Case Study

Healthcare

# Online Consultation App

## Overview

**Maestro** is an application designed to offer tailored online consultation which helps patients book appointments without getting in any kind of hastle.

The main project goal is to give users a smooth and intuitive experience and obtain all their needs by the services offered. It is a digital information and communication technology solution that has simplified remote access to healthcare services from the patient and specialist sides.

## About The Project

### Problem Statement

The major problem faced by hospitals in India is that there is a short supply of medical professionals in comparison to the number of people in need of medical attention which further leads to overcrowding in the waiting area.

### Main Mission

The solution is to provide access to qualified medical professionals at affordable prices in order to reduce the need to visit the hospitals until when it is absolutely necessary. Hence, those with more urgent medical needs may find it hard to get the urgent medical attention on time- leading sometimes to death.

## Design Process

### Discover

Involves researching the problem space, framing the problem(s) to be solved, gathering enough evidence and finally decide what to do next.

### Define

Collating data from the observation stage (first stage called Empathise) to define the design problems and challenges.

### Design

This stage includes wireframing, UI design that takes into account user needs, user journeys and insights from the initial research.

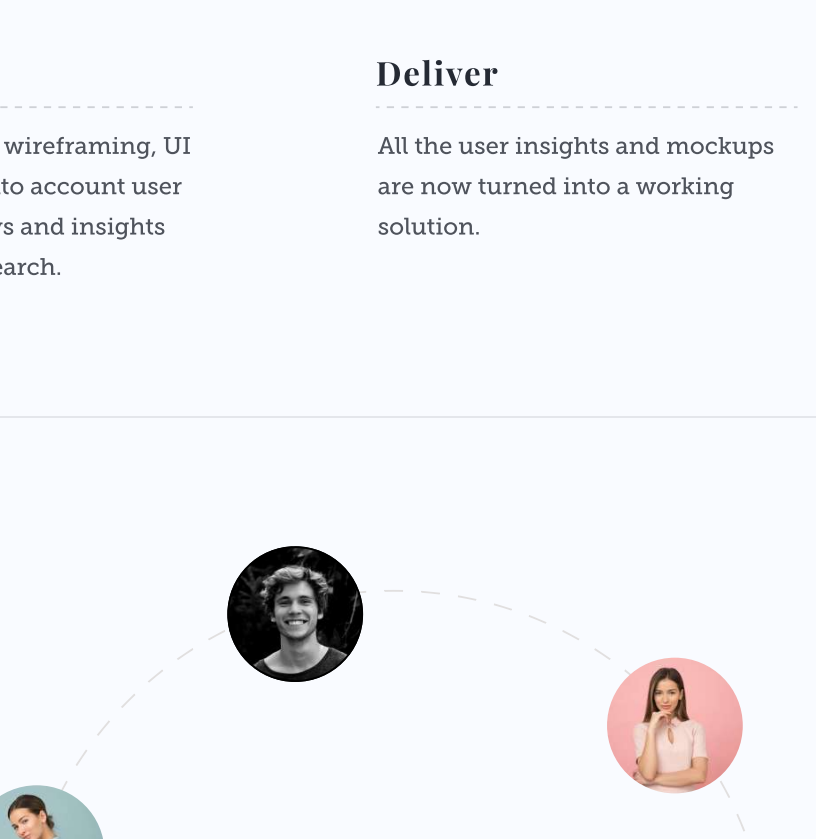
### Deliver

All the user insights and mockups are now turned into a working solution.

Initial Step

## User Research

Based on the amount of time I invested and the in-depth knowledge I was seeking on individual experience in the Indian health care sector I decided to opt for a research method that is qualitative research. I used survey questionnaire most often using those boxes to allow their respondents to survive the answers you need to the experience and we were able to pin down few insights..



Insights

## Gathering Insights

> Zorawar believes that it is difficult to search for the right doctor by speciality, location and then finding doctor's chamber is an another task in any hospital.
>
> Zorawar Singh

