

Patient Education Site



LEARNING
TECHNOLOGIES

Pre-existing Patient Portals

Thrive Health > New Hippo



Log in to your account

Email

Password

[Forgot your password?](#)

Login

or you can [login with Google](#)

Don't have an account? [Sign Up](#)

TelusHealth

[Home](#)[About](#)[The Portal ▾](#)[Contact](#)[Support](#)[Login](#)

The **Health Myself Patient Portal** provides a secure and convenient way for patients and providers to engage online

offered by  **TELUS** | Health



E-BOOKING.

Save clinic time

Using your rules, allow patients to self-book appointments online and receive automated

MESSAGING.

Eliminate phone tag

Engage in clear and concise communications with your patients in a secure and controlled environment.

NOTIFICATIONS.

Expand outreach

Quickly and easily reach patient groups you define for office announcements, recalls or health education

WebMD

CHECK YOUR SYMPTOMS

FIND A DOCTOR

FIND A DENTIST

FIND LOWEST DRUG PRICES

WebMD

HEALTH A-Z

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Health A-Z

Common Topics

All Health Topics

All

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Z

A

Acne

ADD-ADHD

ADHD in Children Health Center

Adult Vaccines

Allergies

Alzheimer's

Anorexia Nervosa

Anxiety Panic


Arthritis

Asthma

Atrial Fibrillation


Autism

TODAY ON WEBMD




Risky Mistakes Pet Owners Make

Some of these might surprise you.




Depressed, Guilty Feelings After Eating?

Symptoms of binge eating disorder.



Psoriasis Home Remedies


14 tips to ditch the itch.



Quit Smoking

Get your personalized plan.





MayoClinic



[Request an Appointment](#)
[Find a Doctor](#)
[Find a Job](#)
[Give Now](#)

[Log in to Patient Account](#)

English



PATIENT CARE & HEALTH INFO

DEPARTMENTS & CENTERS

RESEARCH

EDUCATION

FOR MEDICAL PROFESSIONALS

PRODUCTS & SERVICES

GIVING TO MAYO CLINIC

Diseases and Conditions

Comprehensive guides on hundreds of 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	#											

Symptom Checker

Check on one or more symptoms to find possible causes.

[About this Symptom Checker.](#)

First Aid

Information to help you during a medical emergency.

Advertisement

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Check out these best-sellers and special offers on books and newsletters from Mayo Clinic.

[FREE TRIAL — Mayo Clinic Health Letter](#)

[4 simple steps to a joy-filled life](#)

[Mayo Clinic on Arthritis](#)

[Stop osteoporosis in its tracks](#)

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)?

Questions

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. symptom 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

UX Research

Searching

Mayoclinic & WebMD:

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

WebMD homepage



WebMD

[CHECK YOUR SYMPTOMS](#) [FIND A DOCTOR](#) [FIND A DENTIST](#) [FIND LOWEST DRUG PRICES](#) [SIGN IN](#) [SUBSCRIBE](#)

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Health A-Z

[Common Topics](#) [All Health Topics](#)

[All](#) [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](#)

A

- [Acne](#)
- [ADD-ADHD](#)
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- [Allergies](#)
- [Alzheimer's](#)
- [Anorexia Nervosa](#)
- [Anxiety Panic](#)
- [Arthritis](#)
- [Asthma](#)
- [Atrial Fibrillation](#)
- [Autism](#)





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- [Q&As A-Z](#)
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- [Surgeries and Procedures A-Z](#)
- [Children's Conditions A-Z](#)
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HEALTH A-Z HOME

- [News](#)
- [Reference](#)
- [Slideshows](#)
- [Quizzes](#)
- [Videos](#)
- [Questions & Answers](#)

TODAY ON WEBMD

-  **Risky Mistakes Pet Owners Make**
Some of these might surprise you.
-  **Depressed, Guilty Feelings After Eating?**
Symptoms of binge eating disorder.
-  **Psoriasis Home Remedies**
14 tips to ditch the itch.
-  **Quit Smoking**
Get your personalized plan.

