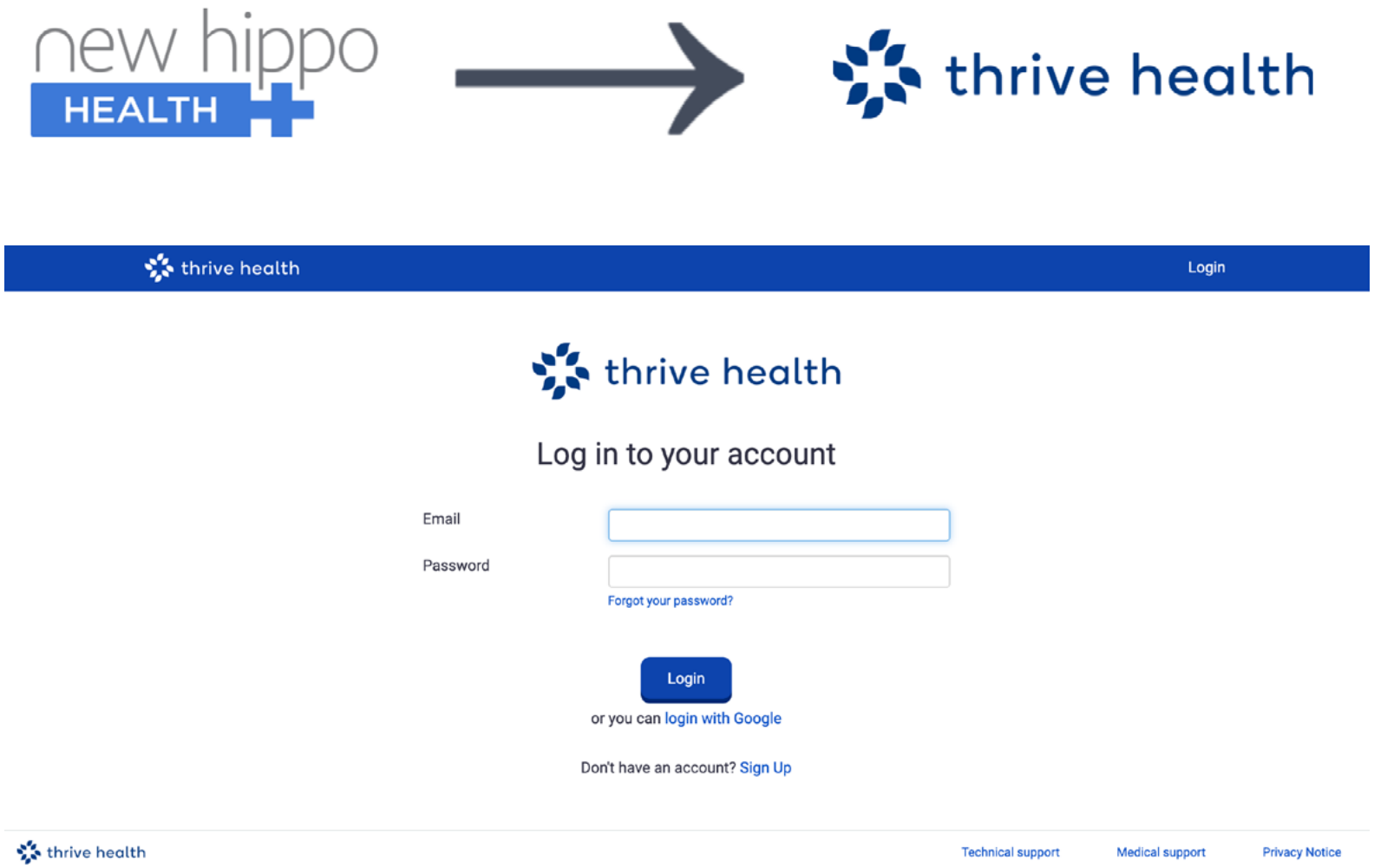
Patient Education Site

LEARNING
TECHNOLOGIES

Pre-existing Patient Portals

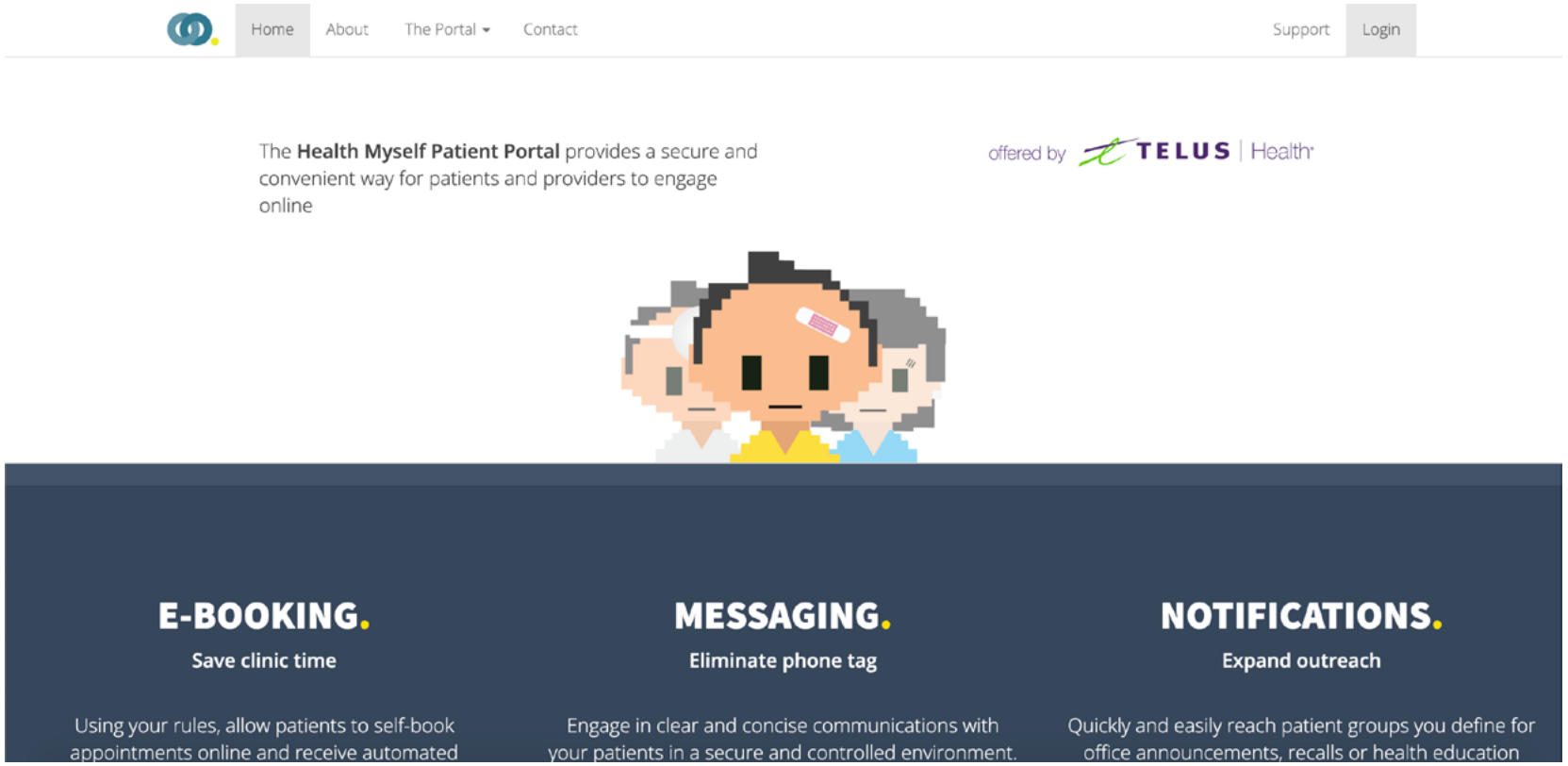
BC Health Portals

Thrive Health > New Hippo



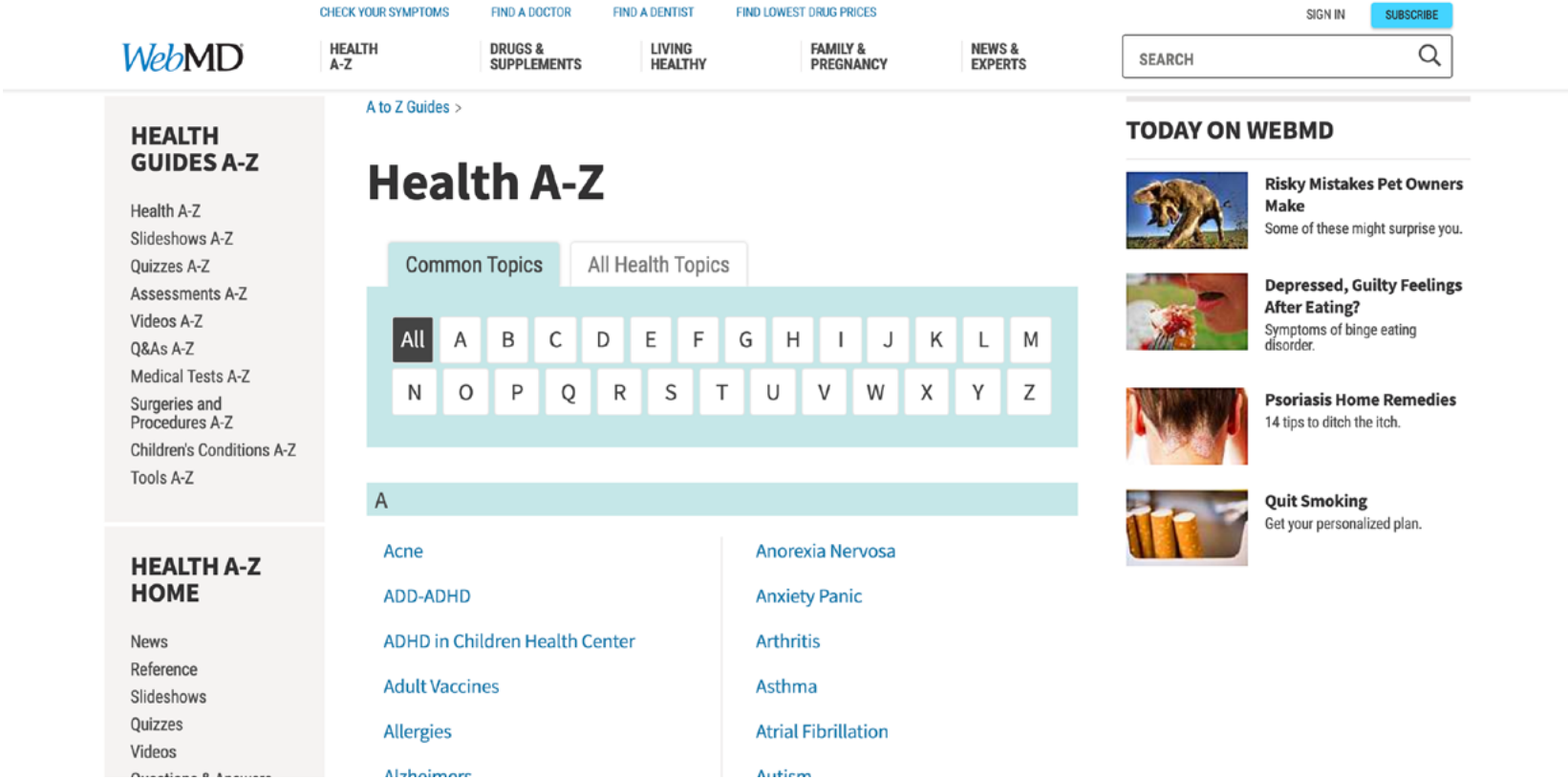
BC Health Portals

TelusHealth



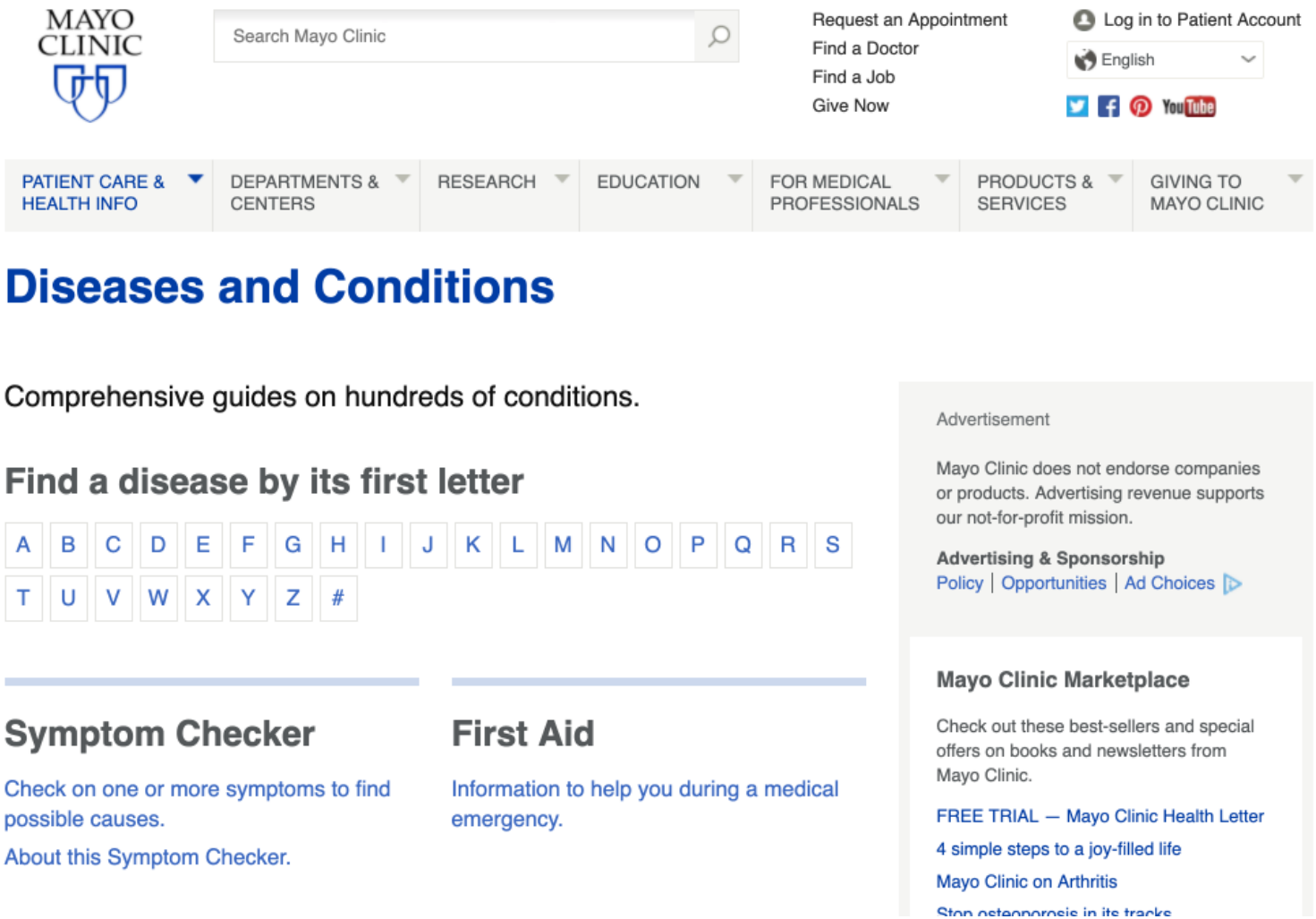
International Health Portals

WebMD



International Health Portals

MayoClinic



Questions

(for stage two)

Questions

Scalability

- What is the timeline to launch Phase 2?
- What do you expect the audience size to be?

Feedback/Tracking

- How much feedback does it need to provide to the course owner?
- Do we want to track individual user progress or will it just be an open source tool?