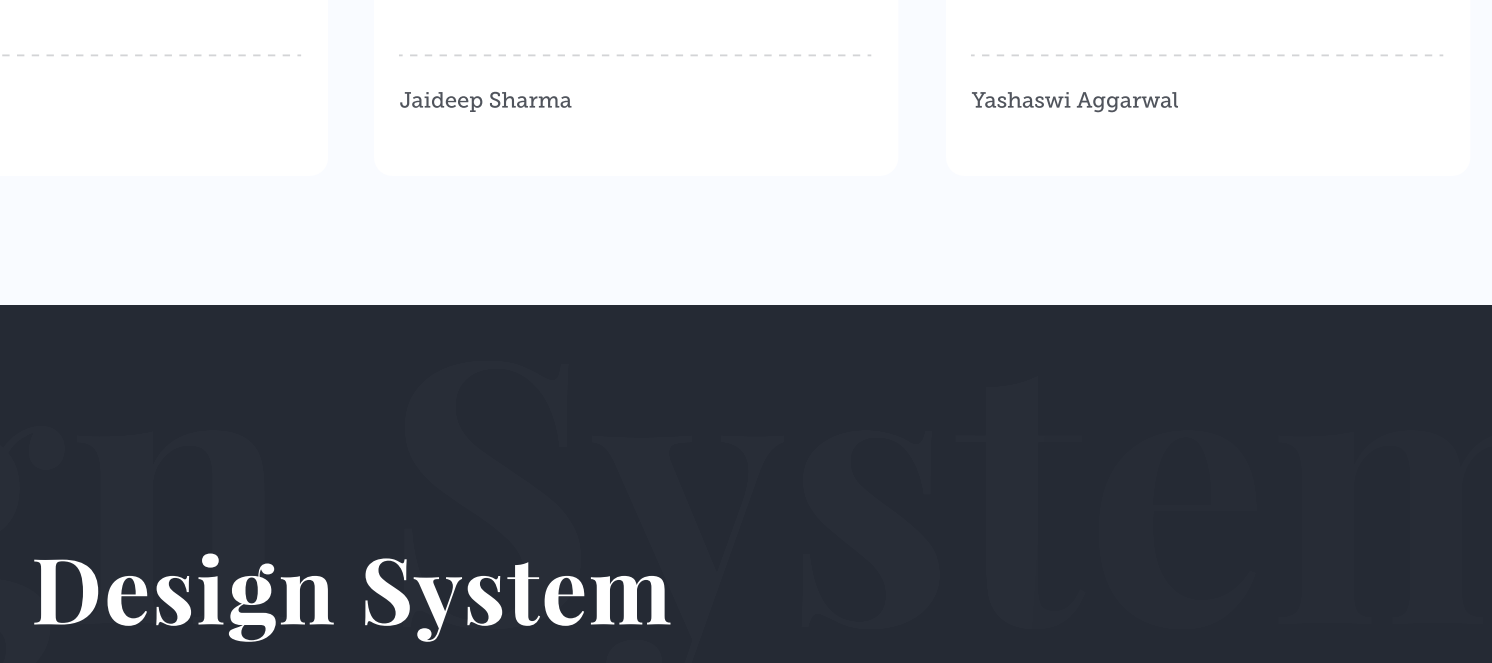
> Khushi finds difficulty in finding out doctor's available time slots in hospitals and how much time will it take to get everything done.
>
> Khushi Joshi

> Jaideep thinks that it is difficult to keep records of the prescriptions and reports.
>
> Jaideep Sharma

> Have to travel a lot in order to go for regular check ups. Need to consult doctor on regular basis because of irregular insulin level in my body.
>
> Yashaswi Aggarwal

## Design System

## Colors



#00A69C

#30B087

#C1F0FF

#8BCCC2

#C5DCF8

#D5C1FF

#F98938

#C5DCFF

#FFDFC1

#CCFFE3

#56535B

#FFFFFF

Font Name

## Playfair Display

Typography

AA

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
a b c d e f g h i j k l m n o p q r s t u v w x y z
1 2 3 4 5 6 7 8 9 0

