

An Apollo Initiative

MedBook

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

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★☆☆☆☆
SK AQUIB RAZA, 02/12/2017

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.

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★☆☆☆☆
Jaxdev, 25/02/2018

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.

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★★☆☆☆
gopirr, 20/02/2019

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 SEGMENTATION



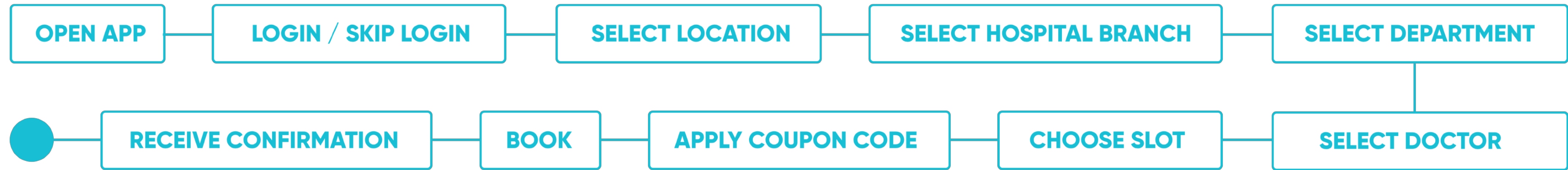
Target Audience



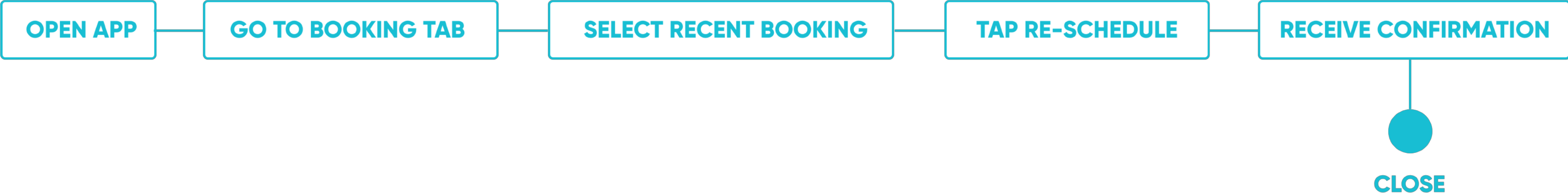
TASK FLOWS



MAKING A BOOKING



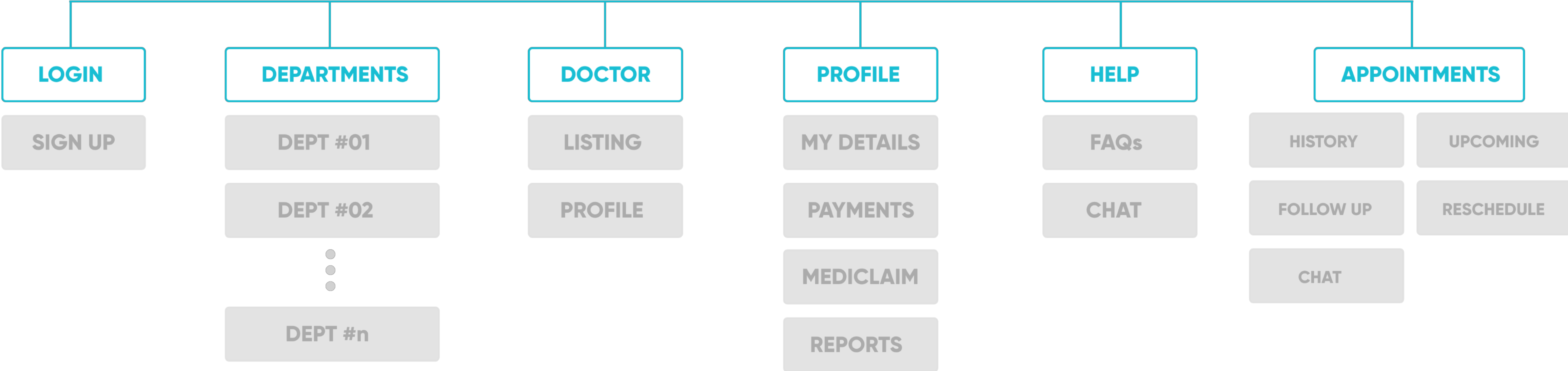
RE-SCHEDULE BOOKING



INFORMATION ARCHITECTURE



HOSPITAL INFORMATION ARCHITECTURE



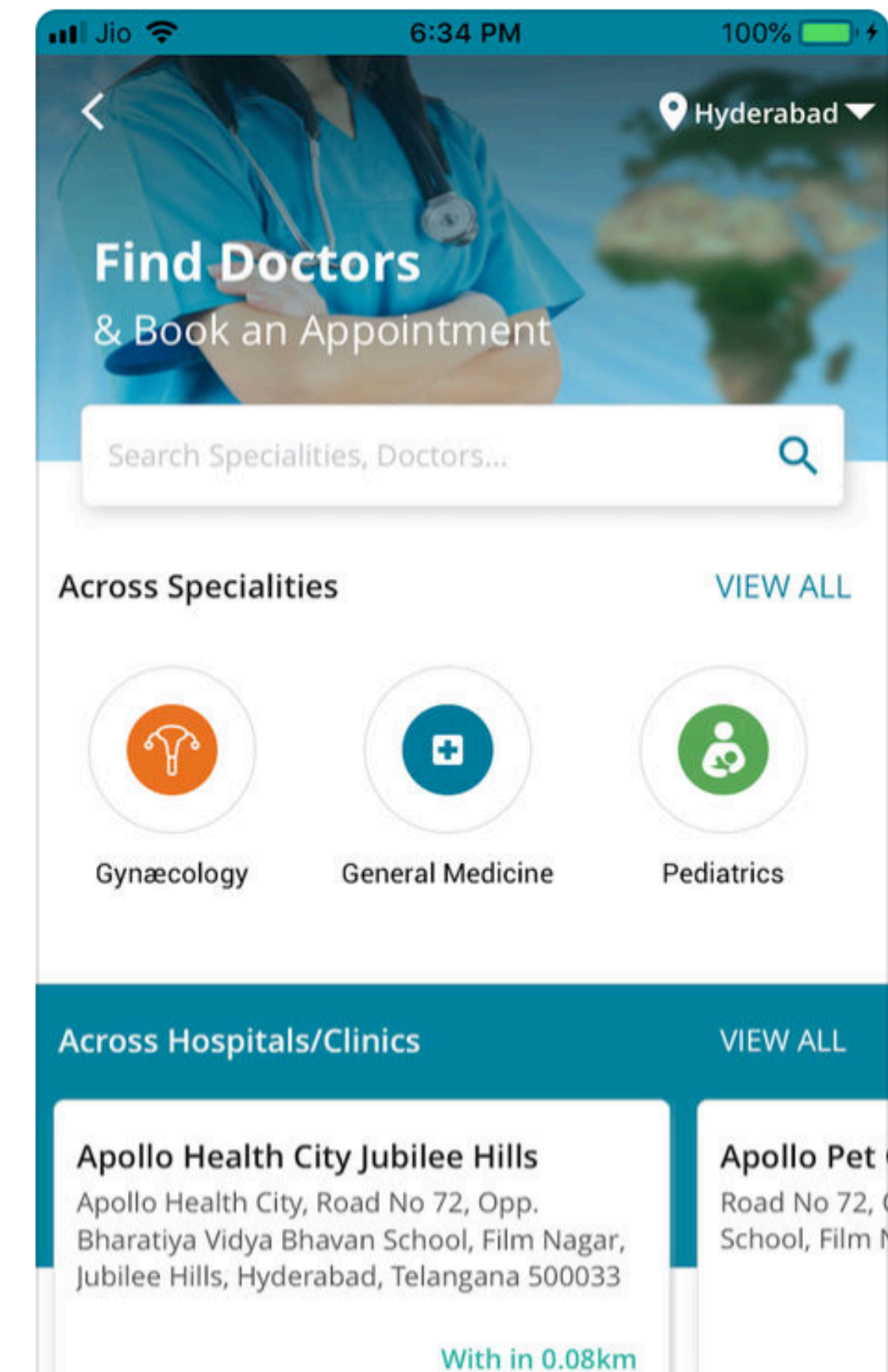
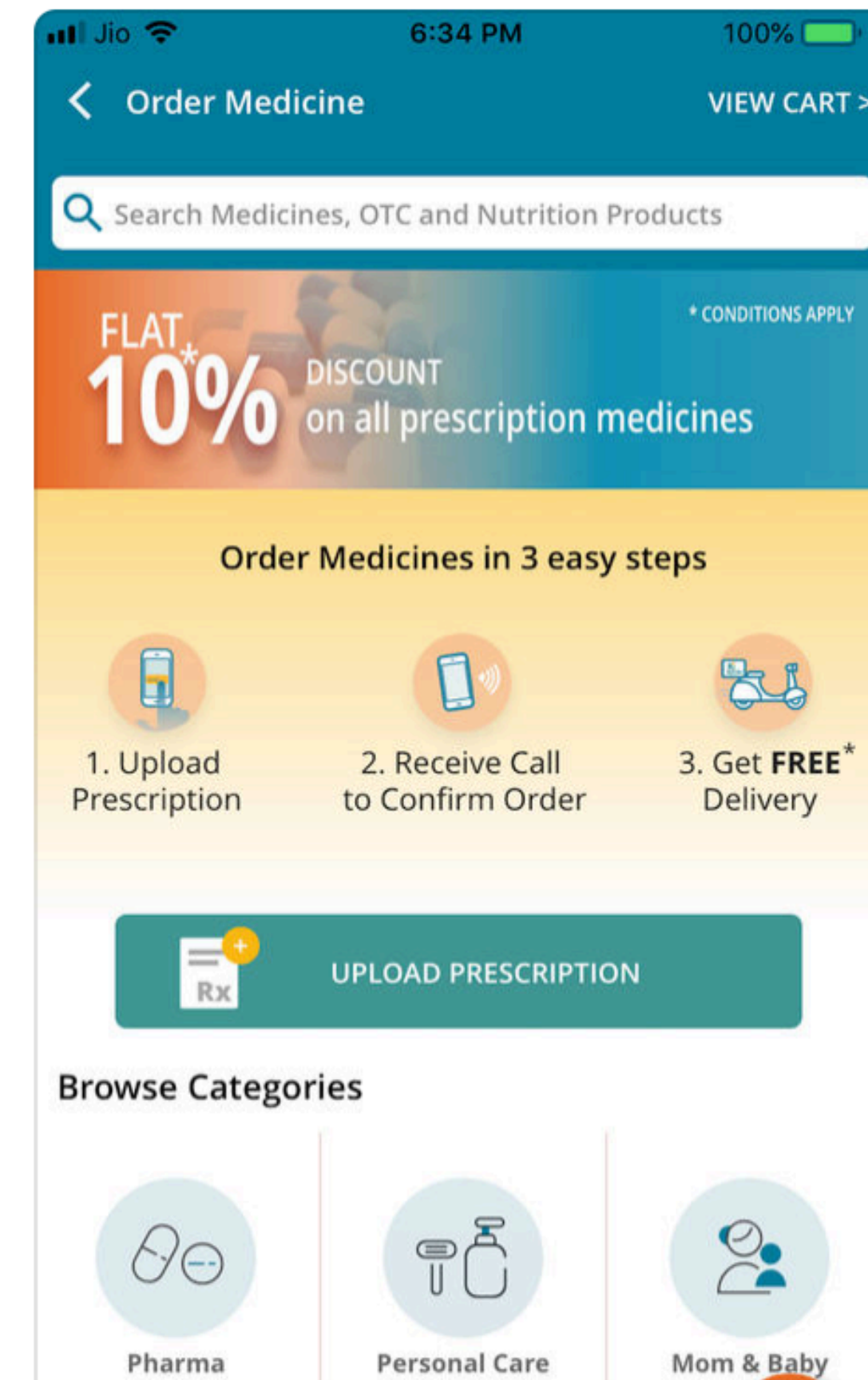
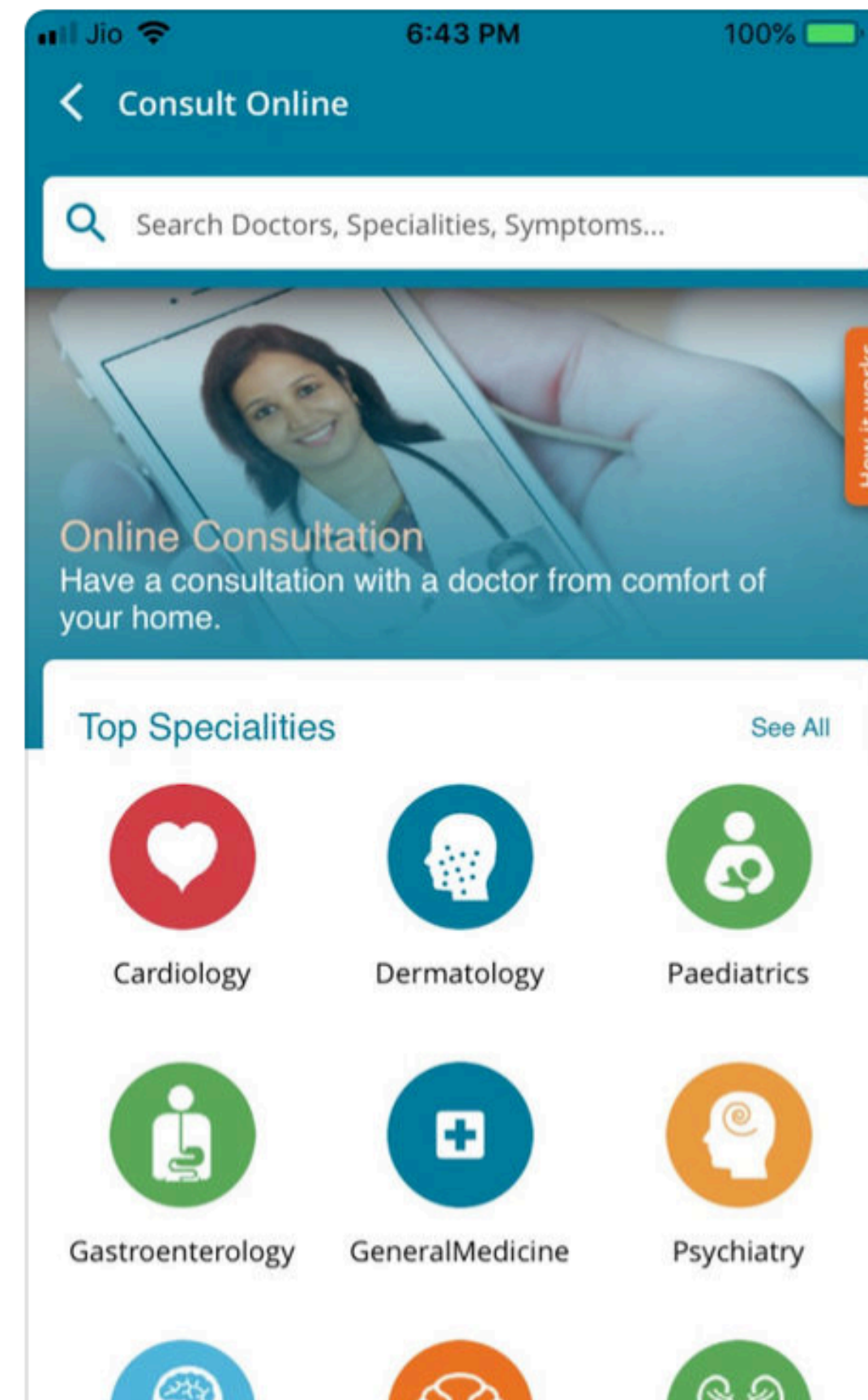
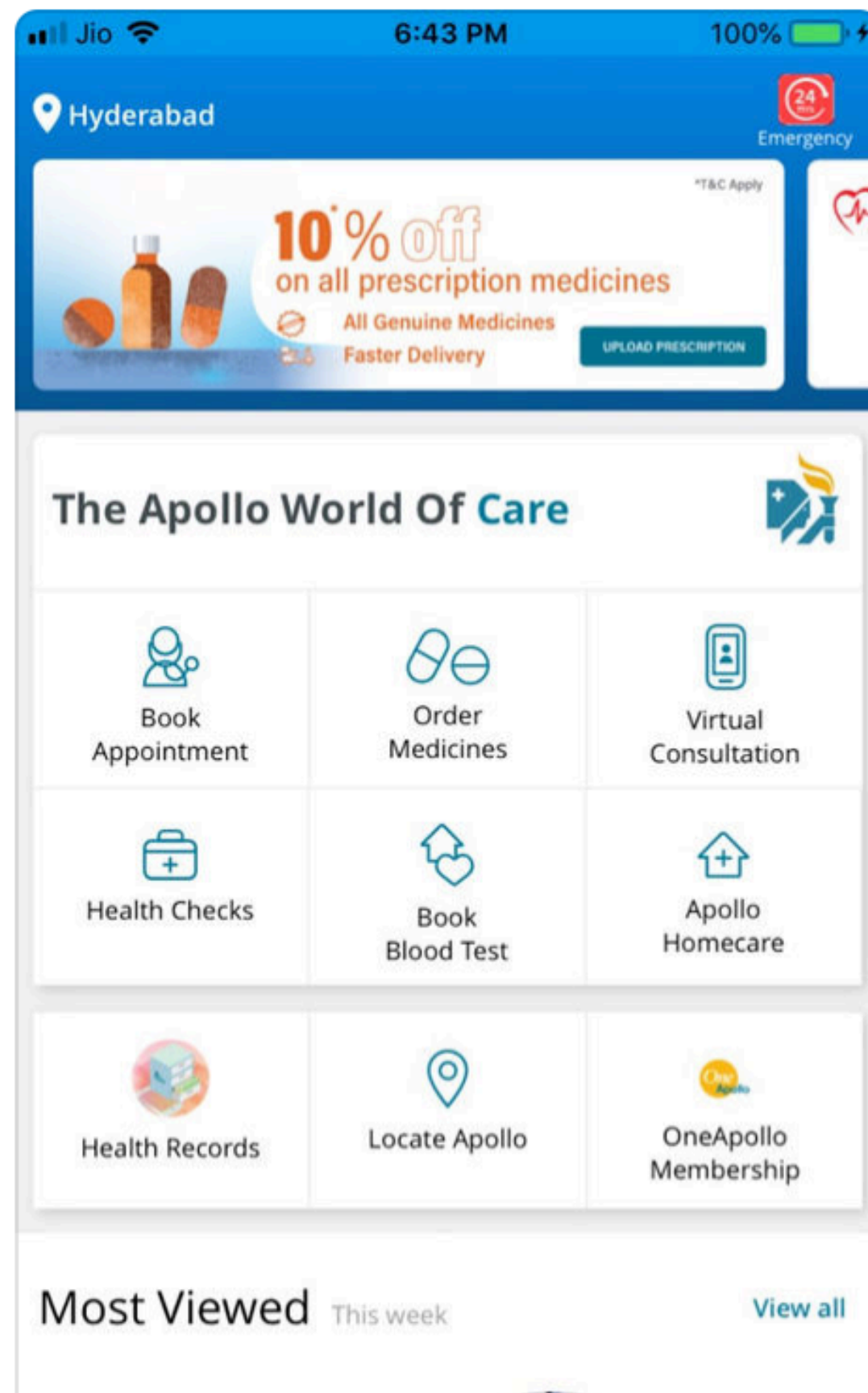
BENCHMARKING



