with 4 tabs: Home, Schedule, Messages, and Account.
- **Home screen**
  - The Home screen displays important information about the user's Personal Health Record.
- **Login screen**
  - The Login screen requires the user to enter an email and password to login. Options to sign up or reset their password are available as well.

Login
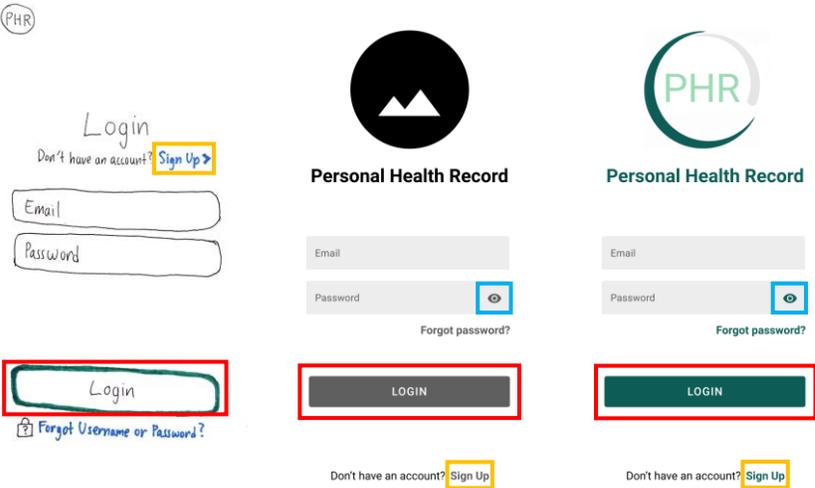
6 Animation, Motion, Interactivity
Interactive button is large enough to easily click.

8 Images and Icons
A well-known icon to make an element visible or hidden is shown for the password field.

8 Ergonomics
A common action, sign up, is placed closer within the thumb zone.

Note: *The color of an annotation's text box corresponds to the rectangles—that surround a design element—with the same color.*

Home
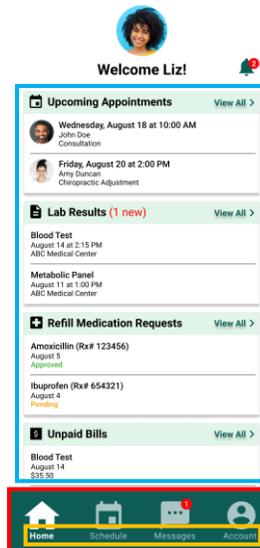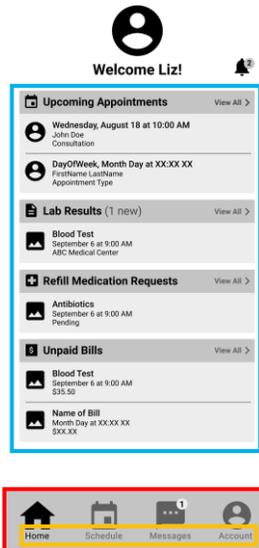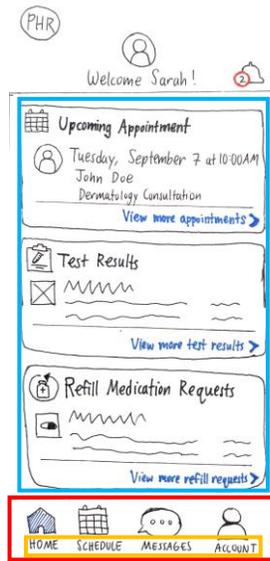
2 Consistency, Standards, Conventions, and Patterns
Navigation bar is placed at the bottom—a common location.

3 Organization, Layout, Hierarchy, Navigation
Shadows denote visual layers and layout of grouped content convey hierarchy and organization.

4 Copyediting, Style, and Tone
Labels are short and plainly worded for easy readability and comprehension.

Note: The color of an annotation's text box corresponds to the rectangles—that surround a design element—with the same color.

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."