- Do we want the user progress tracked cross platform (across multiple courses)?

Maintainence

- How tech savvy are the people who will be maintaining the courses/site?
- Will it primarily be clinicians/staff who will be creating content?
- How customizable do they want the courses to be?

Branding/Ownership

- Is it just VCH or will other Health Authorities be represented?
- Will it have content from other Health Authorities as well?
- Will it follow VCH branding?
- Do will need to connect with Communications if it’s an outward facing site?

Accessibility Guidelines

WCAG

Web Content Accessibility Guidelines (WCAG) is developed through the W3C process in cooperation with individuals and organizations around the world, with a goal of providing a single shared standard for web content accessibility that meets the needs of individuals, organizations, and governments internationally.

The WCAG documents explain how to make web content more accessible to people with disabilities. Web “content” generally refers to the information in a web page or web application, including: natural information such as text, images, and sounds. code or markup that defines structure, presentation, etc.

W3 Quick Reference:
www.w3.org/WAI/WCAG21/quickref/

W3 Preliminary Test:
www.w3.org/WAI/test-evaluate/preliminary/

Accessibility Checklist - guidelines, info for designers, developers, testers:
romeo.elsevier.com/accessibility_checklist/

UX Research

Major Functions of Portals

Search and Routing:

- Portal should automatically present users with information appropriate to their role
- suggest additional information and/or allow the user to customize the information that is presented

Personalization:

- Bookmarks/favourires
- Personalize data/content presented
- Personalize layout -> increase accessibility

  3 Types of Personalization

  1. Pre-personalized: done depending on the user's role
  2. Voluntary: user is offered different customization options
  3. System: personalization is done by the system through algorithms and predictions through the user's history

Public vs. Private Information

In terms of looking at what information is accessible to users with an account, we looked to two established medical portals: Mayoclinic and WebMD.