Category Benchmarking

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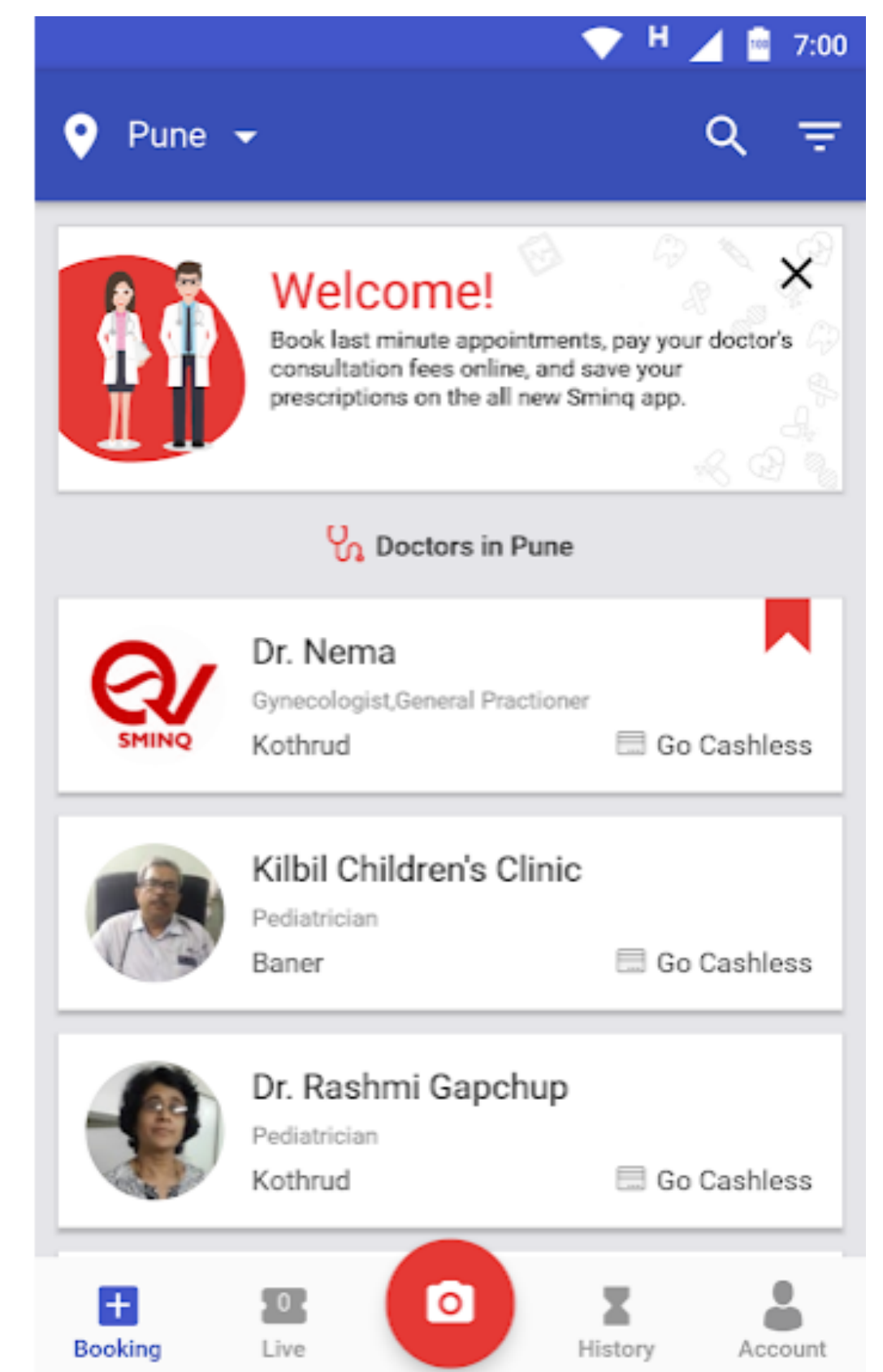
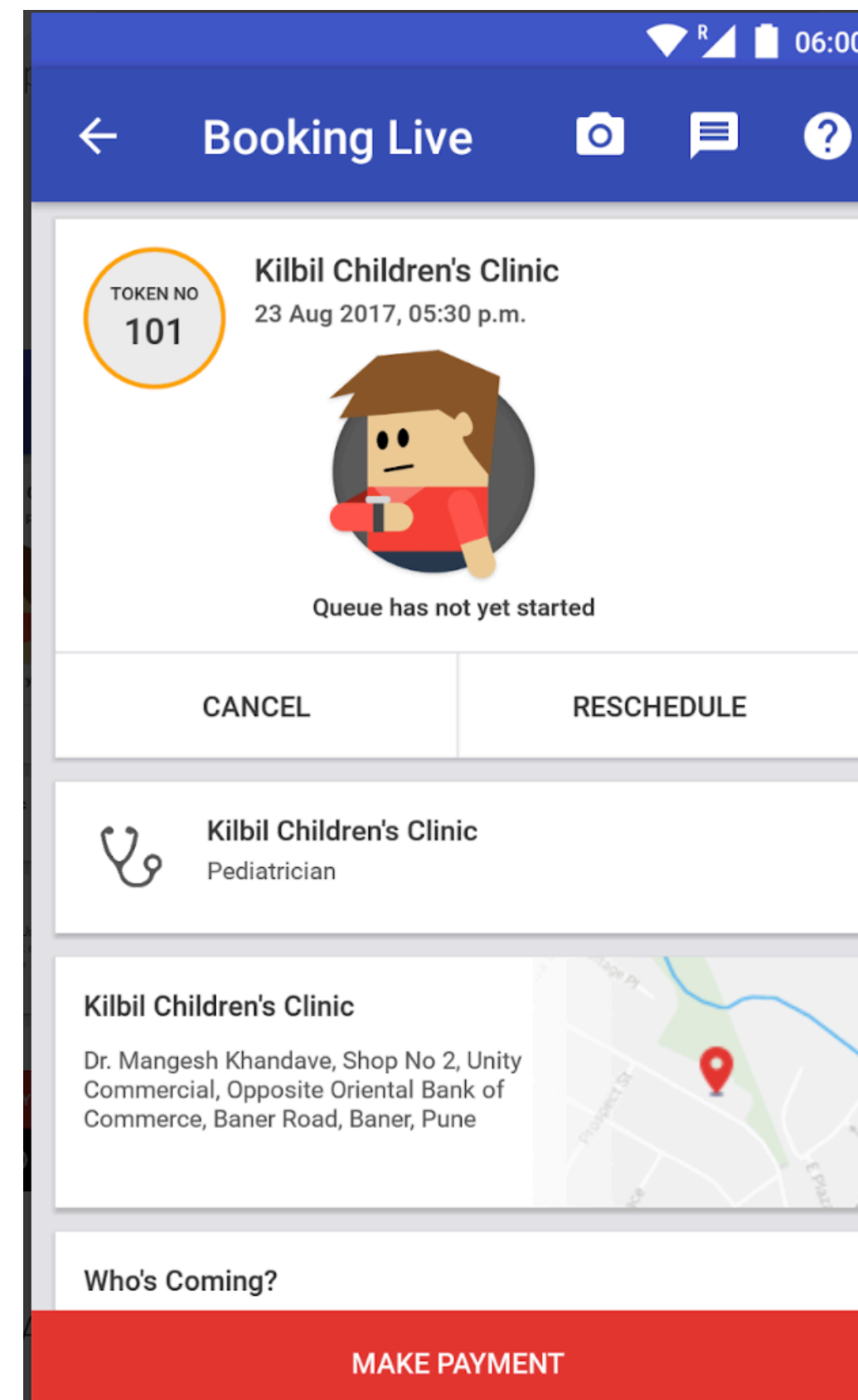
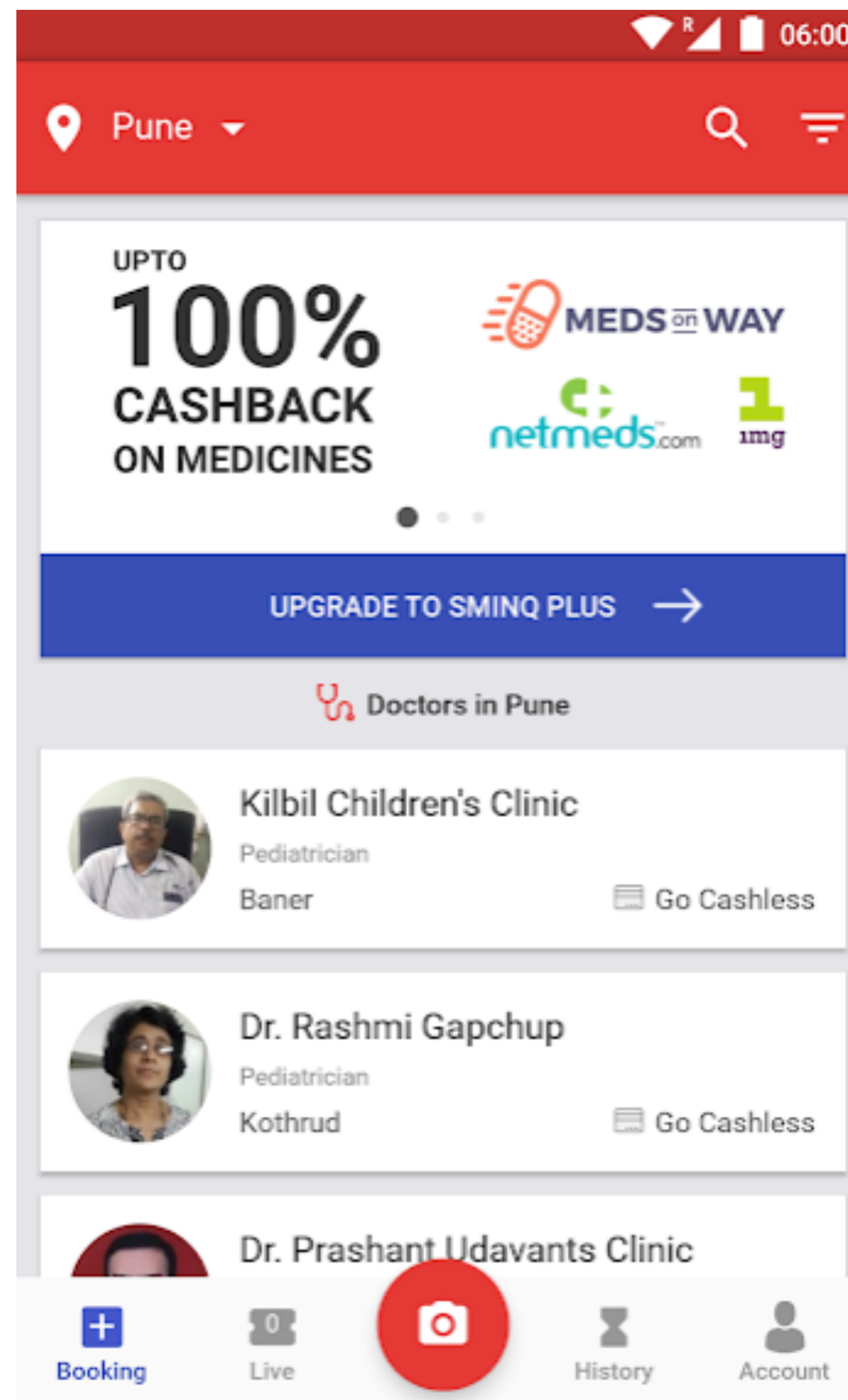
1. Apollo Hospitals www.apollo.com



