

# At Home LAB Test

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# Project overview



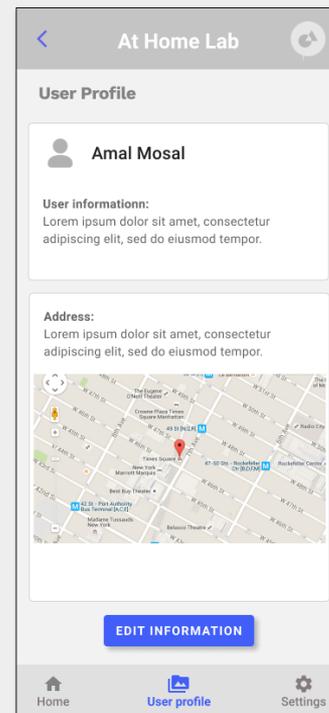
## The product:

The at-Home-Lab app is designed to enable users order and schedule Lab tests to be taken at their home. The app offers a wide spectrum of the lab tests including the Covid19 test and regular checks for chronic diseases



## Project duration:

May 2020 to August 2020



# Project overview



## The problem:

People with chronic disease and busy people need to safely take their regular tests and check-ups during the pandemic situation



## The goal:

Design an app which enables individuals to easily order and schedule the lab service at home

# Project overview



## My role:

UX designer designing an app for at-home-lab from conception to delivery



## Responsibilities:

Conducting interviews, paper and digital wireframing, low and hi-fidelity prototyping, conducting usability studies, accounting for accessibility and iterating on designs.

# Understanding the user

- User research
- Personas
- Problem statements
- User journey maps

# User research: summary



I conducted interviews and created empathy maps to understand app users, their needs and their goals. A primary user group identified through the mentioned research was people with chronic diseases who are at higher risk of developing serious illness from Covid-19.

This user group confirmed the initial assumptions about At-home-Lab app and further research revealed that there were other group of people interested in taking the lab exams at their own place: busy people with limited time and elderly people and people with motor disability.

# User research: pain points

1

## Transportation

Regular transportation and attendance to a lab to take tests is difficult

2

## Covid virus infection

The more they get out of their home, the higher the risk of getting infected by Covid

3

## Time

Attending a lab queue to take a test is a time-consuming process

4

## Test precision

The users really need to be aware of the test precision for each lab

# Persona: Amal

## Problem statement:

Amal is a busy entrepreneur suffering from type 1 diabetes who needs to take regular check-up Lab tests because she wants to control her disease



### Name

**Age:** 36  
**Education:** MS Computing  
**Hometown:** Spain  
**Family:** Lives alone, single  
**Occupation:** Entrepreneur

“I would like to perfectly manage my health condition just like the way I do it in my business”

### Goals

- Take blood test every 3 months just in time
- Be sure about the test quality and precision

### Frustrations

- It takes about 4 hours for me each time I take the test
- I really need a way to make sure about the test precision

Amal is a busy entrepreneur with a chronic disease and which needs to be taken care of. She has to take regular check ups every 3 months and this app would help her schedule regular tests and fully concentrate on her busy schedule.

# User journey map

Mapping Amal's user journey revealed how helpful it would be for users to have access to at-home-Lab app

