

# REPORT FROM TRAINING OF TEST PERSONS, HOME CARE GIVERS AND NURSES

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Deliverable D.T3.8.3.

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## Introduction

This deliverable reports the activities realized in Faculty Hospital Olomouc that have supported the launch of the pilot and the involvement of the main actors. Care for Frail is a platform for communicating and sharing health and social documents to facilitate the care of frail seniors who need additional home care after discharge from hospital. The main actors in the process are frail elderly and his/her family, hospital, general practitioner, home nursing care and home social care. When a patient who needs home care is discharged from the hospital, the hospital's social department is always contacted. This will provide him/her with the care prescribed by the hospital doctor for 14 days. Further care is already prescribed by the general practitioner.

When testing Care for Frail, we cannot address test persons in advance, because they will become them only after hospitalization. General practitioner depends on the individual patient - test person, so GP cannot be trained in advance as well. However, we can train other actors in the process - the social department of the hospital, home nursing care providers (nurses) and home social care providers (social workers). That is why we have established cooperation with two employees of the social department, two employees of home nursing care Caritas Olomouc, two employees of home nursing care Pomadol Olomouc and one employee of the social service Caritas Olomouc. They were introduced to the platform and its operation during personal demonstration meetings. From one such meeting came the need to add another feature to our platform - a voucher for home care in electronic form, which we added to the application. What we also did for test persons - for their trouble-free work with the platform, is intensive UX testing of our tool to make it very easy to use.

The user experience (UX or UE) is how a user interacts with and experiences a product, system or service. It includes a person's perceptions of utility, ease of use, and efficiency. Improving user experience is important to most companies, designers, and creators when creating and refining products because negative user experience can diminish the use of the product and, therefore, any desired positive impacts; conversely, designing toward profitability often conflicts with ethical user experience objectives and even causes harm. User experience is subjective.

The international standard on ergonomics of human-system interaction, ISO 9241-210, defines user experience as "a person's perceptions and responses that result from the use or anticipated use of a product, system or service". According to the ISO definition, user experience includes all the users' emotions, beliefs, preferences, perceptions, physical and psychological responses, behaviours, and accomplishments that occur before, during, and after use. The ISO also lists three factors that influence user experience: the system, the user, and the context of use.

Research is critical to UX. User experience design draws from design approaches like human-computer interaction and user-centered design, and includes elements from similar disciplines like interaction design, visual design, information architecture, user research, and others.

The second part of the research is understanding the end-user and the purpose of the application. Though this might seem clear to the designer, stepping back and empathizing with the user will yield the best results.

It helps to identify and prove or disprove my assumptions, find commonalities across target audience members, and recognize their needs, goals, and mental models.

User experience tests were performed with respondents as part of the verification of the telemedicine platform for data sharing. First test has been made with 30 people predominantly with senior (SD of their age was 40,53) with 5 seniors about their perception of web platform. Web based platform was also reviewed with healthcare professionals.

## Identification of participants

### Target users

First group of participants is identified within the social networks of Market and advertisement psychology students from local universities. Each of the students is able to reach to the several eligible participants within their families. The students are also well educated to perform the prepared mock-up test and to conclude the main results which are send to the principal investigator in the next step.

The second group of participants is identified through the University hospital Olomouc. The second group is being invited to participate on the intensive workshop conducted on the hospital premises.

#### Healthcare practitioners

Eligible healthcare practitioners are identified by the employees of the Czech National e-Health Center (University hospital Olomouc) among the cooperating physicians that are involved in the development project activities.

Data is being analyzed through qualitative analysis based on short transcriptions of interviews with the end users. Only personal information collected is gender and age.

Interviews conducted with the group invited to the hospital premises are observed not only by the direct interviewers, but also by other experts in the second room. Therefore, it is possible to simultaneously write down notes and discuss possible improvements in the real-time manner. This allows to immediately test the improvements and assess their appropriateness for ageing population handling.

### Data collection and analysis

Data is being analyzed through qualitative analysis based on short transcriptions of interviews with the end users. Only personal information collected is gender and age.

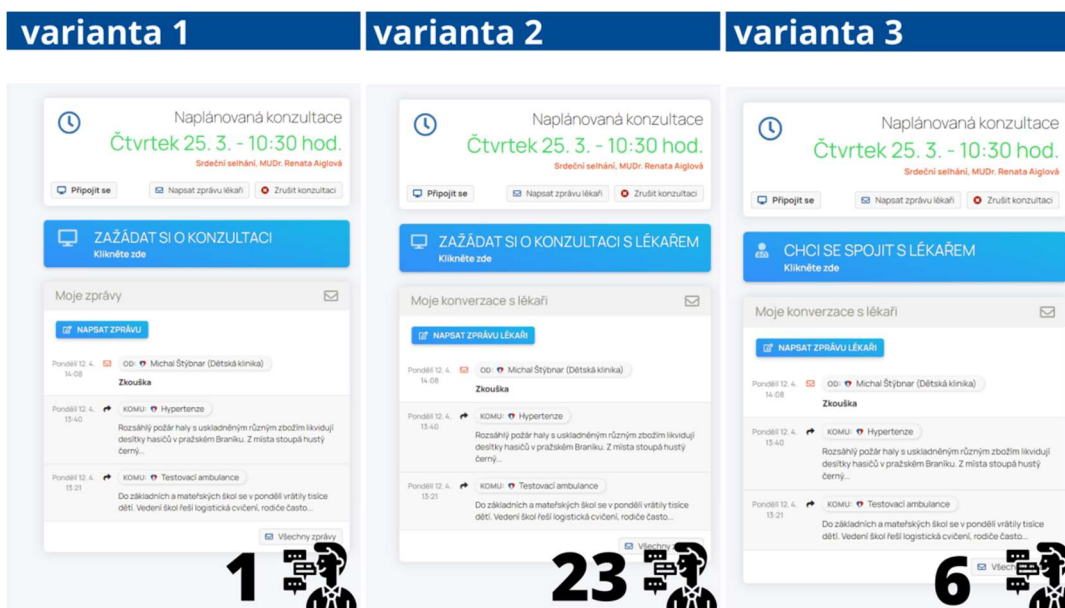
Interviews conducted with the group invited to the hospital premises are observed not only by the direct interviewers, but also by other experts in the second room. Therefore, it is possible to simultaneously write down notes and discuss possible improvements in the real-time manner. This allows to immediately test the improvements and assess their appropriateness for ageing population handling.

### CTA (Call to Action Button) buttons

CTA buttons are an ideal subject of A / B testing, where the audience is evenly shown two different versions of one particular element and it is tested which of them has a higher conversion ratio. For buttons, A / B can be used to test color solutions, text, and various locations.

As part of CTA testing, a total of 30 probands (20 women and 10 men) were contacted and CTA button verification was focused on the following areas:

- Color contrast
- Choosing the right words - the text of the CTA button
- Button locations
- A / B testing - CTA buttons are an ideal subject of A / B testing, where the audience is evenly shown different versions of one particular element and it is tested which of them has a higher conversion rate. For the buttons, A / B testing of the color of the solution, text and location took place.



Respondents responded to the options associated with planning video consultations, which may take place with regard to the sharing of documentation after release to the home environment. Display variants were always in a different order (1-2-3; 3-2-1; 2-1-3; 1-3-2; 2-3-1).