Mayoclinic:

- Users need a Mayoclinic # to sign up for an account,
- With an account, users can see medical records and results, manage appointments, handle bills, and refill prescriptions

WebMD:

- Anyone can sign up for an account.
- With an account, users have access to health newsletters, various tools (e,g. sympton checker, food/fitness planner, vaccine tracker, manage medications), access to forums, and the ability to save/shortlist pages

Language

Mayoclinic:

- 5 languages: English, Spanish, Arabic, Chinese, Portuguese
- Certain languages have simplified version of the site, with less information. These sites generally contain key information to help direct users to find clinics in person

WebMD:

- No other languages other than English

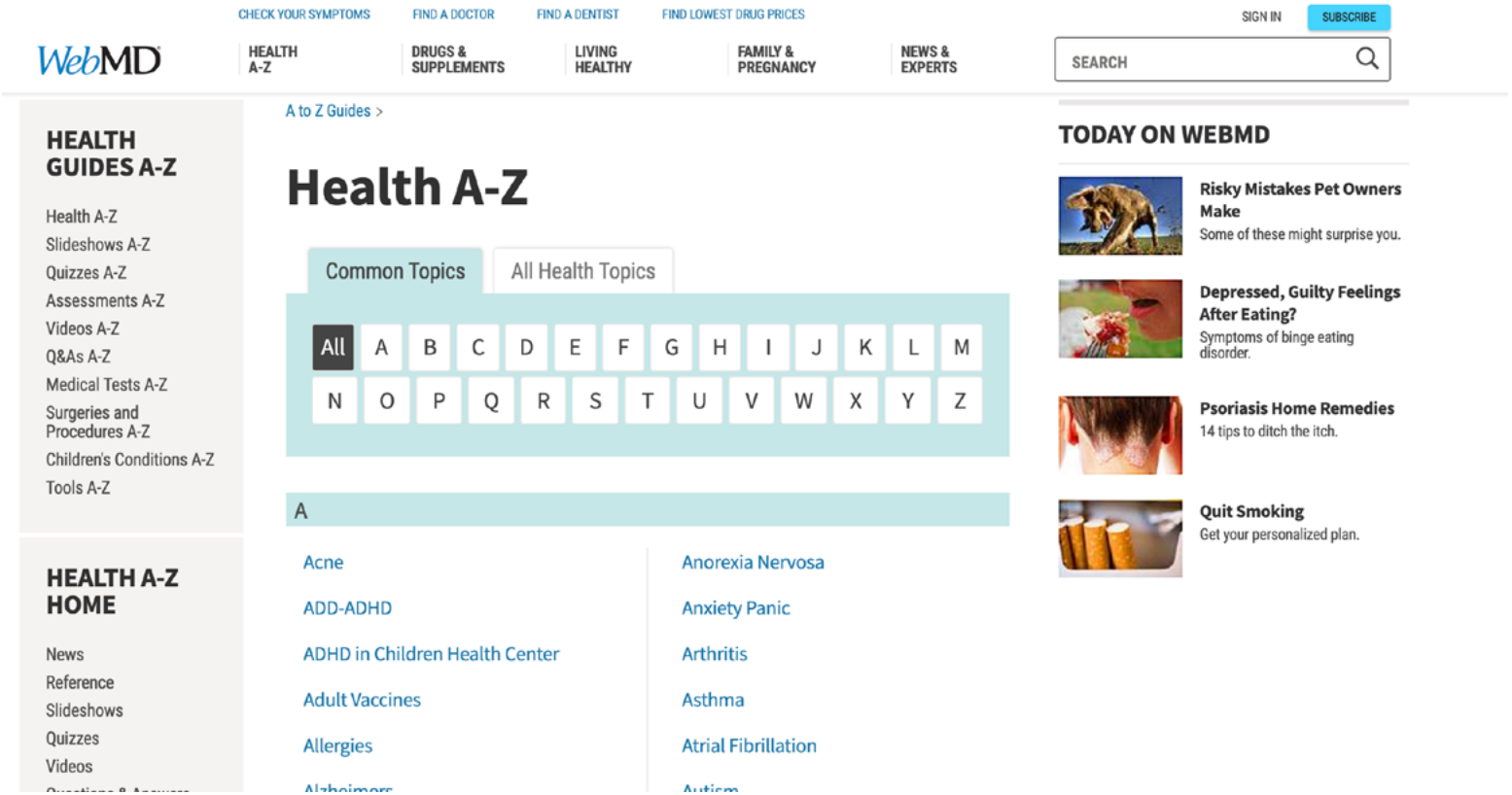
Searching

Mayoclinic & WebMD:

- A-Z list, separated by categories: Symptoms A-Z, Conditions A-Z, Drugs A-Z
- Search function
- Symptom checker