## Persona: Amal

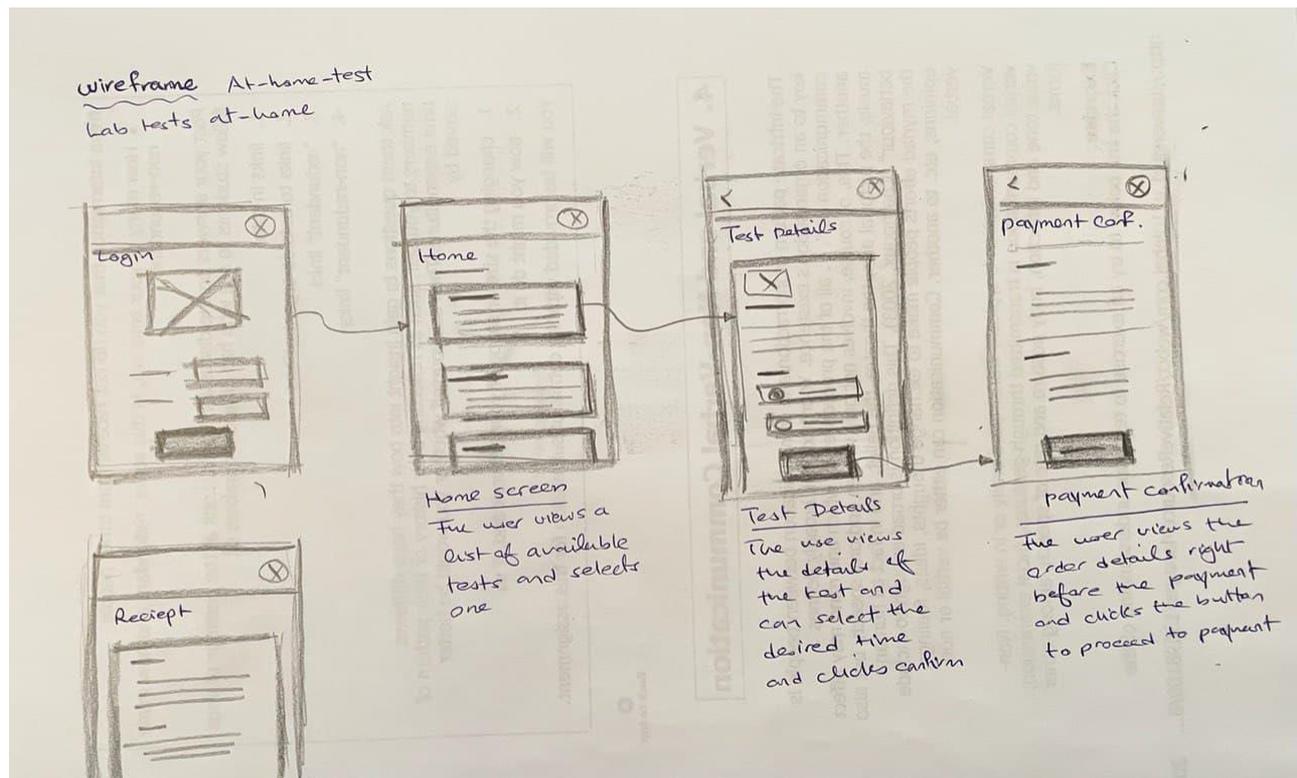
Goal: Easy request of taking a Covid19 Home test

ACTION	Get app	Place Covid19 test order	View confirmation	Take the test
TASK LIST	Tasks A. Download the app B. Set up an account C. Enter complete profile information including home address	Tasks A. View available tests on the app for the current location B. Choose covid19 home test C. Choose the best date and time for taking the test from the list D. Initiate checkout	Tasks A. Check the app and email for receipt confirmation email B. Confirm the test order details and visit time	Tasks A. Take the test on the ordered date and time at home B. Get the result in 2 days on email and via link on sms
FEELING ADJECTIVE	Happy to not to be exposed to the virus and being able to take a safe test at home	Irritated because finding the best time is not that easy regarding his full-time telework	Satisfied because everything is going well so far	Relieved that he got the result
IMPROVEMENT OPPORTUNITIES	Offer check up tests discounts	Add ways to offer the test service after the standard working hours	Make every single piece of order information crystal- clear	Offer faster test result



# Paper wireframes

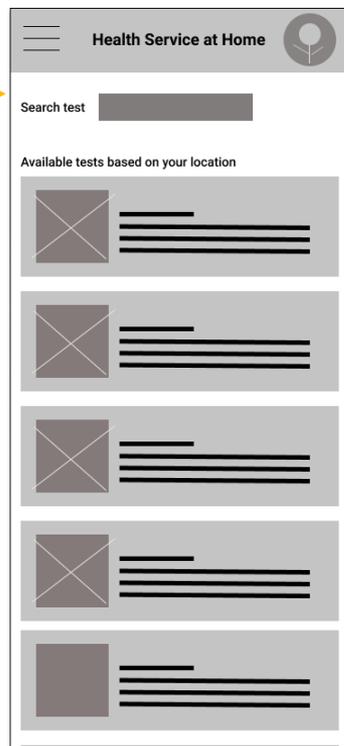
On the paper wireframe, the main focus was to ensure that we are completely aware of usability of the main user journey which is ordering and scheduling the at-home-Lab test.



