Remedy App
Concept Process

Madison Moats | GRDS 408 Portfolio
Spring 2021

Contents

Concept

Story

Managing Diet for a Chronic Illness

About six years ago, my mom, Shannon, had a visit to the doctor that changed the way she thought about health for the rest of her life. After feeling sick for about a week and taking note of some of her chronic symptoms, she decided to go to the doctor. She told him about her overwhelming fatigue, how hard it was to get out of bed in the morning, and how certain foods only seemed to make it worse. At first glance, the doctor told her it was likely that she had lupus. To get to the root of the issue, they conducted a blood test and found that my mom had Hashimoto's disease, a fairly obscure autoimmune condition that results in your immune system attacking your thyroid.

What this diagnosis meant for Shannon was a long road to figuring out what her treatment would look like. The disease is not well researched, and very little people actually know what it is to begin with, so much of her treatment relies on analyzing her own actions and reactions.

After the diagnosis, she started her own research as well as recommendations from the doctor. Trigger foods to stay away from included all grains – even gluten-free substitutes. Her doctor told her that she could just get on medication and continue to eat whatever she wanted, but that would essentially be like putting a band-aid on a wound instead of doing the work to heal it. She was determined to conquer her symptoms with as little medicine as possible and adopt a healthier way of living.

She started with the keto diet, cutting out all starches, grains, and carbs. She lost weight and felt better initially, but then developed symptoms like dry skin and hair loss again. She then cut out dairy, a known trigger for many autoimmune disorders, and this seemed to significantly change her symptoms. Every once in a while, she would have a couple chips or maybe put normal half and half in her coffee instead of almond milk, and it would send her into a week-long spiral of symptoms again. She wondered if there would ever be a way to anticipate these symptoms based on her past experience.

Over the years, more and more trigger foods were identified by doctors and patients. Soon, all red meat was off the table. Even chicken and eggs caused symptoms. Feeling overwhelmed by what she could not eat, she decided to go (mostly) vegan. She could still eat fish, but she gave up all other animal products. Soon after making this change, she felt the best she ever has. She has been on a pescatarian diet for a year and a half now and feels more successful than ever in regard to managing her disease, but it is still not perfect. Certain foods, while being vegan, can still trigger symptoms, like rice, canola oil, and soy, so she must continue to figure out how to evaluate these reactions all on her own.

When goes out to dinner with her family, there is always research involved to make sure the menu has at least one thing she could eat. When she goes out drinking with friends, she avoids all red wines because she knows they cause her skin to become red and inflamed almost immediately. If she tries something new, she has no way of knowing whether or not it will cause her to develop the symptoms she had been so dilligently working to fight off.

Shannon is still trying to find the perfect diet for her, but it is hard when the disease affects different people in different ways. She cannot rely on the words of other patients alone, she must make changes based on how her body reacts to certain foods. She wishes she had an easier way of tracking her symptoms and reminding herself of all of the progress she has made so that she can continue to be motivated and encouraged. Her daily struggle with food will be something she has to manage for a long time to come.

Overview

The purpose of the proposed app is to help people with very specific dietary needs, because of medical conditions, severe allergies, or food sensitivities, manage their diet and track their symptoms, both chronic and flare-ups.

By providing functionality to log meals and reactions, see personal progress, find restaurants with specific needs in mind, and share reports with doctors, people with these needs will be able to better analyze their conditions and gain a better grasp on their reactions.

Targeted Devices - Designed for IPhone X
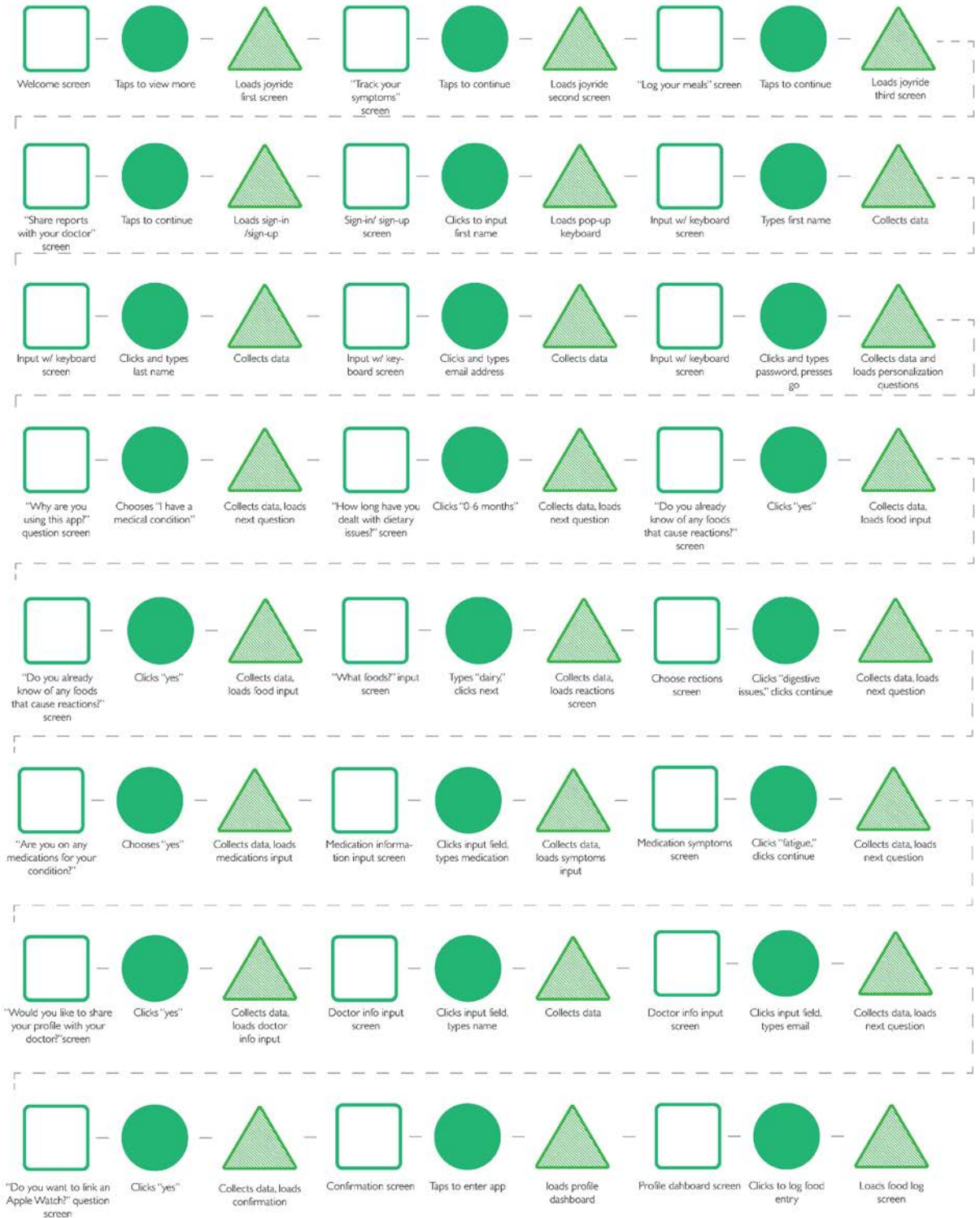*Other possible devices - IPad, Apple Watch, older IPhone models*