Category Benchmarking

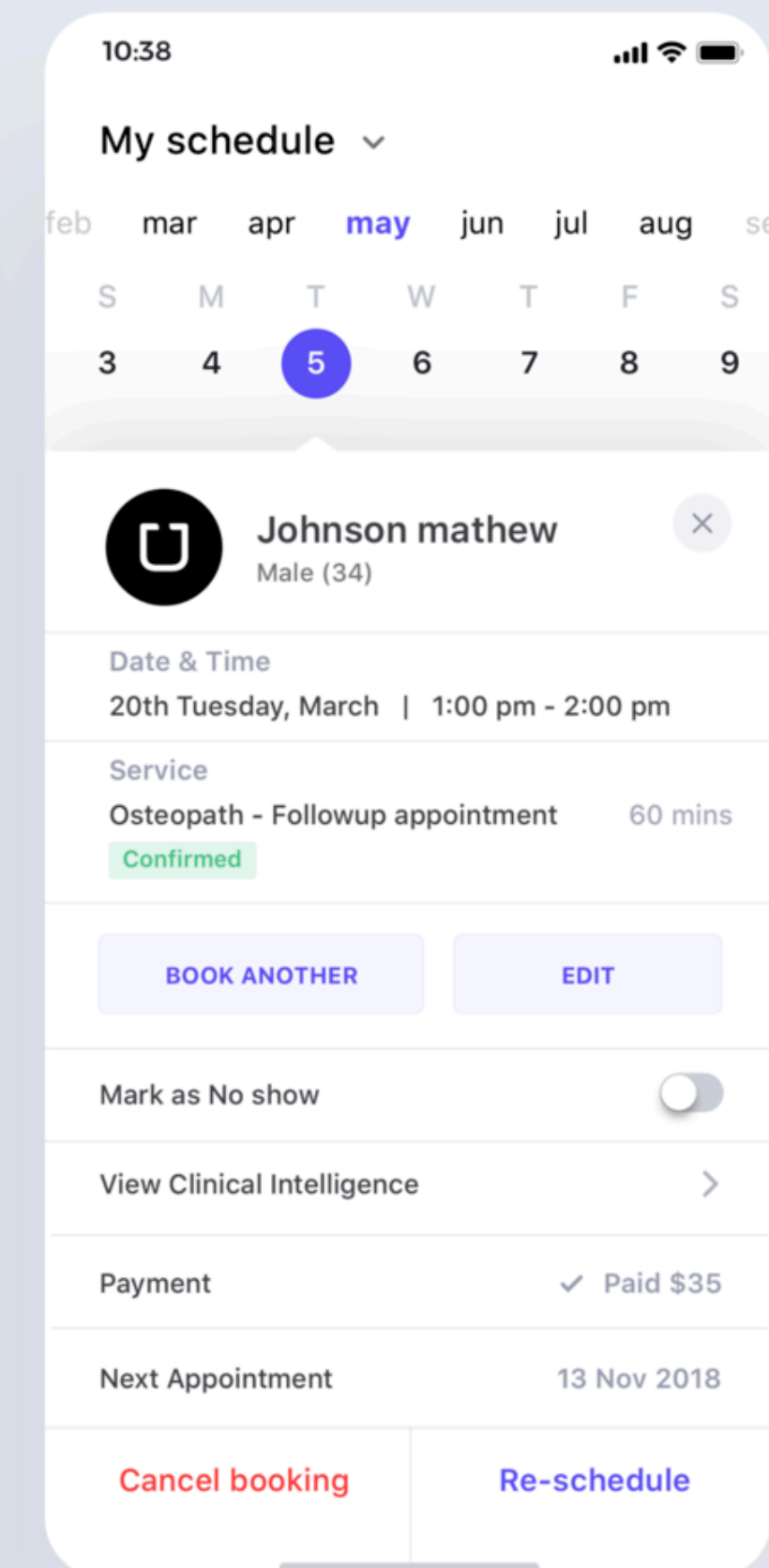
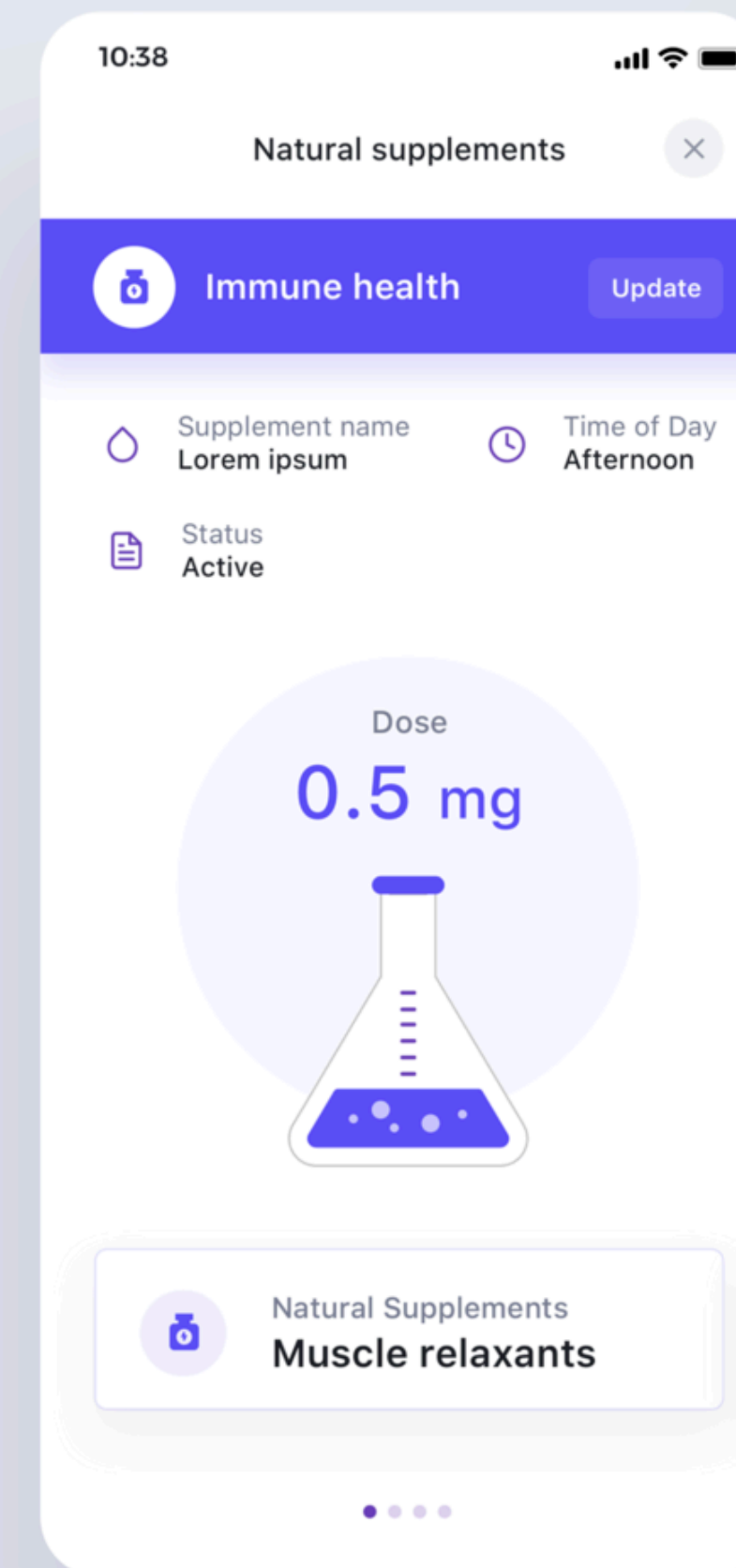
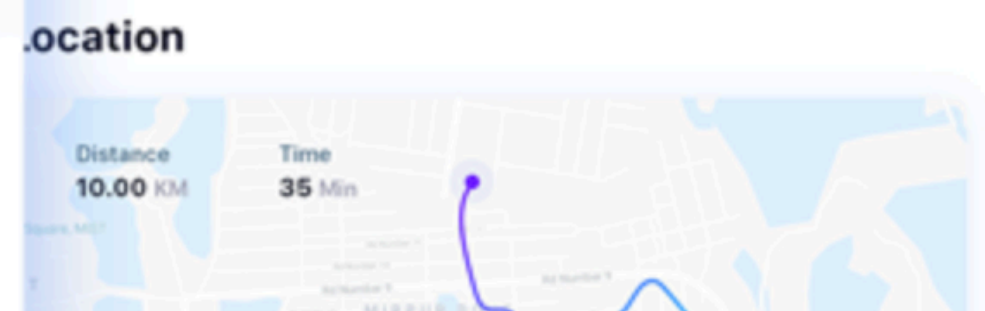
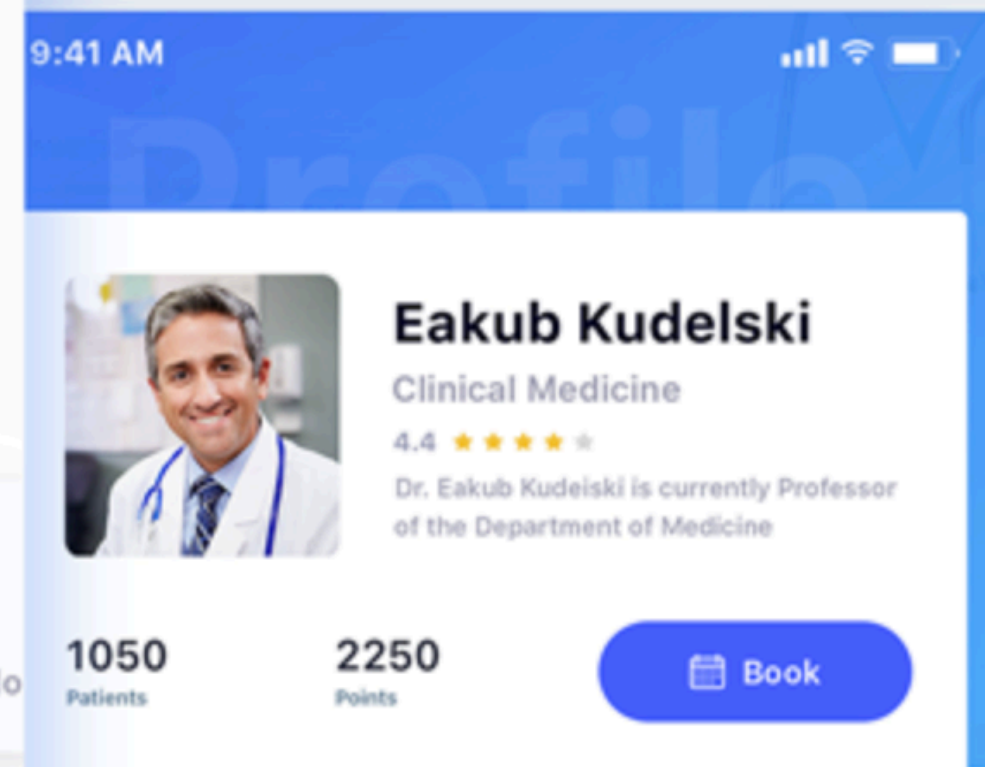
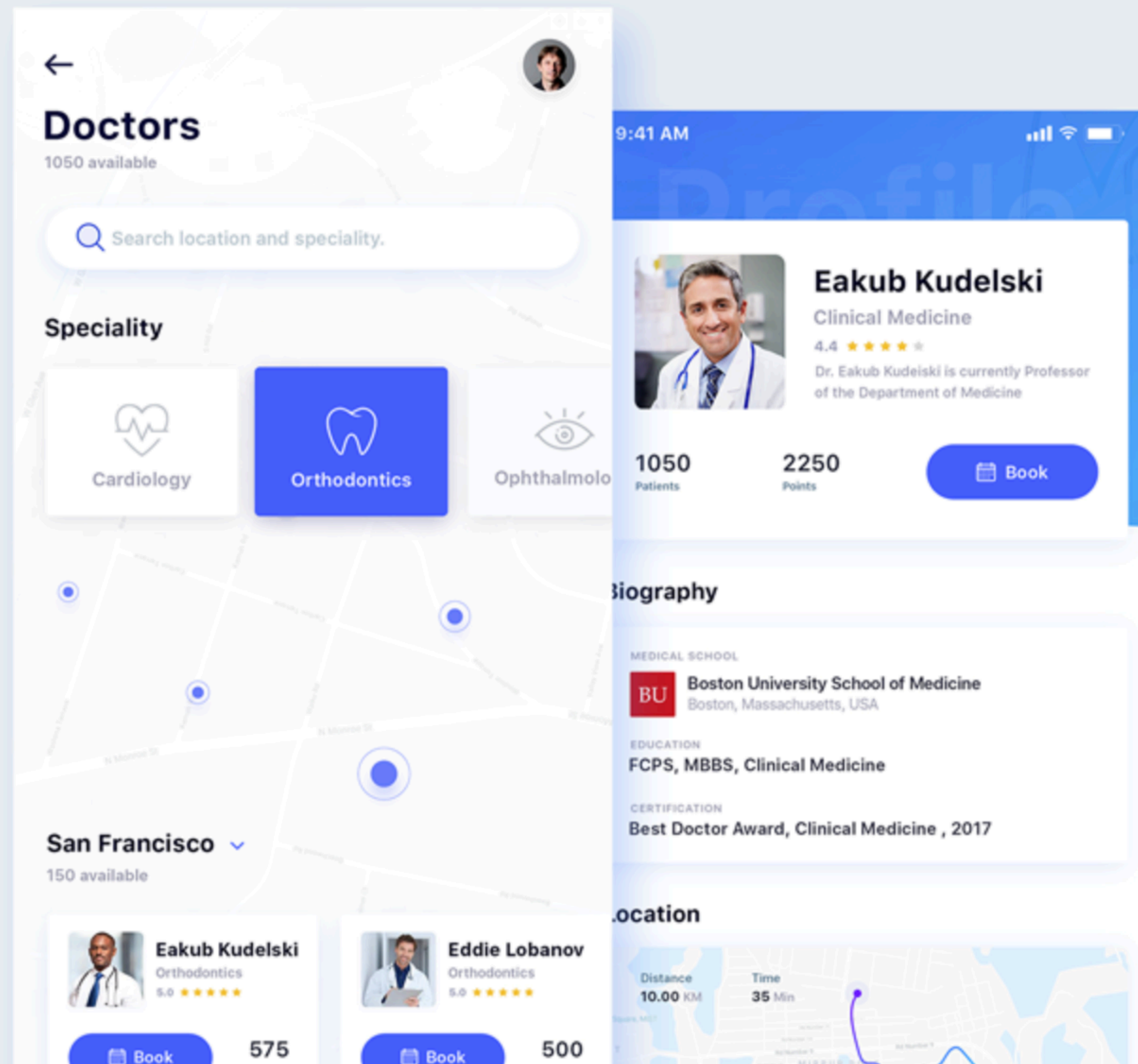
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2. SMINQ www.sminq.in