## Workshop with participants focused on documentation sharing

Participants are shown mock-ups of the SHAPES user front-end app. Second group of invited participants is divided into two distinct subgroups. First subgroup has already hands-on experience with the original telemedicine solution of FNOL, whereas the second subgroup has not. A total of 6 participants were contacted - 4 women aged 65+ and 1 man. The whole testing takes place in a single room and lasts approximately 1 hour per respondent. An UX expert and a psychologist are present during the course of testing. The entire testing is also streamed to neighbouring room so the other cooperating employees of the development team may unobtrusively observe the whole testing sessions. The participant observes a GUI prototype created in Figma on a device that will be later used within the pilot verification. Testing is conducted in a way of structured interview that has two parts. First part is moderated by the UX experts and is directly connected with observation of user interacting with the mock-up GUI. Questions are mainly related to the part of the system dedicated to measurements, monitoring, medicine prescriptions and videoconsults. Second part of the interview is moderated by the psychologist and is related to more general questions and issues regarding the possible functionalities, GUI appearance and used terminology and language. All the interviews are recorded and can be used for further analysis.

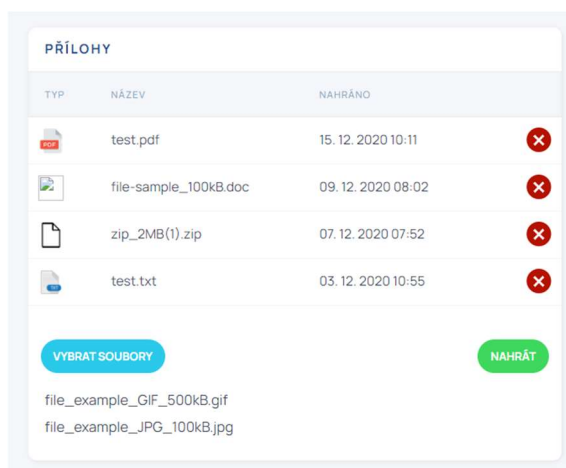
In the following text are described changes and rationales based on qualitative interviews with participants focused on documentation sharing. The aim was to increase the users' confidence with the use of the application. The target group of the application is mainly seniors and people who are not experienced with information and communication technologies. We are adapting to the fact that older people process information available on the Internet differently in comparison with the younger generations, which grew up with technology. Older people use a more sequential and logical mind when working on the Internet. They do not search, do not skip, they do not mind reading even longer texts, they require good information (the certainty that they have done everything correctly).

After ordering the meeting, we, therefore, remain on the same page (we do not redirect to a new page), only a modal notification pops up confirming the information "what happened" and "what will happen". We will prepare the texts contained in this announcement on the basis of user testing with seniors.

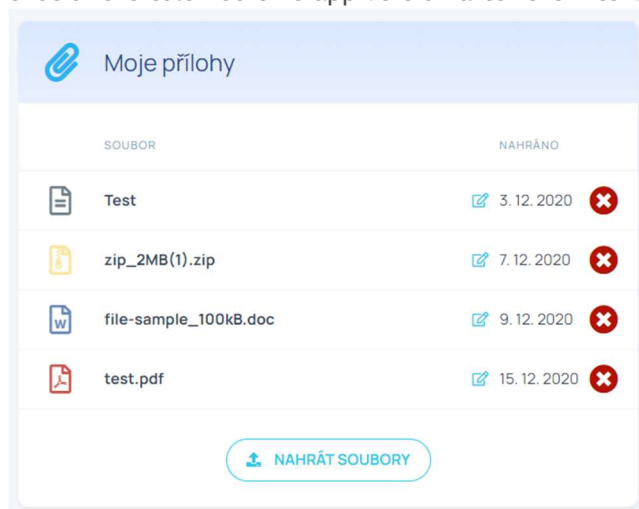
## 1. Uploading of document - steps

Short description of the issue (what was wrong/not ideal): User had to upload files in two steps - select files from disc a then use another button to upload selected files. Page had to be reloaded to upload files. New solution combines two steps into one together with improved design and uploads files without page reload. Selected files are put in queue and there is a progress bar for each of them.

Screenshot of the telemedicine app version before intervention:



Screenshot of the telemedicine app version after the intervention:









## 2. Captions/descriptions

New solution uses jQuery with C# handler to upload files asynchronously. The user sees files being uploaded right after selecting them (without page reload)

Change: Making patient's attachments captions/descriptions editable


Short description of the issue (what was wrong/not ideal): the list of patient's attachments displayed filetypes (icons) and filenames so in many cases it would be hard for the patient (or the doctor) to remember what the file contains. Now we're giving users the option to edit each attachment's caption and/or description.














Screenshot of the telemedicine app version before intervention:


PŘÍLOHY			
TYP	NÁZEV	NAHRÁNO	
	119657983_10268353244016...	15. 09. 2020 08:00	
	119595692_34628592437730...	15. 09. 2020 08:00	
	119454617_30533888409802...	15. 09. 2020 08:00	
VYBRAT SOUBORY		NAHRÁT	

Screenshot of the telemedicine app version after the intervention:



 Moje přílohy

SOUBOR	NAHRÁNO
 Test	 3. 12. 2020 
 Dokumentace - operace kloubu <i>Soubor fotografií a lékařské zprávy</i>	 7. 12. 2020 
<div>  <input type="text" value="file-sample_100kB.doc"/> </div> <div> <input type="text" value="Popis k příloze"/> </div> <div>  ZRUŠIT                      ULOŽIT                 </div>	9. 12. 2020 
 test.pdf	 15. 12. 2020 

 NAHRÁT SOUBORY

Summary/rationale:

For platform is used jQuery to turn selected item into web form and C# webmethod to save it asynchronously

### 3. Item deleting

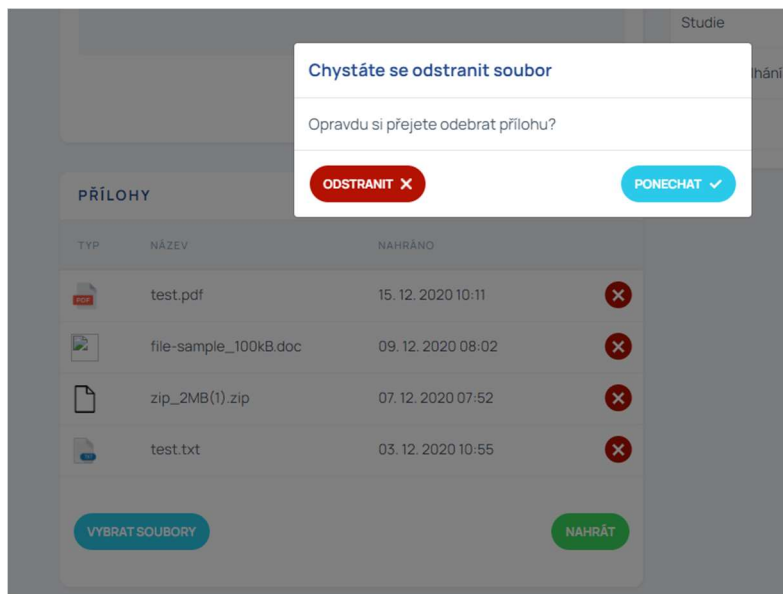
A feature that will not confuse a beginner (who may not use it), but gives room for clarity for more experienced users.

