

An Apollo Initiative



SEARCH • BOOK • MANAGE

Researched and Designed by

Emmanuel Francis

What is the **Problem**

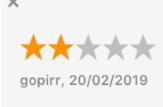
- 1. Standing in long lines for booking an appointment with the doctor
- 2. No awareness of Hospitals in the vicinity
- 3. Patients unaware of the available doctors in the nearest hospital branch
- 4. No way of managing follow ups easily





Further Problems

- 1. Managing Follow ups
- 2. Redeeming Mediclaim
- **3. Managing Prescriptions**





Use it for Information not for booking

I booked an appointment with a doctor and got a message for its confirmation . but they do not tell you after how many people is your appointment. rather after this you need to go to the hospital and then is when your actual booking is done. so better not to use it and go to the hospital directly and get your booking confirmed.

Ps : once i booked an appointment through their customer care helpline and on the day of appointment they provided me the number of doctor's assistant. When i called him he said the slots are full and doctor wont accept any further appointments. That day i did not went to work just for the appointment and later being disappointed to see it canceled.

So what the use of your app and helpline number to book an appointment when you are not able to provide proper appointment details.



Bakwaas app

No centralized report system, all the reports are not attached in the application. They take money from people and don't even spend on their softwares to create ease to the customers. It's really difficult to collect reports from this hospital, need to go different floor and different receptions, finally you will get tired of visiting the places... can't even get the previous bills of medicines, medplus app doing good job on this.

Not good

It's not user friendly. After booking there is no option to see past bookings or upcoming visits. Even the App is useless because it gave me booking confirmed and when I called up CS they said booking was not done because "maybe slots were not available". Had to manually book. What a waste.