Visual Benchmarking

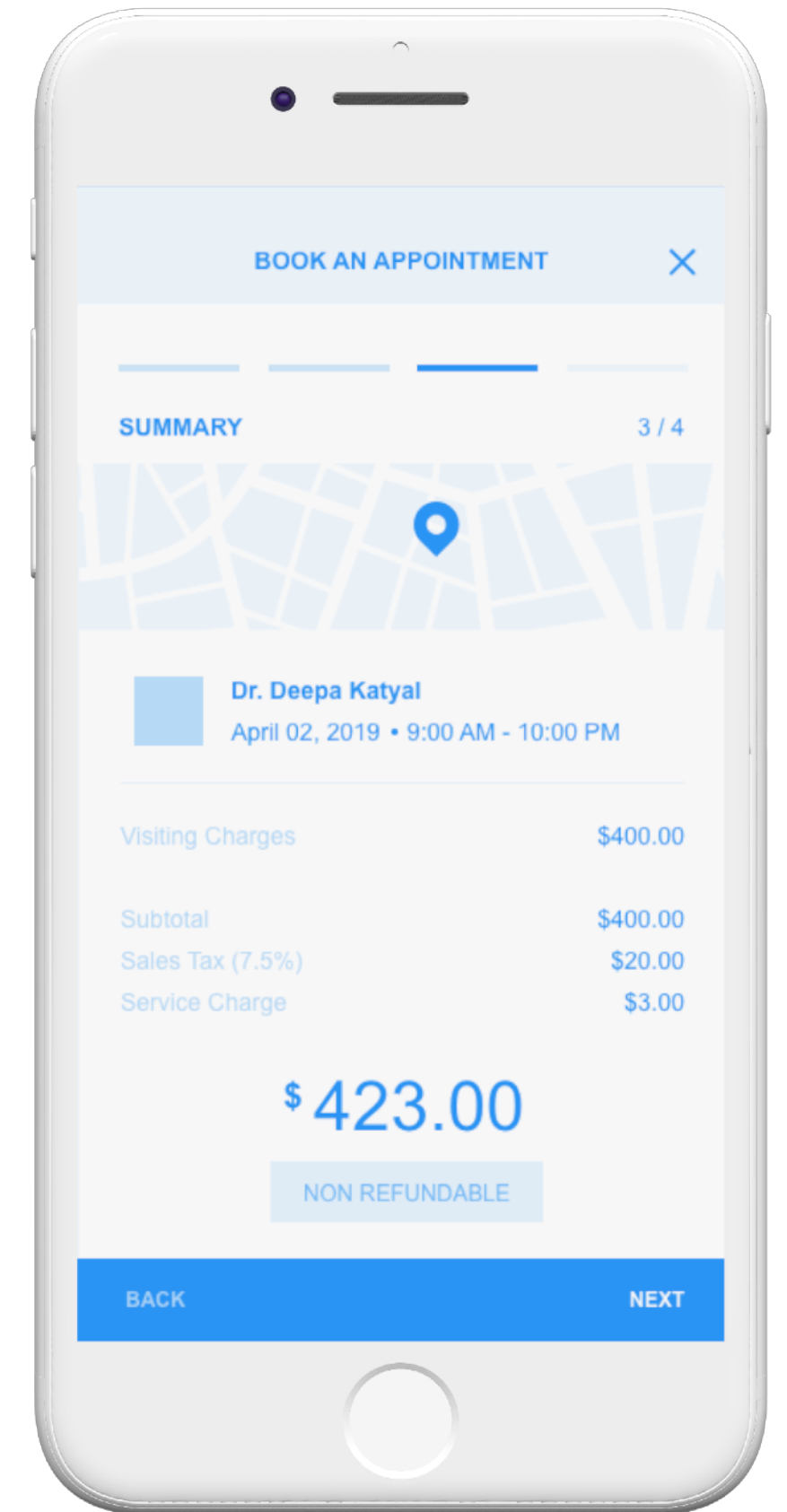
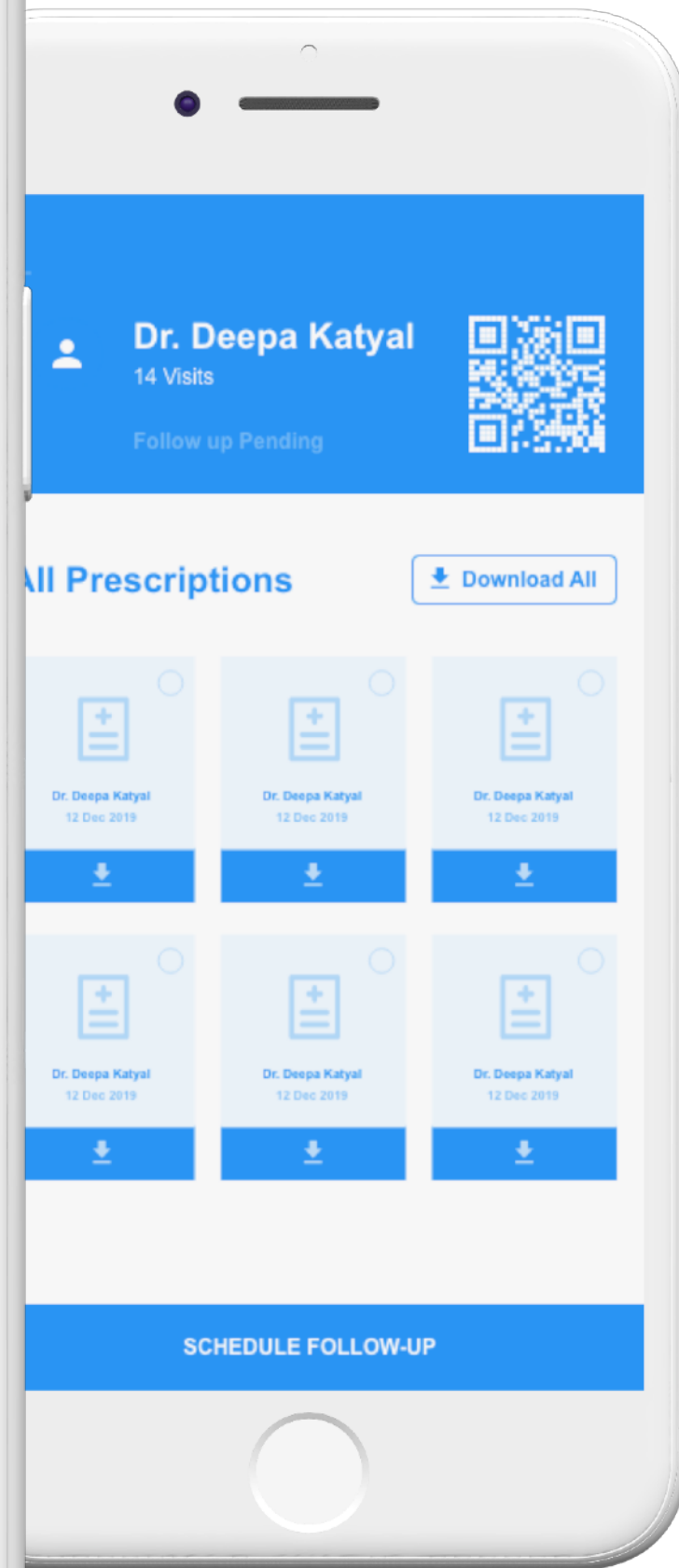
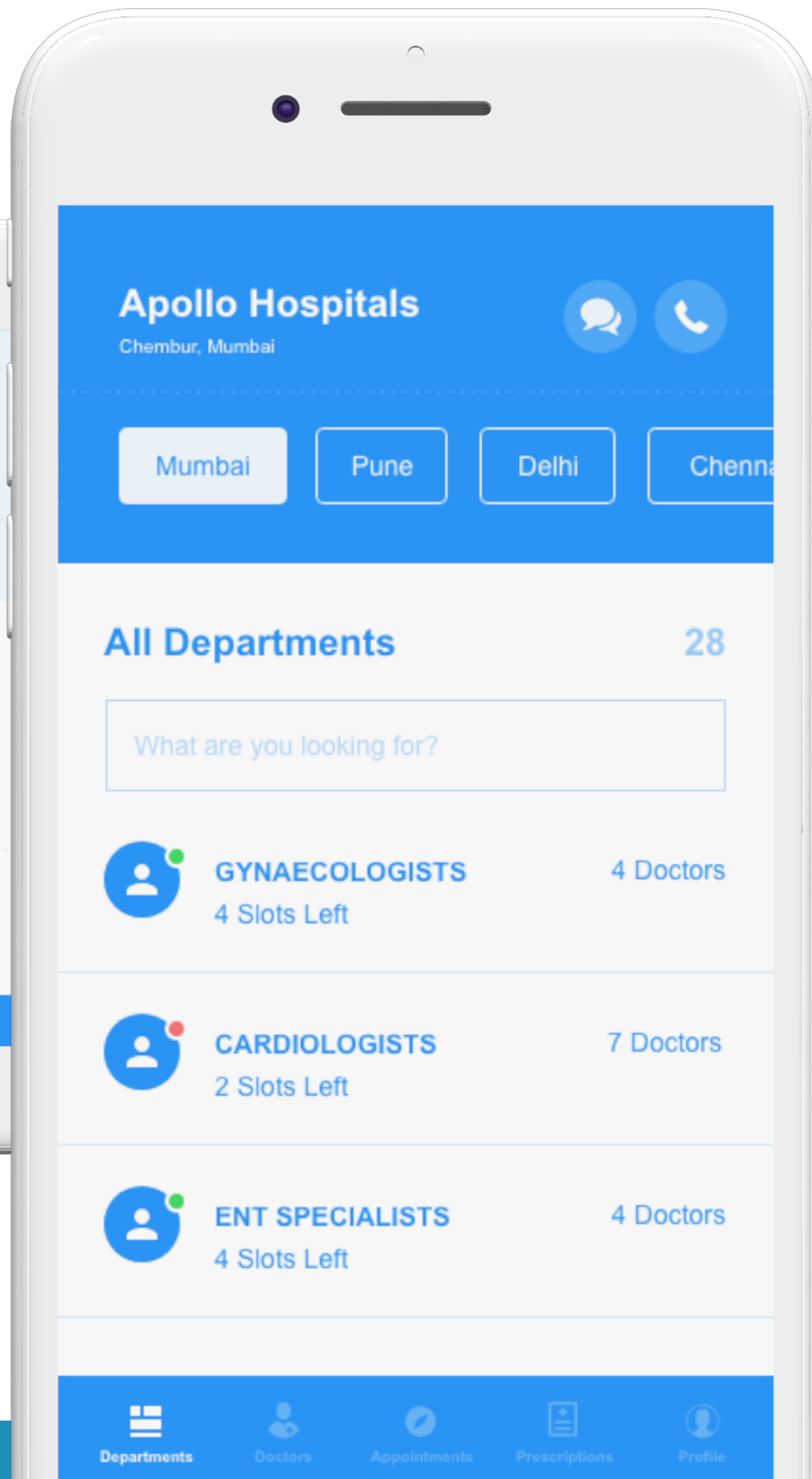