Font Name

## Museo Slab

Typography

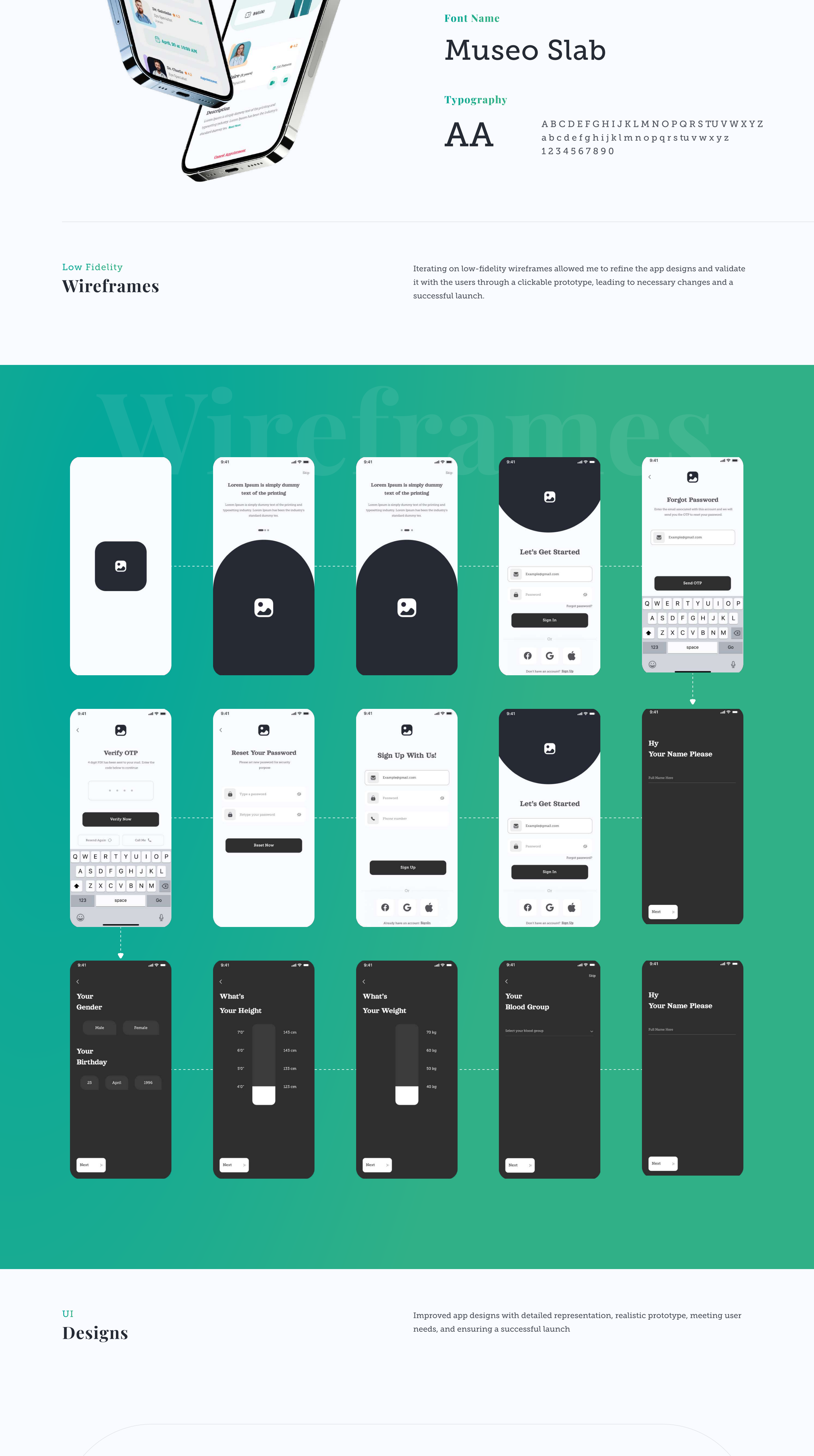
AA

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
a b c d e f g h i j k l m n o p q r s t u v w x y z
1 2 3 4 5 6 7 8 9 0

Low Fidelity

## Wireframes

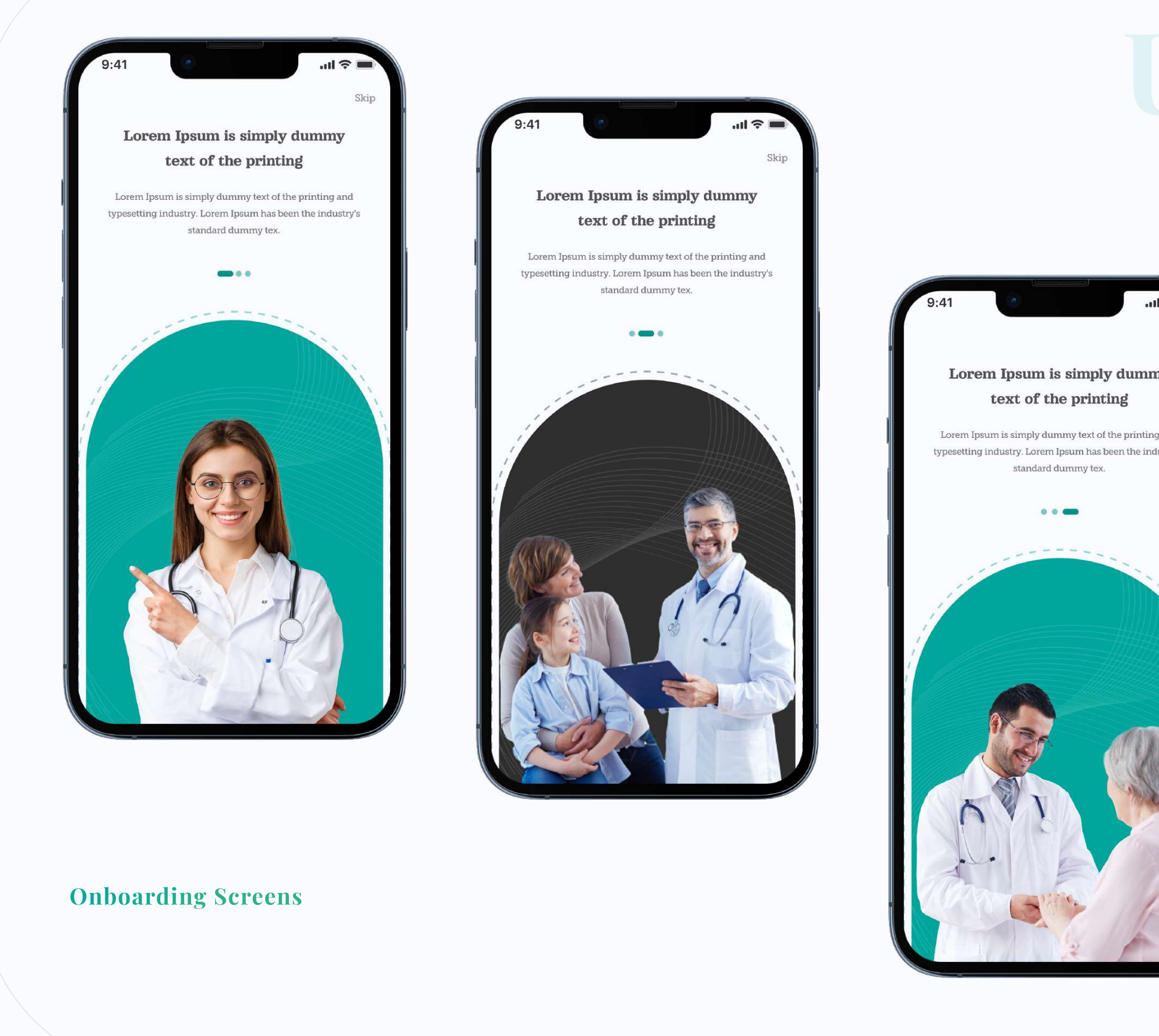
Iterating on low-fidelity wireframes allowed me to refine the app designs and validate it with the users through a clickable prototype, leading to necessary changes and a successful launch.


