Heuristic Evaluation of Take Your Pills

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The Heuristics Used:

1. Learnability
2. Visibility
3. User Control
4. Errors
5. Efficiency
6. Graphic Design

The Doctor Webpage:

Catastrophic Problems

1. The Add/Edit Patient forms don't re-direct you anywhere you click either Save or Delete. It should probably take you to the home view. (Efficiency, Learnability)

2. Saving/Adding/Deleting a drug also doesn't re-direct anywhere. It should probably take you back to the patient's calendar view. (Efficiency, Learnability)

3. Saving changes for a particular drug adds a new drug to the patient's list rather than editing the current list item, which would not be the expected behavior, particularly with an explicit "Add New Drug" button in that view. (Errors, User Control, Learnability)
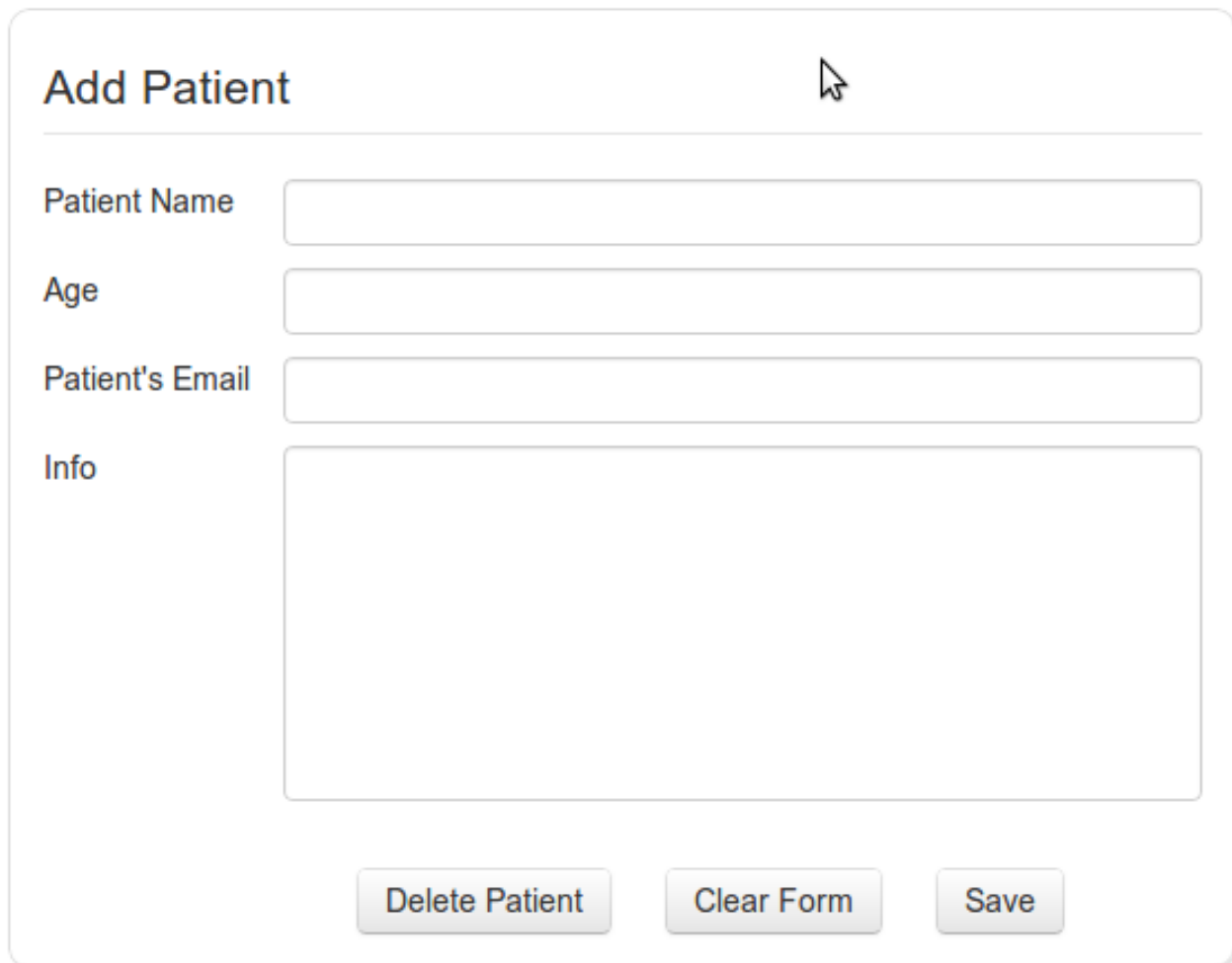
Major Problems