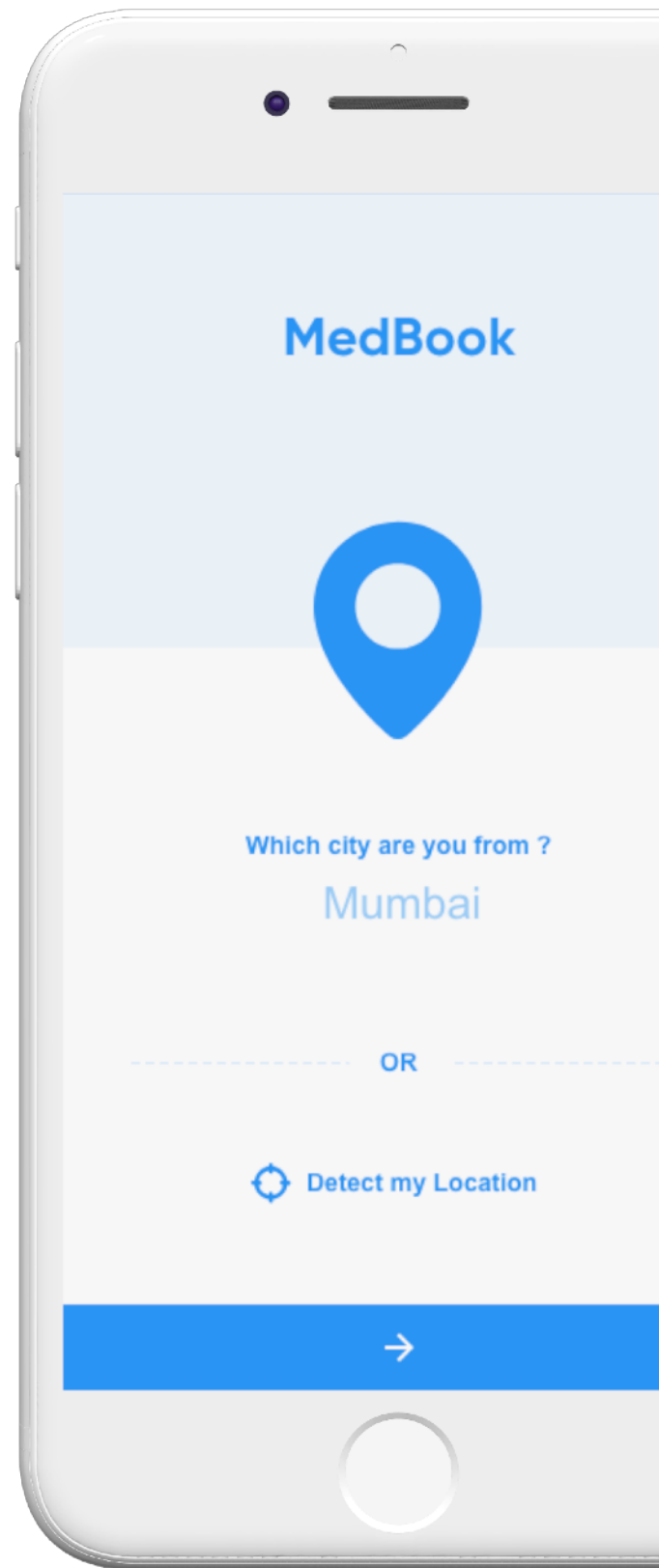
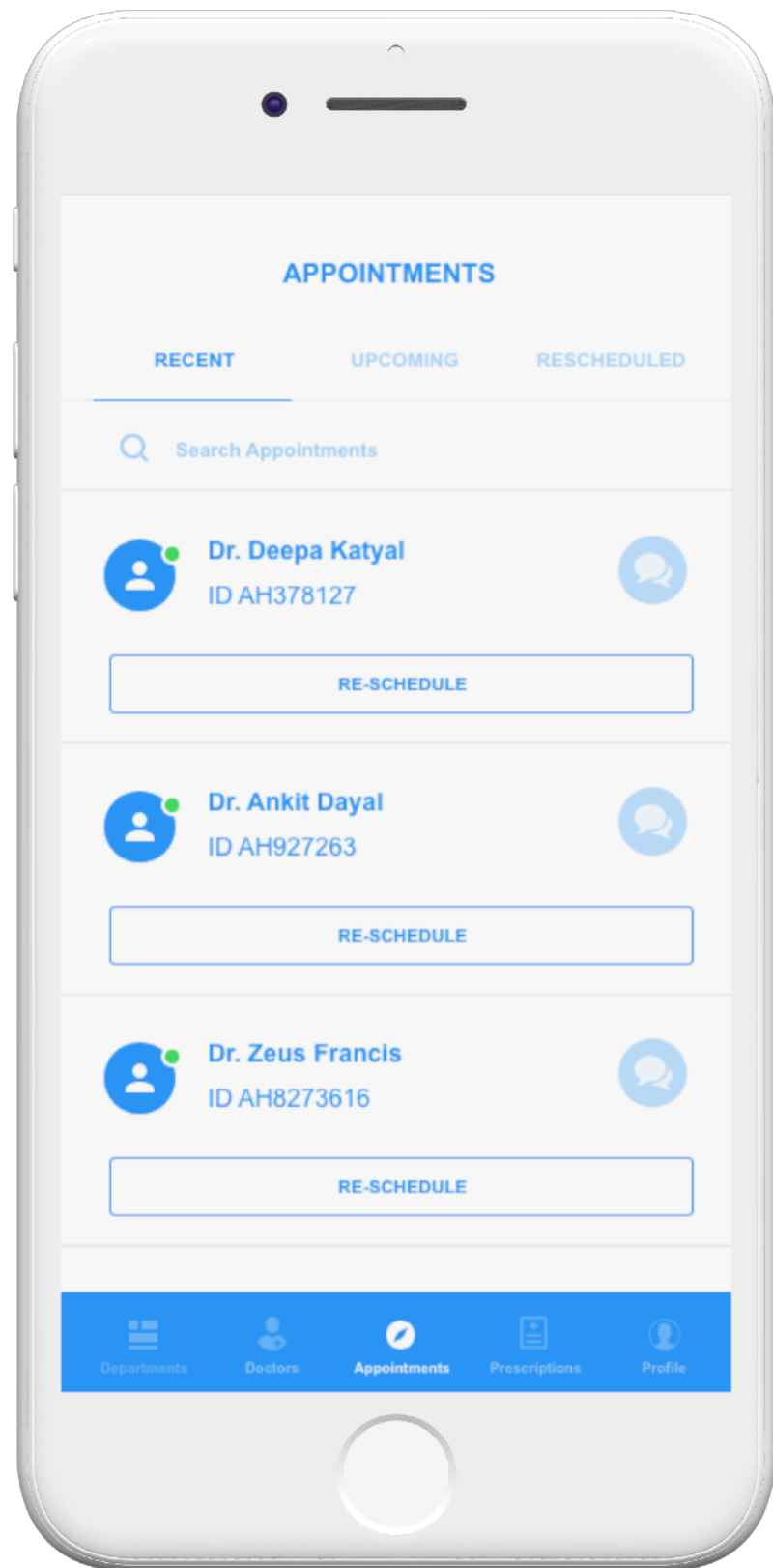
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