Lorem Ipsum is simply dummy text of the printing
Let's Get Started
Forgot Password
Verify OTP
Reset Your Password
Sign Up With Us!
Hi
Your Name Please
Your Gender
Your Birthday
What's Your Height
What's Your Weight
Your Blood Group

UI

## Designs

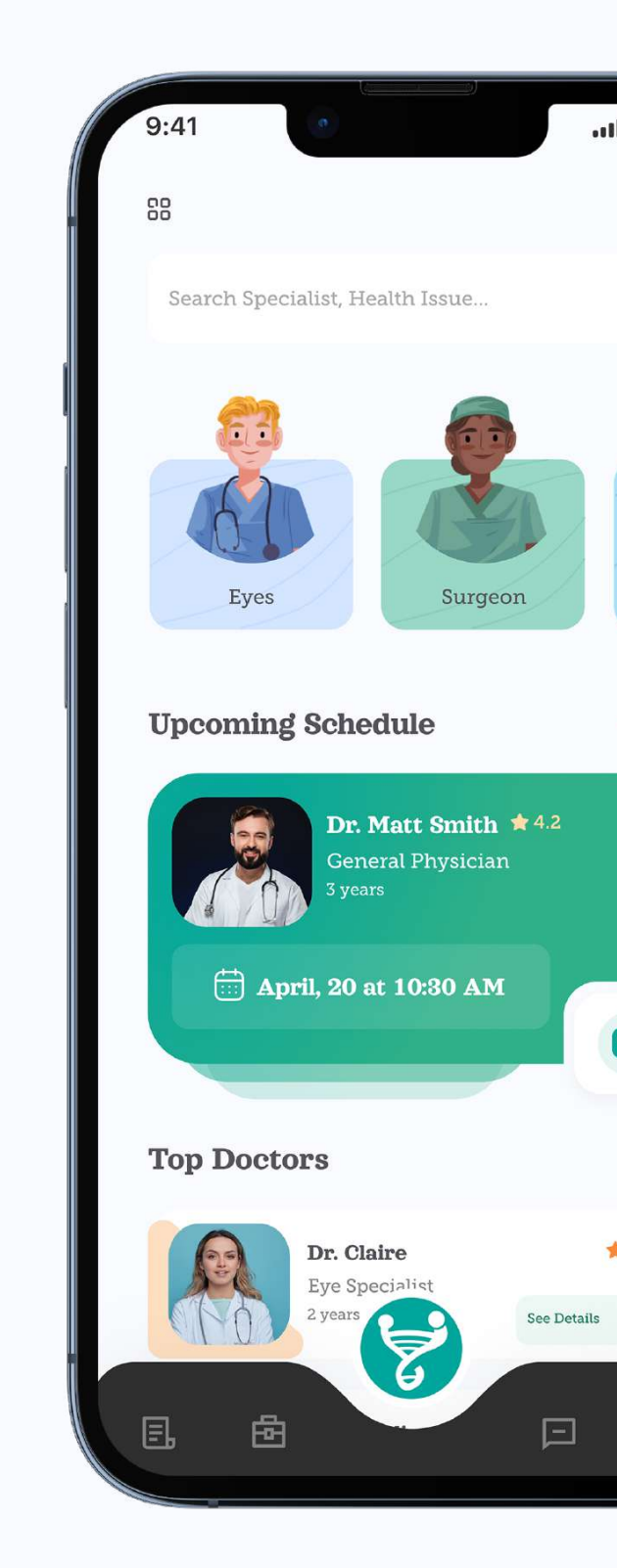
Improved app designs with detailed representation, realistic prototype, meeting user needs, and ensuring a successful launch.


Lorem Ipsum is simply dummy text of the printing

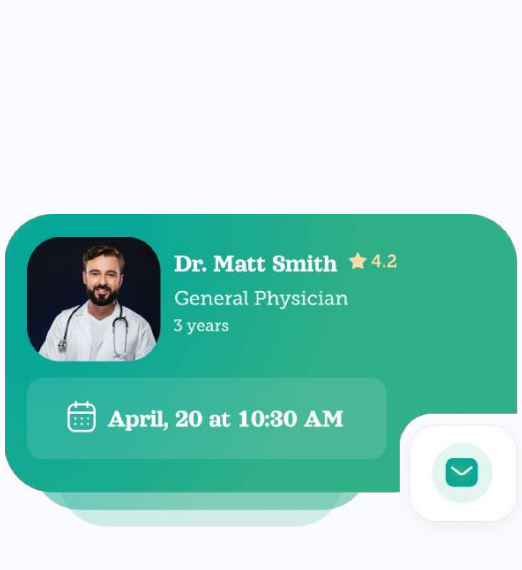
Onboarding Screens

01

## Home Screen


Search Specialist, Health Issue...
Eyes
Surgeon
General Ph
Upcoming Schedule
View All
Dr. Matt Smith
General Physician
April, 30 at 10:00 AM
Top Doctors
Dr. Claire
Eye Specialist

- Here, user can search specialist as per their needs
- Can see the upcoming scheduled appointments
- See the top listed doctors nearby along with the ratings


Dr. Matt Smith
General Physician
April, 30 at 10:00 AM
Dr. Claire
Eye Specialist

Upcoming Schedule

Top Doctors

UI

- Here, user can upload their reports with the title and description
- View the list of uploaded reports