Targeted Users - People with chronic dietary issues (medical conditions, allergies, sensitivities). Usually in the age range of mid 20s to late 60s.
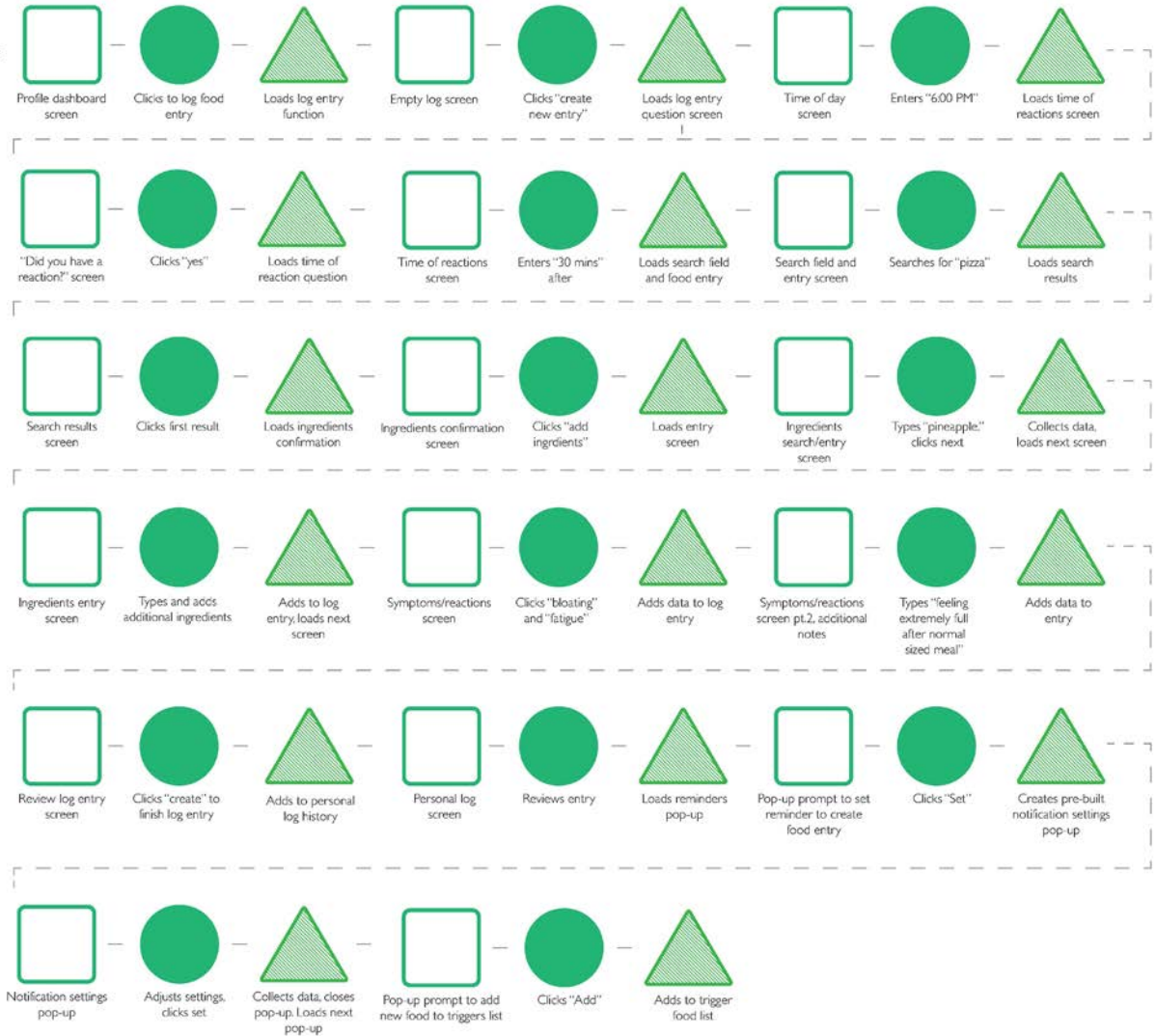
Process

Flows

Flow 1
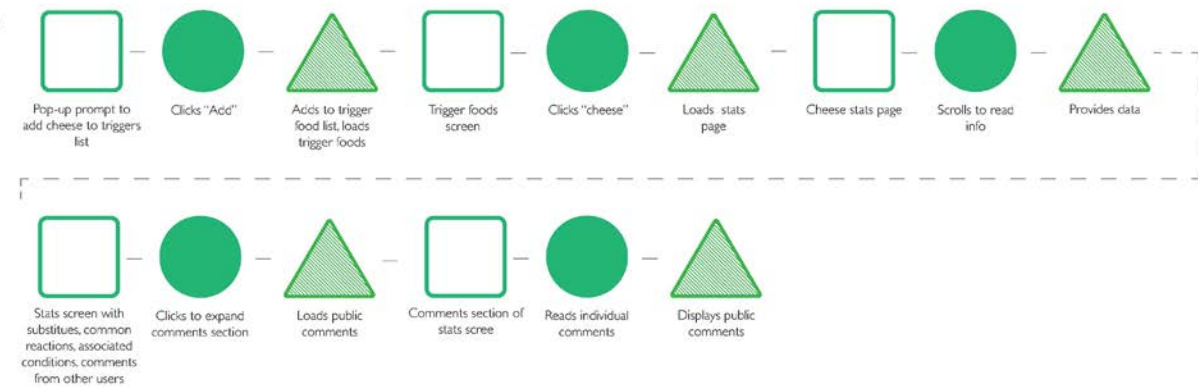*Creating an account based on recommendation from doctor*

Welcome screen	Taps to view more	Loads joyride first screen	"Track your symptoms" screen	Taps to continue	Loads joyride second screen	"Log your meals" screen

Taps to continue	Loads joyride third screen

"Share reports with your doctor" screen	Taps to continue	Loads sign-in /sign-up	Sign-in/ sign-up screen	Clicks to input first name	Loads pop-up keyboard	Input w/ keyboard screen

Types first name	Collects data

Input w/ keyboard screen	Clicks and types last name	Collects data	Input w/ keyboard screen	Clicks and types email address	Collects data	Input w/ keyboard screen

Clicks and types password, presses go	Collects data and loads personalization questions

"Why are you using this app?" question screen	Chooses "I have a medical condition"	Collects data, loads next question	"How long have you dealt with dietary issues?" screen	Clicks "0-6 months"	Collects data, loads next question	"Do you already know of any foods that cause reactions?" screen

Clicks "yes"	Collects data, loads food input

"Do you already know of any foods that cause reactions?" screen	Clicks "yes"	Collects data, loads food input	"What foods?" input screen	Types "dairy," clicks next	Collects data, loads reactions screen	Choose reactions screen

Clicks "digestive issues," clicks continue	Collects data, loads next question

"Are you on any medications for your condition?"	Chooses "yes"	Collects data, loads medications input	Medication information input screen	Clicks input field, types medication	Collects data, loads symptoms input	Medication symptoms screen

Clicks "fatigue," clicks continue	Collects data, loads next question

"Would you like to share your profile with your doctor?" screen	Clicks "yes"	Collects data, loads doctor info input	Doctor info input screen	Clicks input field, types name	Collects data	Doctor info input screen

Clicks input field, types email	Collects data, loads next question

"Do you want to link an Apple Watch?" question screen	Clicks "yes"	Collects data, loads confirmation	Confirmation screen	Taps to enter app	loads profile dashboard	Profile dahboard screen

Clicks to log food entry	Loads food log screen

Flows

Flow 2
Feeling poorly after eating at a restaurant. Log the meal and reactions.

