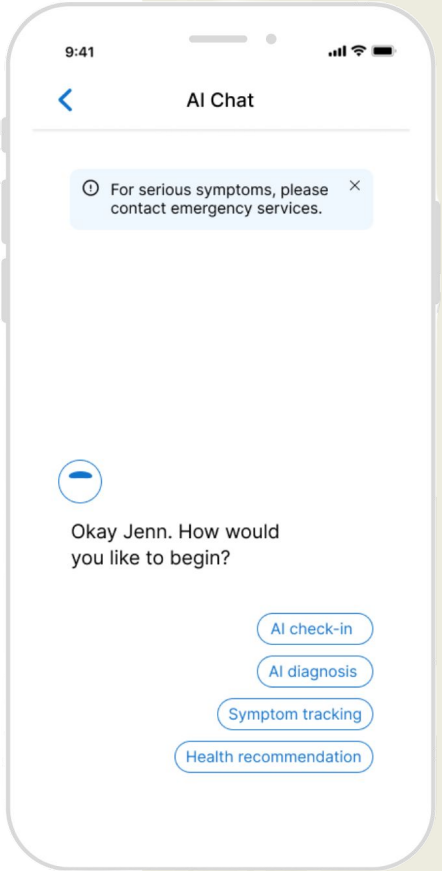
Chia

Currently under construction! 🛠️

Product Design / UX Design / User Research / UI Design / Usability Testing

[HiFi Screens Prototype]



Project Summary

I am designing a holistic AI-powered health monitoring app for diagnosis, recovery, fitness, proactive trend monitoring, health recommendations, and more.

Responsibilities

- UX Design
- User Research
- Product Strategy
- Wireframing
- Prototyping
- Usability Testing
- High Fidelity Prototype

My Role

Sole product and UX/UI designer

Tools

Figma, Adobe Illustrator, Excel, Procreate, Paper & Pencil

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01. User Research & Data Analysis

Interviewees

Julia, 50

Recovering heart attack patient
United States

Behavior/Attitude:

- Was shocked and overwhelmed by the state of her health.
- Making progress in recovery with health tracking as an integral part of the journey.

Needs/Goals

- To stay on track to recovery.
- More organization in all the moving parts of health tracking.

Frustrations

- Did not know about her condition until it was an emergency, had no warning.

Quotes

- “The diagnosis was very unexpected at the start, too shocking.”

Jade, 25

Busy health-conscious student
United States

Behavior/Attitude:

- Does her best to track her health amidst her busy schedule.
- Sometimes forgets to track certain aspects.

Needs/Goals

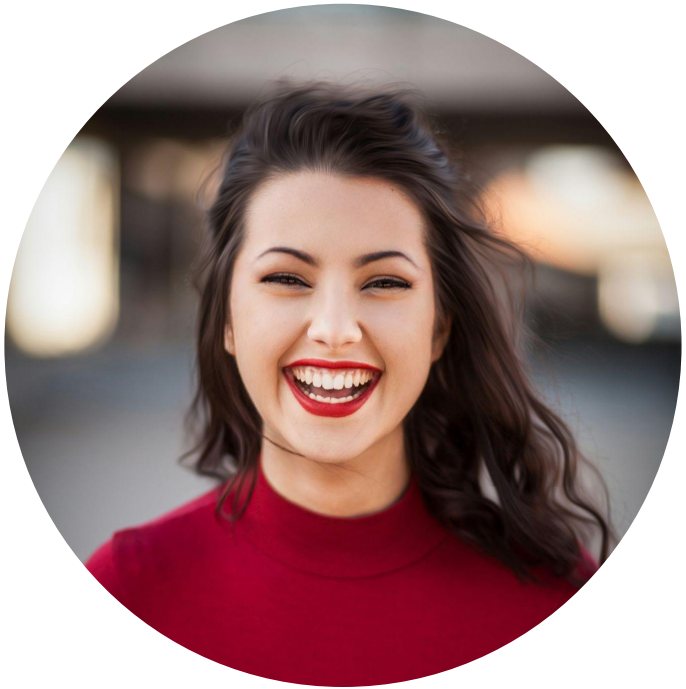
- An easy way to track her health consistently, with reminders.
- Intuitive, low learning curve health tracking features.
- More customization in tracking features.