Acceptance Criteria

- **View list of paid and unpaid bills**
  - A toggle button allows the user switch between views of paid and unpaid bills.
- **Pay unpaid bills**
  - If an item in the list of unpaid bills is clicked, the user is redirected to a payment screen for the bill.
- **Pay using account already on file**
  - The user can save various information in their account, including credit cards, shipping addresses, and billing addresses.

List of Paid and Unpaid Bills

1 Safe Exploration
Back arrow allows user to easily return to previous screen.

8 Ergonomics
Button for toggling between paid and unpaid bills is wide for easier reach.

10 Aesthetics, Color, and Typography
Heading and subheadings create a clear font hierarchy.

***Note:** The color of an annotation's text box corresponds to the rectangles—that surround a design element—with the same color.*

Pay an Unpaid Bill
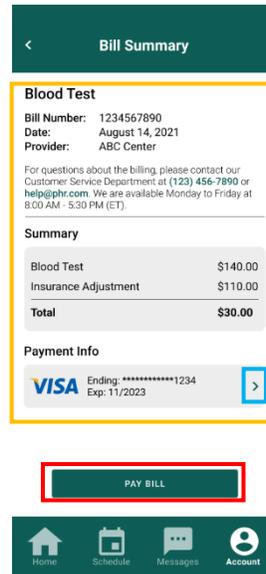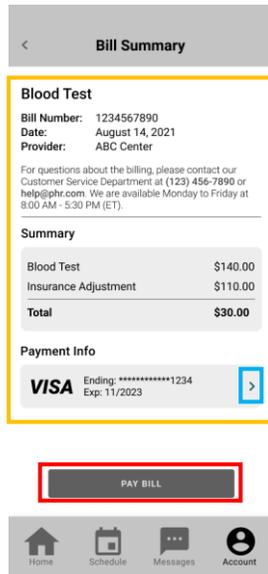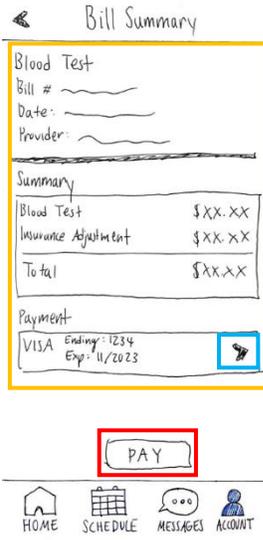
8 Ergonomics
Button for key action—paying the bill—is wider for easier reach.

6 Images and Icons
Standalone right arrow conveys that there is more to the payment section.

10 Aesthetics, Color, and Typography
Number of words per line are limited to increase readability.

Saved Methods of Payment

3 Organization, Layout, Hierarchy, Navigation
Content is grouped into smaller chunks by card for better legibility and processing of info.

8 Ergonomics
Width of button for a key action—adding a new card—is increased for ease-of-use.

10 Aesthetics, Color, and Typography
Label for default credit card payment has background color to draw attention to this information without "crowding" the space.

Note: *The color of an annotation's text box corresponds to the rectangles—that surround a design element—with the same color.*

User Story #3

"As a patient I want 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."

Acceptance Criteria

- **View blood test results**
  - All the results of a blood test are displayed on a screen.
- **View a historical summary of test results**
  - The user can click on a result of a blood test to view more details about that specific result, including a historical summary.
- **View doctor's feedback on results**
  - Once the user clicks on the top-right icon in the screen that displays all the results of a blood test, the user is shown a screen containing all of the doctor's feedback.

