

User test 1 - SentioApp

Test questions

Age	52
Gender	M
Profession	Geek
Education	B. Sc. Comp Sci.
Phone model and operating system	iPhone X, IOS
On a scale of 1 to 5 (1 = very low, 5 = very high) Rate your level of confidence in using smartphone apps.	5
On the same scale, how much do you know about the health sector?	3
What do you think are the biggest challenges in a health professional's work life?	Orientating and prioritizing: what needs to get done first
What are your expectations for an app made for health professionals?	Simple user interface, very few choices (e.g. app needs to anticipate what info is needed)
What should be the most important feature of the app in your opinion?	Quick at-a-glance understanding of the patient's state
Log in to the app with the credentials given above.	Ok
Navigate to settings and choose your preferred color theme (light/dark mode).	ok
Find a patient named Louise Albarra and click on her.	Ok
Find Louise's detailed patient information. What is her date of birth?	1983-09-20
Navigate to the patient's trend data.	Ok
Filter trend data so that HR is the only data checked off. Choose to see data from the last hour. Explore the graph (Zoom/swipe).	ok Probably could use a "OK" or "Cancel" button here.
Find and use the "Alert" button to alert others that you need help with Louise. Use the premade message or create your own.	ok Not sure if the message sent or not.
Navigate to Louise's Journal and create a new note. Add monitor data if available.	Ok

If you managed to create a new note, edit the note. Edit the title, description and remove the monitor data if you added it.	Ok
If you managed to create a new note, delete the note.	Ok
Go to the notifications page and try to delete a notification if there are any.	No notifications seen in the list
Explore the app as you like.	Ok
Log out of the app.	ok
What was your first impression?	Very nice, professional look and feel, simple navigation approach.
Approximately, how long did it take to complete these tasks?	15 minutes
How satisfied are you with the login system with the QR-code?	Perfect. ☺ I think we can display the organization name string instead of the url on the login page.
Which tasks, if anything, were difficult to complete?	Not sure if the message I typed was sent or not...?
Were the names in the different pages and actions descriptive?	yes
Did you find anything difficult to read?	When I enable all trend data, it seems the scrolling up/down is a bit sluggish.
What did you think of the colors used in the app?	I prefer dark mode. In light mode probably the green needs to be a bit darker, and the yellow a bit darker.
Was it difficult to find personal information about a patient?	Very easy
Was it difficult to find trend data for a patient?	Very easy
How satisfied are you with the trend graph? Colors, gestures(zoom/swipe), data visualization?	The Y-axis scale can be a bit difficult to read – maybe we can make the trend view a bit taller since the view scrolls anyway.
Did you understand the Alert-button and its intention?	Yes, but maybe we could change the menu item from “Alert” to “Send alert”
Was it difficult to find a patient journal?	No
Did you find it difficult to create/edit/delete a note?	No

When you're at Live/Trend of a patient, you see a floating button in the bottom right corner. Is this button, acting as a menu for the patient, intuitive? Do you have any suggestions on how we can improve navigation to a patient's journal?	The hamburger menu is well-known, but we should check with healthcare staff if possible.
Did everything work as you expected? E.g: When pressing an info-button, information should appear or did it not?	Yes
Is it intuitive to go through settings to log out?	mmm... maybe not. It might be a more intuitive thing to go to have logout from the dashboard...?
What, if anything, caused you frustration or left you confused?	N/A – very good! ☺
How satisfied are you with the Dashboard? Any ideas for improvement?	I think the patients/messages/notifications division is good. Maybe we should have a slight horizontal line to separate them.
What do you think is missing from the app?	A new parameter/feature (NEWS score) but we can talk about that later. May be out of scope for our project.

Please answer the following questions with a number from 1 to 5 based on the scale below:

1	2	3	4	5
Dissatisfied	Somewhat Dissatisfied	Neither satisfied or dissatisfied	Somewhat satisfied	Satisfied

How satisfied are you with the navigation in the app?	5
How satisfied are you with the descriptiveness of the icons and text used in the app?	5
How satisfied are you with the readability in the app?	2 – Y-scale on trend
How satisfied are you with gestures(swipe/zoom/swipe to delete)?	5
How satisfied are you with system feedback (E.g. “Note has been created” or “No alarms available”)?	5
How satisfied are you with the app's colors?	4.