WebMD homepage

A-Z detail



Searching

Find Diseases & Conditions

Find a disease by its first letter

A B C D E F G H I J K L
M N O P Q R S T U V W X
Y Z #

Check your symptoms to find a possible cause

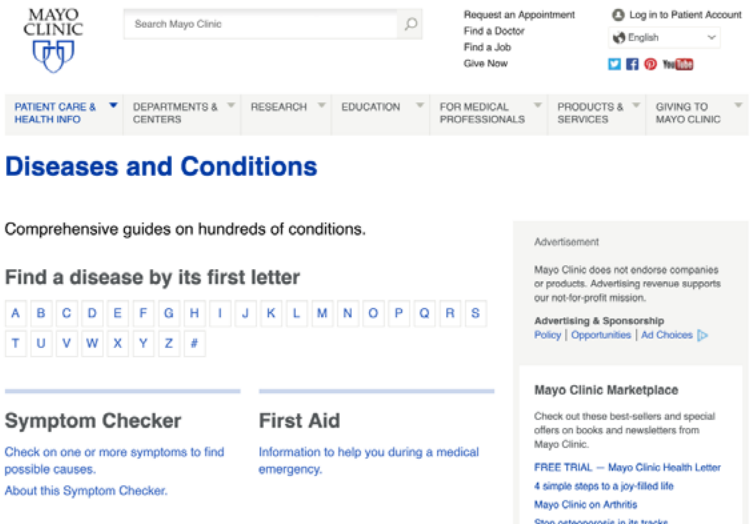
Try the Symptom Checker

Featured topics

Bone marrow transplant
Brain aneurysm
Brain tumor
Breast cancer
Colon cancer
Congenital heart disease
Glioma
Heart arrhythmia
Heart valve disease
Living donor transplant
Lung transplant
Rectal cancer

See More Diseases and Conditions

Mayoclinic homepage



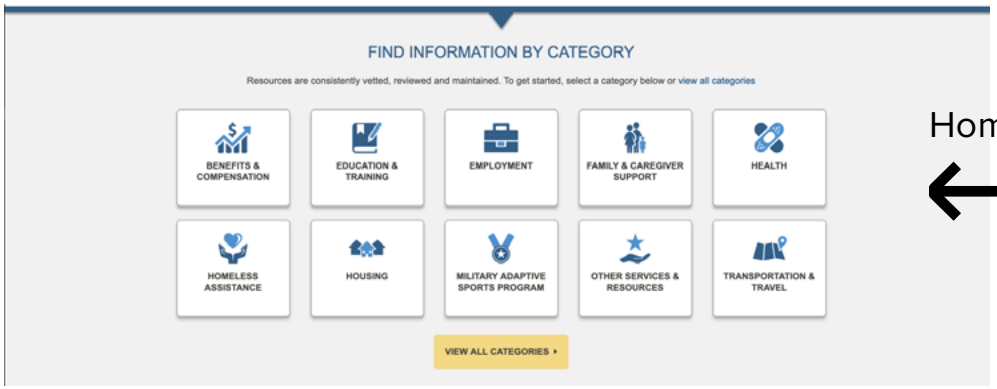
More information

Searching

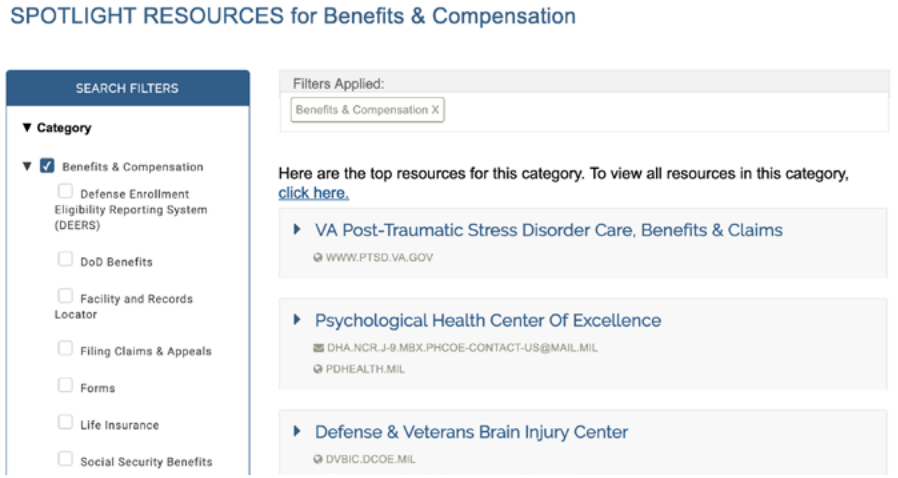
As WebMD and Mayoclinic had a similar design for information searching, we looked at some other examples of public portals.