# Digital wireframes

This is the app home screen

User may use the search feature to filter the list and find their desired test easier

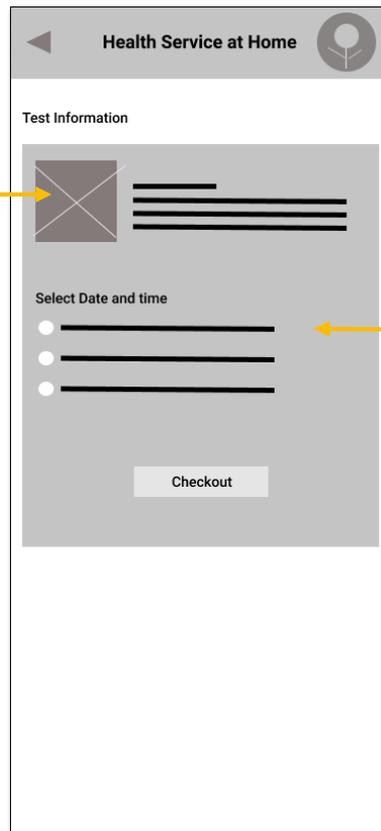


Each of these cards demonstrates a test along with its brief description

# Digital wireframes

Test details screen shows the detailed information of a chosen test along with the test's available date and time