Profile dashboard screen	Clicks to log food entry	Loads log entry function
Empty log screen	Clicks "create new entry"	Loads log entry question screen
Time of day screen	Enters "6:00 PM"	Loads time of reactions screen

"Did you have a reaction?" screen — Clicks "yes" — Loads time of reaction question — Time of reactions screen — Enters "30 mins" after — Loads search field and food entry — Search field and entry screen — Searches for "pizza" — Loads search results

Search results screen — Clicks first result — Loads ingredients confirmation — Ingredients confirmation screen — Clicks "add ingredients" — Loads entry screen — Ingredients search/entry screen — Types "pineapple," clicks next — Collects data, loads next screen

Ingredients entry screen — Types and adds additional ingredients — Adds to log entry, loads next screen — Symptoms/reactions screen — Clicks "bloating" and "fatigue" — Adds data to log entry — Symptoms/reactions screen pt.2, additional notes — Types "feeling extremely full after normal sized meal" — Adds data to entry

Review log entry screen — Clicks "create" to finish log entry — Adds to personal log history — Personal log screen — Reviews entry — Loads reminders pop-up — Pop-up prompt to set reminder to create food entry — Clicks "Set" — Creates pre-built notification settings pop-up

Notification settings pop-up — Adjusts settings, clicks set — Collects data, closes pop-up. Loads next pop-up — Pop-up prompt to add new food to triggers list — Clicks "Add" — Adds to trigger food list

Flow 2 pt.2
Add to list of trigger foods and find out more about it

Pop-up prompt to add cheese to triggers list — Clicks "Add" — Adds to trigger food list, loads trigger foods — Trigger foods screen — Clicks "cheese" — Loads stats page — Cheese stats page — Scrolls to read info — Provides data

Stats screen with substitutes, common reactions, associated conditions, comments from other users — Clicks to expand comments section — Loads public comments — Comments section of stats screen — Reads individual comments — Displays public comments

Flows

Flow 3

Finding a restaurant nearby that offers gluten-free options. Get directions.

Welcome screen	Taps to enter app	Loads profile dashboard	Profile dashboard screen	Clicks to find restaurants	Loads restaurant questionaire	Prompt to choose filters	Clicks "gltuen-free options"	Fetches options with location services

Pinned map screen - "these menus mention gluten-free options"	Clicks on nearby restaurant	Loads restaurant profile and description	Restaurant description screen	Clicks menu	Loads pop-up to open in safari	Modal - "Open in Safari?"	Clicks "yes"	Loads restaurant menu site

Restaurant menu in Safari	Scrolls to view, swipes up to return to app	Fetches restaurant description screen	Restaurant description screen	Clicks address	Loads pop-up to open in Maps	Modal - "Open in Maps?"	Clicks "yes"	Loads directions in maps

Maps direction to restaurant	Clicks "go" to begin route	Loads direction prompts

Sketches

Sketches/Storyboards
Flow 1

"What this diagnosis meant for Shannon was a long road to figuring out what her treatment would look like. The disease is not well researched, and very little people actually know what it is to begin with, so *much of her treatment relies on analyzing her own actions and reactions.*"

Create an account based on a recommendation from your doctor to help you manage and analyze your symptoms.

| First screen | Tap to begin joyride | Tap to continue joyride | Tap go to enter app |
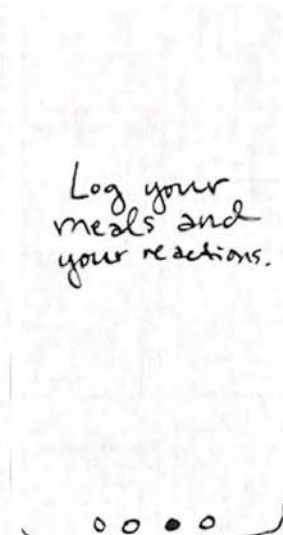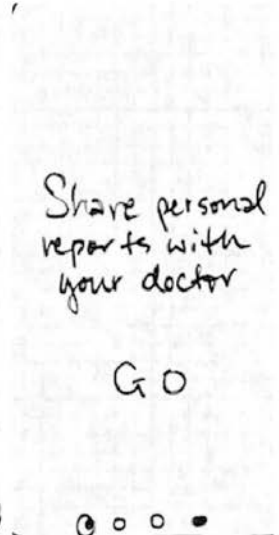
Sketches/Storyboards
Flow 1

| Tap to join | Tap "first name" to begin sign-up | Tap go to continue |
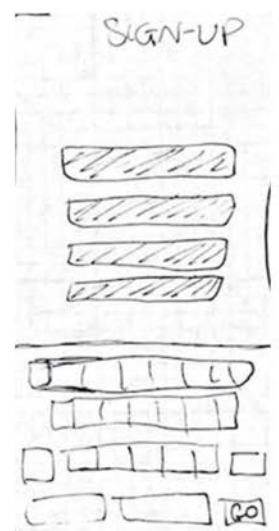
Sketches

Sketches/Storyboards
Flow 1

Why are you joining this app?
- I have a medical...
- I have seven allergies
- I am sensitive to foods
- Other

Tap "I have a medical condition" to answer

How long have you dealt with dietary issues?
- 0 – 6 months
- 6-12 months
- 1-2 years
- 3+ years

Tap "6-12 months" to answer

Do you already know of any foods that cause reactions?
- Yes
- No

Tap "yes" to enter food

What foods?

GO

Input food, tap go to continue

When you eat ____, what reactions do you have?
Check all that apply
- Digestive issues
- Headache
- Fatigue
- Skin reaction
- Nausea

Continue

Tap "Headache" to answer

Sketches/Storyboards
Flow 1

Are you on any medications for your condition?
- Yes
- No

Tap "yes" to enter medication

What medication are you on?

GO

Input medication, tap go to continue

Does your medication give you any side effects?
Choose all that apply
- Nausea
- Headaches
- Fatigue
- Weight gain
- Digestive issues

Continue

Tap "Fatigue" to answer, tap continue to keep going

Sketches

Sketches/Storyboards
Flow 1

Would you like to share your profile with your doctor?

Yes
No

Tap "yes" to share with doctor

Enter your doctor's information

Name
Email

GO

Input information, tap go to continue

Would you like to integrate an Apple Watch?

Yes
No

Tap "yes"

✓ You've all set!

Confirmation screen to show you have completed onboarding

Sketches/Storyboards
Flow 2

Shannon is still trying to find the perfect diet for her, but it is hard when the disease affects different people in different ways. She cannot rely on the words of other patients alone, she must make changes based on how her body reacts to certain foods. She wishes she had an easier way of tracking her symptoms and reminding herself of all of the progress she has made so that she can continue to be motivated and encouraged.

Create a new entry in the food log after eating pizza and feeling nauseous.

Hello *NAME*

Your food log
Your trigger foods
Your progress
Find a restaurant

Tap "Your food log" to begin

Your Food Log

There's nothing here yet!

Create new entry

Tap "create new entry" to start

New Entry

What time did you eat?

6 00 PM

NEXT

Choose time through scrolla- ble option, press next

Sketches

Sketches/Storyboards
Flow 2

New Entry

Did you have a reaction?

YES

NO

Tap "yes" to log reaction

New Entry

How long after eating did you have a reaction?

0 hours 30 min

NEXT

Choose time, tap next

New Entry

What did you eat?

piz
pizza
pepperoni pizza
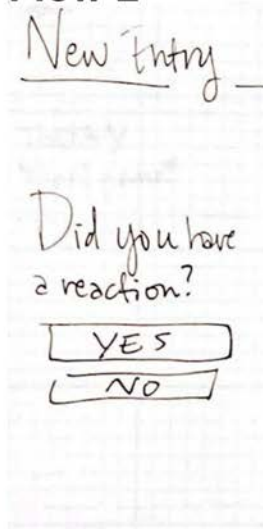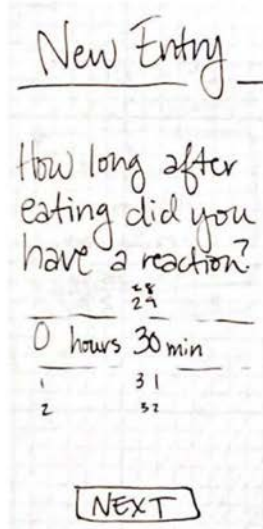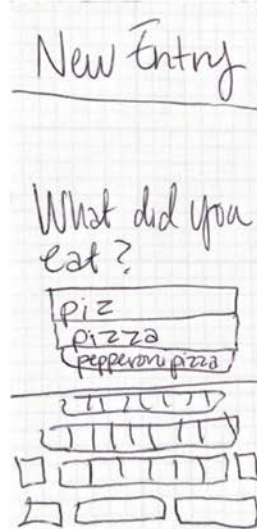
Start typing "piz" and click "pizza" when field begins to auto-populate