Frustrations

- Needs a way to track her health that is not time consuming.
- More robust and frequent checkups.

Quotes

- “I had to Google with my pcp at my most recent checkup.”



Cheri, 27

Health and fitness content creator
United States

Behavior/Attitude:

- Uses an Oura ring to seamlessly track her health data 24/7.
- Is enthusiastic about health tracking and technology.
- Uses advanced technology to track her health and is proactive about her health.

Needs/Goals

- More comprehensive and personalized health checkups.

Frustrations

- Feels there are gaps in her routine checkup for a compressive understanding of her health.

Quotes

- “I enjoy how my Oura ring tracks biometrics automatically and then gives me recommendations for fitness recovery and sleep optimizations.”

Interview Highlights

Julia, 50

Recovering heart attack patient

United States

"The diagnosis was very unexpected at the start, too shocking."

I track my health data everyday.

Tracking health data is very important.

The checkups are pretty good.

Feels serious recovery is a private journey, has self-motivation to do it to be in good health.

Knowing how much I've exercised lets me know if I need to exercise more.

Uses many tools to track health data.

The diagnosis at first was very sudden and felt in shock, was too unexpected.

Feels habits like exercise and diet can be a social journey with outside incentives.

Feels phone and patient portal is private and secure.

Feels can be more organized to make the experience nicer, but doesn't put much effort into organizing it.

Feels AI can be a tool for a reference point, but not sure if it's fully reliable.

Jade, 25

Busy health-conscious student

United States

"I had to Google with my pcp at my most recent checkup."

I track my health data with Apple Health whenever I remember.

I don't remember to log data everyday.

For Apple Health, I feel it can be more flexible with what I can track.

Checkups feel surface level and not robust. I feel it is up to me to notice if anything is wrong.

The gamification aspect might be helpful when applied to learning about health and forming habits, but I would not want it to center on biometric data.

I find tracking my weight data useful to see if there are significant fluctuations.

I feel Apple does a good job with privacy and security, has a good reputation for keeping data safe.

The learning curve to figure out what I can track can also be made more intuitive.

I get checkups once a year and do not feel that is frequent enough if something happens in-between.

I don't feel motivated to learn how to log other types of data.

I use one major app to track my health data, 3 apps in total.

I feel the current healthcare checkups have important baselines like the blood samples.

I feel this would be helpful to get a data driven perspective, especially one tailored to me to then look further into with a doctor.