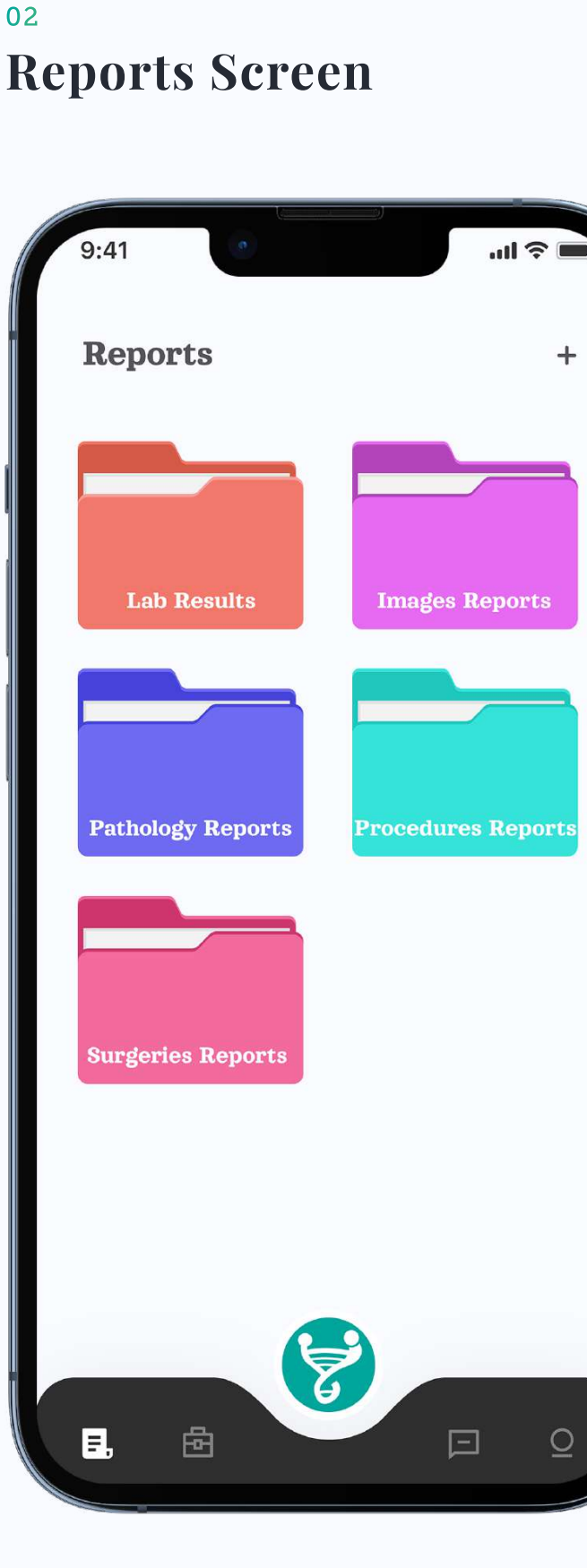
Lab Results
Pathology Reports

Lab Reports

Pathology Reports

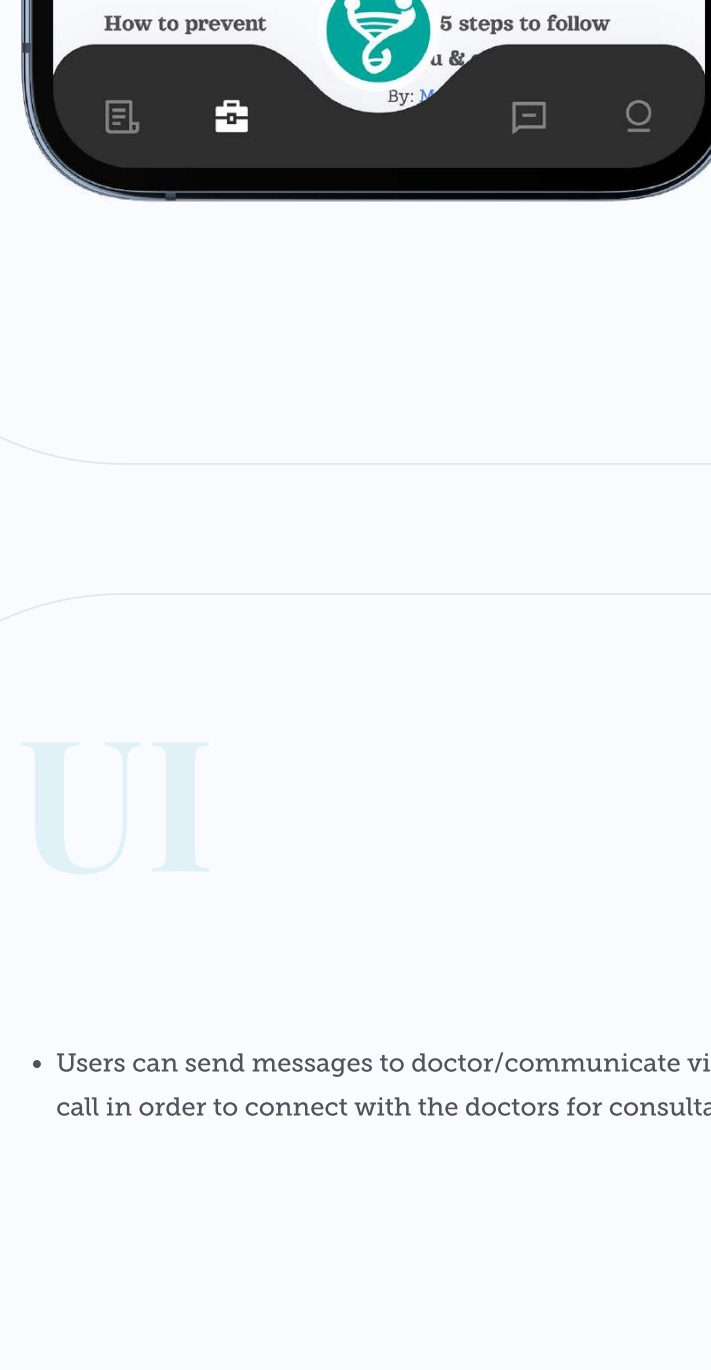
02

## Reports Screen


Reports
Lab Results
Images Reports
Pathology Reports
Procedures Reports
Surgeries Reports