New Entry

Confirm Ingredients

dough + -
marinara + -
cheese + -
add ingredient +
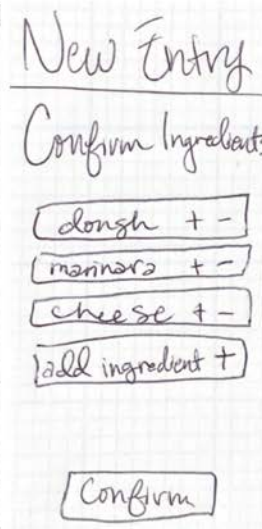
Confirm

Confirm ingredients screen auto-populated with assumed ingredients, tap add ingredient

New Entry

Add ingredients
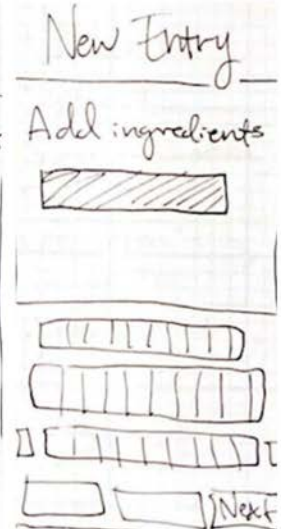
Next

Type additional ingredient, press next

Sketches/Storyboards
Flow 2

New Entry

What reactions did you have?
Choose all that apply

Digestive Issues
Headache
Fatigue
Nausea
Other
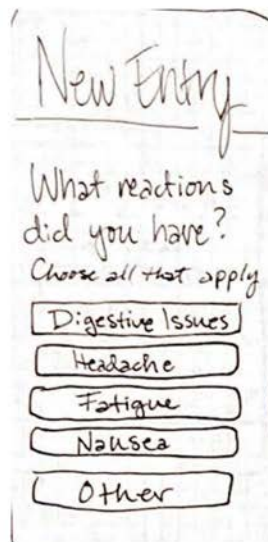
Tap "other" to choose reaction

New Entry

Enter your reaction
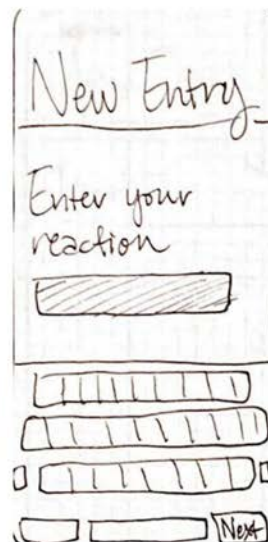
Next

Input reaction, tap next to continue

Review Entry

Time of meal
6:30 PM

Reaction time
30 mins after

Meal

Reactions
m X | m * | +
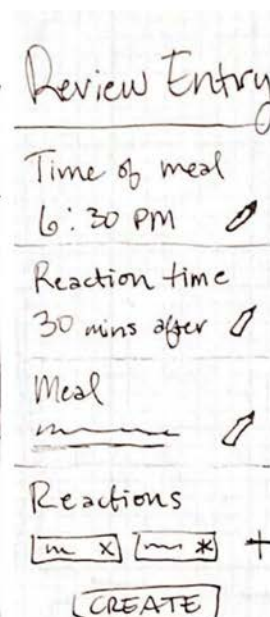
CREATE

Review entry, tap create to publish

Your Log

TODAY
Meal name

Your log populated with your new entry

Sketches

Sketches/Storyboards
Flow 2 (pt. 2)
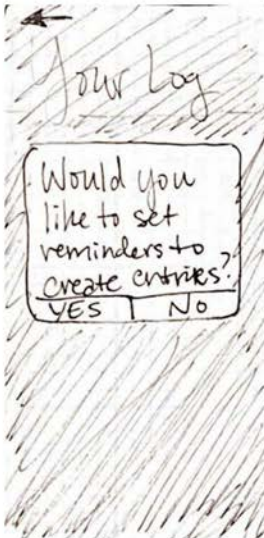
Tap "yes" to create notifications
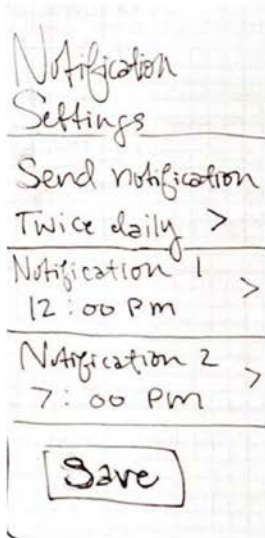
Review pre-built notification settings and press "save"
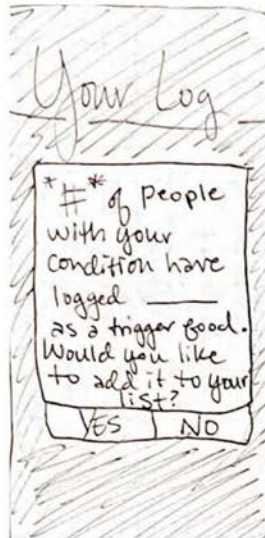
Back to log. Prompt to add to trigger foods list. Click yes

Your triggers populated with your new addition, tap to find out more
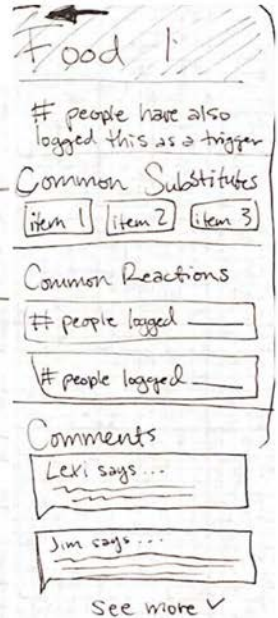
Stats screen to inform user about the new trigger food

Sketches/Storyboards
Flow 3

When goes out to dinner with her family, there is always *research* involved to make sure the menu has at least one thing she could eat. When she goes out drinking with friends, she avoids all red wines because she knows they cause her skin to become red and inflamed almost immediately. *If she tries something new, she has no way of knowing whether or not it will cause her to develop the symptoms she had been so dilligently working to fight off.*

Find a restaurant for you and your family to eat at. You need to find somewhere that is gluten-free to avoid a flare-up.

Tap "find a restaurant" to begin
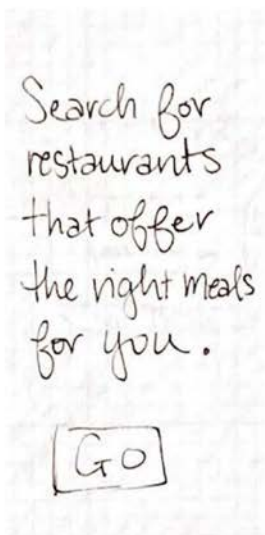
Information screen to instruct the user. Tap go

Choose personal filter. Tap "gluten-free"

Tap allow to begin search nearby for restaurants

Sketches

Sketches/Storyboards

Flow 3
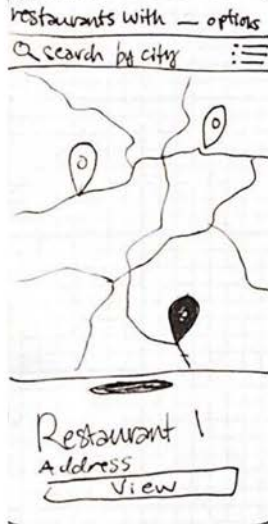
Restaurant search results map view

List view. Tap view

Restaurant profile page. Tap address
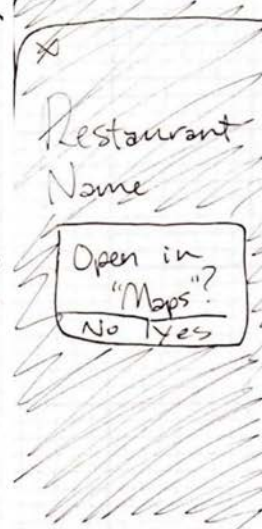
Tap "yes" to get directions to restaurant

Restaurant directions in Maps app

Usability tests

Usability Test Protocol

Task 1 - You received a recommendation from the doctor to begin using this app to better track your symptoms. This is the first time you are opening the app and you need to complete the onboarding process.