A detailed description of the test

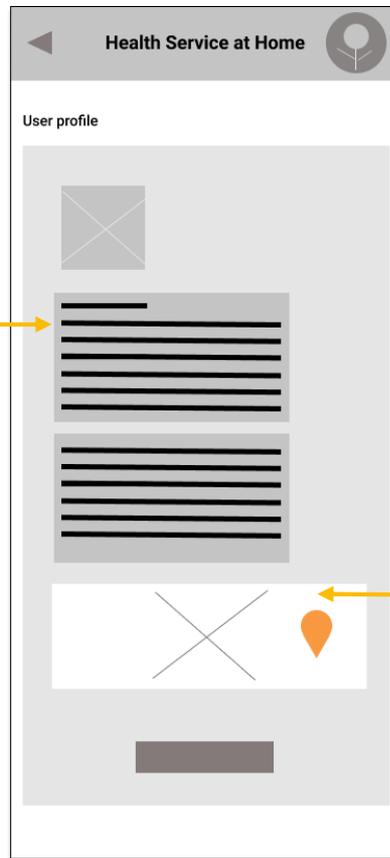


Here the user can choose an option between available date and time option

# Digital wireframes

The user profile screen

User profile  
information

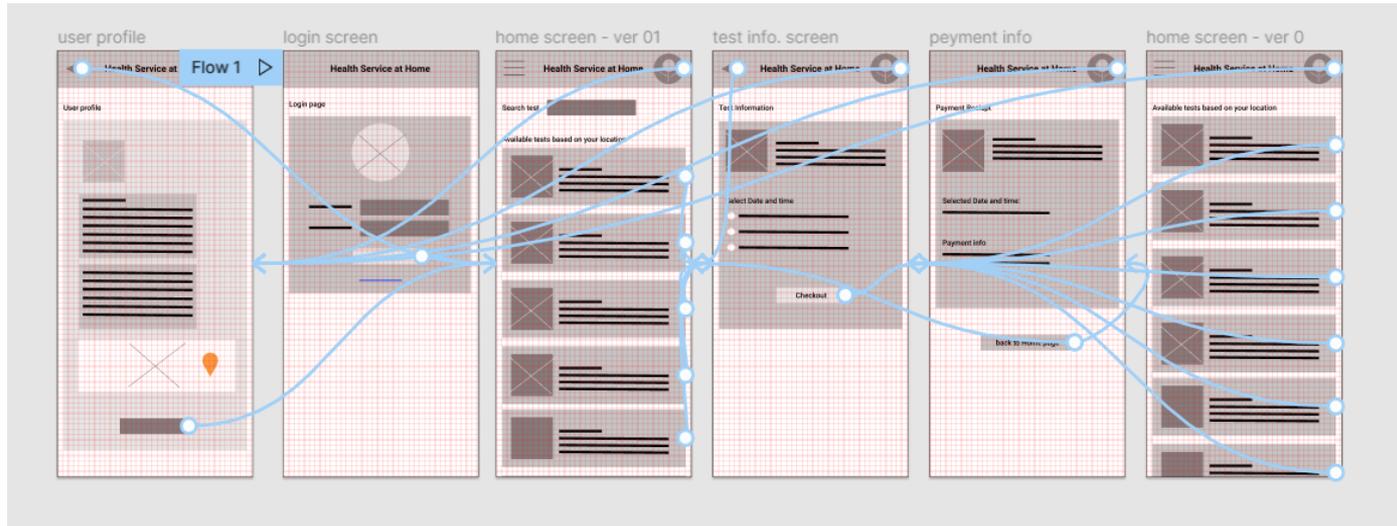


Here the user  
can edit their  
location and  
choose the  
current location  
feature

# Low-fidelity prototype

The low-fidelity profile connected the primary user flow of choosing and ordering a test and the prototype could be used in a usability study with users.

View the [low-fidelity prototype](#)



# Usability study: findings

I conducted two rounds of usability studies. Findings from the first study helped guide the designs from wireframes to mockups. The second study used a high fidelity prototype and revealed what aspects of the mock-ups needed refining.

## Round 1 findings

- 1 Users want to take the tests safely without being exposed to corona virus
- 2 Users want a more smooth and quick way for taking the test
- 3 Users want to reschedule a test several times

## Round 2 findings

- 1 The test precision number is vague
- 2 The user address is hard to edit
- 3 The test list is too crowded and a search feature is needed to filter them

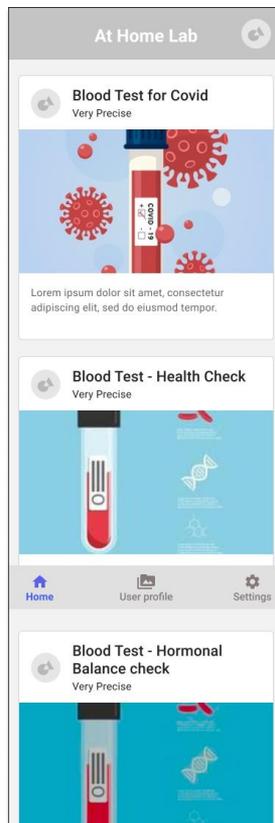
# Refining the design

- Mockups
- High-fidelity prototype
- Accessibility

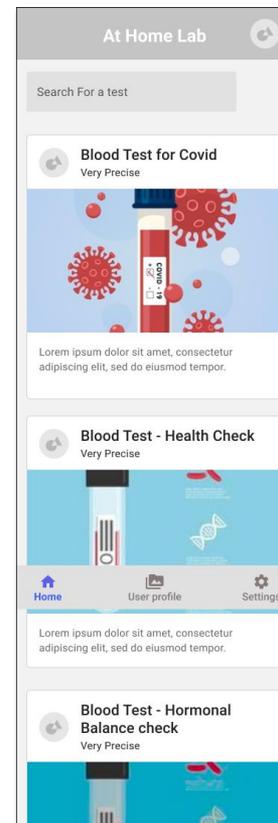
# Mockups

Since the available tests list was too crowded, the user could not find the right test easily so a search feature was added to filter the results