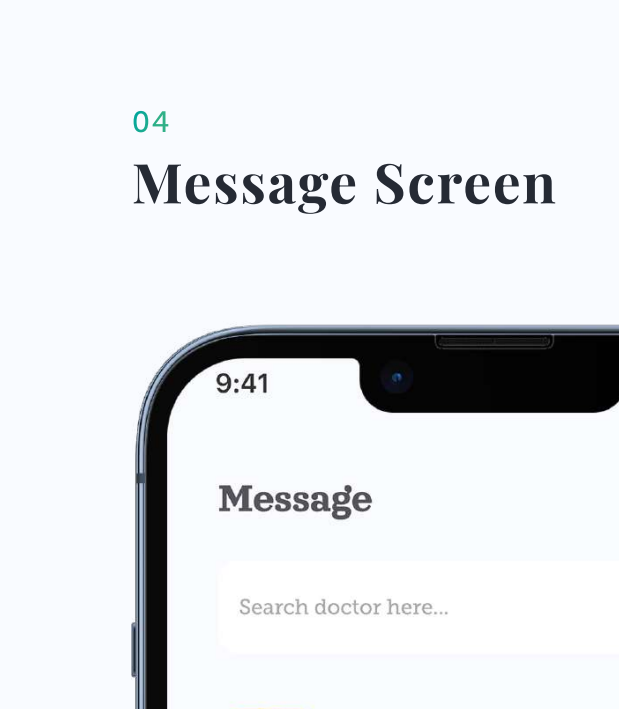
03

## Learn Screen


Learn
Search anything here...
Eyes
Tooth
Pediatrics
General Physician
How to protect body flu?
What are the symptoms of flu?
How to prevent
5 steps to follow

UI

- User can search for any health related topics
- Users can gain knowledge through the listed videos which are trending
- They can also watch videos based on different categories

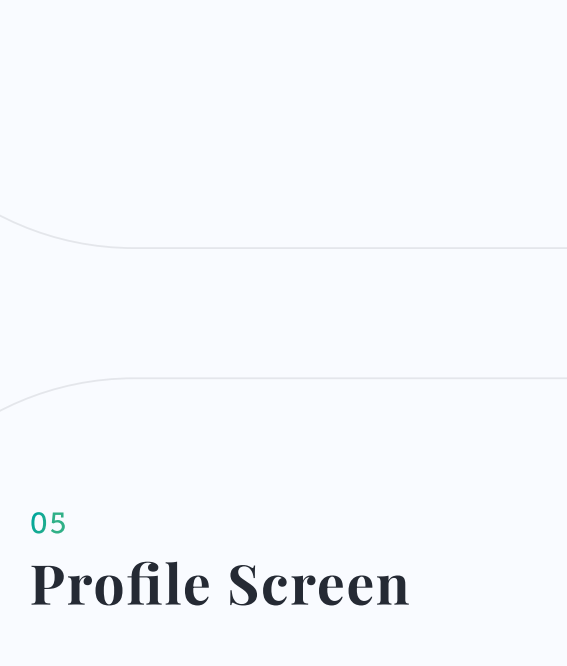

Eyes
Tooth
Pediatrics
General Physician
Eyes
Symptoms of Corona-virus disease
By: Medical Institute of New York
Best 5 stepts to follow in flu & cold
By: Medical Institute of New York

