User test 2 - SentioApp

Test sequence

1. Answer the *Before test* questions below

Age	29
Gender	Male
Profession	Doctor, Lis2
Education	Medicine
Phone model and operating system	OnePlus, OxygenOS 10.3.9
If you've answered the blue questions below before, no need to do it again.	
On a scale of 1 to 5 (1 = very low, 5 = very high) Rate your level of confidence in using smartphone apps.	
On the same scale, how much do you know about the health sector?	
What do you think are the biggest challenges in a health professional's work life?	
What are your expectations for an app made for health professionals?	
What should be the most important feature of the app in your opinion?	

Log in to the app with the credentials given above.	
Important! In settings make sure you see version number 0.2.0 or newer(higher). If not, uninstall the app and go back to step 2.	
Navigate to my patients and find out what NEWS is.	
Toggle between vital parameters and NEWS next to the search bar.	
Press the patient with the highest NEWS-score.	
Navigate to the patient's trend data.	

Filter trend data so that news2, HR and SpO2 are the only data checked off.	
Choose to see data from the last 3 hours. Expand and explore the news2-graph (Zoom/swipe). Find the NEWS value from about 30 min ago. (If you have an Android you can test the haptic feedback)	
Navigate to the patient's journal and go to alarms. What is the patient's latest alarm? (Type, duration, details)	Heart rate, 25 sec, Tachycardia
Navigate to alert options for the selected patient. Send an alert. Did the alert go through?	No the messages did not go through, the last message is one for doctor 29.04.21
Navigate to messages and stay in the Patients tab. Find out what these chats are.	
Click on Lorriane Almon's chat.	
View the pdf which is sent from Kasper in the chat. What is the title in the pdf?	A simple PDF file
View the image which is sent from Ian in the chat. What is the title in the image?	User testing
Play the audio which is sent from Nikolai in the chat. What do you hear?	Hello from Trondheim
Feel free to send a message. Choose whether you want to include pdf/image/audio. (Recording audio is currently only available for iOS)	
Log out of the app.	

2. After testing the app, please answer the *post-test questions (marked in orange)*.

What was your first impression?	It was good.
Approximately, how long did it take to complete these tasks?	15 minutes
Which tasks, if anything, were difficult to complete?	The alert task.
Were the names in the different pages and actions descriptive?	Yes
Did you find anything difficult to read? (Font size and contrast)	No.
What did you think of the colors used in the app?	Good, I like the adaptability.
Was it difficult to find information about NEWS? What do you think about the pop up?	The NEWS was useful. I did not notice the pop-up.
Was it easy to filter trend data?	Yes, but some of the data points seem to overlap.
How satisfied are you with the trend graphs in the trend overview? Colors, data visualization(x and y-axis)?	Very satisfied.
How satisfied are you with the trend graph when expanding a trend? Colors, gestures(zoom/swipe), data visualization(x and y-axis)? For Android: What do you think about the vibration (Haptic feedback)?	I was satisfied. Did not test the vibration.
Was it difficult to find a patient journal?	No.
What do you think about the alarms solution?	Very good in theory, but we couldn´t get it to work properly.
Did everything work as you expected in the chat? (View image and pdf or play audio).	Yesm very intuitive.
If you sent an attachment(pdf, image, audio), did everything work as you expected? Was it useful to have a preview of the attachment before sending?	
What, if anything, caused you frustration or left you confused?	
What do you think is missing from the app?	It would be helpful to be able to add notes to the patient graphs. For example if the patient desaturates at night (common) a nurse can go adjust the patient sleeping position and the patient value will normalize. In that case the high NEWS score would have

	been a false alarmm and a note from the nurse indicating that attached to the low sPO2 score would be relevant on the morning rounds.
If you were a previous tester, did you find this version of the app better than the last?	Yes I did.

Test questions

For the green questions write a comment on your experience completing the task.
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?	4
How satisfied are you with the descriptiveness of the icons and text used in the app?	4.
How satisfied are you with the readability in the app?	5
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")?	Did not try this.
How satisfied are you with the app's colors?	5