Do you have a good idea of why someone might be joining this app?

Do you think anything is missing from the onboarding process? Do you feel as if anything is extraneous?

For screens with button options - What do you think is clickable here?

Why do you think you are being asked this question?

Task 2 - Create a new entry in your food log after eating pizza, which casued you to have a flare up and feel nauseous.

What do you think you are able to do in the app based on these options?

For the "What did you eat?" screen - When you type in a meal, what do you expect to happen?

For the "Review Entry" screen - What do you think you can do on this screen?

For the "Notification Settings" screen - Do you understand why you would create notifications?

Click "add" when asked to add trigger food.

For the "trigger stats" screen - Do you understand why all this information is presented? Is anything missing?

Task 3 - You are getting ready to go to dinner with your family, but you need to find a place that offers gluten-free options that you can eat.

For the "Map" screen - What do you think is clickable here?

For the "Restaurant details" screen - What do you expect to see on this page? Is it everything you want to see?

Is there anything additional you it didn't ask you that feels necessary?

Usability tests

https://scad.zoom.us/rec/share/vJZwMYja1D5OYNaR52PlRbIEMbXleaa80y-
hIq6YOzEt-g6eYt1R_qtD93G84X0S-

Josef Khoo and Jane Koo

Task 1 - There is a lot of friction in onboarding process. Think about how to get audience engaged before beginning to create an account. More context should be given when questions are asked (i.e. What are the benefits of integrating the Apple Watch?).

Task 2 - Some icons and headers (i.e. plus and minus for ingredients, "New Entry") are confusing. Including public data like number of people that have logged a trigger and comments seem like a security issue. There could be a separate playground for public information.

Task 3 - Restaurant results should come up in list view first. Placement of search could be resolved. More filters could be introduced (i.e. ratings, price range). Restaurant details page needs more details and consideration of opening menu in-app.

Biggest takeaway: Synthesize. Ideas are disconnected and need to be massaged out to really make an impact.

Conclusion:
Find more ways to reduce the space between functions. Focus on the idea of "click and pivot" in order to bridge the gap between one function and another. Once there is more of a cohesive flow and clear functions, then UI patterns should be taken into account in order to reduce confusion.

Next Steps:
Reduce the importance of the "find a restaurant" function in order to not distract from the app's primary purpose. Flesh out the home screen, navigation, and idea of personal progress and better visualize information for the users.

Usability tests

https://scad.zoom.us/rec/share/_Ocsc6zh3yRIe8_c-X-Ear84Rrb6aaa81nceqKUEz0d-0NlUKq0ob0iofPAQ7yTJR

Holly Quarzo

Task 1 - There is potential for the doctor to prescribe the app in an effort to auto-populate the app with past information about the user's condition. Think about how the effort to fill input fields can be minimized (i.e. camera integration to take pictures of prescription.
Task 2 - Consider integration with other apps that perform log function very well (My Fitness Pal). The dashboard could be more of a personal report instead of just a menu in order to give a better idea of what the app is tracking for you. Think about best practices and ways to recommend how to best perform functions.
Biggest takeaway: Consider how different functionality can minimize the effort for the user and make the app more accessible to different people.

Conclusion:
There is still too much friction in between steps. There are many ways that tasks can be made easier for the user, and they should be considered in order to appeal to a wider range of people. Integration with other apps could extend to mean IOS Health application, My Fitness Pal, or others. Continue to ask why people are using this app to begin with and have empathy when it comes to solving problems for people.

Next Steps:
Change how the user joins the app-- explore the idea of a doctor "inviting" you to create an account, or auto-populating fields through AI integration. Prioritize the funcitons that are important to people with these conditions and question what they want to see more/less of.

Usability tests

https://scad.zoom.us/rec/share/vMxSNo7psUhLHJHy6wL4a6IGEIW7eaa8hyNLr_oOy-h0uaAOkWCIQI_KRcHl-bgky

Michael Moats

Task 1 - Confusion regarding the why of some of the steps. More context and information should be included. The current order of the screens may not make the most sense.
Task 2 - Confusion about what searching for foods looks like. When at the trigger foods screen, there was confusion about how the app got there. What else could potentially be included in this screen in order to give people everything they need?
Task 3 - The map view vs. list view is not clear. There is not much indicating why you are seeing the restaurants you are seeing. More filters and detailed information is needed.
Biggest takeaway: Context is everything. Giving more information will help to clear up much of the questions behind why each step is being presented.

Conclusion:
For the everyday user, there should be more explanation regarding why each step is happening when it is happening. The app needs more clarity, both in design, icons, labels, and copy.

Next Steps:
Add more instructional screens that explain and guide the user through each step. Details are lacking and should be ramped up to make a significant impact.

Usability tests

https://scad.zoom.us/rec/share/1_FFMKr59ENOfNLEznDQBol9GYb5T6a8h-CEd_6ELmke5jsuNX5AO7pkvPxsdhFK_

Joe Jackson

Task 1 - The order of the steps is not in the most intuitive order. Not sure why certain things are being asked (i.e. Apple Watch integration). Joyride should be further fleshed out to give user better grasp on what the app does.
Task 2 - Need for additional options and functionality to make entry really personal. Notification and trigger pop-ups are in weird order. Auto-populated fields to help user understand what to do.
Task 3 - Restaurant feature is very important to him personally and he wants more details and filters to best utilize the idea.
Biggest takeaway: Instructional screens are needed throughout and considering the conversational flow will help with order of steps.

Conclusion:
There should be more guidance for the user to help them understand why they are being asked certain things. Joe's test validated lots of issues other users were having trouble with.

Next Steps:
Consider and decide how important the restaurant function will be in the grand scheme of the app. Put more focus into either tracking functionality or restaurant search once priority is determined.