A-Z detail



UX Research

Searching

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

Find Diseases & Conditions

Featured topics

[Bone marrow transplant](#)
[Brain aneurysm](#)
[Brain tumor](#)
[Breast cancer](#)
[Colon cancer](#)
[Congenital heart disease](#)

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Mayoclinic homepage



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[Lung transplant](#)
[Rectal cancer](#)

MAYO CLINIC

Search Mayo Clinic

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Find a Job
Give Now

Log in to Patient Account
English

PATIENT CARE & HEALTH INFO DEPARTMENTS & CENTERS RESEARCH EDUCATION FOR MEDICAL PROFESSIONALS PRODUCTS & SERVICES GIVING TO MAYO CLINIC

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4 simple steps to a joy-filled life
[Mayo Clinic on Arthritis](#)
Check out more in the bookstore

More information



Searching

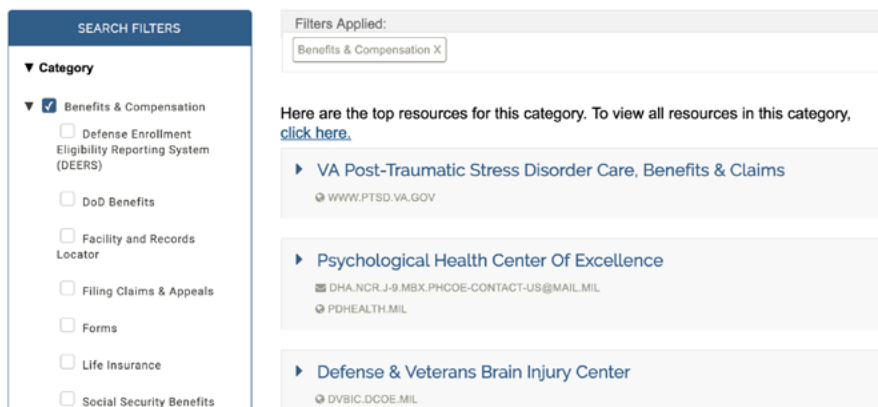
As WebMD and Mayoclinic had a similar design for information searching, we looked at some other examples of public portals.

NRD (National Resource Directory):

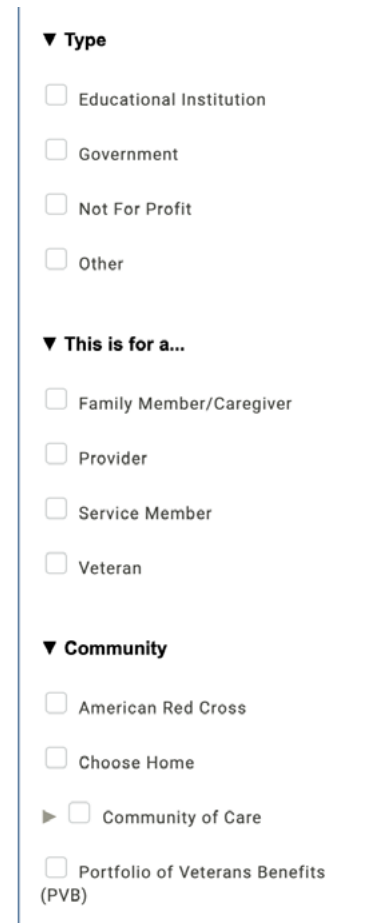
- Information is separated by category, and then search filters (sub categories)