NRD (National Resource Directory):

- Information is separated by category, and then search filters (sub categories)

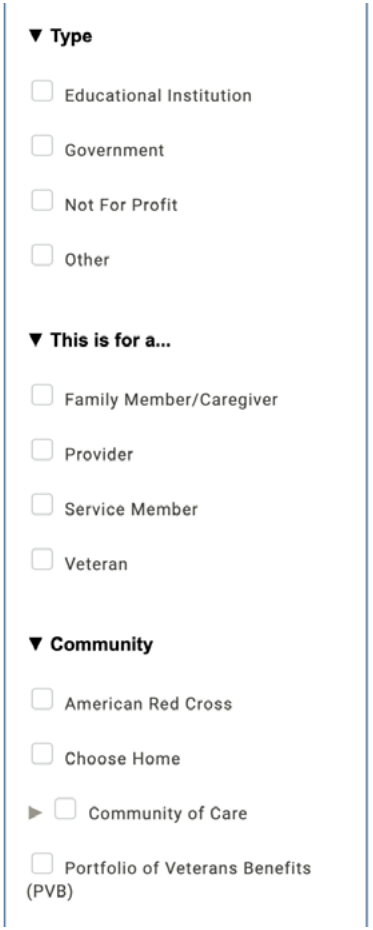


Home page



Filters to further refine search

More filter types



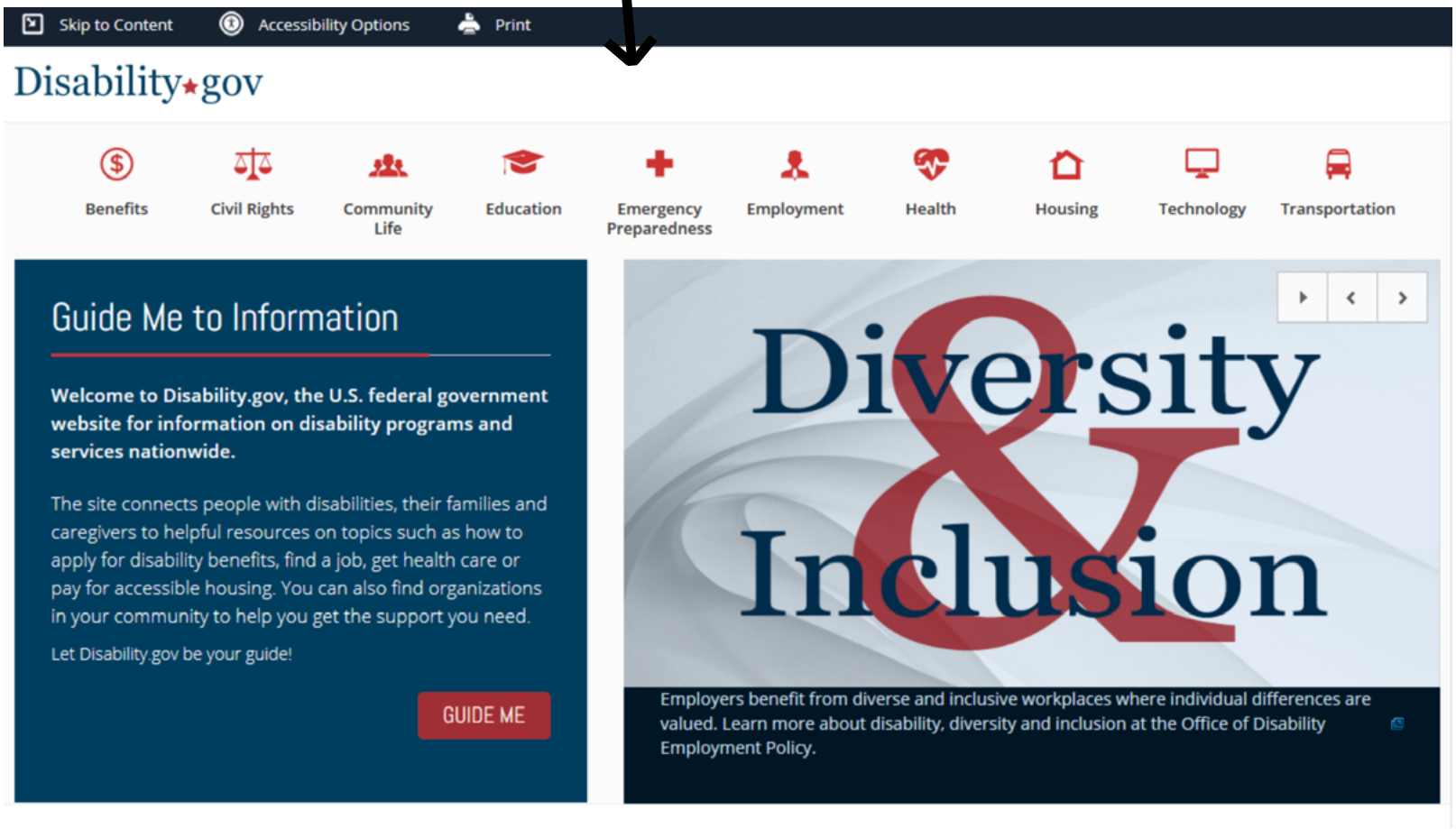
Searching

Disability.gov