USER SEGNENTATION



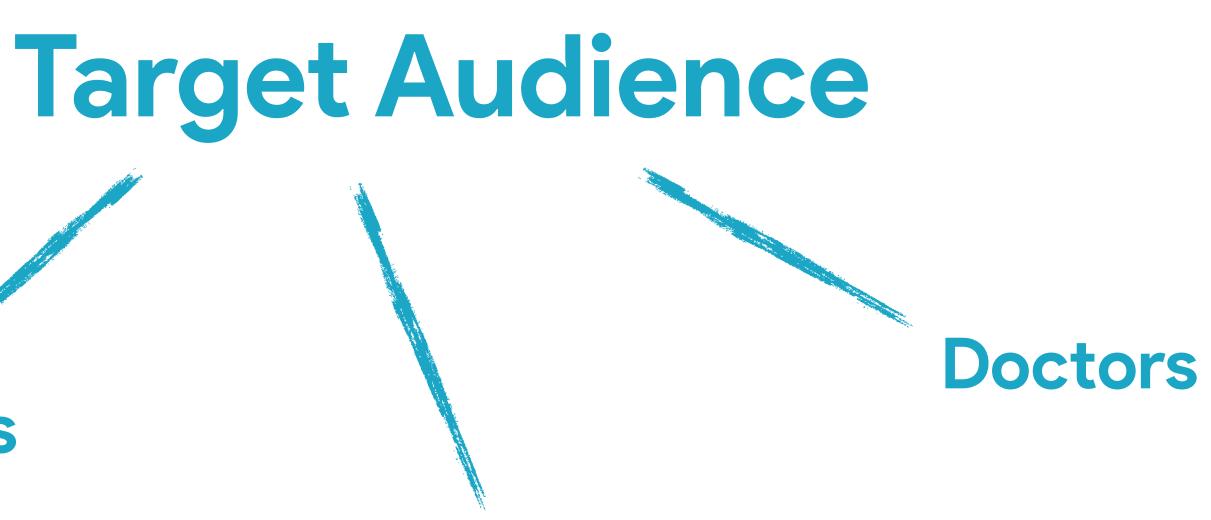






Patients

Hospital Receptions









TASK FLOWS

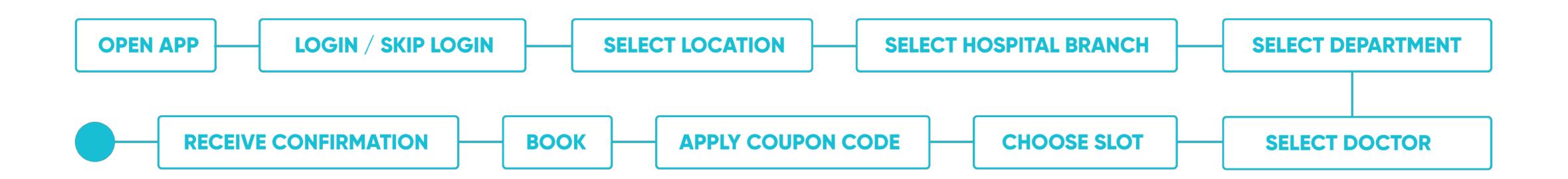








MAKING A BOOKING



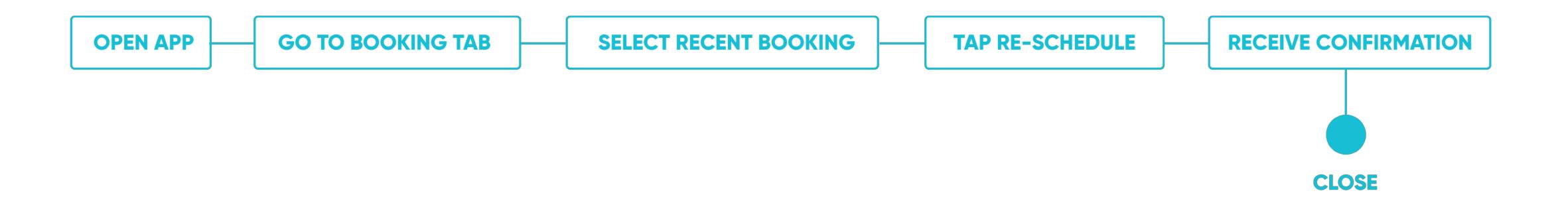