Before usability study



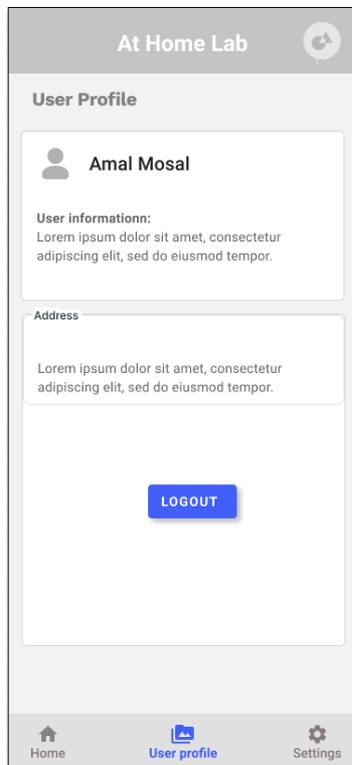
After usability study



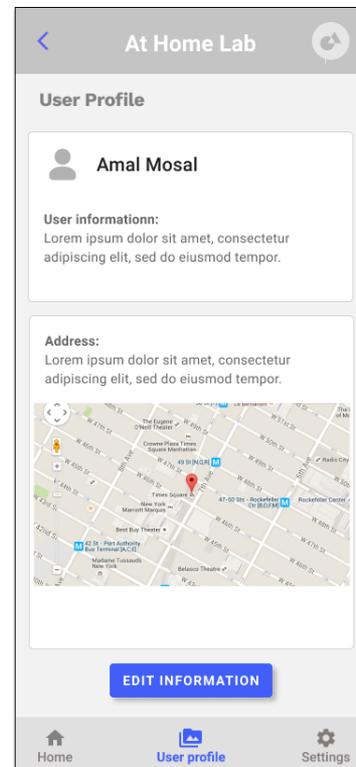
# Mockups

The current location feature was added for the users to update their address easier and faster.

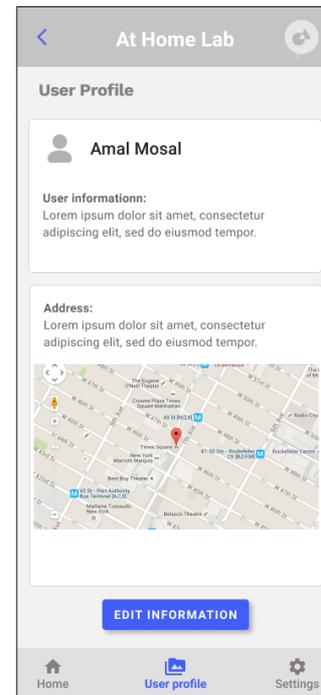
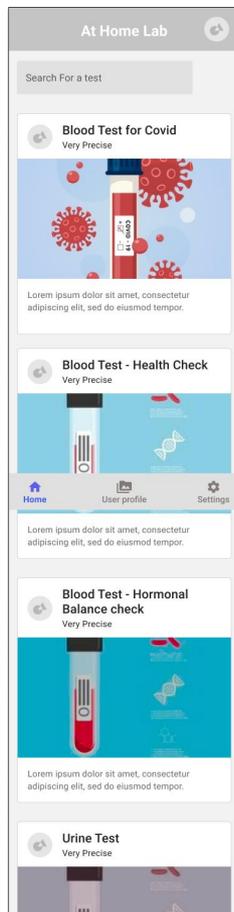
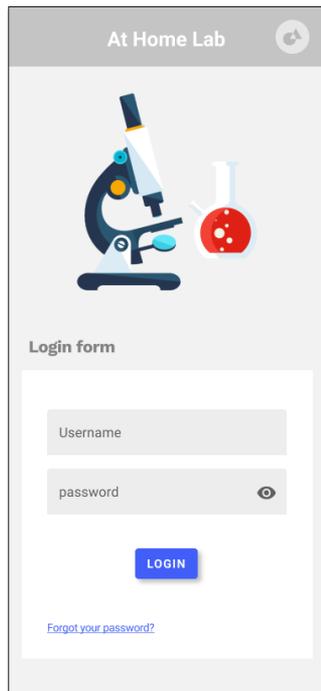
Before usability study