Initial Look
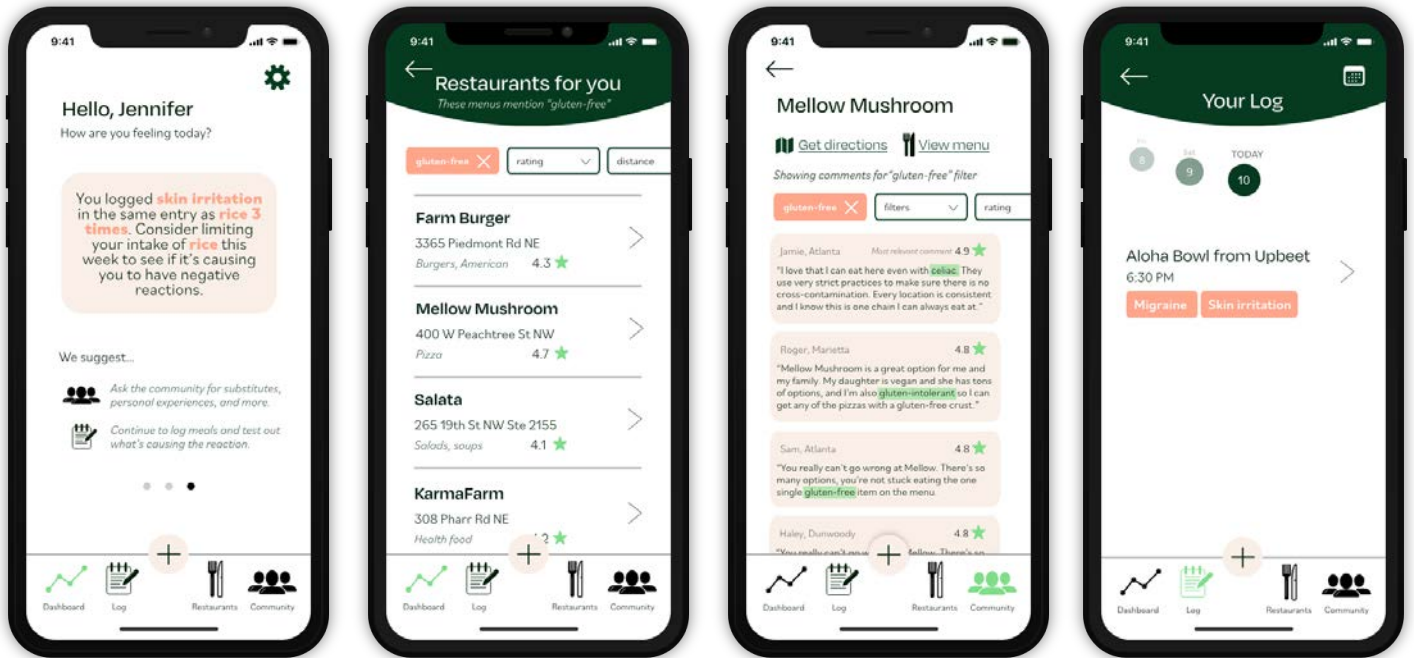
Feedback

- Overall look and feel needs refinement. Issues with type hierarchy, colors, icon design and sizes.

- Initial state of the app does not demonstrate how it can help to predict and analyze reactions.

- In initial screens, lots of emphasis on onboarding/new user. Concept is more impactful for continuous users; shift focus to how the app is increasingly beneficial the longer you use it.

Changes based on feedback

Log screens

Type hierarchy is adjusted, and color scheme is simplified for refinement of visual language. Secondary typeface is now Gotham to keep typefaces from clashing stylistically.

BEFORE
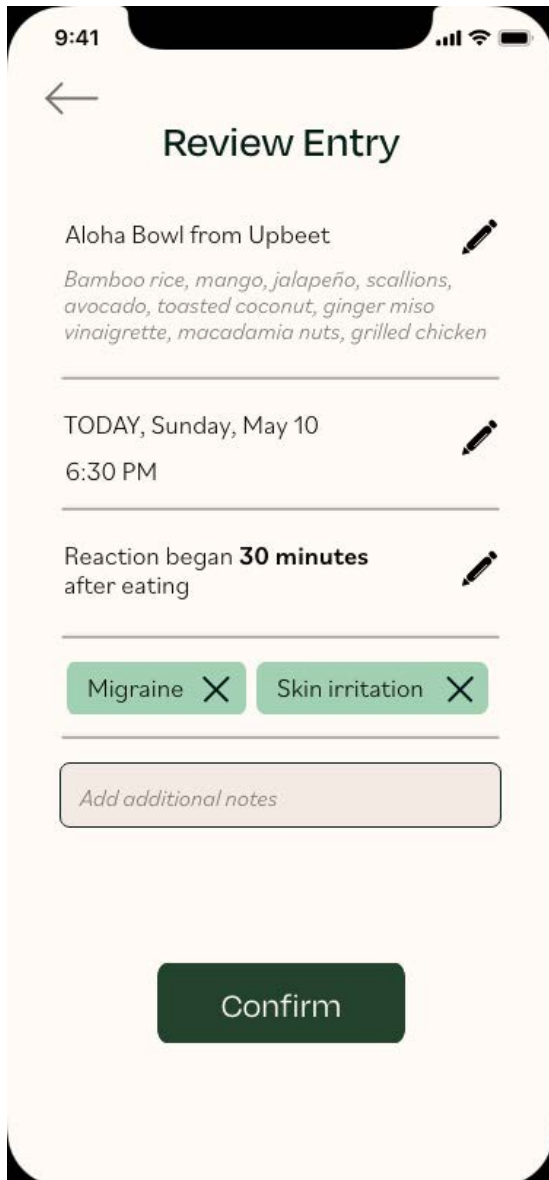
AFTER
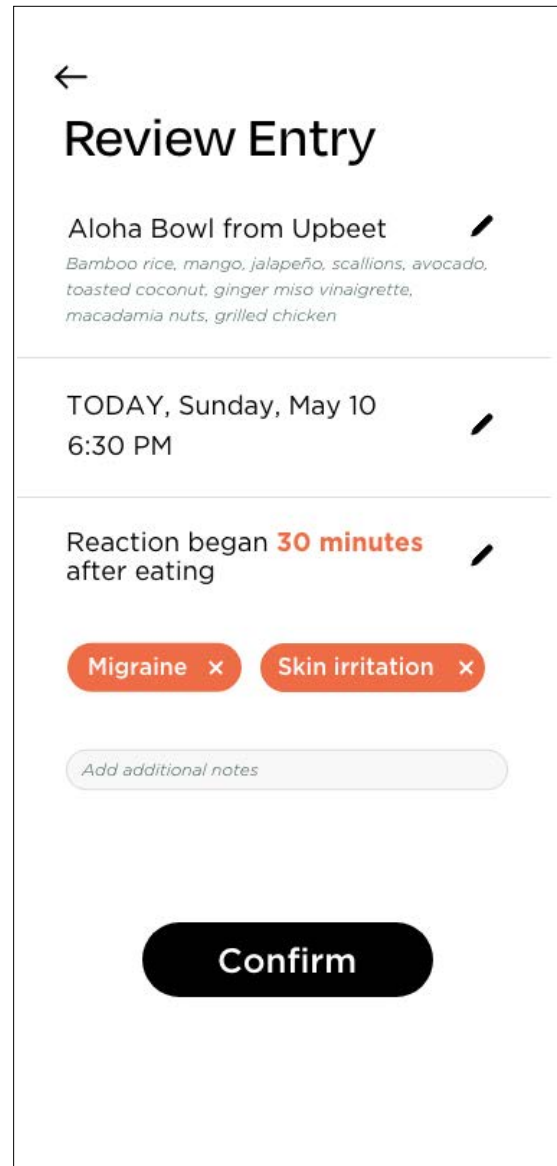
Log screens

VIsual language is updated and flags feature has been added for enhanced app experience. Tray navigation sizes are adjusted.