RE-SCHEDULE BOOKING











INFORMATION ARCHITECTURE

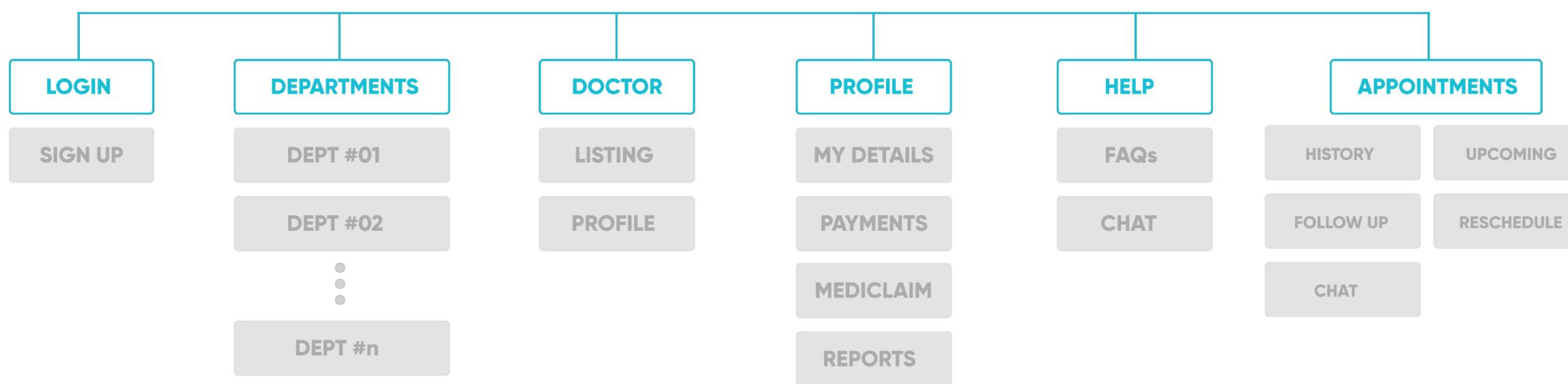












#InformationArchitecture

HOSPITAL INFORMATION ARCHITECTURE







BENCHNARKING

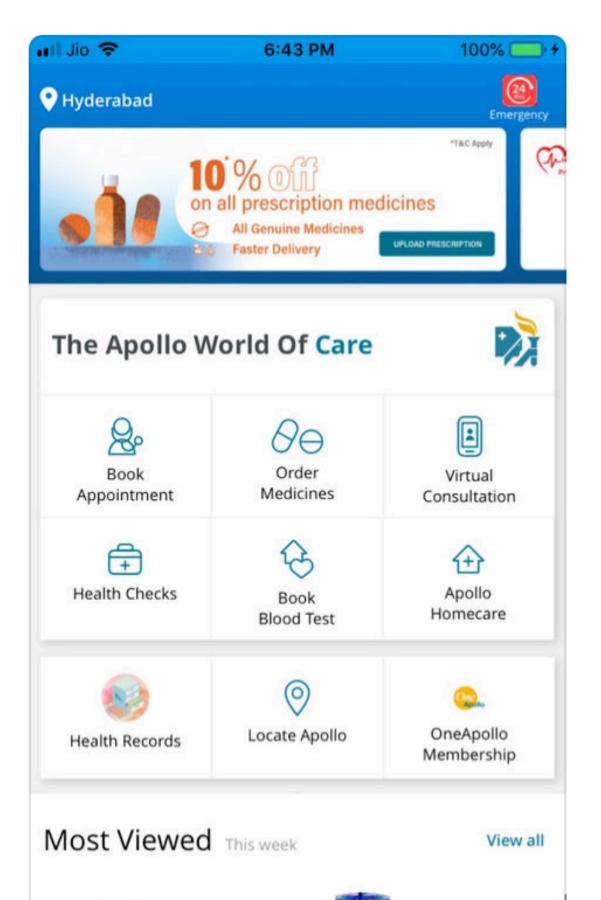


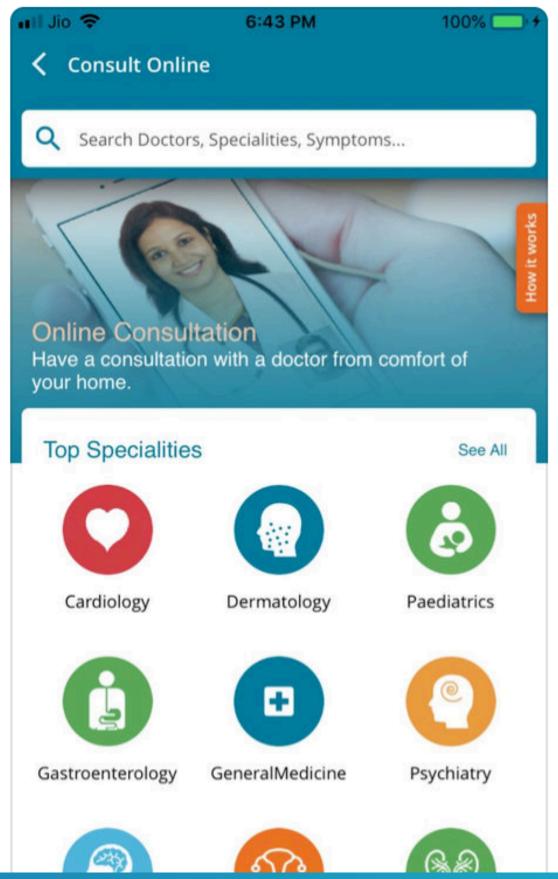