Change: Deleting items asynchronously with better confirmation

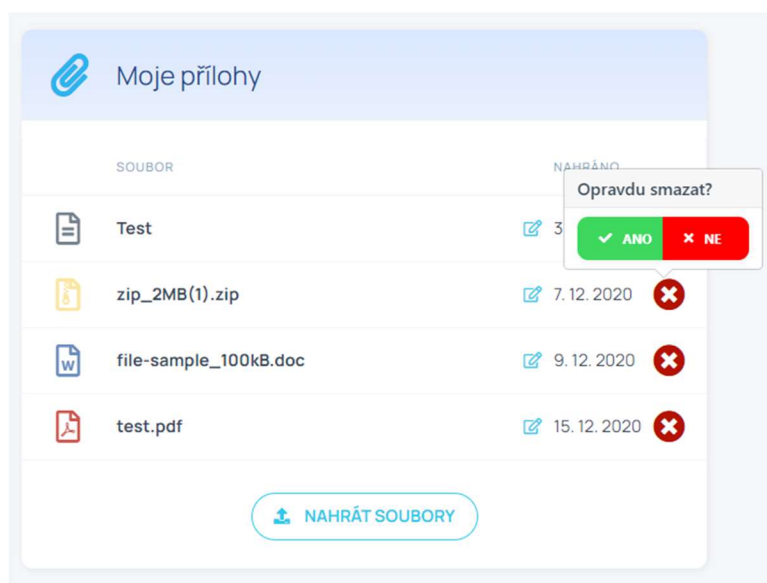
Short description of the issue (what was wrong/not ideal): clicking on delete button raised centered modal window with confirmation. Page had to be reloaded to delete the item. New solution gets rid of page reload and displays small confirmation popup right above the delete button. There is a short success message before the item row is removed completely. This applies to patient's medication and patient's files.

Screenshot of the telemedicine app version before intervention:





Screenshot of the telemedicine app version after the intervention:



Summary/rationale:

Platform uses jQuery's ajax call to delete the item and Bootstrap Confirmation for displaying the popup.

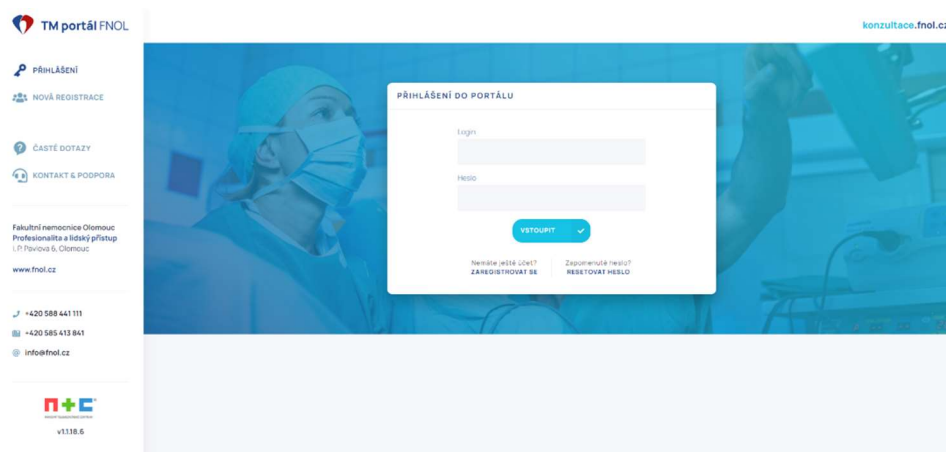
UX summary/rationale:

The change was introduced based on the context of the application use. The application will often be used by people within an emotionally complex state (visiting a doctor is often a stressful matter for older people). We need to eliminate random "error steps" as much as possible. Therefore, the operation of deleting a file is divided into two steps (do you really want to delete it?) And this window pops up right where the senior clicked. The message is completely obvious and uses both color and text context. In the future, we want to increase the font size, contrast and enlarge (probably even apart) the tiles "yes" "no" to avoid accidental "clicks". We test directly on seniors with reduced motor skills.

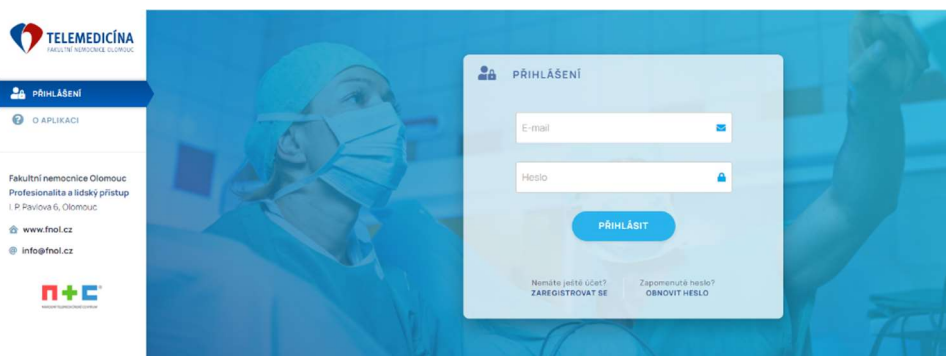
## 4. Improved Login page design

Short description of the issue (what was wrong/not ideal): Login page used server-side form validation that required page reload. Also, the form input for user's e-mail was titled "Login" which might be confusing.

Screenshot of the telemedicine app version before intervention:



Screenshot of the telemedicine app version after the intervention:



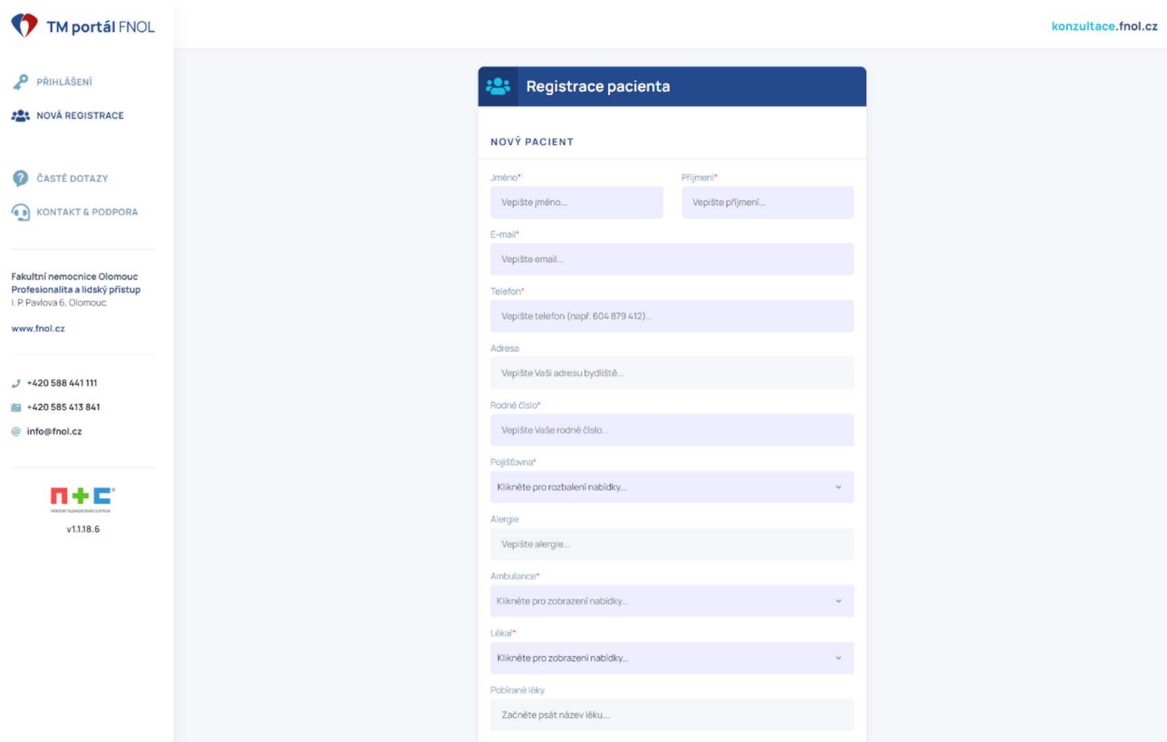
Summary/rationale:

IT: we improved the login form with floating labels together with icons. We use jQuery for real-time validation and form submit so there is no page reload when signing in is not successful.