1. The "Missed Drug History Summary" covers up part of the calendar and can't be x-ed out of in any way – this problem is more dramatic when it's a Wednesday or Thursday and the box covers up most of the calendar. (Visibility, User Control, Graphic Design)
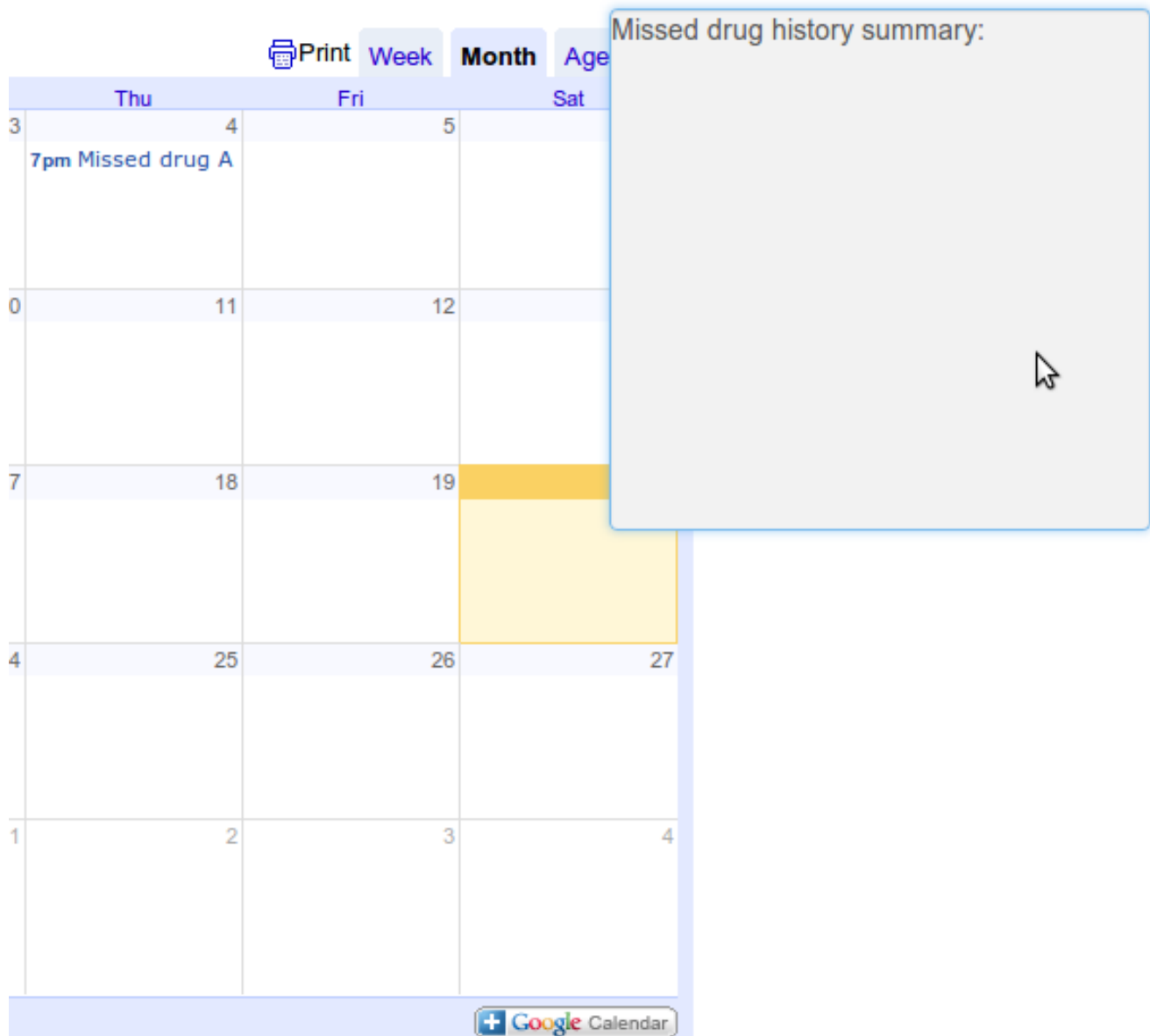
2. Missed drug appears on calendar day, but doesn't appear in the summary. (Learnability, Efficiency, Visibility)

3. Having the search bar be the only way to access patient information is not externally consistent with information lookup in a small database. Double clicking a person's name in the chat view to bring you to the patient page would be good. (Learnability, Efficiency, User Control)

Minor Problems

1. The "Delete Patient" button in the "Add Patient" form doesn't make sense. (Learnability)

Add Patient

Patient Name

Age

Patient's Email

Info

Delete Patient   Clear Form   Save

2. When you edit a drug in the edit drugs view, and then switch over to the "Add New Drug" button, the times are preserved from the previous drug you were looking at, as shown on the following page. (Efficiency, Learnability, User Control, Errors)