Category Benchmarking

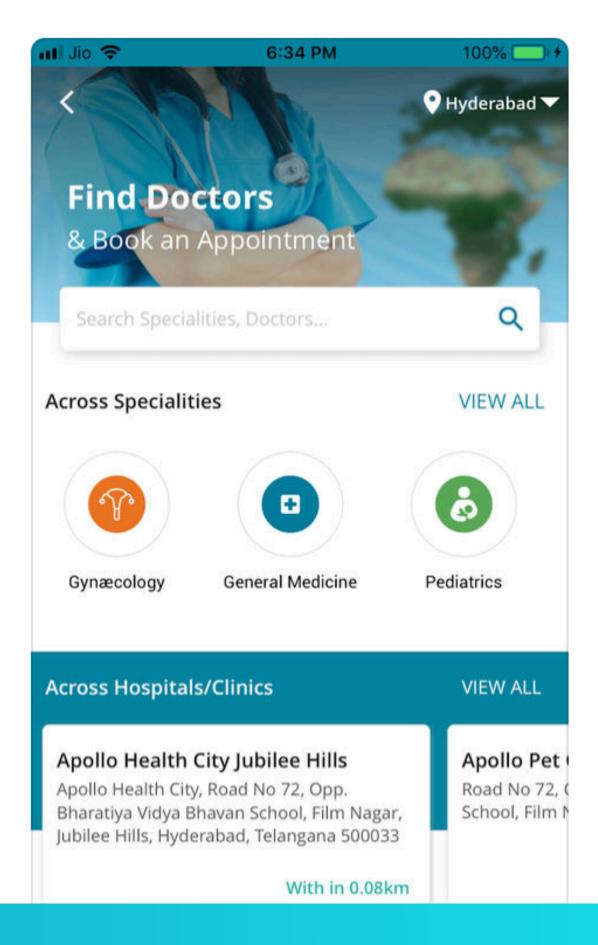






MedBook

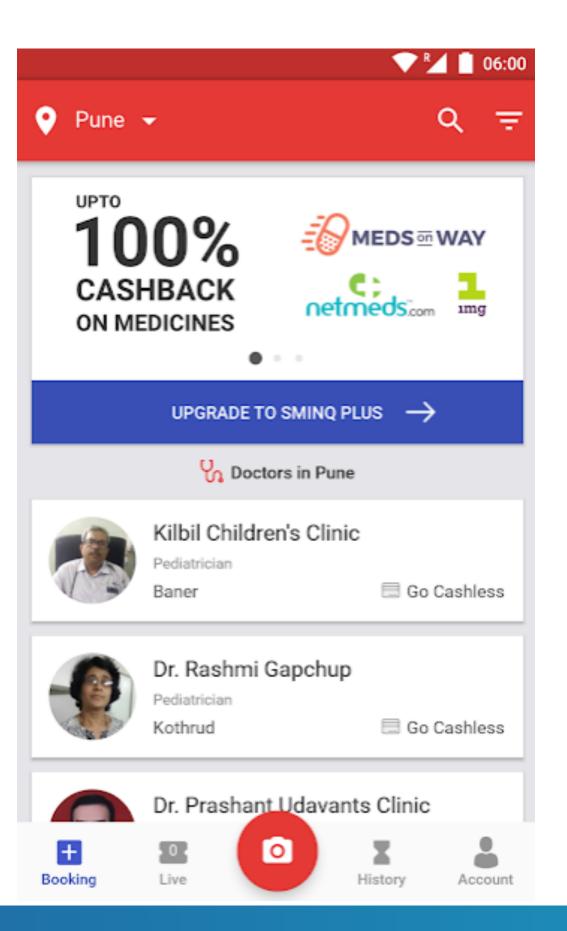
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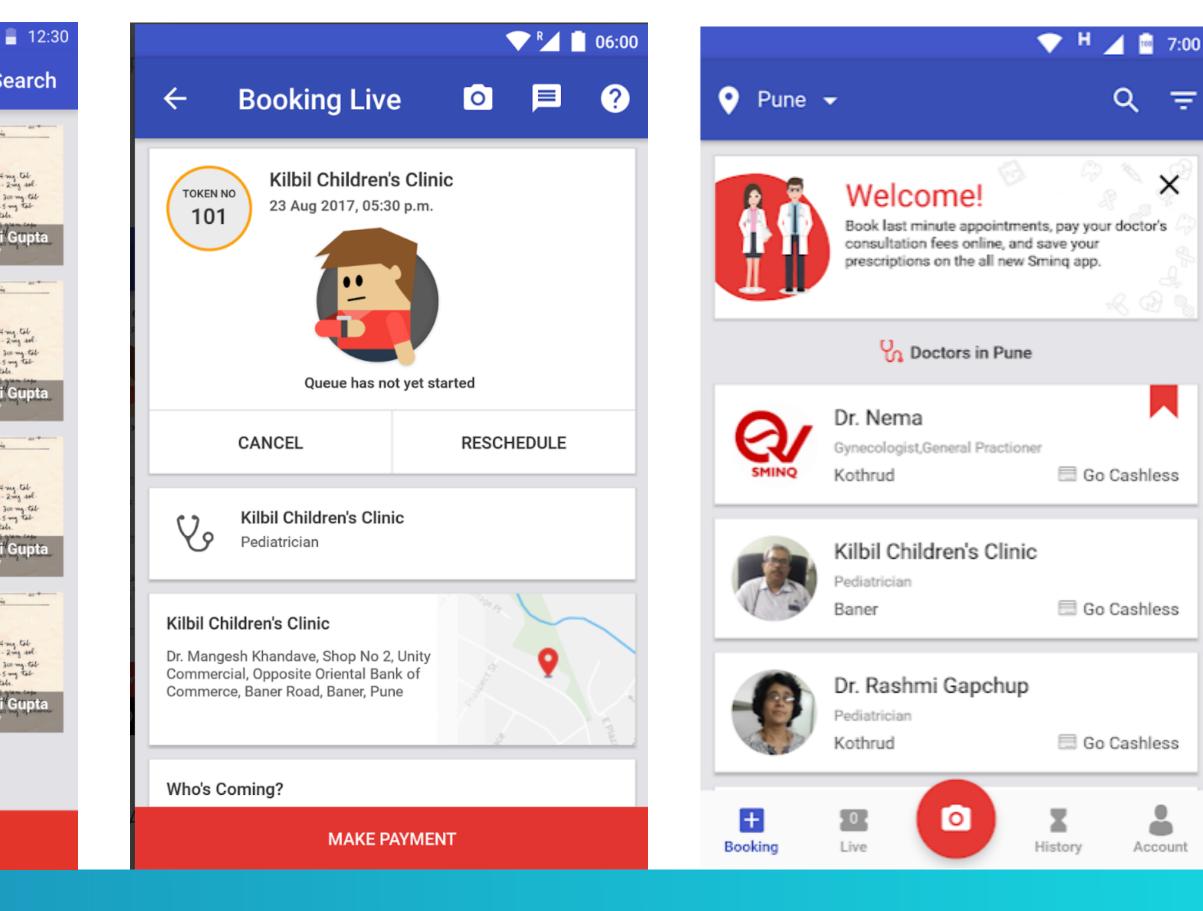
Category Benchmarking