Blood Test Results
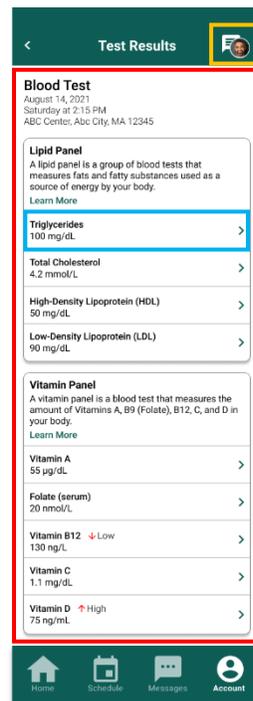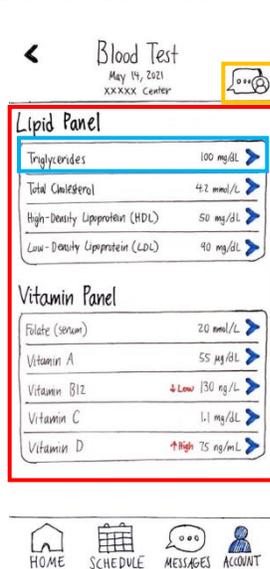
3 Organization, Layout, Hierarchy, Navigation
Content of each panel is grouped into a different section for better readability.

6 Animation, Motion, Interactivity
Each result has a large, tappable area to easily view more details.

9 Images and Icons
Well-known icon for messages also has the doctor's avatar to clearly indicate doctor's feedback.

Note: *The color of an annotation's text box corresponds to the rectangles—that surround a design element—with the same color.*

Historical Summary of Test Results (Triglyceride Example)
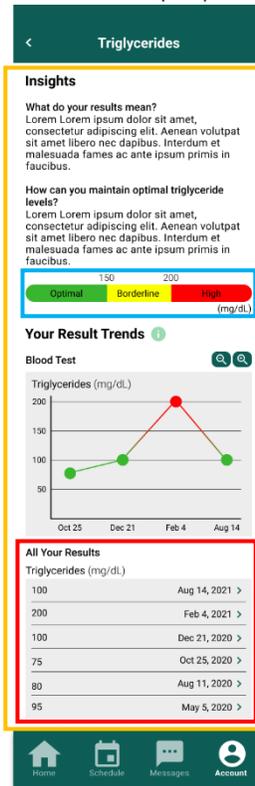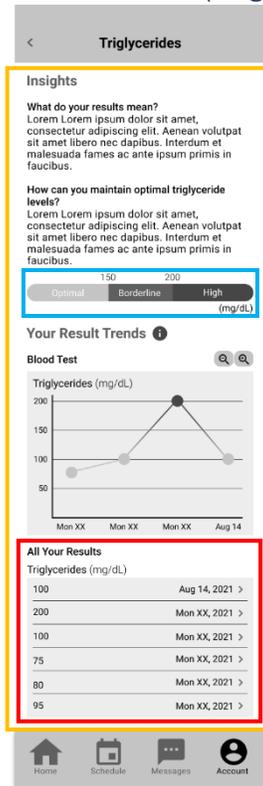
3 Organization, Layout, Hierarchy, Navigation
Layout and placement of historical results of triglycerides below the graph reinforce meaning and understanding of the data points in the graph.

4 Copyediting, Style, and Tone
Labels for bar clearly indicate optimal, borderline, and high levels of triglycerides.

6 Animation, Motion, Interactivity
Large vertically scrollable area to expose more content.

Doctor's Feedback
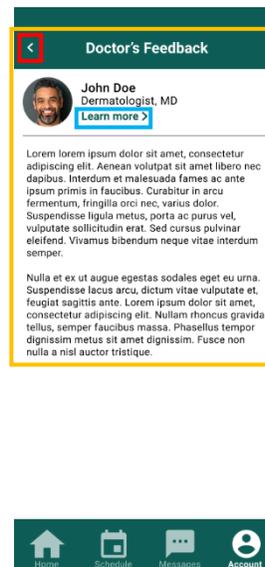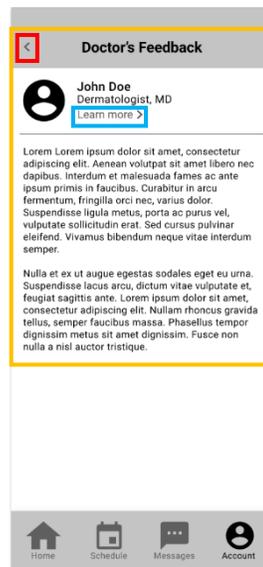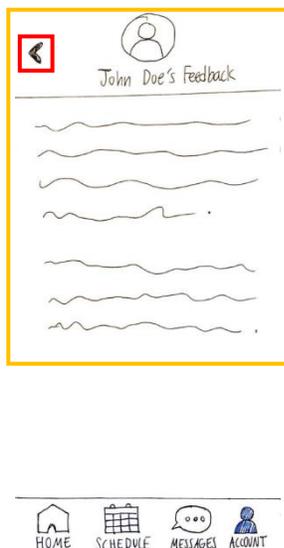
1 Safe Exploration
Back arrow allows user to easily return to previous screen.