## 5. Improved Registration form

Short description of the issue (what was wrong/not ideal): The registration form used server-side validation so the page had to be reloaded every time the user hit the Submit button. The design used both labels and placeholders so there was too much text on the page.

Screenshot of the telemedicine app version before intervention:

**TM portál FNOL**

PŘIHLÁŠENÍ

NOVÁ REGISTRACE

ČASTÉ DOTAZY

KONTAKT & PODPORA

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**n+c**  
v1118.6

**Registrace pacienta**

**NOVÝ PACIENT**

Jméno\* Příjmení\*

Vepište jméno... Vepište příjmení...

E-mail\*

Vepište email...

Telefon\*

Vepište telefon (např. 604 879 412)...

Adresa

Vepište Vaši adresu bydliště...

Rodné číslo\*

Vepište Vaše rodné číslo...

Pojišťovna\*

Klikněte pro rozbaření nabídky...

Alergie

Vepište alergie...

Ambulance\*

Klikněte pro zobrazení nabídky...

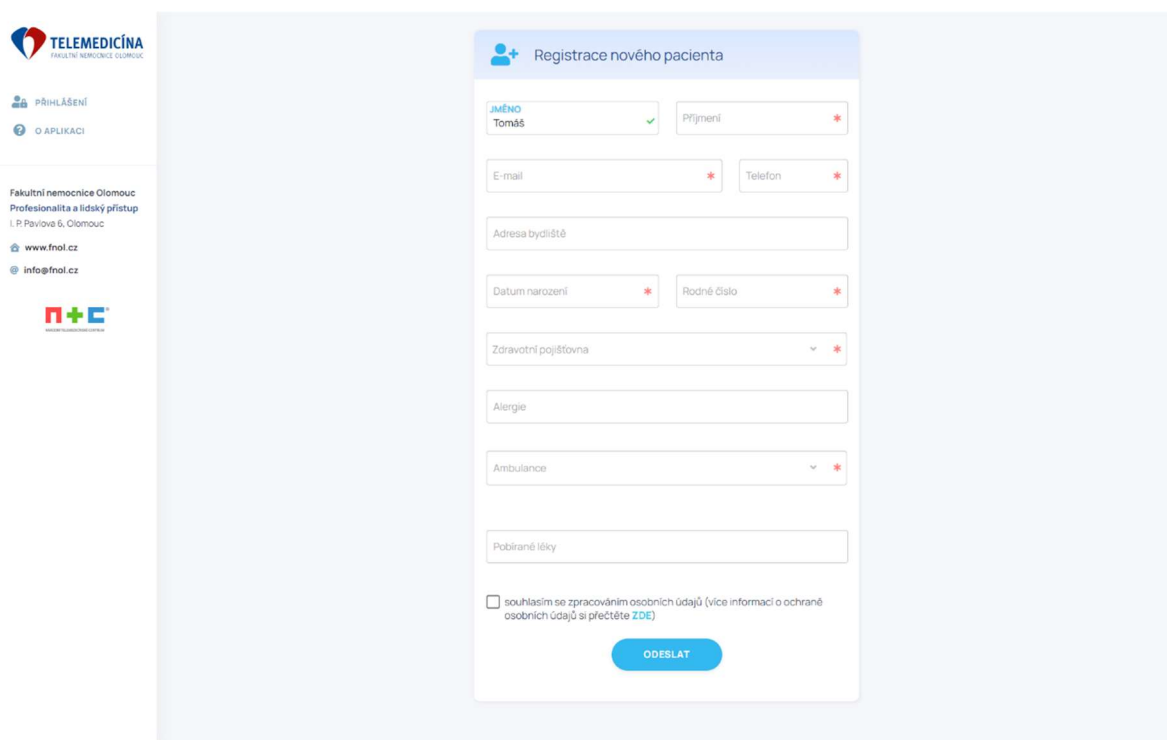
Lékař\*

Klikněte pro zobrazení nabídky...

Pobírané léky

Začněte psát název léku...

Screenshot of the telemedicine app version after the intervention:



**TELEMEDICINA**  
Fakultní nemocnice Olomouc

PŘIHLÁŠENÍ

O APLIKACI

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Profesionální a lidský přístup  
I. P. Pavlova 6, Olomouc  
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**n+c**

**Registrace nového pacienta**

Jméno Tomáš ✓ Příjmení \*

E-mail \* Telefon \*

Adresa bydliště

Datum narození \* Rodné číslo \*

Zdravotní pojišťovna \*

Alergie

Ambulance \*

Pobírané léky

☐ souhlasím se zpracováním osobních údajů (více informací o ochraně osobních údajů si přečtěte ZDE)

**ODESLAT**

Summary/rationale:

IT: the form is now validated in real-time (displaying green check icon when the entered data is correct). Floating label design is used for reducing the overall size of the form.

## UX summary/rationale

Change of the background color (from pale blue to white) to increase contrast and make it easier for users to read. We left out descriptive texts above the boxes, leaving only the texts inscribed inside the box. We do not use abbreviations, the main visual indicator is text; descriptive and instructive. The CTA button will be changed in the future to maintain consistency and the same controls across the site. This will make the application clearer and we will achieve greater users' confidence and control.

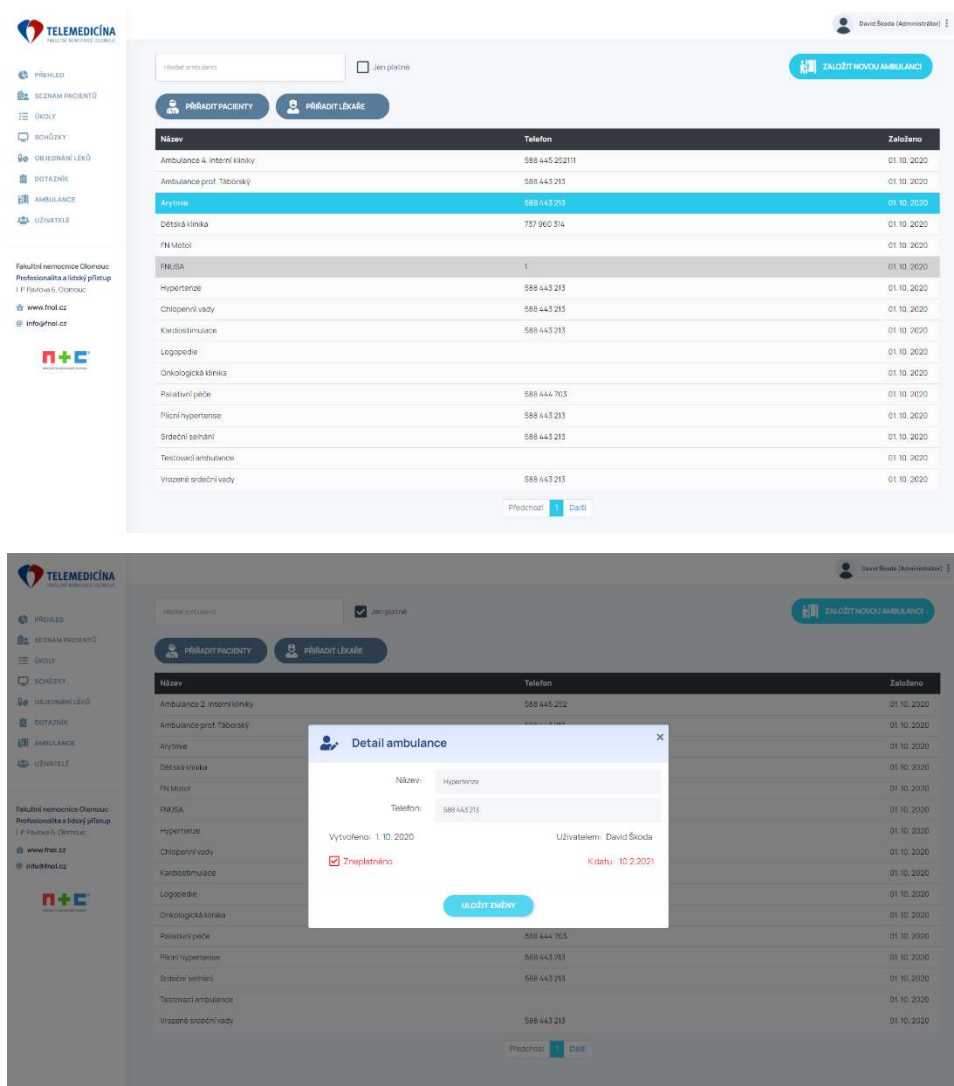
## 6. Administration of platform

Administrators had no way to manage Examination rooms

Screenshot of the telemedicine app version before intervention:

N/A

Screenshot of the telemedicine app version after the intervention:



**TELEMEDICINA**  
TELEMEDICINE SERVICE

David Škoda (Administrator)

PROHLÍDKA ☐ Znovu platně

**AMBULANCE**

Název	Telefon	Založeno
Ambulance 4. interní kliniky	588 445 202/11	01.10.2020
Ambulance prof. Táborský	588 443 215	01.10.2020
<b>Arytmie</b>	<b>588 443 215</b>	<b>01.10.2020</b>
Dětská klinika	737 960 314	01.10.2020
FN Motol		01.10.2020
FN JiS	1	01.10.2020
Hypertenze	588 443 215	01.10.2020
Chřipková vady	588 443 215	01.10.2020
Kardiostimulace	588 443 215	01.10.2020
Logopedie		01.10.2020
Oncologická klinika		01.10.2020
Paliativní péče	588 444 703	01.10.2020
Plicní hypertenze	588 443 215	01.10.2020
Srdceční selhání	588 443 215	01.10.2020
Testovací ambulance		01.10.2020
Vrozené srdeční vady	588 443 215	01.10.2020

Procházet 1 Další

**Detail ambulance**

Název: Hypertenze

Telefon: 588 443 215

Vytvořeno: 1.10.2020

Uživatel: David Škoda

☒ Znovu platně

K datu: 10.2.2021

**Uložit změny**

Summary/rationale:



Added role Admin to the project - admin users now have extended options in the left navbar menu - they can manage Users (currently physicians, sisters and admins - non-patients in short) and they can manage examination rooms. There is a search field for the list reacting on every letter typed and actively filtering the selection. There is also button for showing only enabled examination rooms - it's checked by default. Disabled examination rooms have grayed background in the list.

Upon clicking on any row, details pops up in modal window, where user can modify examination rooms name and phone number - both inputs are mandatory. User can also disable or enable the examination room.

In the top right corner, user can create new examination rooms provided the two forementioned inputs.

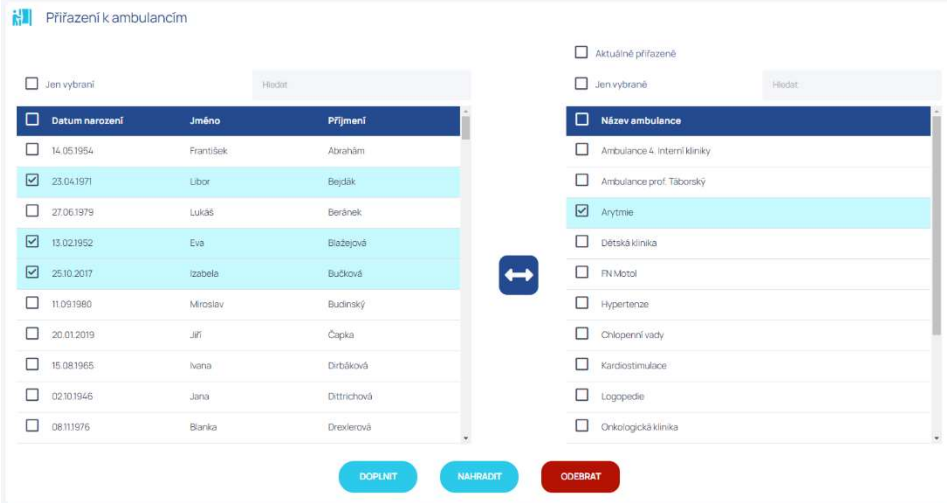
Just below searchfield, there are 2 new buttons - one for multi-assigning patients to examination rooms, one for multi-assigning users to examination rooms.

Administrators had no way to manage the link between users and examination rooms, same with patients and examination rooms.

Screenshot of the telemedicine app version before intervention:

N/A

Screenshot of the telemedicine app version after the intervention:



The screenshot shows a web application interface titled "Přirazení k ambulancím". It features two main panels for selection, a central double-headed arrow button, and three action buttons at the bottom.

**Left Panel: Patient Selection**

- Filter: ☐ Jen vybraní
- Search:

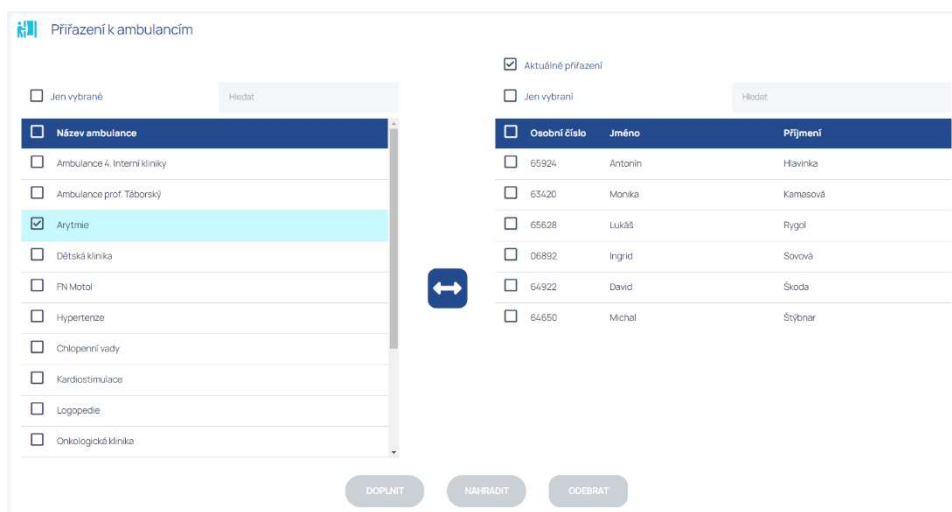
<input type="checkbox"/>	Datum narození	Jméno	Příjmení
<input type="checkbox"/>	14.05.1954	František	Abraham
<input checked="" type="checkbox"/>	23.04.1971	Libor	Bejdák
<input type="checkbox"/>	27.06.1979	Lukáš	Beránek
<input checked="" type="checkbox"/>	13.02.1952	Eva	Blažejová
<input checked="" type="checkbox"/>	25.10.2017	Izabela	Bučková
<input type="checkbox"/>	11.09.1980	Miroslav	Budinský
<input type="checkbox"/>	20.01.2019	Jiří	Čapka
<input type="checkbox"/>	15.08.1965	Ivana	Orbáková
<input type="checkbox"/>	02.10.1946	Jana	Ottřichová
<input type="checkbox"/>	08.11.1976	Blanka	Drexlerová

**Right Panel: Ambulance Selection**

- Filter: ☐ Aktuálně přirazené
- Filter: ☐ Jen vybrané
- Search:

<input type="checkbox"/>	Název ambulance
<input type="checkbox"/>	Ambulance 4. interní kliniky
<input type="checkbox"/>	Ambulance prof. Táborský
<input checked="" type="checkbox"/>	Arytmie
<input type="checkbox"/>	Dětská klinika
<input type="checkbox"/>	FN Motol
<input type="checkbox"/>	Hypertenze
<input type="checkbox"/>	Chlopenní vady
<input type="checkbox"/>	Kardiostimulace
<input type="checkbox"/>	Logopedie
<input type="checkbox"/>	Onkologická klinika

**Action Buttons:**

**Přifazení k ambulancím**

☐ Jen vybrané Hledat

☐ **Název ambulance**

- ☐ Ambulance 4, Interní klinika
- ☐ Ambulance prof. Táborský
- ☒ **Arytmie**
- ☐ Dětská klinika
- ☐ FN Motol
- ☐ Hypertenze
- ☐ Chlopenní vady
- ☐ Kardiostimulace
- ☐ Logopedie
- ☐ Onkologická klinika

☒ Aktuálně přifazení

☐ Jen vybraní Hledat

<input type="checkbox"/> Osobní číslo	Jméno	Příjmení
<input type="checkbox"/> 65924	Antonín	Havinka
<input type="checkbox"/> 63420	Monika	Kamesová
<input type="checkbox"/> 65628	Lukáš	Pýgl
<input type="checkbox"/> 06892	Ingrid	Savová
<input type="checkbox"/> 64922	David	Šroda
<input type="checkbox"/> 64650	Michal	Štybnar

↔

DOPLNIT NAHRADIT ODEBRAT

## Summary/rationale:

On the provided screenshots, it's apparent that there is more than one functionality for this modality. I tried to capture multiple states. Basically, the window looks same for assigning users or patients, the only thing that differs is the content of the table with users/patients. On the other side there is always list of examination rooms.

Assigning always happens in this manner - assign selected rows in the left table to selected rows in the right table.

If I have patients on the left and exam rooms on the right, then I'm assigning selected patients to selected exam rooms. There is a two headed arrow in the middle, which reverts this manner - you then have exam rooms on the left and are assigning exam rooms to patients. Same with users should you choose so.

There are three multi-operations to choose from - Add, Replace and Remove.

Add only adds rows from the right table to already existing relations for the rows in the left table. If you choose an item that already has relation, relation is ignored and persists. Rest of relations are added.

Replace on the other hand completely erases any relation of items on the right from selected items on the left and then adds new relations based on the users choice. That means items on the left will only gain new relations to items on the right and every other relation will be erased from items on the left.

Remove removes only selected relations between items on the left and on the right. The rest persists.

User also has some other choices, like display only selected items (one checkbox for each table) and also display currently assigned (only right table) which shows current occupation. In case of multiple items selected on the left side, right side shows sumation of items with relations to selected items on the left side.

## 7. Users management

Administrators had no way to manage users and their roles

Screenshot of the telemedicine app version before intervention:

N/A



Screenshot of the telemedicine app version after the intervention:

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**UŽIVATELE**

Hledat uživatele ☒ Jen platní

**ZALOŽIT NOVÉHO UŽIVATELE**

Login	Jméno	Příjmení	Role	Založen
60506	Tomáš	Škála	Interní lékař	01.12.2020
63410	Lemka	Šmíd	Interní lékař	01.12.2020
6892	Ingrid	Štovová	Interní lékař	01.12.2020
66317	Ladislav	Štanke	Interní lékař	01.12.2020
43624	Lemka	Šeflová	Interní lékař	01.12.2020
64922	David	Škoda	Administrátor	01.12.2020
60792	Hana	Šudentová	Interní lékař	01.12.2020
64650	Michal	Štybnar	Administrátor	01.12.2020
62498	Miloš	Taborský	Interní lékař	01.12.2020
66011	Kateřina	Tichá	Interní lékař	01.12.2020
16333	Irma	Tovčrková	Interní lékař	01.12.2020
65469	Ondřej	Urban	Interní lékař	01.12.2020
61519	Jan	Václavík	Interní lékař	01.12.2020
67056	Tomáš	Vohrník	Interní lékař	01.12.2020
63173	Martin	Wita	Interní lékař	01.12.2020
65651	Andrea	Zemánková	Interní lékař	01.12.2020

Předchozí 1 2 3 4 Další

Hledat uživatele ☒ Jen platní

**ZALOŽIT NOVÉHO UŽIVATELE**

**Detail uživatele**

Jméno: Lemka Příjmení: Štovová

Role: Interní lékař

☒ Externí uživatel

E-mail: 43624

Heslo:

Kontrola:

☒ Po prvním přihlášení

☒ Notifikován e-mailem

Vytvořen: 1.12.2020 Uživatelem: David Škoda

☐ Zneplatněn

**ULOŽIT ZMĚNY**

Login	Jméno	Příjmení	Role	Založen
60506	Tomáš	Škála	Interní lékař	01.12.2020
63410	Lemka	Šmíd	Interní lékař	01.12.2020
6892	Ingrid	Štovová	Interní lékař	01.12.2020
66317	Ladislav	Štanke	Interní lékař	01.12.2020
43624	Lemka	Šeflová	Interní lékař	01.12.2020
64922	David	Škoda	Administrátor	01.12.2020
60792	Hana	Šudentová	Interní lékař	01.12.2020
64650	Michal	Štybnar	Administrátor	01.12.2020
62498	Miloš	Taborský	Interní lékař	01.12.2020
66011	Kateřina	Tichá	Interní lékař	01.12.2020
16333	Irma	Tovčrková	Interní lékař	01.12.2020
65469	Ondřej	Urban	Interní lékař	01.12.2020
61519	Jan	Václavík	Interní lékař	01.12.2020
67056	Tomáš	Vohrník	Interní lékař	01.12.2020
63173	Martin	Wita	Interní lékař	01.12.2020
65651	Andrea	Zemánková	Interní lékař	01.12.2020

Hledat uživatele ☒ Jen platní

**ZALOŽIT NOVÉHO UŽIVATELE**

**Nový uživatel**

Osobní číslo (email): 64920

Jméno: Paulina

Příjmení: Lořincová

Role: Administrátor

**ZALOŽIT**

Login	Jméno	Příjmení	Role	Založen
64371	Renata	Aglová	Interní lékař	01.12.2020
65184	Jakub	Bača	Interní lékař	01.12.2020
64360	Vojtěch	Bohdár	Interní lékař	01.12.2020
monika.cerna			Externí lékař	01.12.2020
Kristyna.Cernikova@ouh.upol.cz			Externí lékař	20.01.2021
65914			Interní lékař	01.12.2020
6684			Interní lékař	01.12.2020
60340			Interní lékař	01.12.2020
18951			Interní lékař	01.12.2020
65559			Interní lékař	01.12.2020
61001			Interní lékař	01.12.2020
37254			Interní lékař	01.12.2020
65226			Interní lékař	01.12.2020
43767	Alena	Gronovská	Interní lékař	01.12.2020
12344	Jan	Hálek	Interní lékař	01.12.2020
12152	Dagmar	Hetcliová	Interní lékař	01.12.2020

Předchozí 1 2 3 4 Další

## Summary/rationale:

Users can now manage list of non-patient users in the same manner as examination rooms. Atop of that, there are few new functions worth mentioning.

New user - the displayed form requires personal number or email (in case of external users), name and surname and role. In case of internal user, after filling in first three digits of the personal number, or users surname the field offers people from the hospital to choose from. After selection, firstname and surname is prefilled and cannot be changed. In case of external users an email is filled in and firstname and surname are mandatory fields to fill. Role selection offers roles from the project - its management remains on the IT side as there is still no management or deeper infrastructure covering keywords for privileges.