SMINQ www.sminq.in



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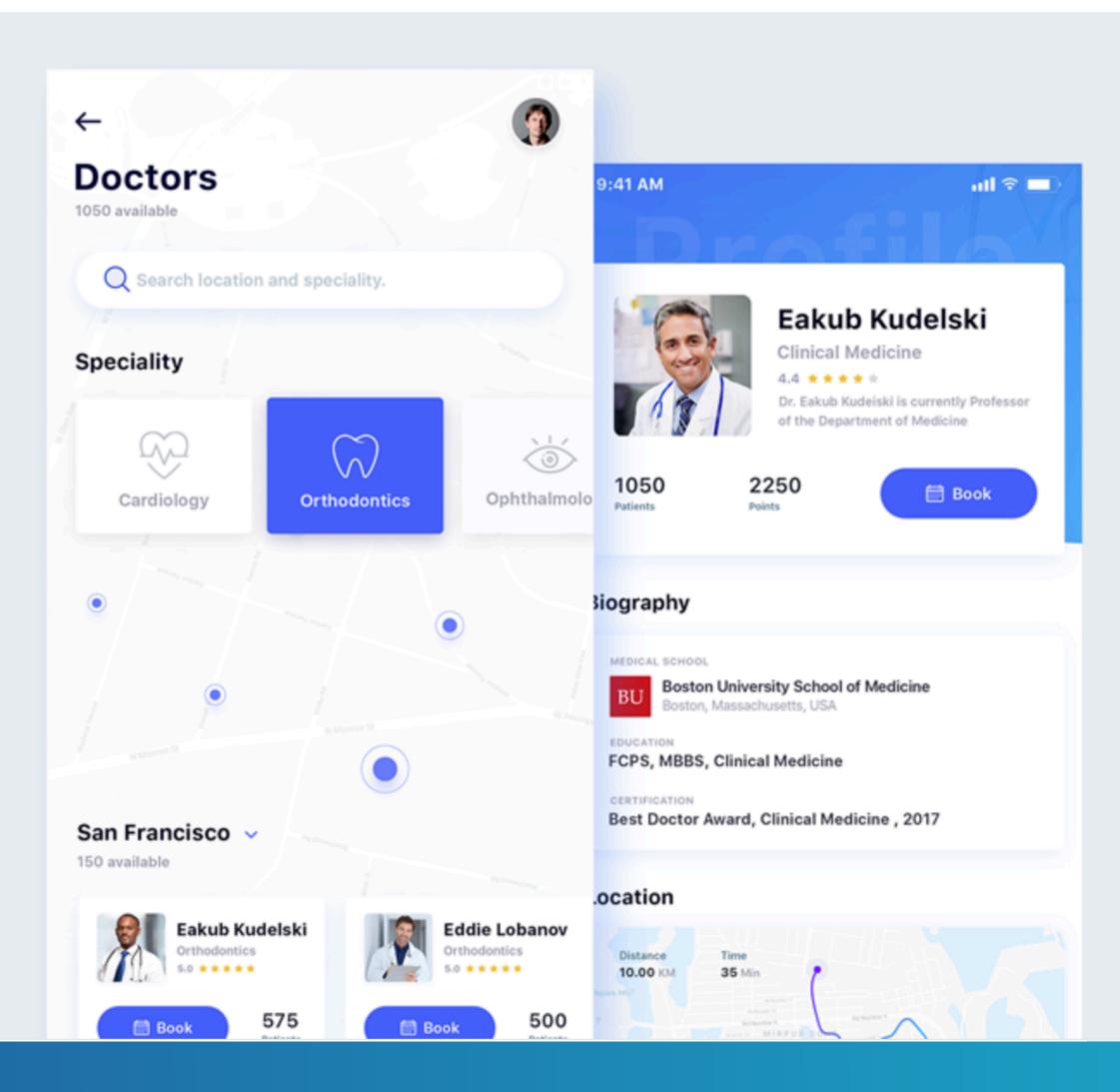
+ ADD PRESCRIPTION