Cheri, 27

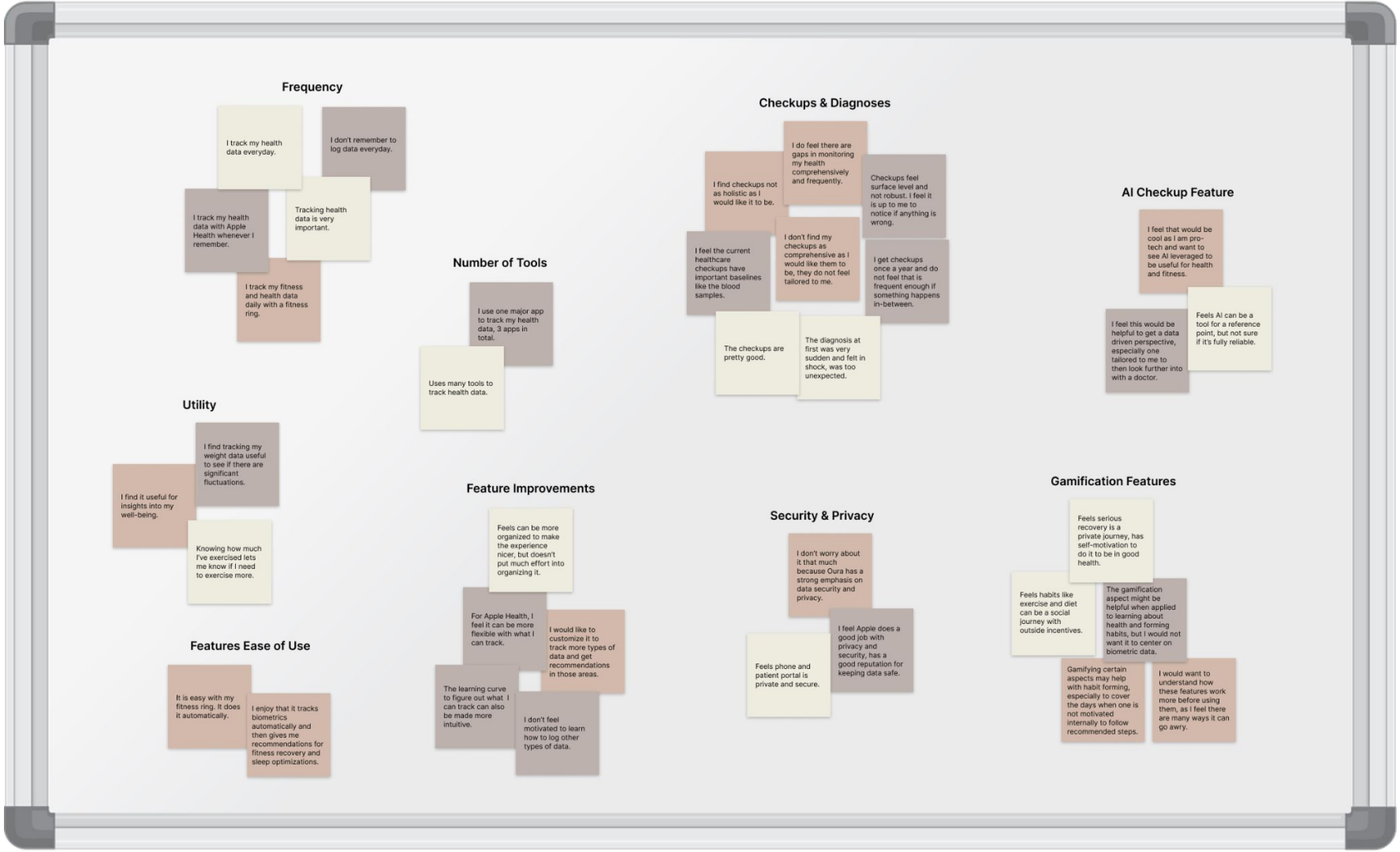
Health and fitness content creator

United States

"I enjoy how my Oura ring tracks biometrics automatically and then gives me recommendations for fitness recovery and sleep optimizations."

I track my fitness and health data daily with a fitness ring.	I don't worry about it that much because Oura has a strong emphasis on data security and privacy.	I find checkups not as holistic as I would like it to be.	I feel that would be cool as I am pro-tech and want to see AI leveraged to be useful for health and fitness.
I find it useful for insights into my well-being.	I enjoy that it tracks biometrics automatically and then gives me recommendations for fitness recovery and sleep optimizations.	I do feel there are gaps in monitoring my health comprehensively and frequently.	Gamifying certain aspects may help with habit forming, especially to cover the days when one is not motivated internally to follow recommended steps.
It is easy with my fitness ring. It does it automatically.	I would like to customize it to track more types of data and get recommendations in those areas.	I don't find my checkups as comprehensive as I would like them to be, they do not feel tailored to me.	I would want to understand how these features work more before using them, as I feel there are many ways it can go awry.