New internal users can sign in immediately using their active directory password. External users will receive an email with pregenerated first sign in password within next 15 minutes. After using it for the first sign in, they are redirected to page where they change their password.

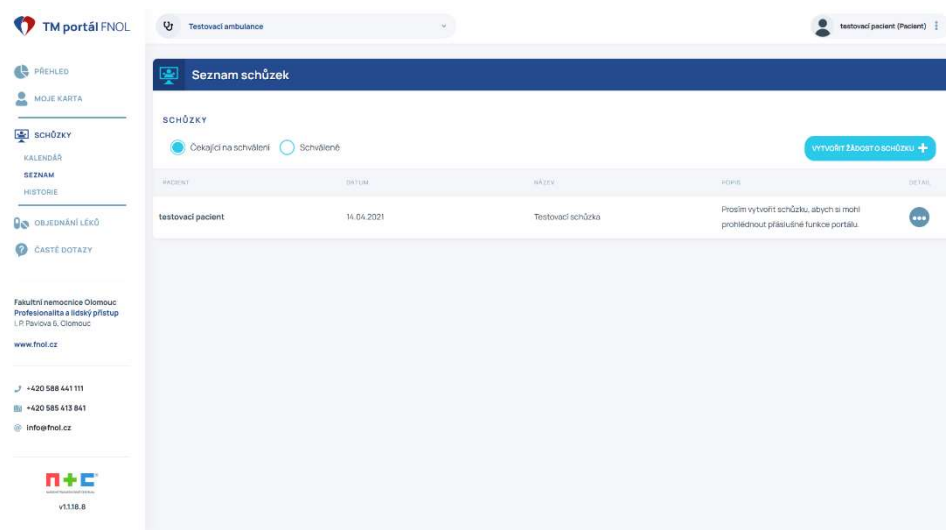
In the users detail, you can also check if the user received email with pregenerated password or if he signed in for the first time, which would then force user to change his password. In case „External user“ is checked, you are allowed to modify users firstname, surname, login and password freely. Password does need to be strong enough though, and login cannot already exist in the database. In case password fields are left blank, password will not change upon submission and will remain as it was before (provided you are not trying to make an external user out of internal user in which case you do need to input something).

In case of making changes to internal users firstname or surname (which can be done via a bit of a hack), users name will stay so for up to 15 minutes, then it will be replaced by his real name from IDM system automatically.

Users can be disabled in the same way as examination rooms.

## 8. Meeting page

Screenshot of the telemedicine app version before intervention:







**TM portál FNOL** Pallativní péče David Škoda (Interní lékař)

**SEZNAM SCHŮZEK**

☐ Čekající na schválení ☒ Schválené Vytvořit novou schůzku +

PACIENT	DATAUM	NÁZEV	POHLE	ODPOVĚZ	DETAIL
Miroslav Uřích	25.05.2021 13:00	videokonzultace		Srdeční selhání	...
Petr Podhorný	25.05.2021 13:20	videokonzultace	Zrušený termín fyzické kontroly	Srdeční selhání	...
Jan Horák	27.05.2021 13:00	videokonzultace	před TM KKO odběry	Srdeční selhání	...
Věra Kochová	08.05.2021 13:00	videokonzultace	Přet konzultací laborator - PLT	Srdeční selhání	...
Eva Blažejová	10.05.2021 13:00	videokonzultace	před fyzickou kontrolou	Srdeční selhání	...
Petr Podhorný	10.05.2021 13:20	videokonzultace	TM před fyzickou kontrolou	Srdeční selhání	...
František Kapala	10.05.2021 13:40	videokonzultace	Přet konzultací laboratorii	Srdeční selhání	...

1 2 3 4

Screenshot of the telemedicine app version after the intervention:

**TELEMEDICINA** David ŠkodaPac (Pacient)

**SEZNAM KONSULTACÍ**

☐ Jen nadcházející Vytvořit novou konzultaci

TERMÍN	STAV	ÚČEL	DOTAZNÍK
18.02.2021 12:00	Potvrzeno	test	Dotazník vyplněn
10.12.2020 12:00	Potvrzeno	test sms 2	
27.11.2020 12:00	Potvrzeno	test	
26.11.2020 00:00	Nevyřízeno	test s requestem	
26.11.2020 00:00	Nevyřízeno	test	
25.11.2020 12:00	Potvrzeno	test	
24.11.2020 00:00	Nevyřízeno	test zápisu	
05.11.2020 00:00	Nevyřízeno	test	
22.10.2020 00:00	Nevyřízeno	chci se sejit	
27.08.2020 12:00	Potvrzeno	test konflikt	
22.08.2020 12:00	Potvrzeno	test dotazníky 79	Dotazník vyplněn

23.05.2020 Nevyřízeno test dotazníky Nahlásit chybu

**TELEMEDICINA** David ŠkodaPac (Pacient)

**SEZNAM KONSULTACÍ**

☐ Jen nadcházející Vytvořit novou konzultaci

TERMÍN	ZABÍTEL	STAV	ÚČEL	DOTAZNÍK
14.01.2021 07:30	Lumír Šupík	Potvrzeno	videokonzultace	Dotazník
07.01.2021 09:30	Helena Steigerová	Potvrzeno	videokonzultace	Dotazník
07.01.2021 08:00	František Kapala	Potvrzeno	videokonzultace	Dotazník
17.12.2020 08:00	Markéta Novotná	Potvrzeno	kontrola	Dotazník vyplněn
15.12.2020 08:30	Zdenka Krhutová	Potvrzeno	Pravidelná kontrola	
10.12.2020 12:00	David ŠkodaPac	Potvrzeno	test sms 2	
10.12.2020 08:00	Michal Štybnar	Potvrzeno	zkouška 77777	Dotazník
08.12.2020 08:00	Vlastimil Vybíhal	Potvrzeno	videokonzultace	Dotazník vyplněn
07.12.2020 08:30	Zdenka Krhutová	Potvrzeno	Pravidelná kontrola	
27.11.2020 12:00	David ŠkodaPac	Potvrzeno	test	
26.11.2020 00:00	David ŠkodaPac	Nevyřízeno	test s requestem	
26.11.2020 00:00	David ŠkodaPac	Nevyřízeno	test	

Nahlásit chybu

Summary/rationale:

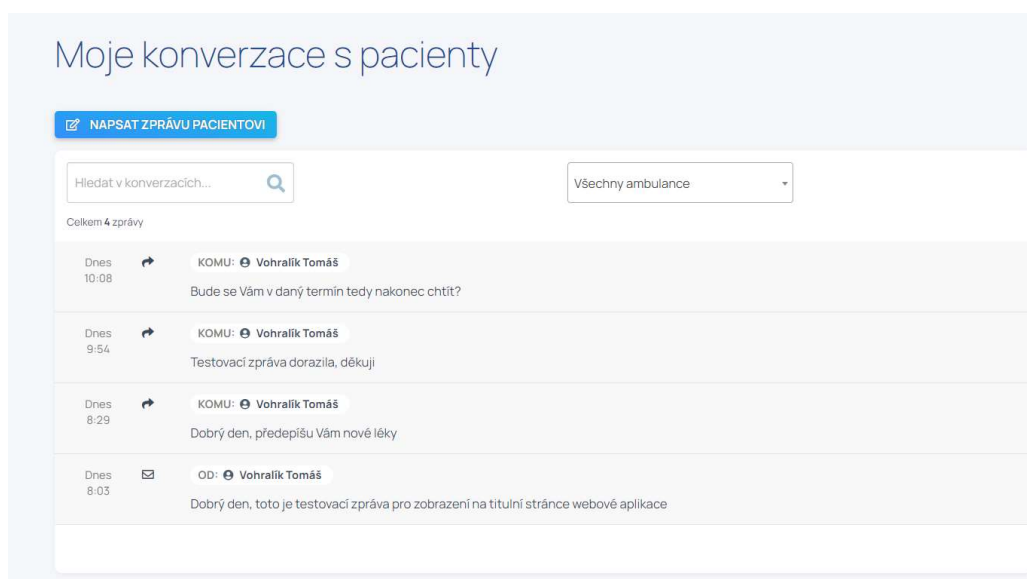
Bigger text for patients,

Searchfield and checkbox - same function as with medicament orders.