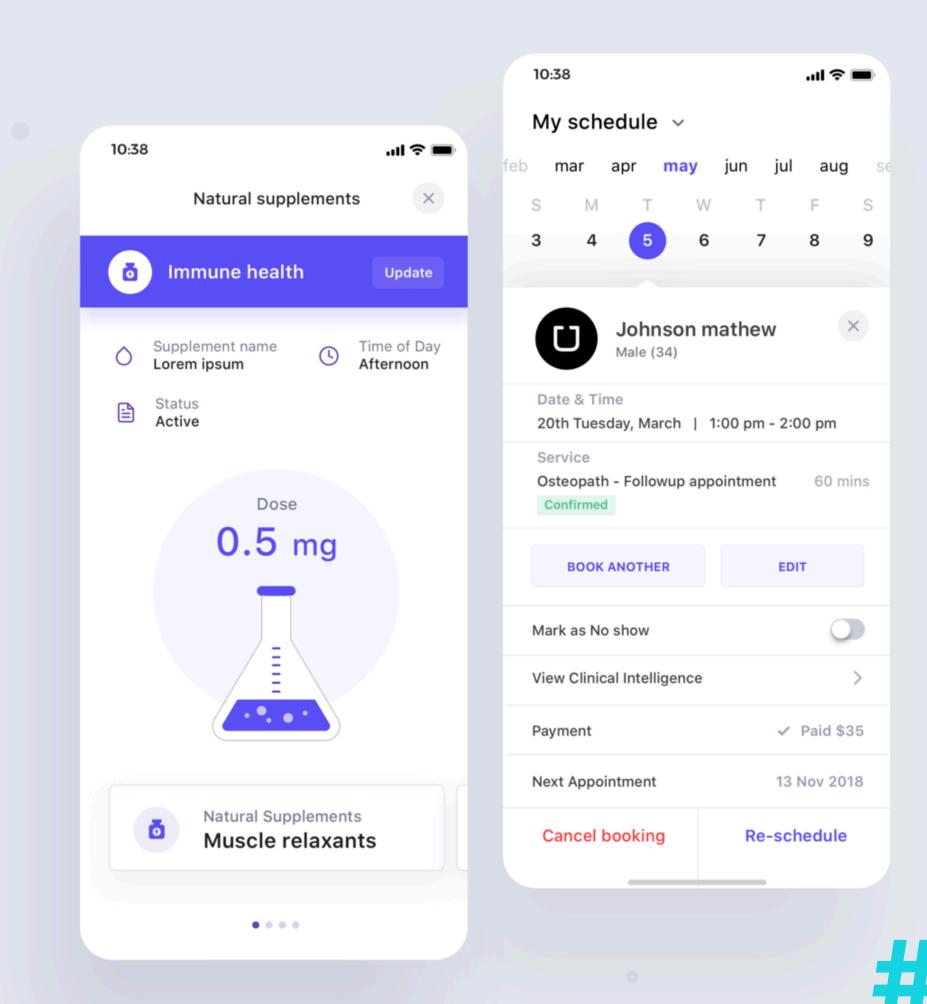




Visual Benchmarking







#05

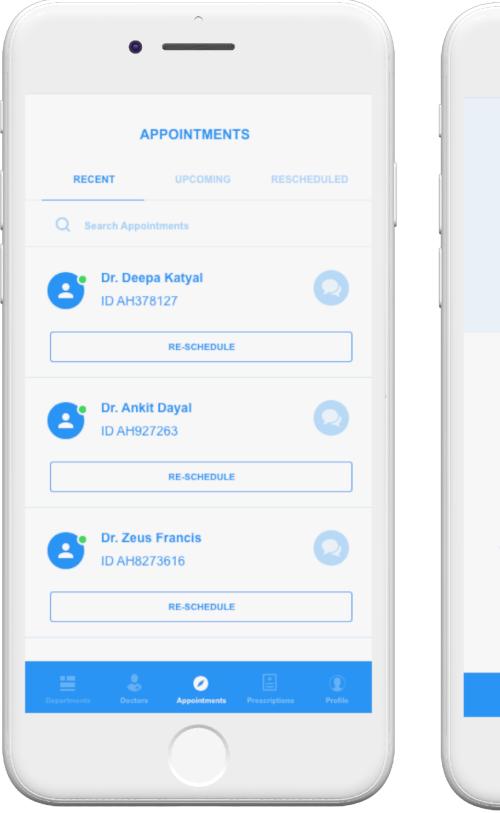


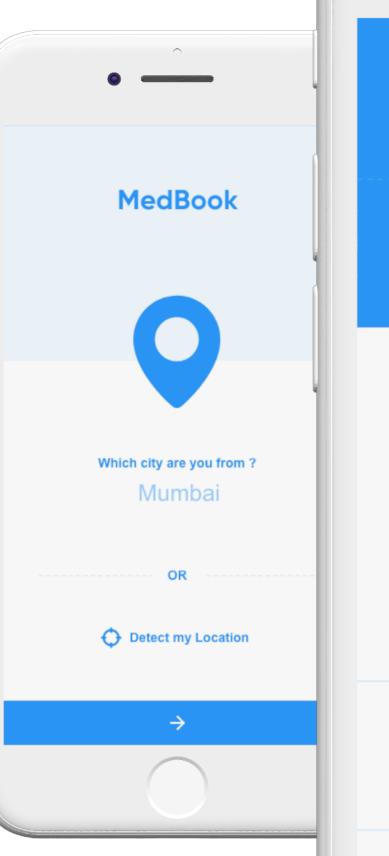
Digital Wireframe Medium Fidelity

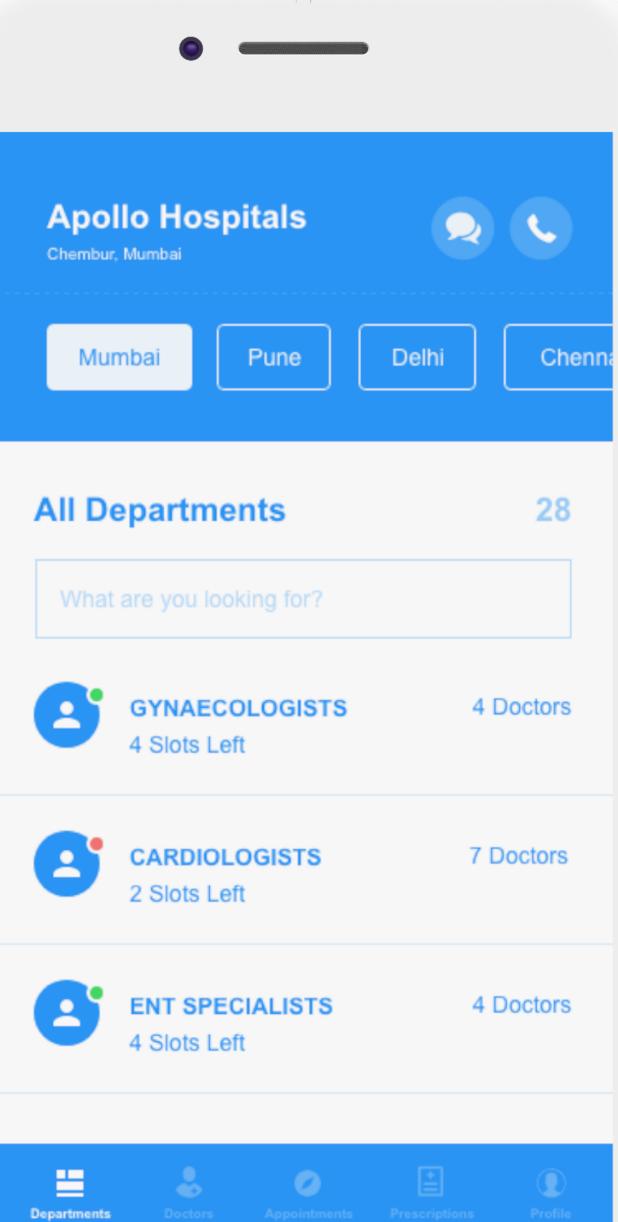