Add New Drug

New Pill Name

Dose

Start Date

End Date

Dose Frequency   Set Specific Time ▾

Take every day at   1 : 00 am

Was already there

1 : 00 am

1 : 00 am

| 1 ▾ | : | 00 ▾ | am ▾ |

Clear Times   Add This Time

Save

3. The top bar has some affordances for being able to click on your own name, which would typically lead to an "Edit account" page. (Learnability)

Take Your Pills   Dr. John Williams | Search Patient | Search   Messages   Add Patient   Logout
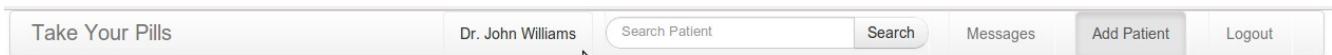
4. The chat box on the home page (shown on the following page) and the Info box on the Add Patient page display text from the middle of the box and don't word-wrap. (Visibility, Efficiency, Graphic design)

Cosmetic Problems

1. The number drop down menus for "Take every day at" are too large for the information they contain. The following picture shows this for only the "Set Specific Time" option in the Dose Frequency field, but it is also true for the other two options. (Graphic design)

2. The first time and all subsequent times are misaligned in the "Take every day at" field. (Graphic design)

Add New Drug

New Pill Name	
Dose	
Start Date	
End Date	
Dose Frequency	Set Specific Time ▾
Take every day at	1 : 00 am
	1 : 00 am
	1 : 00 am

| 1 ▾ | : | 00 ▾ | am ▾ |

Clear Times   Add This Time

Save

Good

1. The dialogue that pops up when you are about to delete a patient or drug is useful. (Errors)

2. Giving the option to clear an entire form at once can be useful. (Efficiency)

The Patient Mobile App:
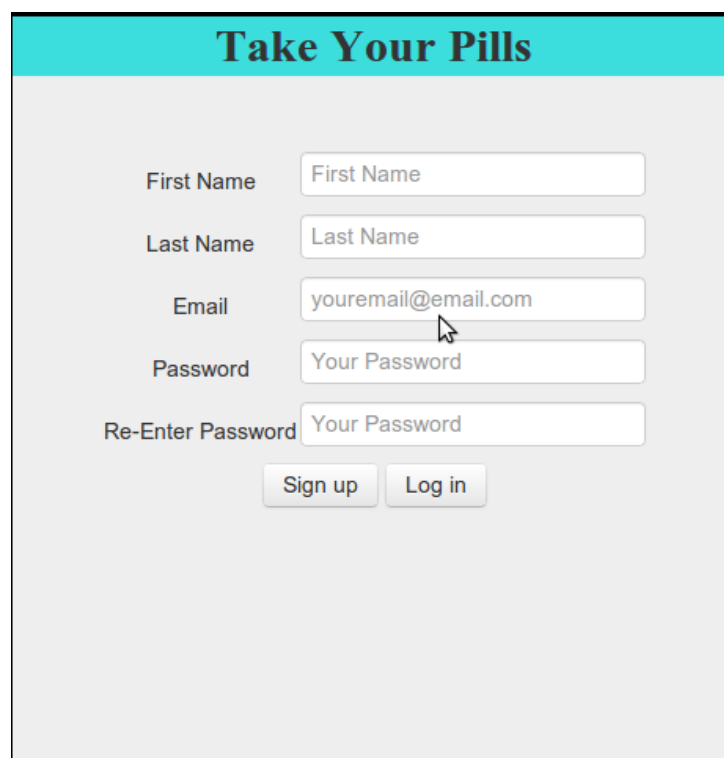
Catastrophic Problems

1. There's no way to add a new doctor. (User Control)

Major Problems

1. There is no confirmation dialogue when you delete a medication from your drug list (pressing the – sign.) As accidentally pressing the wrong thing is particularly easy on a mobile interface, there should be an extra step before deleting a medication. (Errors)

Minor Problems

1. On the sign up page, it's confusing that the "Log in" button takes you back to the first login screen. A more intuitive naming scheme would be keeping the "Sign up" button labeled the same but renaming "Log in" to "Back" and reversing the buttons' order. (Learnability)

2. When I click on the + button to add a new pill from the home screen, I would expect canceling that action to take me back to the home screen rather than to the edit pill page. (Efficiency)

Cosmetic Problems

1. When entering a new message in the doctor chat window, the dialogue does not automatically scroll to the bottom. (Efficiency, Visibility)

2. It would be nice if the time/date area of the home screen were larger/in a more prominent position, as a clock is an important aspect of reminding yourself to do something on time. (Visibility, Graphic Design)

Good

1. The placement of the elements on the home page is good aesthetically and is organized intuitively. (Visibility, Graphic Design)

2. The alternating color scheme in the chat window is good for distinguishing who is speaking. (Graphic Design)