BEFORE
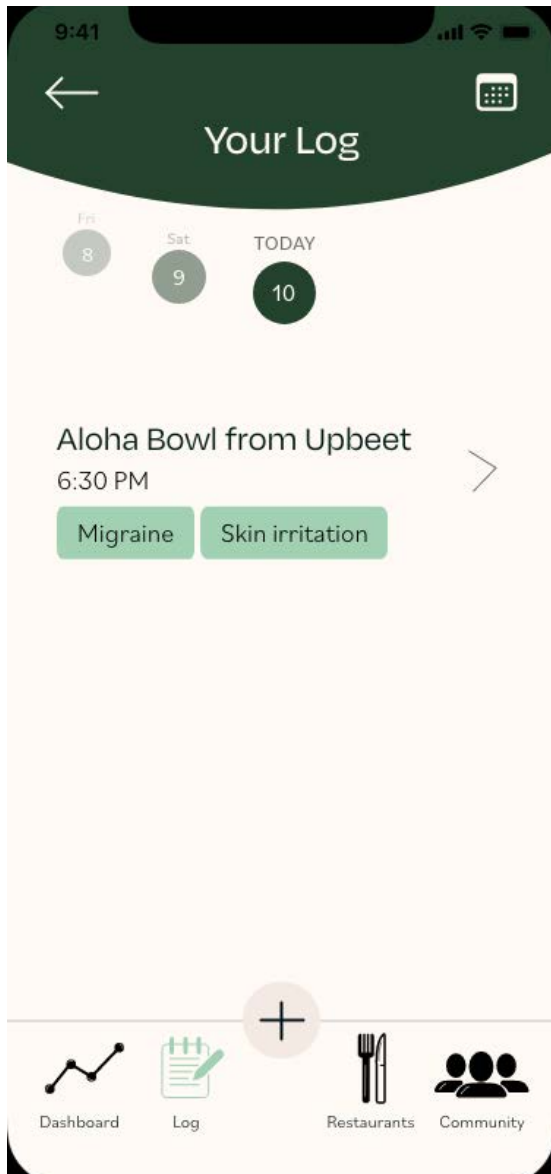
AFTER
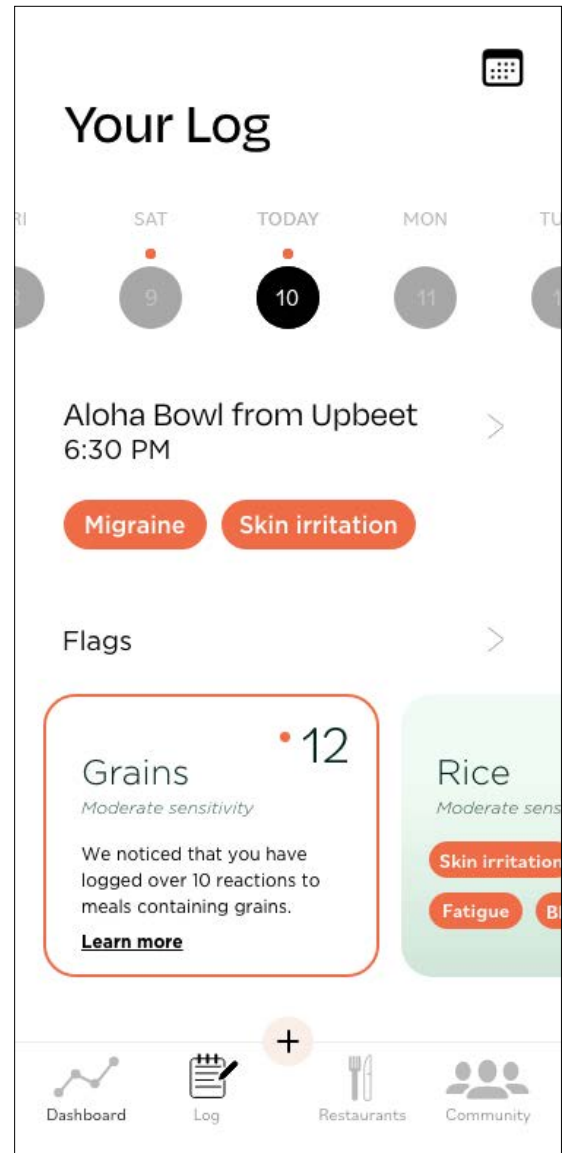
Restaurants

Introduction of photography helps give more context to the restaurants feature.

BEFORE
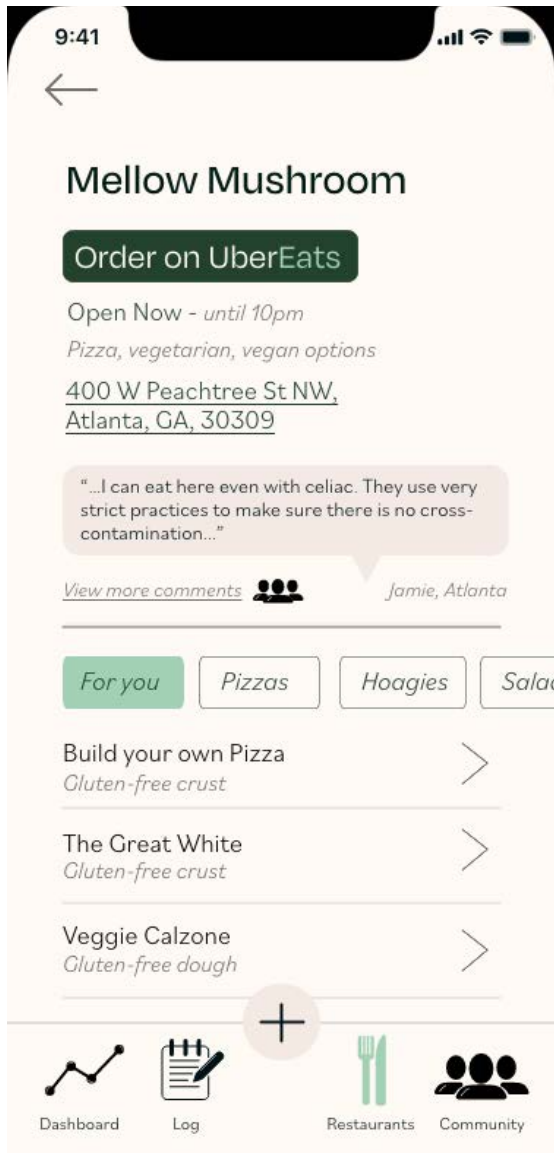
AFTER
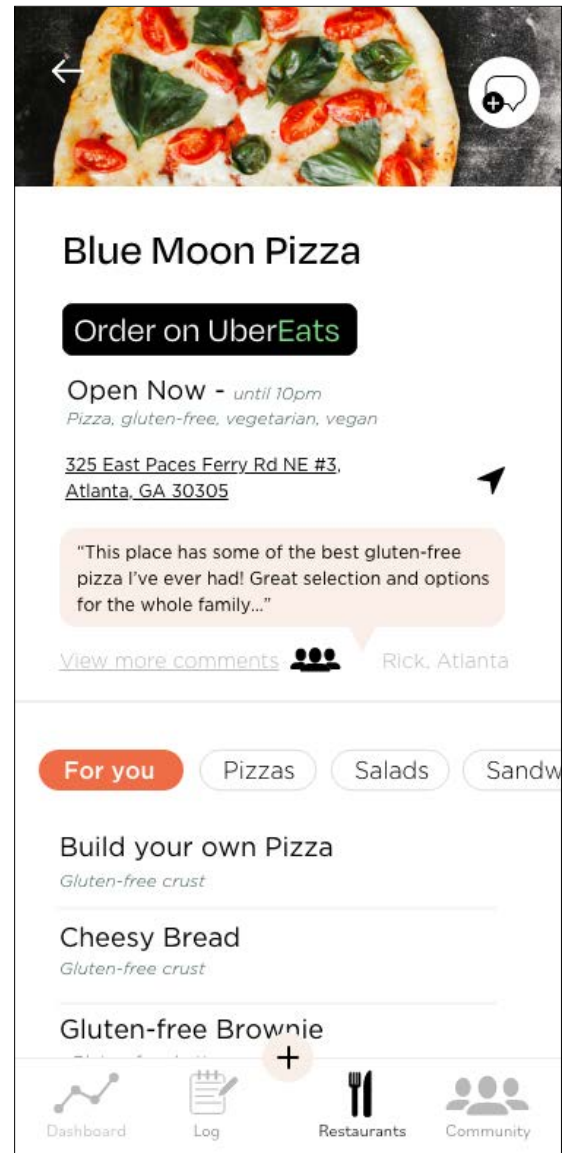
New features