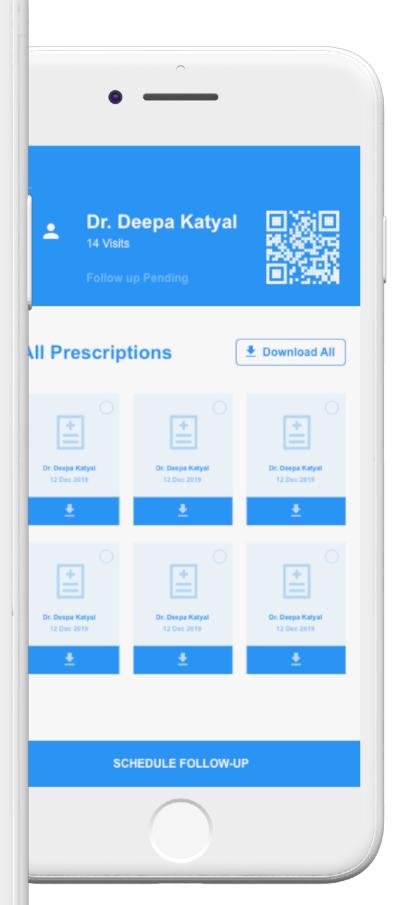


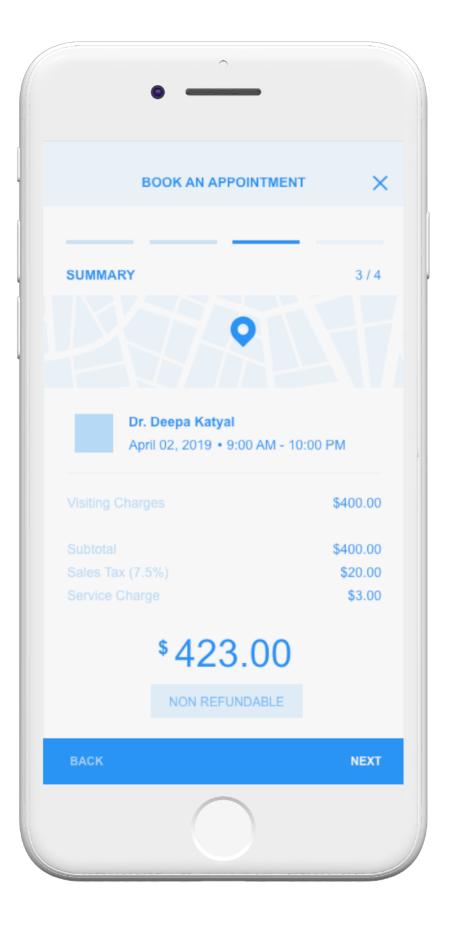






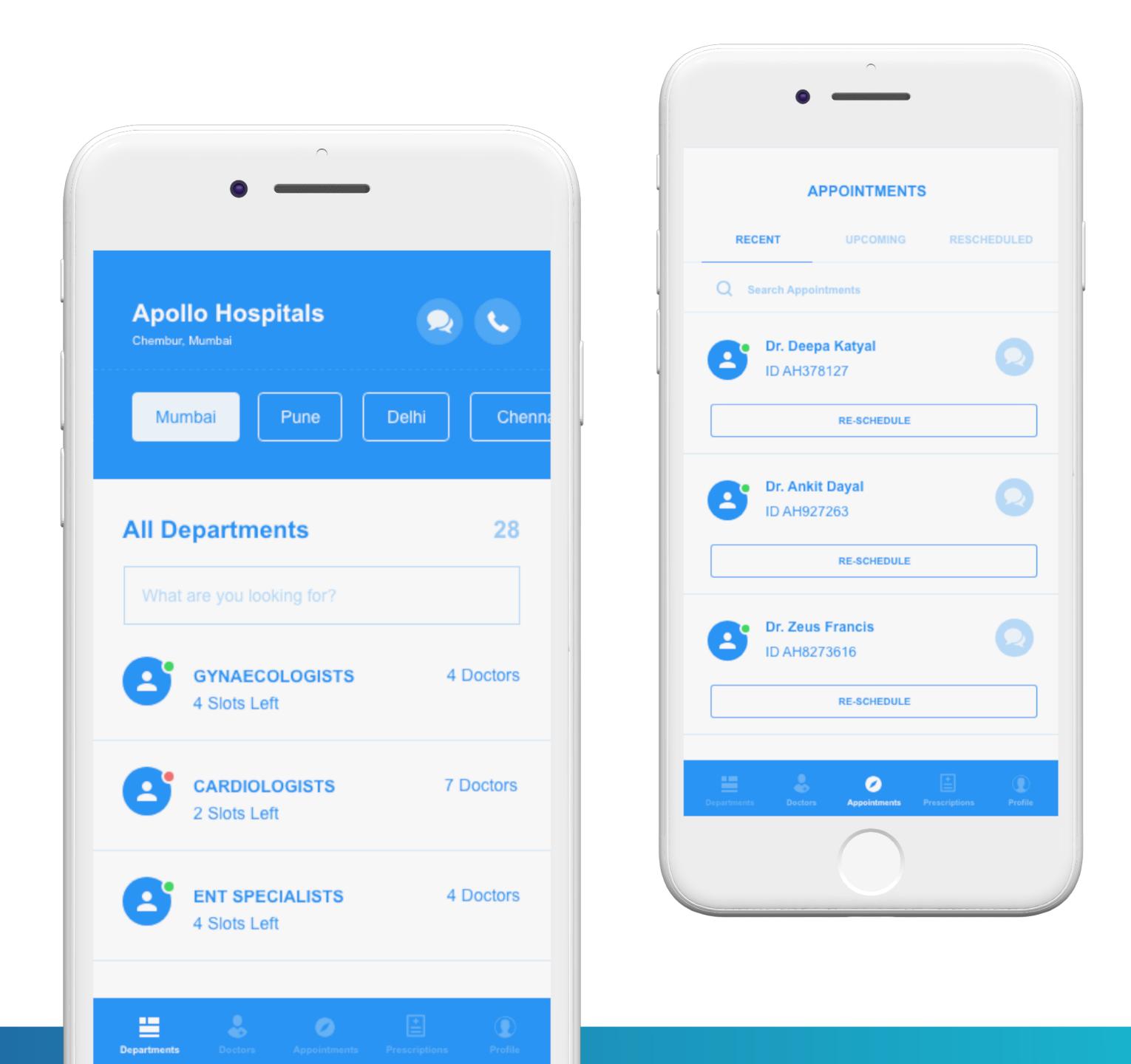
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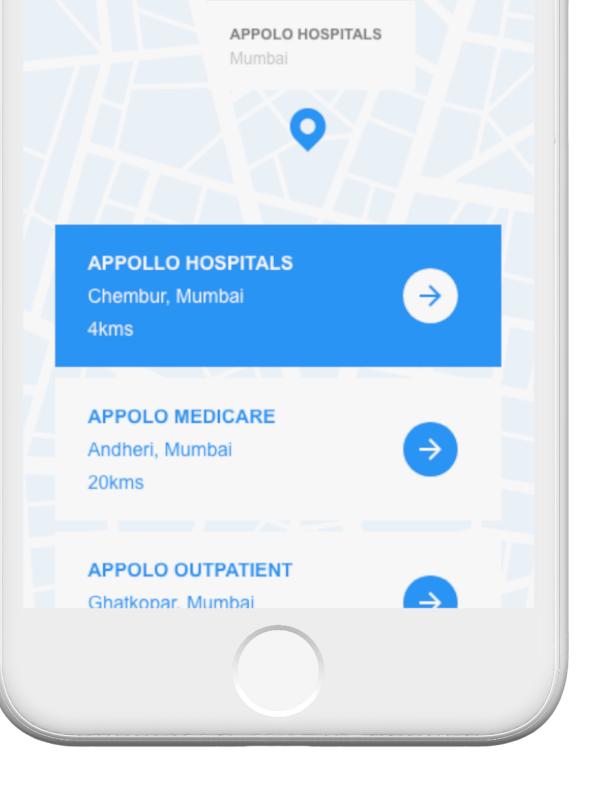
