- Site is no longer available. Screencapture of the site remains on Wikipedia

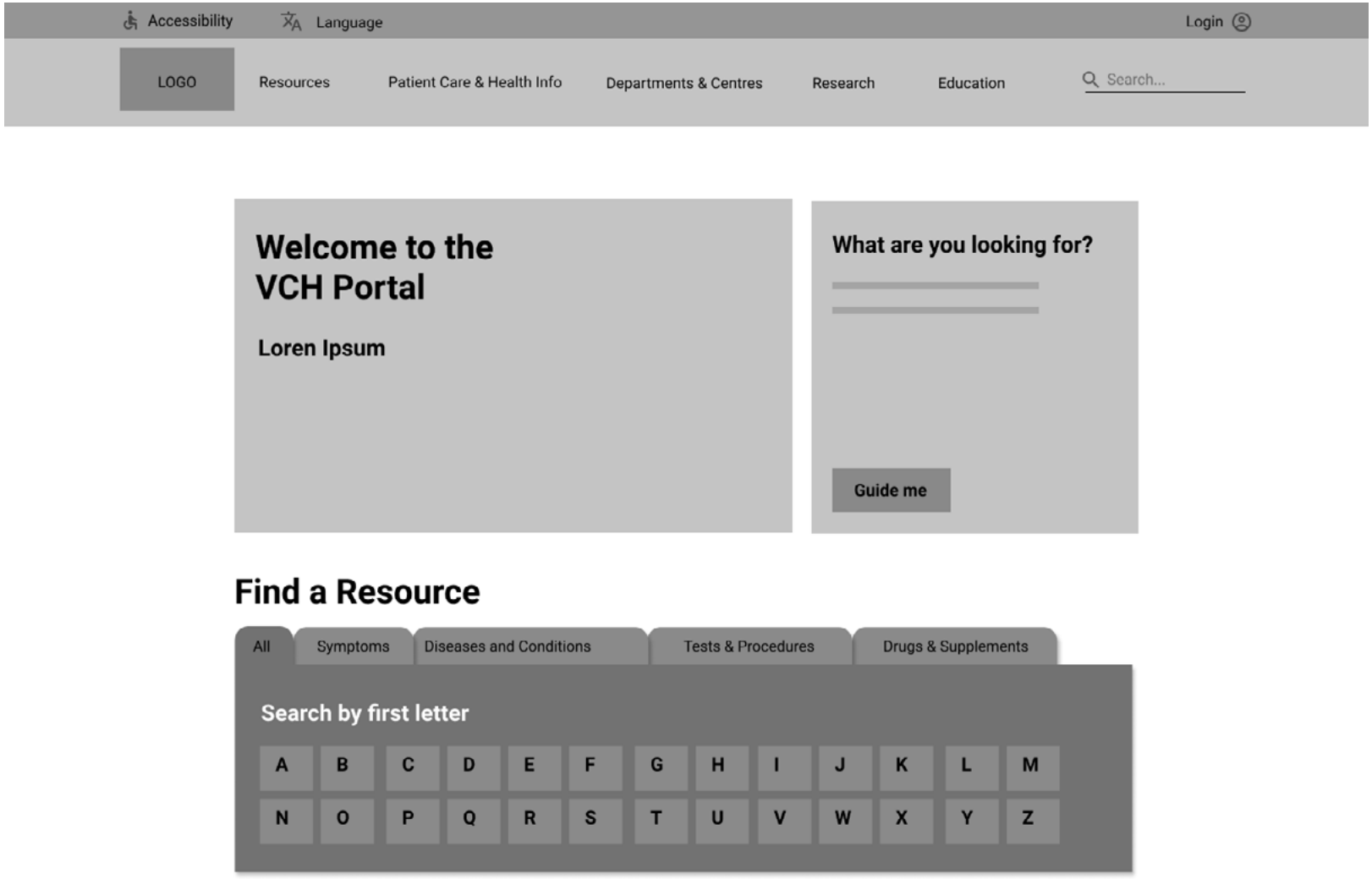
Accessibility

Information separated by category



Interactive module to guide users to information. Perhaps similar to the symptom checker?

Our Recommendation: Wireframes

UX Research

Figma Link