

User interface redesign of the Opal patient portal app to allow informal caregivers to view patient data



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BACKGROUND

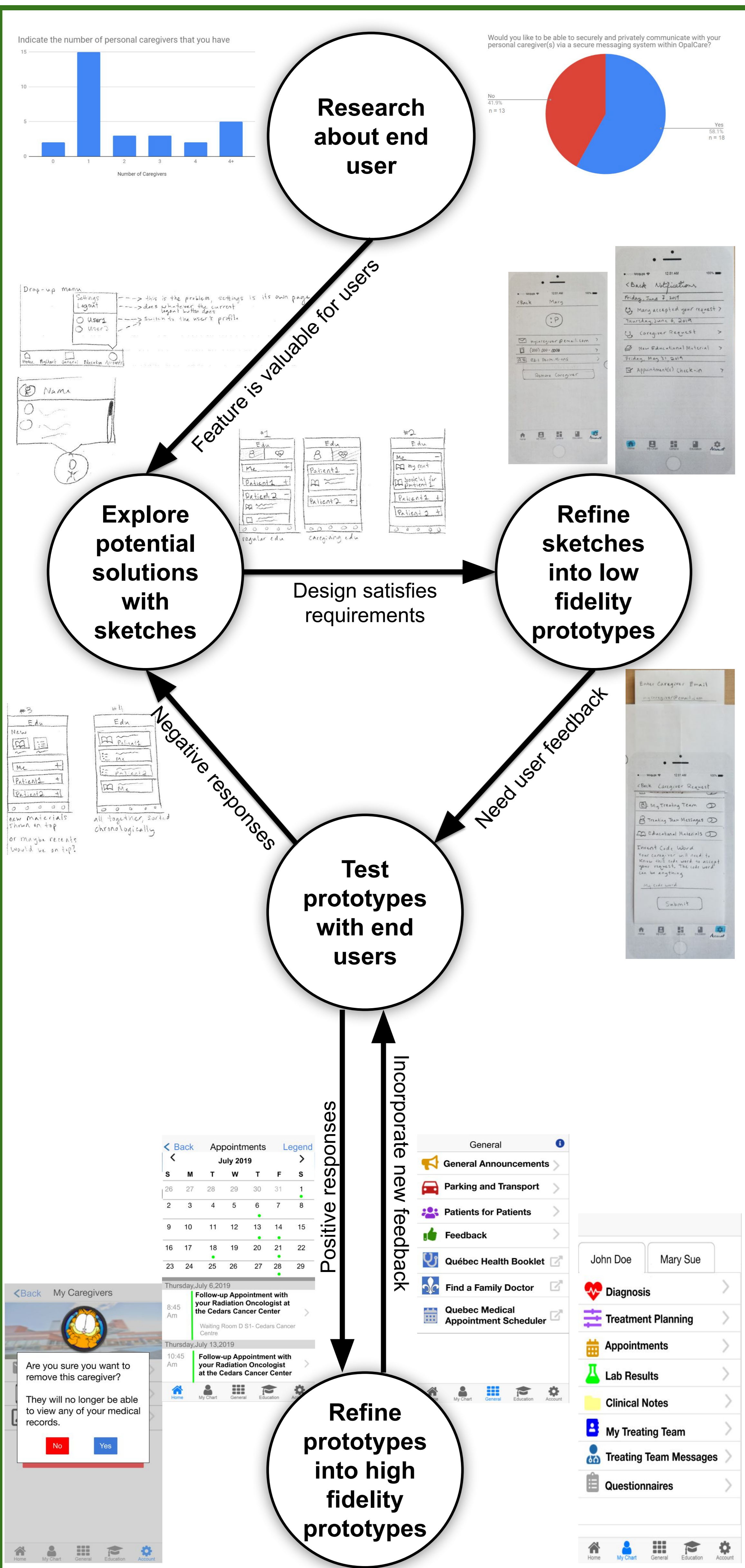
- Opal is a mobile patient portal app for patients to access their medical data.
- In 2012, it was estimated that over a quarter (28%) of Canadians over the age of 15 had provided care for a family member or friend in the preceding year.¹
- An extension to Opal called OpalCare has been in development since Summer 2017. OpalCare makes it possible for patients to share medical data and for caregivers to receive resources to help them with their caregiving role.