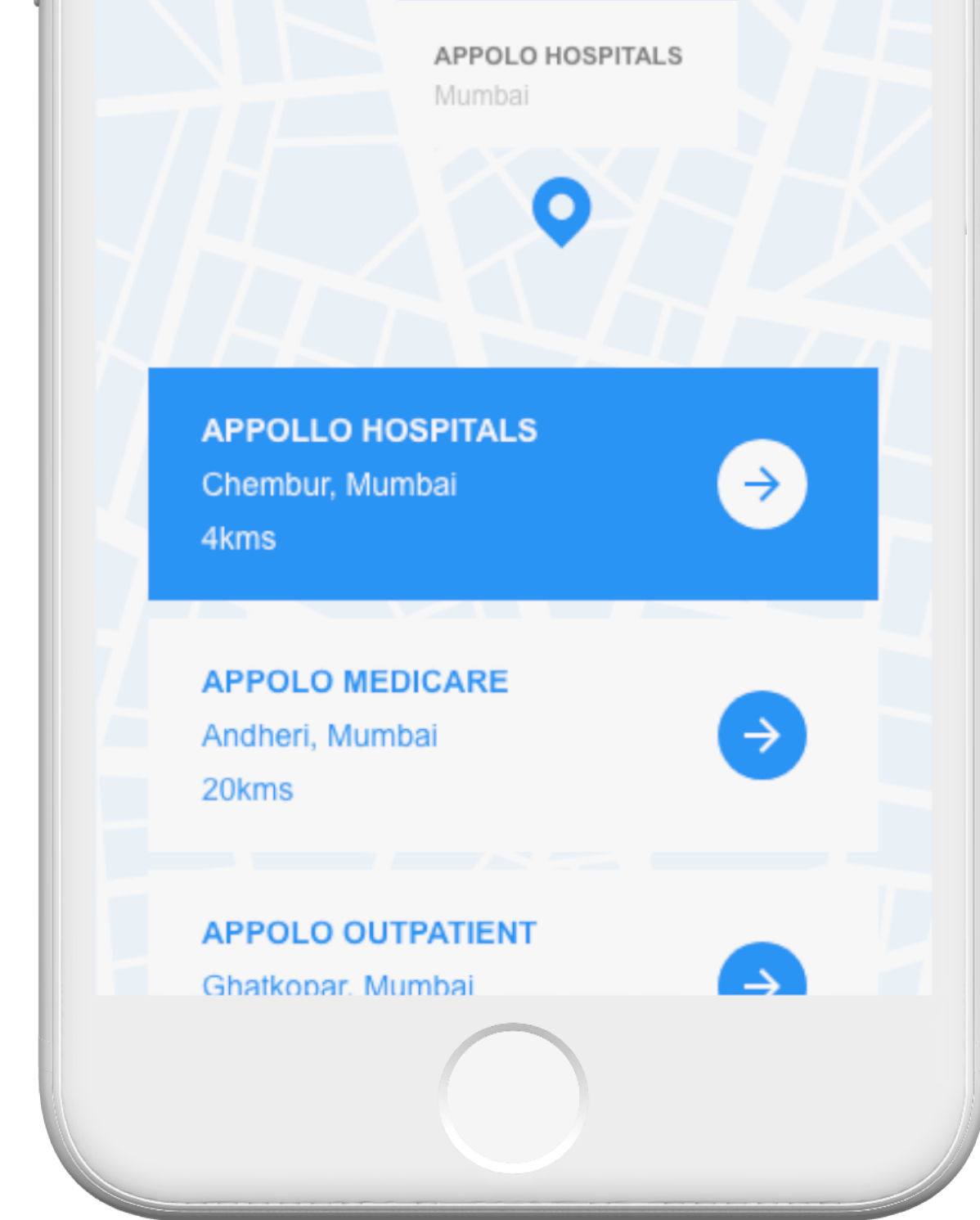
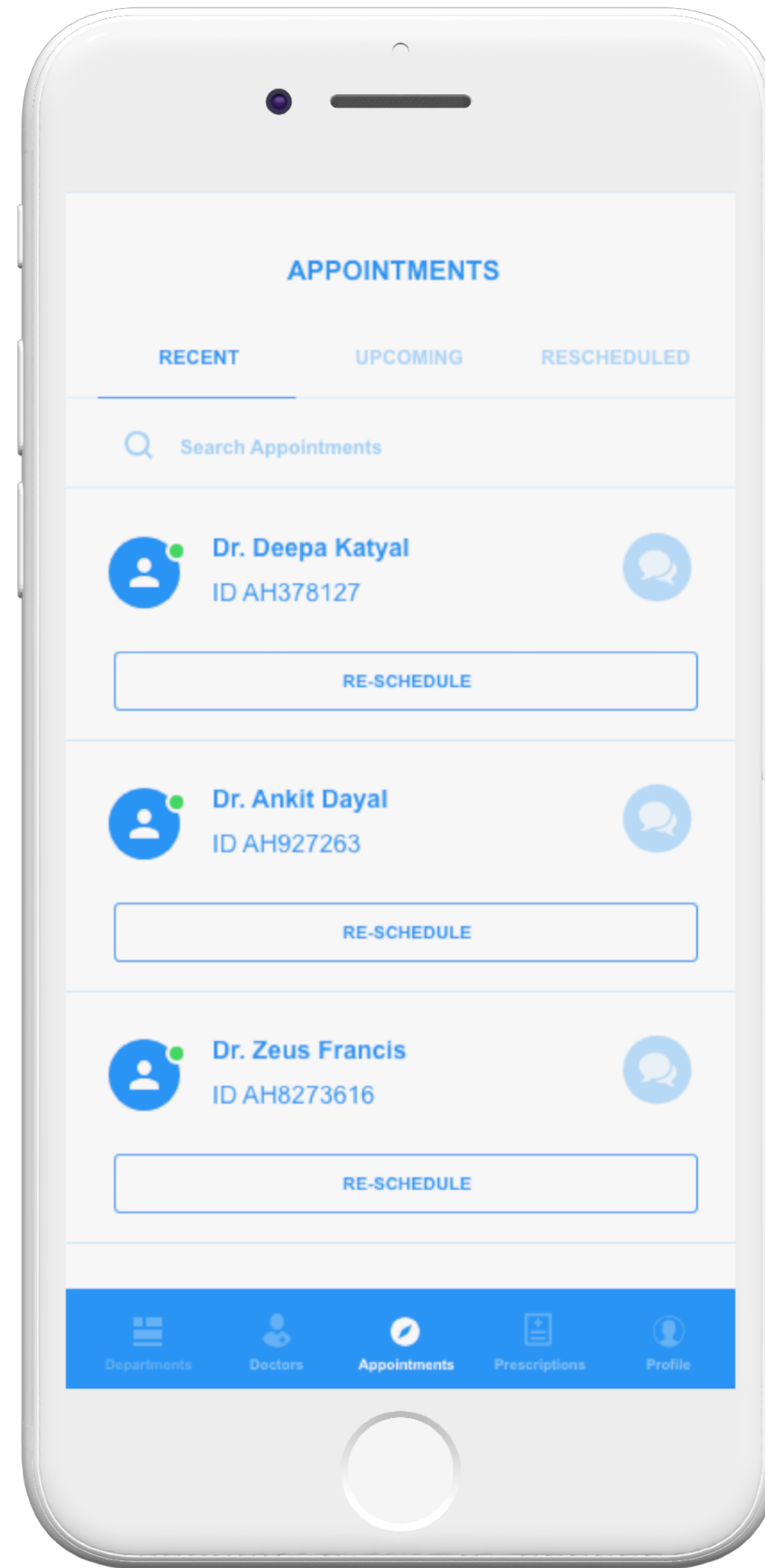
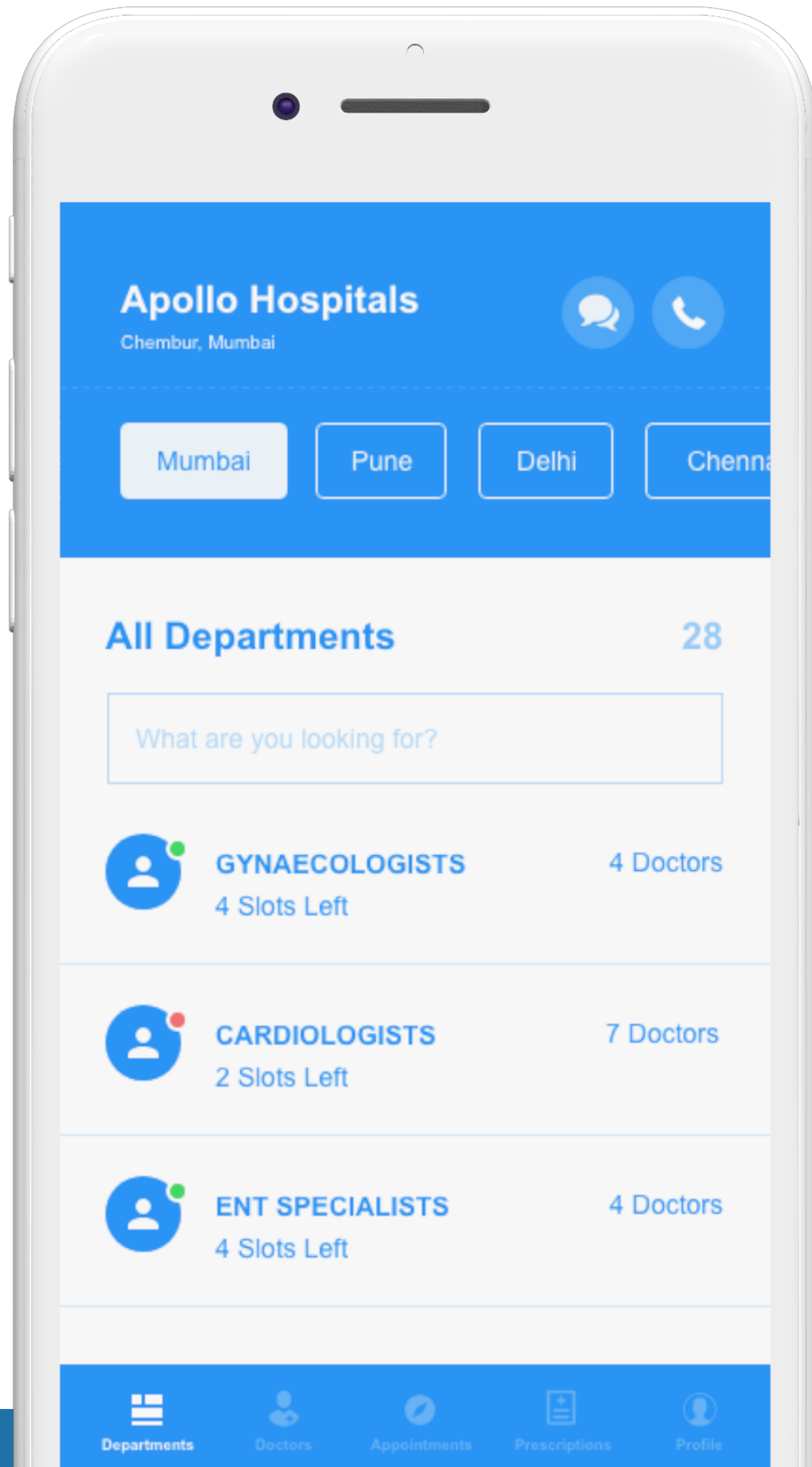