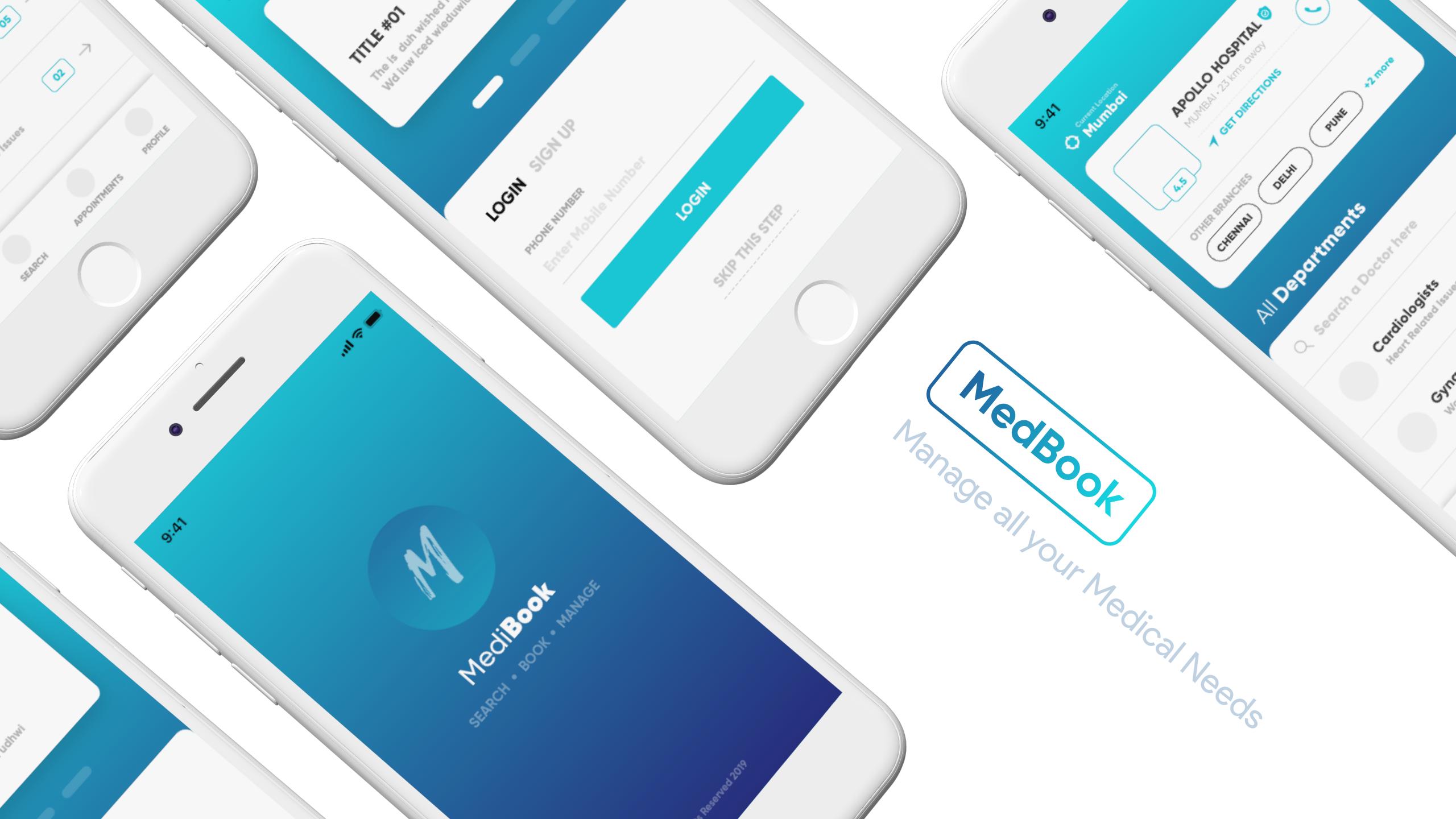


Digital Wireframe High Fidelity

Note : This is a work in progress











Medium Fidelity Prototype Link

https://qrgo.page.link/tj58