Categories

Videos

UI

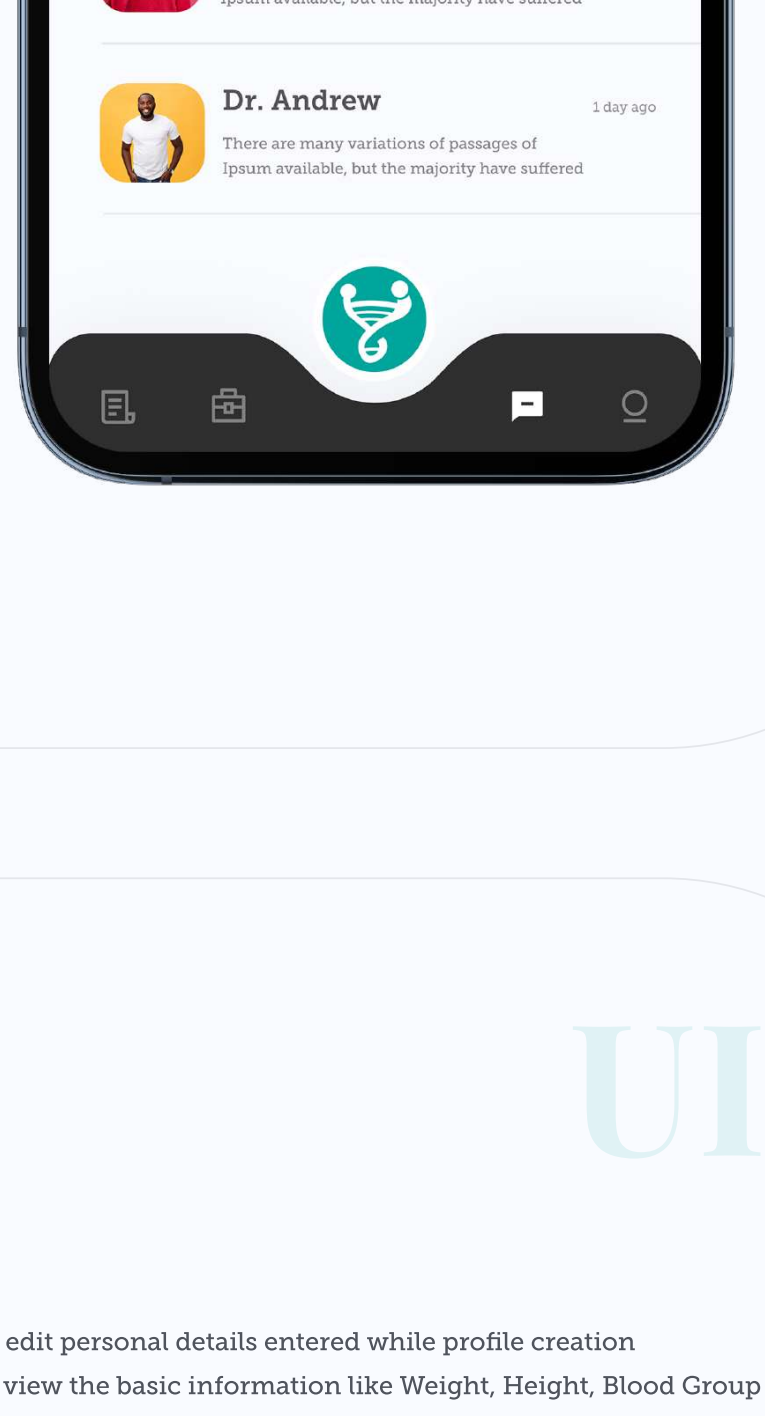
- Users can send messages to doctor/communicate via video/audio call in order to connect with the doctors for consultation.