#05

Digital Wireframe

Medium Fidelity



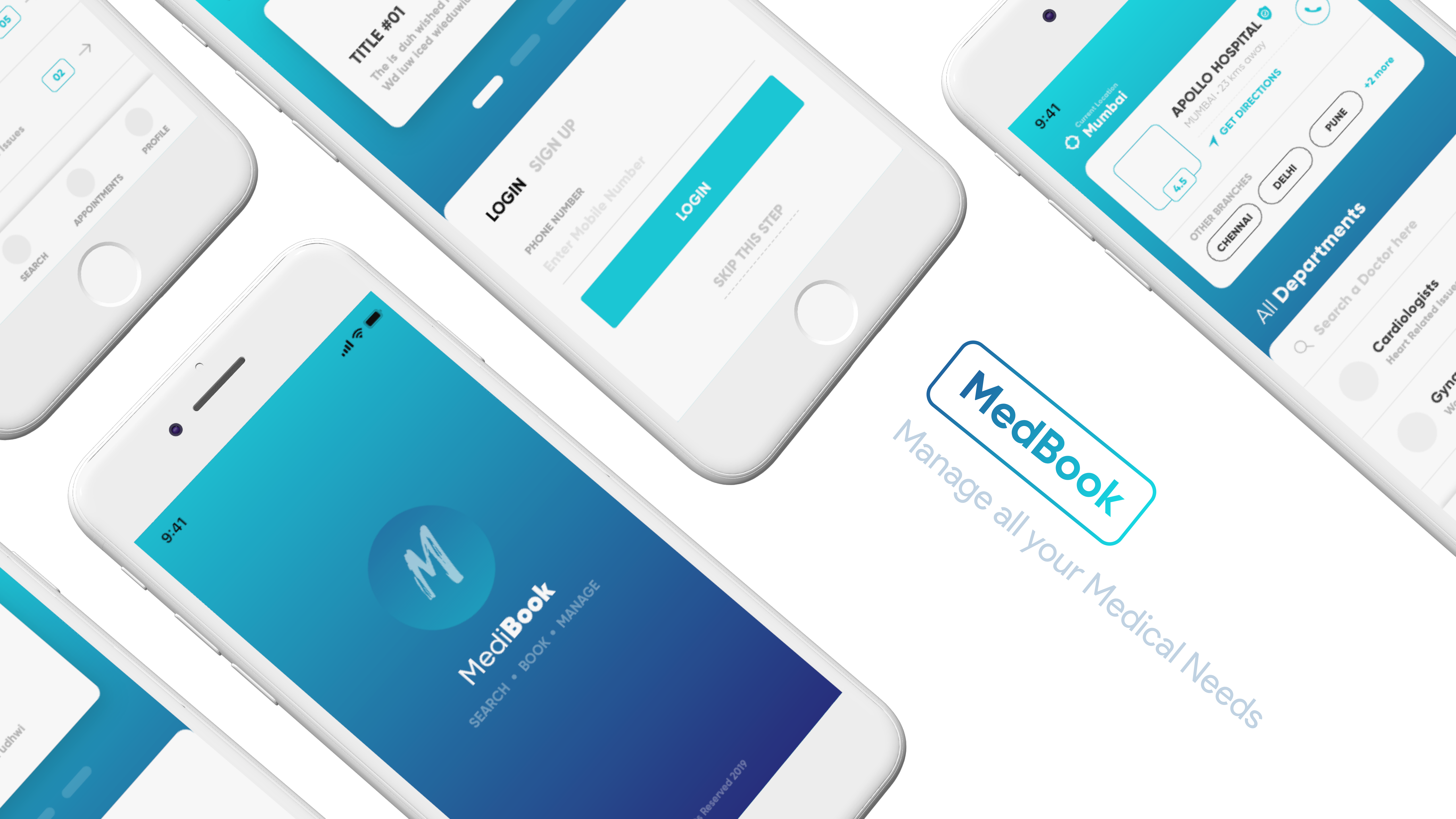


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Digital Wireframe

High Fidelity

Note : This is a work in progress



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LOGIN SIGN UP

PHONE NUMBER

Enter Mobile Number

LOGIN

SKIP THIS STEP

9:41

Current Location
Mumbai

4.5

APOLLO HOSPITAL
MUMBAI - 23 kms away

GET DIRECTIONS

OTHER BRANCHES

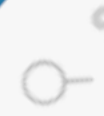
CHENNAI

DELHI

PUNE

+2 more

All Departments



Search a Doctor here

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Heart Related Issues

Gynaecologists
W

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Manage all your Medical Needs

9:41



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Medium Fidelity **Prototype Link**

<https://qrgo.page.link/tj58>

Thank You