SPOTLIGHT RESOURCES for Benefits & Compensation



More filter types

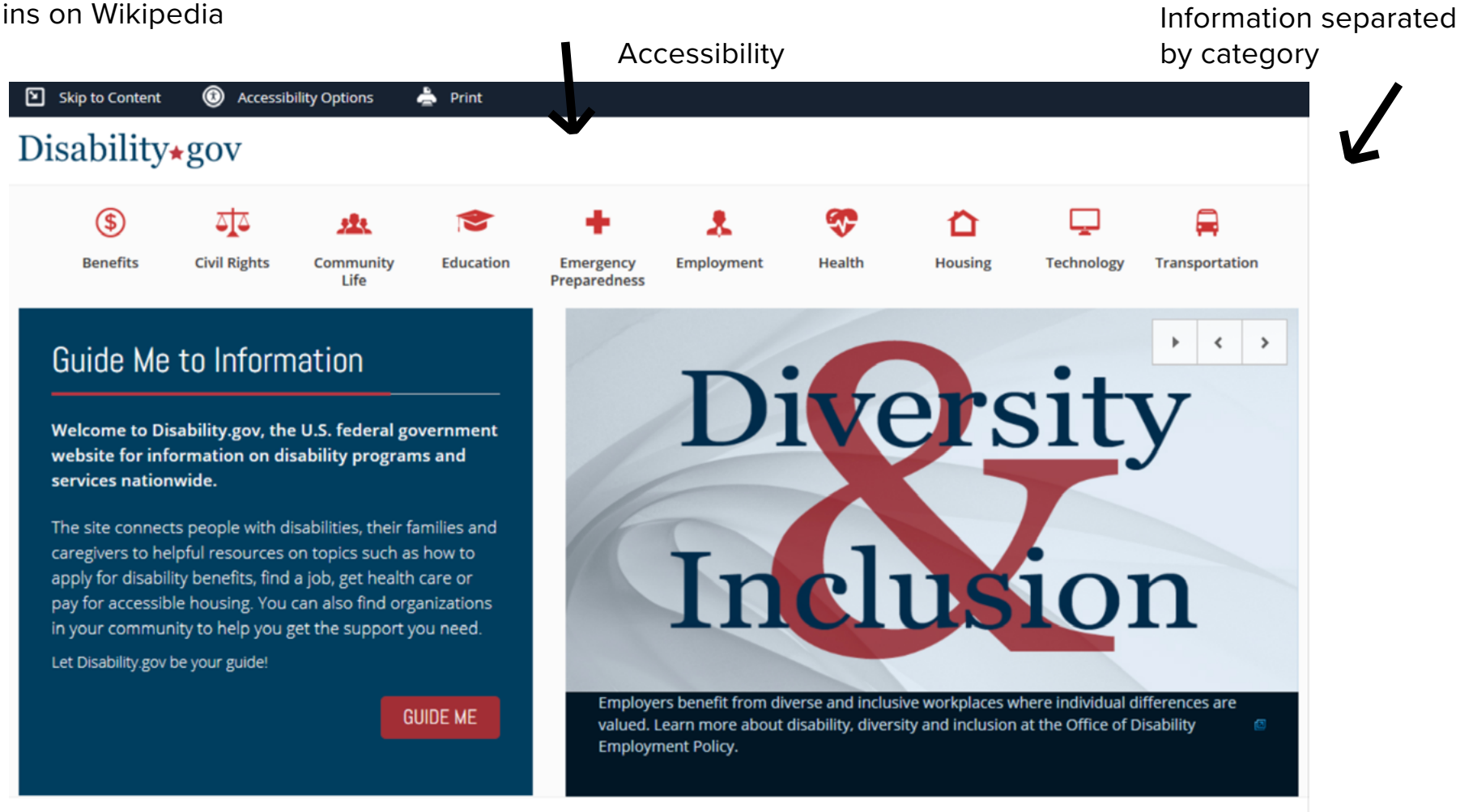


UX Research

Searching

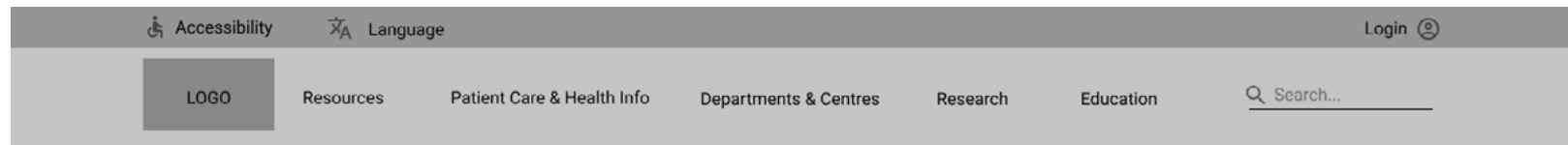
Disability.gov

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



Our Recommendation: Wireframes

Figma Link



Find a Resource