¹ Statistics Canada. "Portrait of Caregivers, 2012." Government of Canada, Statistics Canada, 30 Nov. 2015. www150.statcan.gc.ca/n1/pub/89-652-x/89-652-x2013001-eng.htm.

OBJECTIVES

- Incorporate OpalCare into the Opal user interface.
- Make Opal/OpalCare more intuitive and in-line with user interface design standards.

METHODS



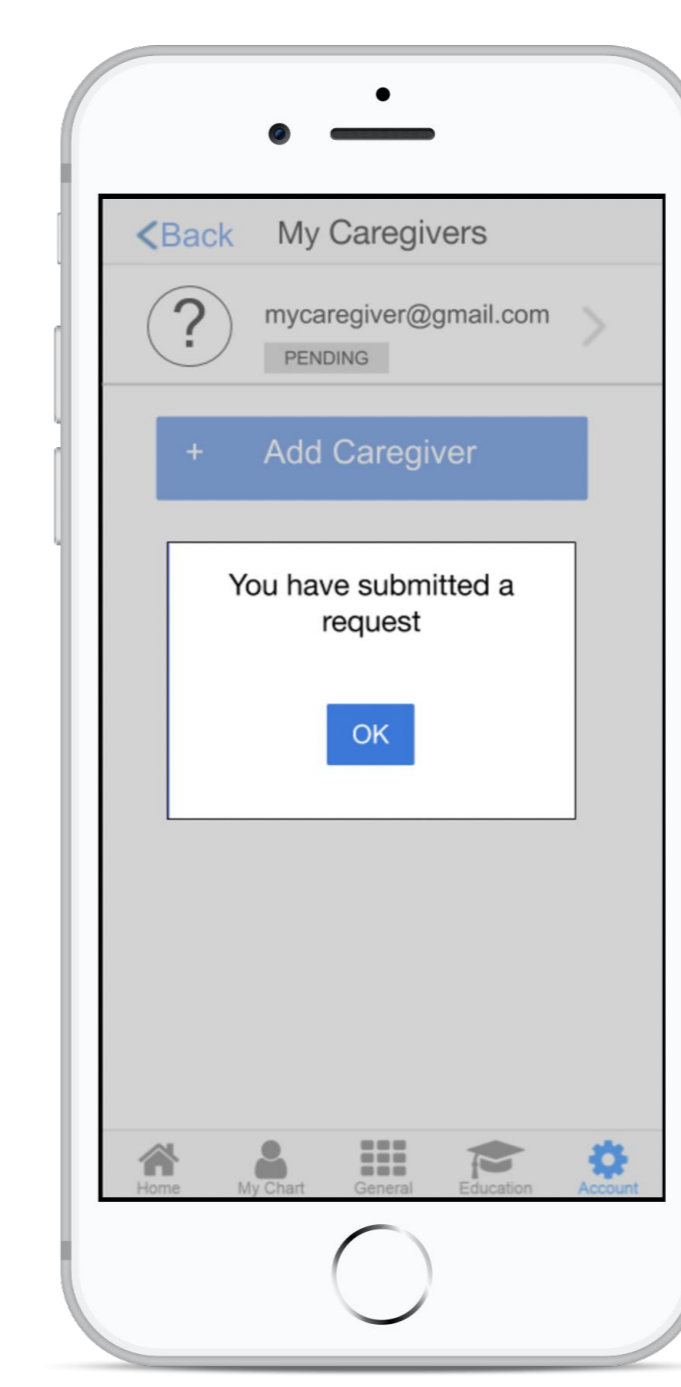
RESULTS

Group similar features together for consistency

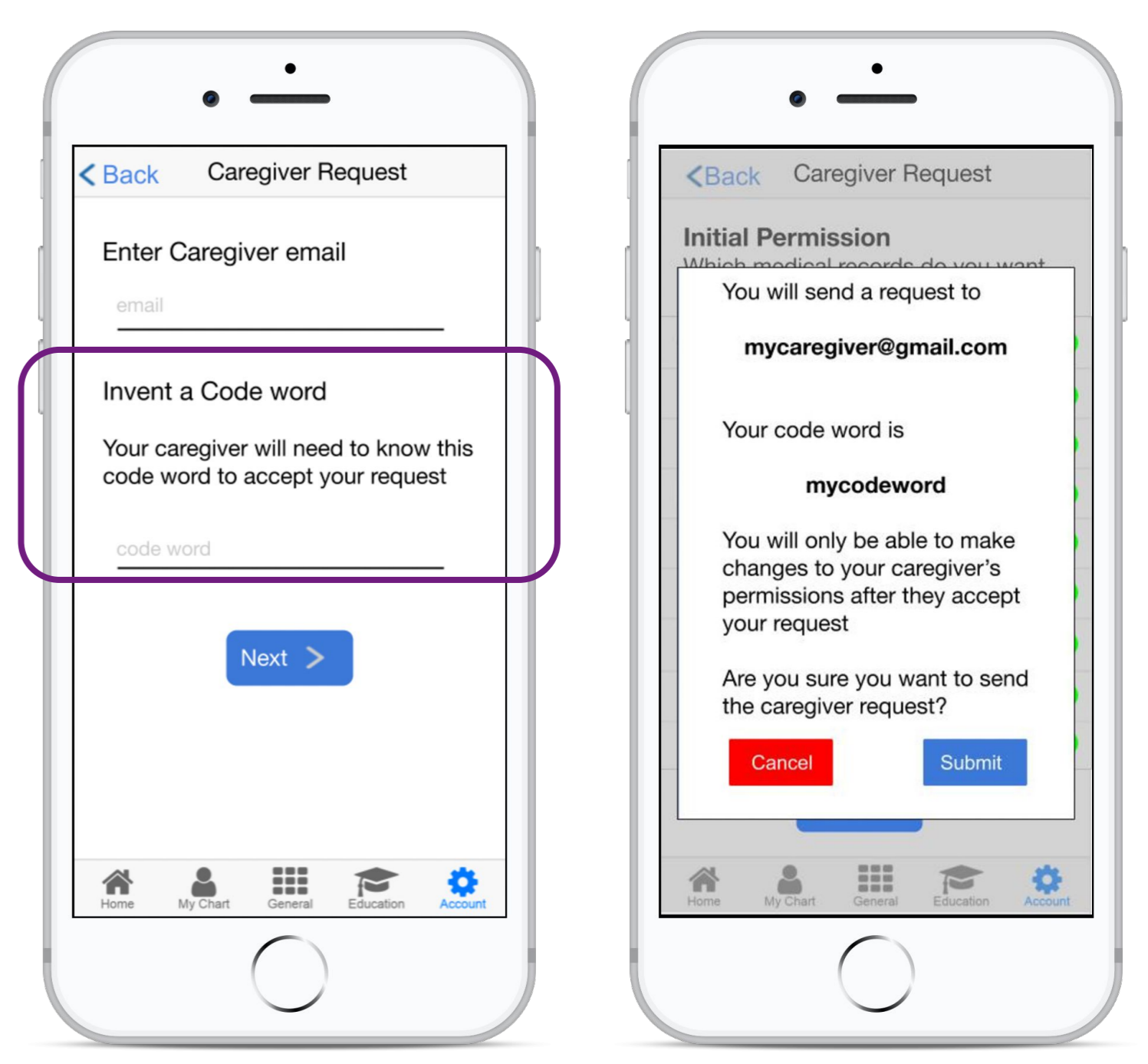


- Changed location of some app features to promote consistency within Opal and consistency with other apps
- Provided informative feedback so that users know whether their actions succeeded or failed
- Gave more explanations and hints to users in order to promote universal usability
- Allowed users to easily undo erroneous actions
- Reminded users of their input to reduce burden on short-term memory

Feedback for user actions



Added explanations for clarity



CONCLUSION

- Prototypes have been partially implemented.
- Some major changes require further user testing before implementation.
- More user testing will also inform and support further changes to the interface.

ACKNOWLEDGEMENTS

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