4 Copyediting, Style, and Tone
Label for right arrow clearly indicates option to learn more about the doctor.

10 Aesthetics, Color, and Typography
Headings, subheadings, and body text denote clear font hierarchy.

Note: *The color of an annotation's text box corresponds to the rectangles—that surround a design element—with the same color.*

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."

Acceptance Criteria

- **Send and receive messages**
    - The user can send messages to and receive messages from a specific person
- **Clear indication of whether messages are from a physician, nurse, lab technician, or other staff member**
    - In the messaging screen with a specific person, the header includes that person's name and job title (e.g., nurse).

Messaging a Person
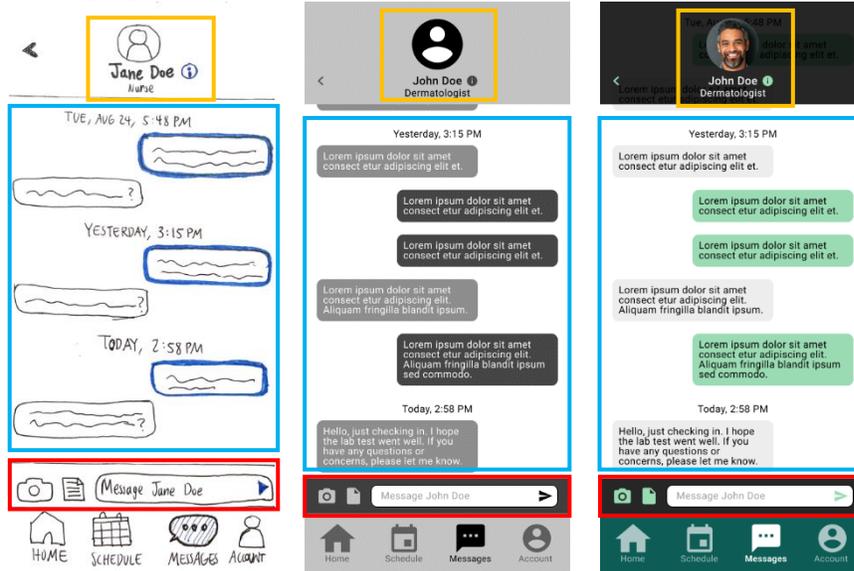
2 Consistency, Standards, Conventions, and Patterns
Bottom placement of bar follows design conventions of messaging feature.

6 Animation, Motion, Interactivity
Large vertically scrollable area to expose more content.

9 Images and Icons
Avatar and information in top-level header clearly indicate user.

Note: *The color of an annotation's text box corresponds to the rectangles—that surround a design element—with the same 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."

Acceptance Criteria

- **View available appointments**
  - After clicking a day on a calendar, the user can view all available appointments with the doctors that offer a specified service.
- **View scheduled appointments**
  - The user can choose to see a list of their scheduled appointments in either list or calendar view.
- **Schedule new appointments**
  - When viewing the user's scheduled appointments, the option to schedule a new appointment is displayed at the bottom of the screen.
- **Reschedule existing appointments**
  - When viewing the details of a scheduled appointment, the option to reschedule is displayed on the bottom-right of the screen.
- **Cancel appointments**
  - When viewing the details of a scheduled appointment, the option to cancel is displayed on the bottom-left of the screen.

Available Appointments

3 Organization, Layout, Hierarchy, Navigation
Order of titled sections, with spacing, mirror flow of scheduling an appointment.