After usability study

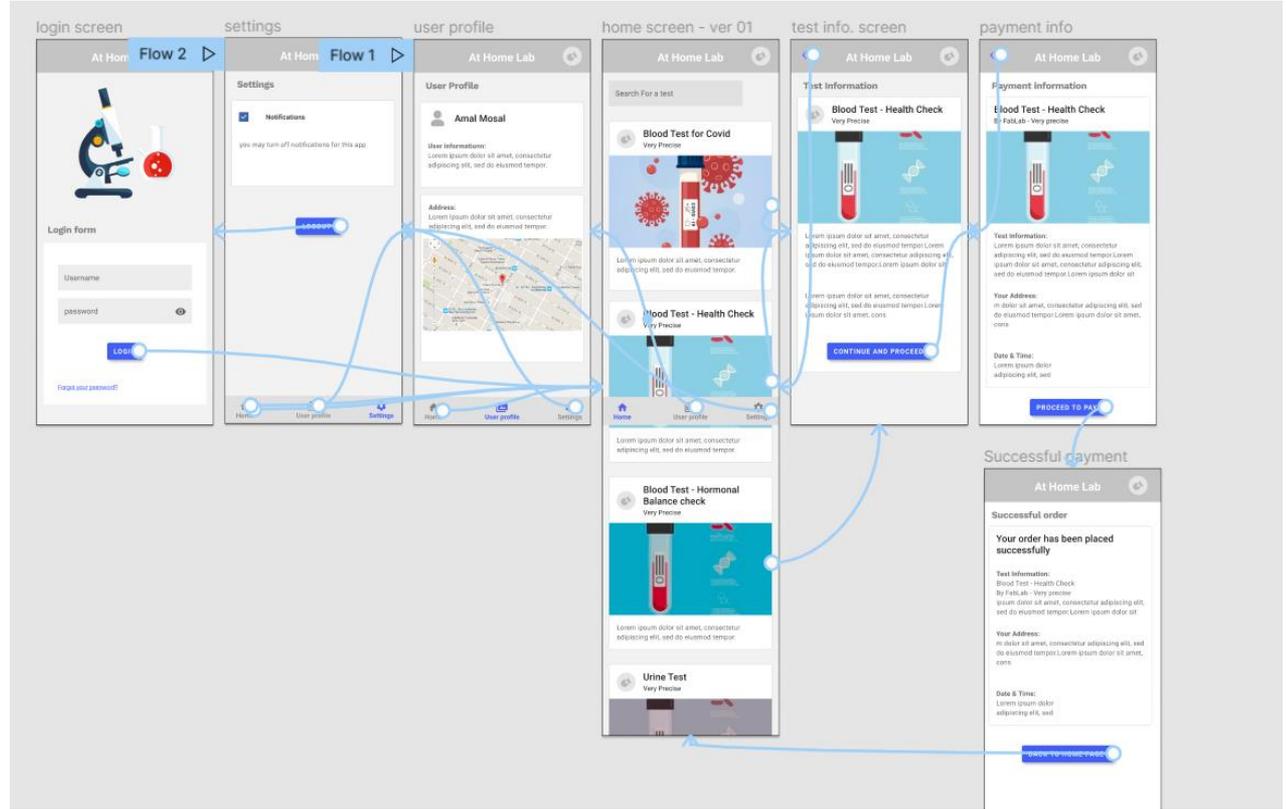


# Mockups



# High-fidelity prototype

The final high fidelity prototype presented cleaner user flows for ordering a test. It also met more user needs by adding the search feature for the test list and also adding the location feature



# Accessibility considerations

1

Used GPS feature to demonstrate the available test based on the users' location

2

Provided search feature to filter the test based on the user input

3

Used location feature to find the user's current location

# Going forward

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- Takeaways
- Next steps

# Takeaways



## Impact:

The app makes users life easier by helping them schedule and reschedule a lab test to be taken at their own location



## What I learned:

While designing at-home-Lab app, I realized that the very first ideas are just the beginning of the process. Usability studies and peer feedback influenced each iteration of the app's design.

# Next steps

1

Conduct another round of usability studies to validate whether the pain points users experienced have been effectively addressed

2

Conduct more user research to determine any new areas of need.

# Let's connect!



Thank you for your time reviewing my work on at-home-Lab app! If you would like to see more or get in touch, my contact information is provided below.

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