Colors signifying whether has the meeting been approved by doctor. Also, in case meeting has a questionnaire assigned, it now says that in the questionnaire column. The text is either greyed out, meaning it hasn't been filled by patient yet, or blue, meaning it has. In this case, doctor can directly redirect to answer via clicking on it.

## 9. Chat with patients

Healthcare professionals demanded the opportunity to chat with the patient. In the previous versions of platform there was only chance to contact healthcare staff through email and they also send messages through "Request for videconsultation". That's the reason why the chat has been developed. Patients has option to upload attachment through chat window.



"My conversation with patients" - preview from healthcare professional's dashboard

Moje konverzace s pacienty

**Napsat zprávu**

Od: Vrozené srdeční vady

Komu: --- vyberte pacienta ---

sem napište zprávu...

Přiložit soubory

**ODESLAT ZPRÁVU**

Zavřít

“Write the message” box

Moje konverzace s pacienty

**NAPSAT ZPRÁVU PACIENTOVÍ**

**Odeslaná zpráva**

**Tomáš Vohralík (Testovací ambulance)** Dnes 8:29

Komu: Vohralík Tomáš PŘEČTENO

Dobrý den, předepíšu Vám nové léky

Dnes 8:03 Vohralík Tomáš



*Dobrý den, toto je testovací zpráva pro zobrazení na titulní stránce webové aplikace*

Zavřít

Dobrý den, toto je testovací zpráva pro zobrazení na titulní stránce webové aplikace


Sent message - message from the patient is in the grey coloring box and a reply from a doctor is above it.  
The patient can see if the message has been read or not.







My  Write a message 


From:


Whom:

Is everything ok? Please see the attachment with the X-ray and your blood test results. We will discuss it with you through video consultation. 

 x-ray sample.jpg 

 Fab-Blood-Test-Results.jpg 



 Attach files

**SEND A MESSAGE** 

Close

Hello, This is a test message to display on the front page of a web application

Message to the patient with attachments

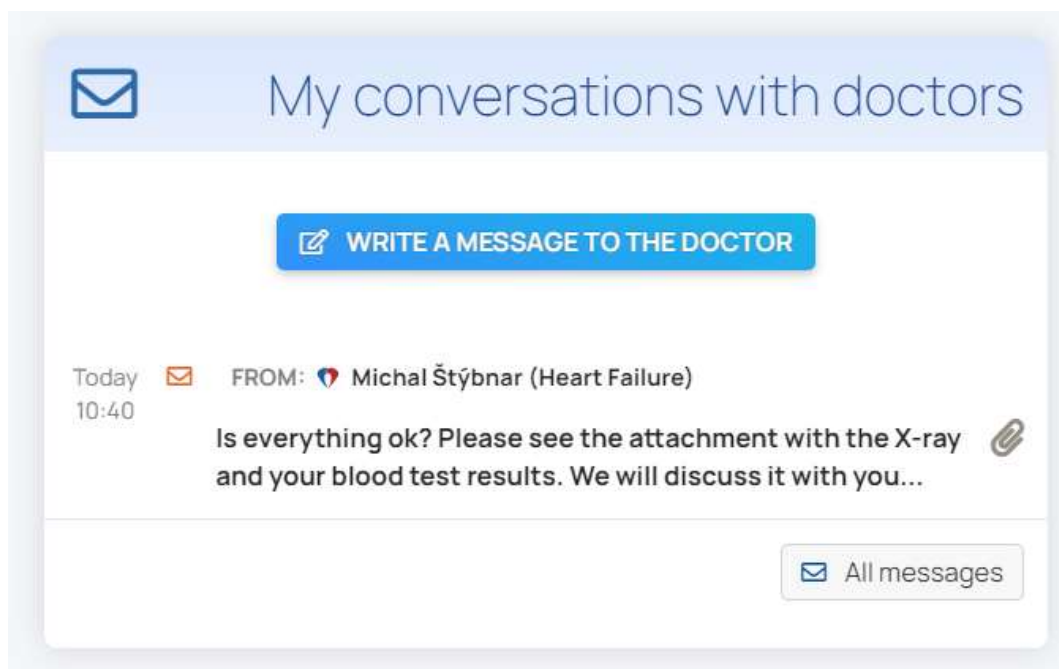
My  Write a message 

 **THE MESSAGE WAS SENT**

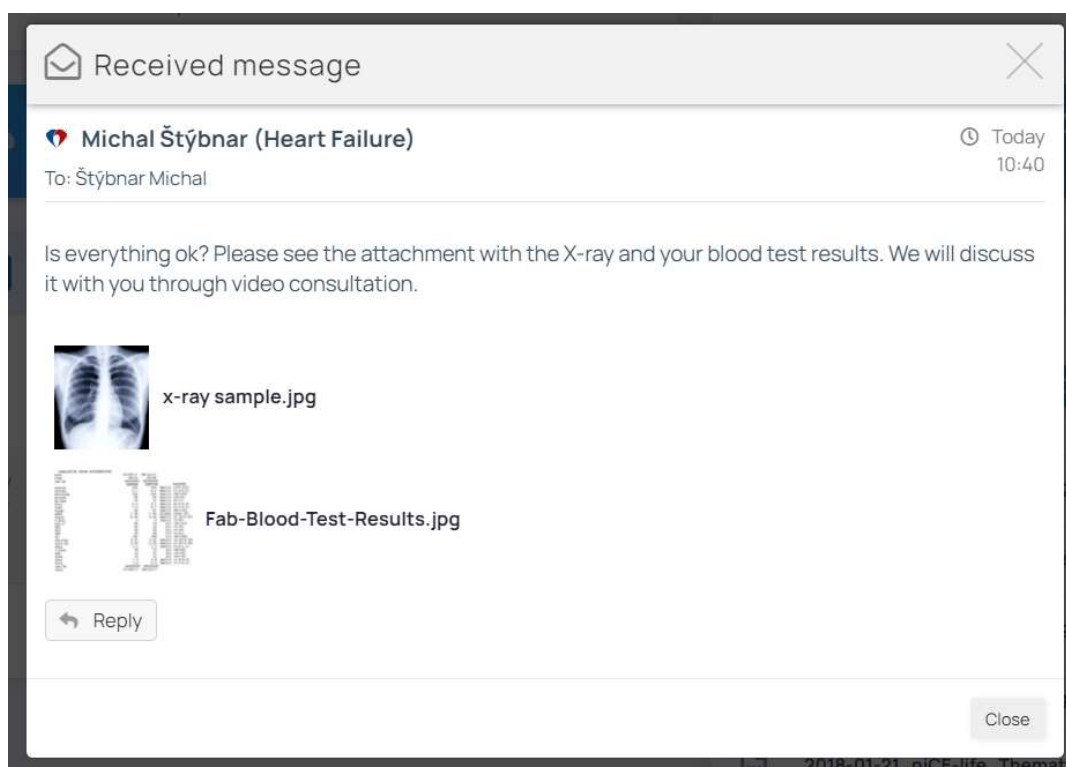
**OK, CLOSE THE WINDOW**

Close

Confirmation that message has been sent



My conversation with doctors - patients' dashboard



Received message from doctor



Images are displayed in pop up window