5 Progressive Disclosure, Onboarding, Instant Gratification
To avoid overwhelming the user, requested information is gradually revealed in the following order: appointment type, day of month, and time.

9 Images and Icons
Profile picture helps convey the identity of the person clearly.

Note: The color of an annotation's text box corresponds to the rectangles—that surround a design element—with the same color.

Scheduled Appointments
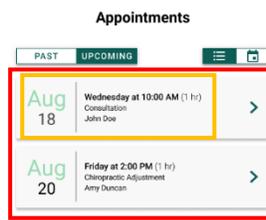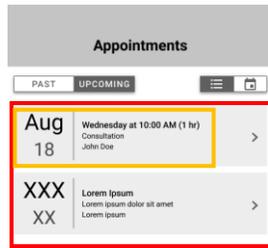
3 Organization, Layout, Hierarchy, Navigation
Shadows denote visual layers and layout of grouped content convey hierarchy and organization.

8 Ergonomics
Button for scheduling an appointment is wide for easier reach.
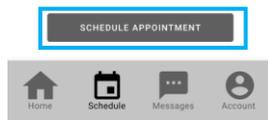
10 Aesthetics, Color, and Typography
Date and other details of appointment denote clear font hierarchy.

Appointment Details
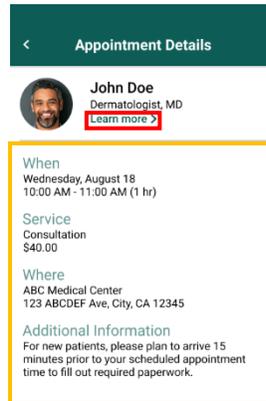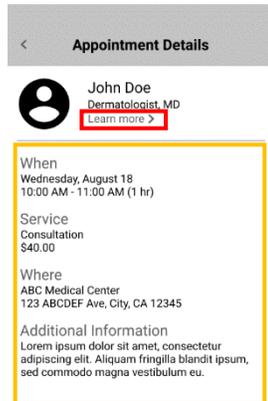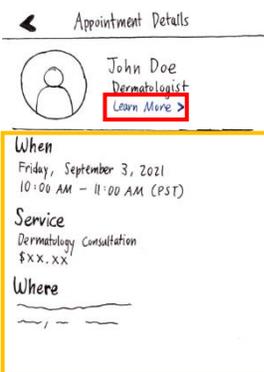
4 Copyediting, Style, and Tone
Label for right arrow clearly indicates option to learn more about the doctor.

8 Ergonomics
Buttons for cancelling and rescheduling an appointment are wide for easier reach.
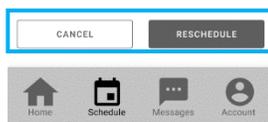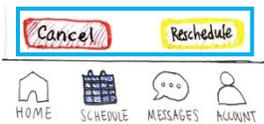
10 Aesthetics, Color, and Typography
Appointment details denote clear font hierarchy.

Note: The color of an annotation's text box corresponds to the rectangles—that surround a design element—with the same color.
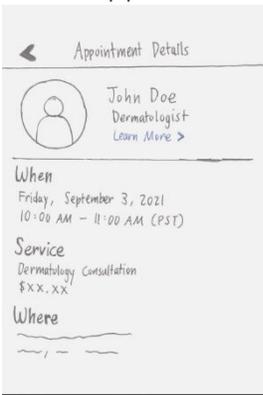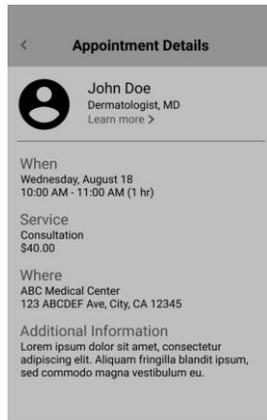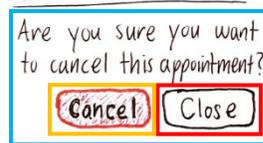
Cancel Appointment

1 Safe Exploration
"No" button allows user to safely go back without cancelling appointment.

4 Copyediting, Style, and Tone
Button labels clearly answer the cancellation question to prevent confusion about each button's purpose.