Dr. Isaac
Dr. John
Dr. Robert
Dr. David
Dr. Andrew

List Of Doctors

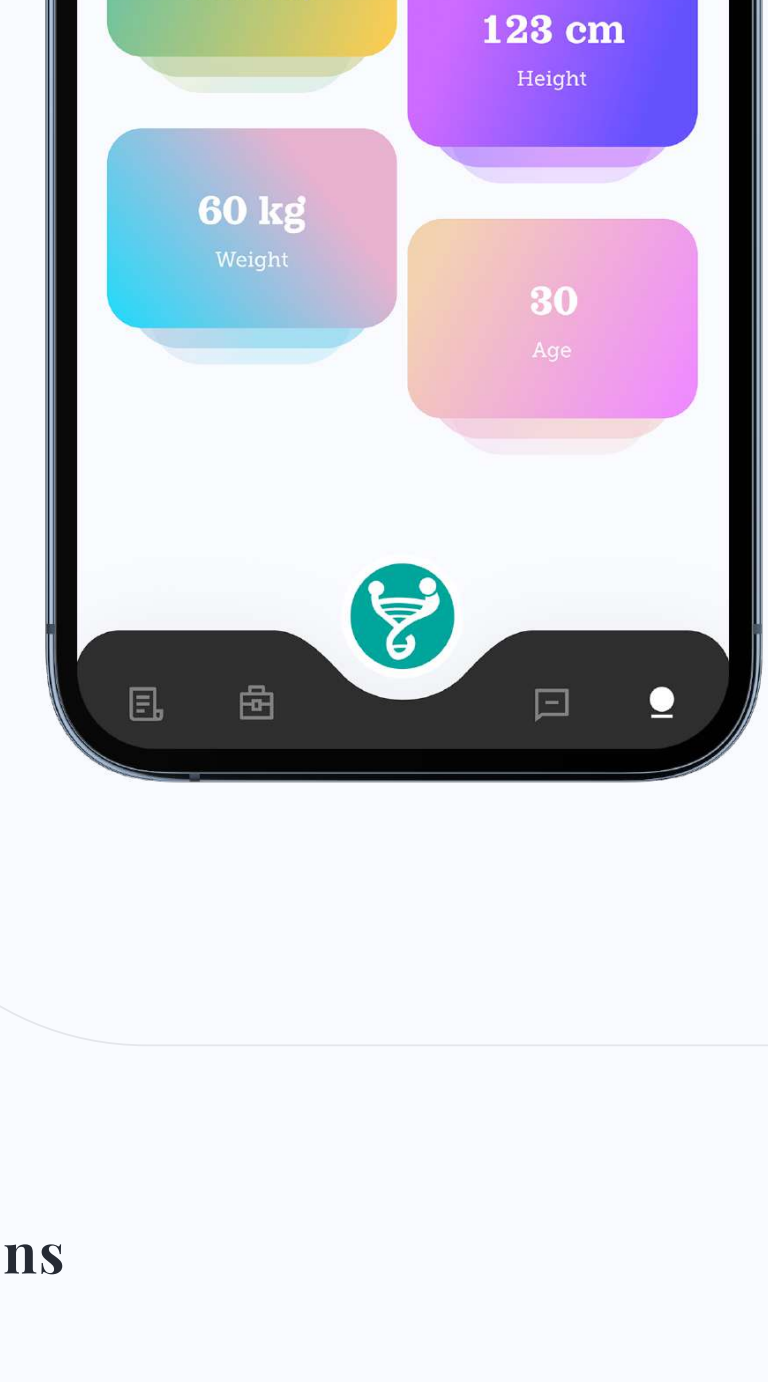
04

## Message Screen


Message
Search doctor here...
Dr. Isaac
Dr. John
Dr. Robert
Dr. David
Dr. Andrew

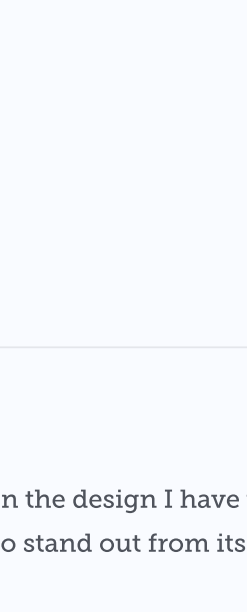
05

## Profile Screen


Profile
Isaac
Isaac@gmail.com
AB+
Blood Group
123 cm
Height
60 kg
Weight
30
Age

UI

- User can edit personal details entered while profile creation
- Can also view the basic information like Weight, Height, Blood Group and Age
- Can add family members to view the uploaded reports


AB+
123 cm
90 kg
30

Blood Group

Height

Weight

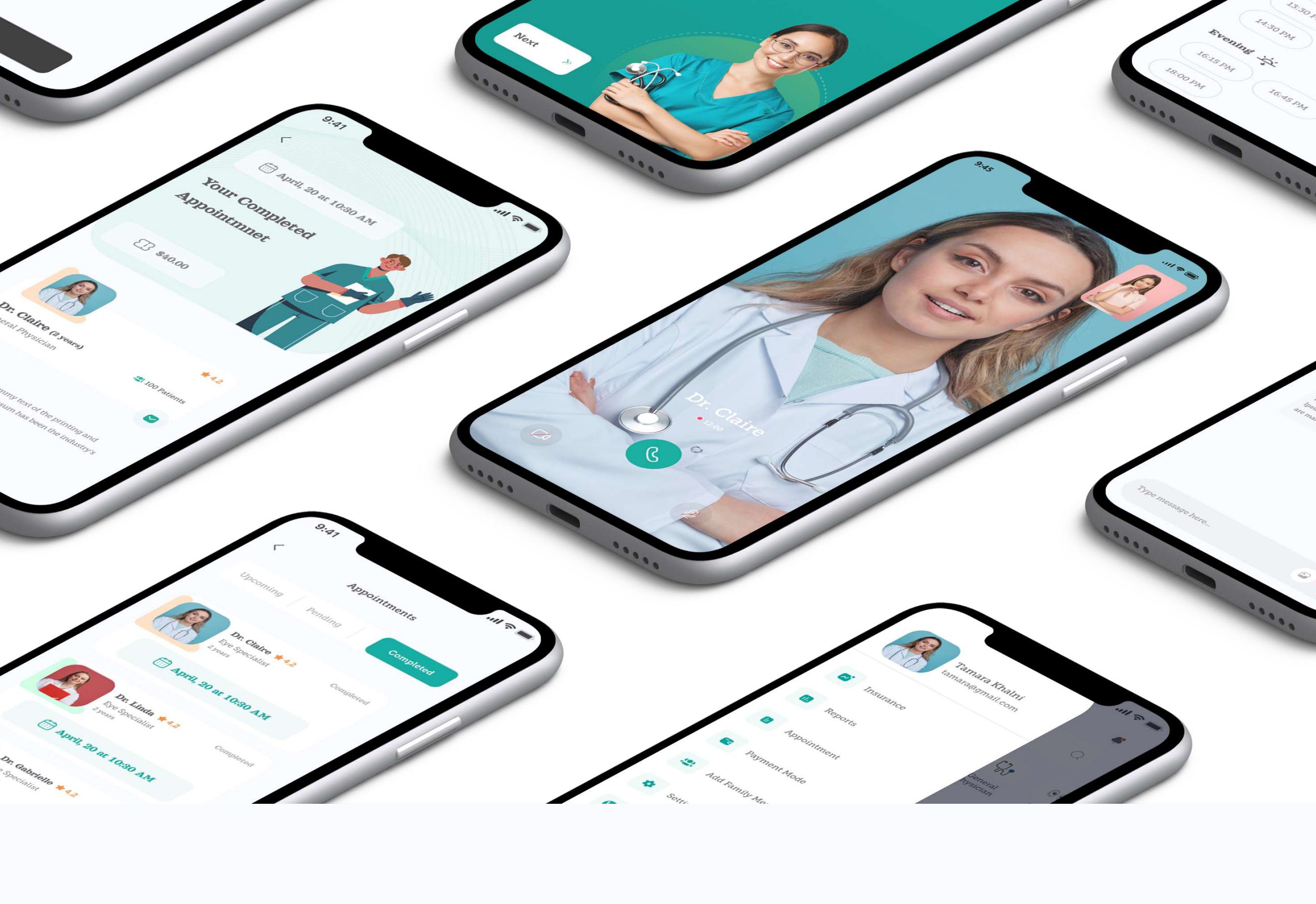
Age

Other

## Screens

In the design I have worked out the key features that will allow the application to stand out from its competitors and give the users everything they need.

I have listed other states and flow variations below.


Hi
Your Name Please
Your Completed Appointment
Appointments

## Let's do something amazing together

Thanks for watching!