Flags feature helps app to fully solve for pain points by giving users insights into their dietary restrictions based on their uses of the app. Food profiles help users find substitues, get support from the community, and have more context to their food sensitivity.
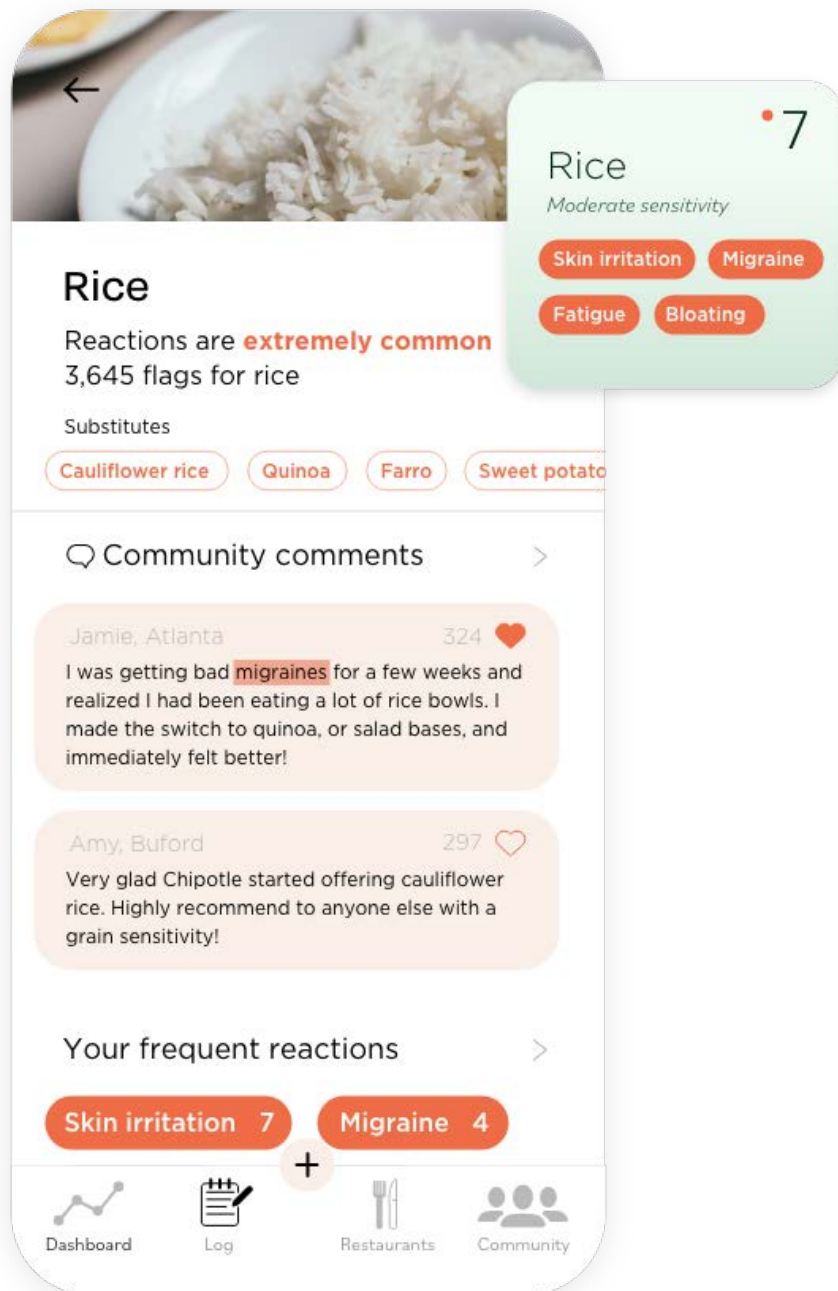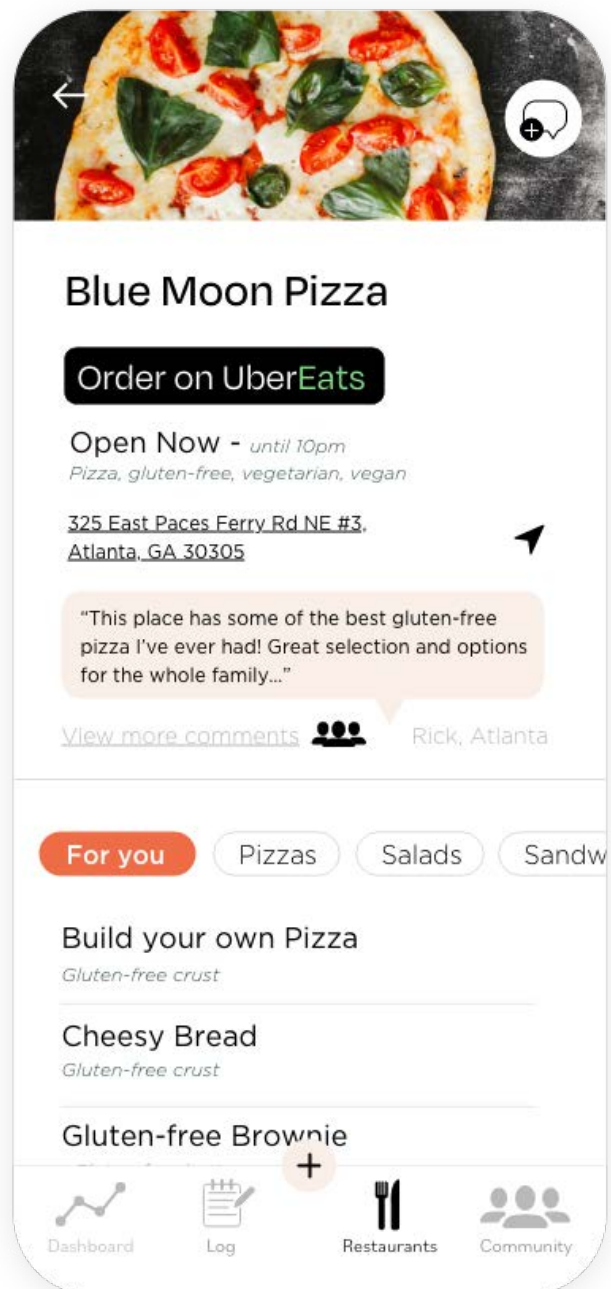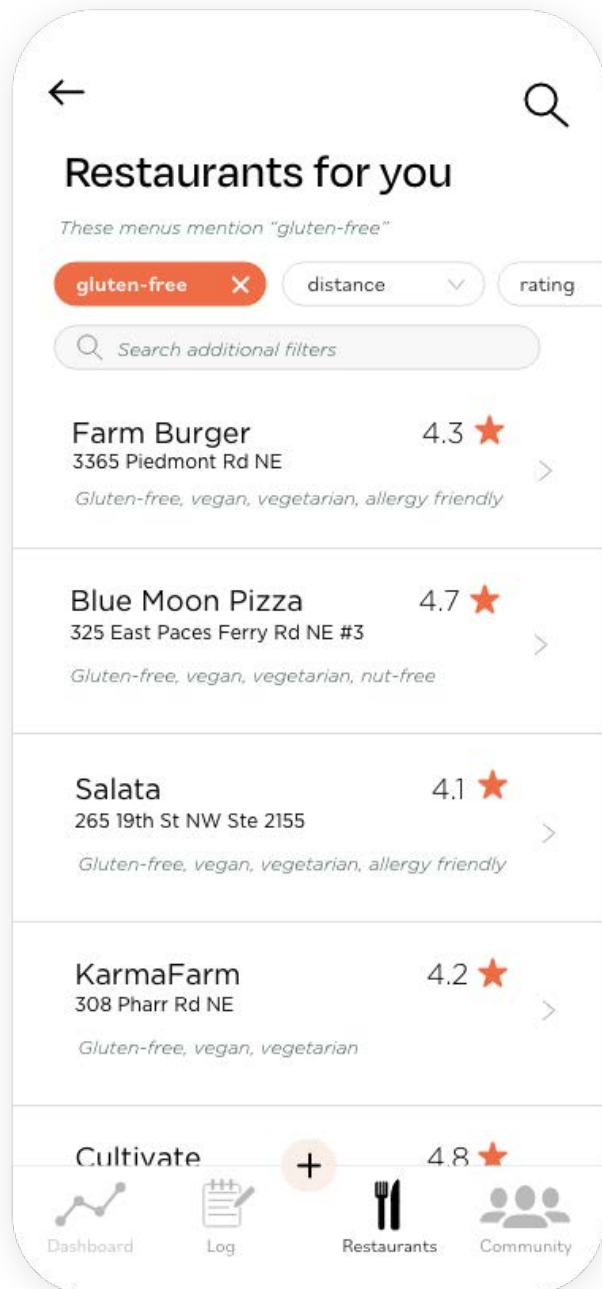
Final Images

Final Images

Final Images

Final Images

Final Images

Final Images

Final Images