10 Aesthetics, Color, and Typography
Button with the primary action is filled in with color to draw attention.

Note: The color of an annotation's text box corresponds to the rectangles—that surround a design element—with the same color.

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 to request refills."

Acceptance Criteria

- **Submit refill requests**
  - After filling out the required information on a form, the user can submit a refill request for a specified medication.
- **View status of pending refill requests**
  - The screen the shows a list of the user's refill requests includes that status (i.e., approved, pending, declined) of each request as well.
- **Choose desired pharmacy for pickup**
  - While filling out the refill request form, the user can choose to pick up the medication from a specific pharmacy.
- **Option to have medications delivered to my home address**
  - While filling out the refill request form, the user can choose to ship the medication to a specific address.

Submit Refill Request
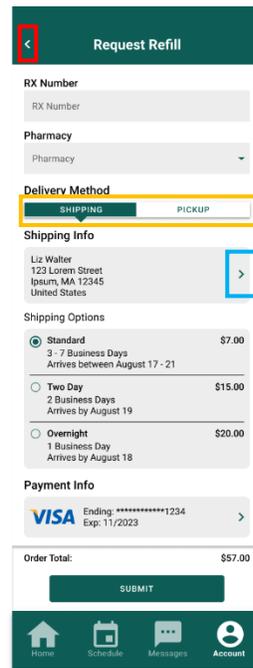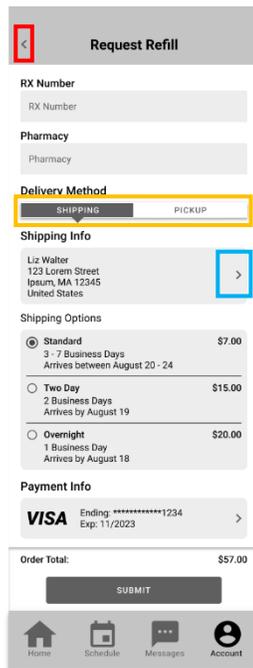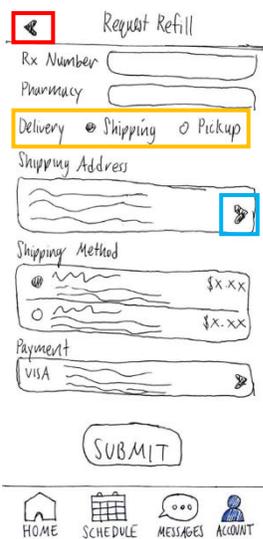
Ergonomics
A common action, sign up, is placed closer within the thumb zone.

6 Images and Icons
Standalone right arrow conveys that there is more to the shipping address section.

8 Ergonomics
Toggle button for shipping and pickup are wide for easier reach.

Note: *The color of an annotation's text box corresponds to the rectangles—that surround a design element—with the same color.*

List of Refill Requests
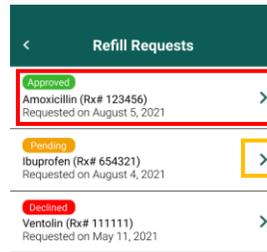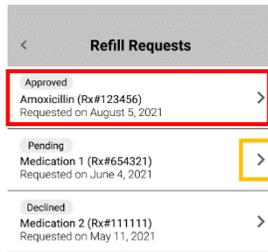
6 Images and Icons
Standalone right arrow conveys that there is more to each refill request section.

8 Ergonomics
Request refill button is wide for easier reach.
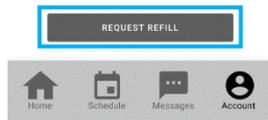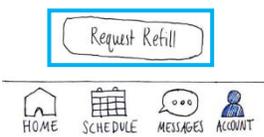
10 Aesthetics, Color, and Typography
Label for status of refill request has background color to draw attention to this information without "crowding" the space.

Note: The color of an annotation's text box corresponds to the rectangles—that surround a design element—with the same color.