Affinity Mapping


Frequency
I track my health data everyday.
I don't remember to log data everyday.
I track my health data with Apple Health whenever I remember.
Tracking health data is very important.
I track my fitness and health data daily with a fitness ring.
Number of Tools
I use one major app to track my health data, 3 apps in total.
Uses many tools to track health data.
Checkups & Diagnoses
I do feel there are gaps in monitoring my health comprehensively and frequently.
I find checkups not as holistic as I would like it to be.
Checkups feel surface level and not robust. I feel it is up to me to notice if anything is wrong.
I feel the current healthcare checkups have important baselines like the blood samples.
I don't find my checkups as comprehensive as I would like them to be, they do not feel tailored to me.
I get checkups once a year and do not feel that is frequent enough if something happens in-between.
The checkups are pretty good.
The diagnosis at first was very sudden and felt in shock, was too unexpected.
AI Checkup Feature
I feel that would be cool as I am pro-tech and want to see AI leveraged to be useful for health and fitness.
I feel this would be helpful to get a data driven perspective, especially one tailored to me to then look further into with a doctor.
Feels AI can be a tool for a reference point, but not sure if it's fully reliable.
Utility
I find tracking my weight data useful to see if there are significant fluctuations.
I find it useful for insights into my well-being.
Knowing how much I've exercised lets me know if I need to exercise more.
Feature Improvements
Feels can be more organized to make the experience nicer, but doesn't put much effort into organizing it.
For Apple Health, I feel it can be more flexible with what I can track.
I would like to customize it to track more types of data and get recommendations in those areas.
The learning curve to figure out what I can track can also be made more intuitive.
I don't feel motivated to learn how to log other types of data.
Security & Privacy
I don't worry about it that much because Oura has a strong emphasis on data security and privacy.
I feel Apple does a good job with privacy and security, has a good reputation for keeping data safe.
Feels phone and patient portal is private and secure.
Gamification Features
Feels serious recovery is a private journey, has self-motivation to do it to be in good health.
Feels habits like exercise and diet can be a social journey with outside incentives.
The gamification aspect might be helpful when applied to learning about health and forming habits, but I would not want it to center on biometric data.
Gamifying certain aspects may help with habit forming, especially to cover the days when one is not motivated internally to follow recommended steps.
I would want to understand how these features work more before using them, as I feel there are many ways it can go awry.
Features Ease of Use
It is easy with my fitness ring. It does it automatically.
I enjoy that it tracks biometrics automatically and then gives me recommendations for fitness recovery and sleep optimizations.

Interview Insights

Key Interview Insights

Track their health data regularly.

Find tracking health data useful.

Trust the security and privacy of their current health tracking tools.

Feel AI check-ins can potentially be helpful in between checkups.

Feel gamification can potentially help with forming healthy habits, but have reservations.

Use more than 1 data tracking tool.

Do not feel comprehensive checkups are frequent enough.

Do not feel checkups are personalized or robust enough.

Want more customization of what health data can be tracked.

02. User Personas

#RecoveryJourney
#HealingInHighStakes
#WellnessOverWork

THE PATIENT

Emma

"I will do everything I can for myself, so I can have the best recovery possible."

AGE	50
PRONOUNS	She/Her
OCCUPATION	Physician
LOCATION	Philly, PA, USA

TECHNOLOGY USAGE

Desktop	● ● ● ● ○
Mobile	● ● ● ○ ○
Social Media	● ● ○ ○ ○
Tech Know-how	● ● ● ○ ○

ABOUT

Emma is a physician working in a high-stakes environment. She recently had a heart attack due to overwork and is now taking steps to recover her health. She is usually health-conscious, but work sometimes gets overwhelming.

GOALS & NEEDS

- Recover her health optimally and efficiently.
- Monitor and track many moving pieces of data to monitor her recovery.

LIKES

- Easy to use and straightforward applications.
- Making progress in her health recovery journey.

DISLIKES

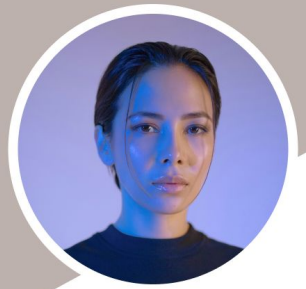
- Applications that are complicated to use or buggy.
- Feeling overwhelmed by the amount of health data that need to be tracked.

EVERYDAY ACTIVITIES

- Cooking healthy meals.
- Going on walks.
- Taking prescribed medications.

PAIN POINTS

- Did not have any warning about her health condition to take proactive measures to prevent the heart attack.
- Lacking organization from tracking many pieces of data with many different tools.



#BalancingAct
#StudentWorkLife
#TimeManagementPro

THE STUDENT

Sera

"I have a busy schedule being a full-time student, but I do my best to make room for my health."

AGE	25
PRONOUNS	She/Her
OCCUPATION	Design Student
LOCATION	NYC, NY, USA

TECHNOLOGY USAGE

Desktop	●●●○○
Mobile	●●●●●
Social Media	●●●●○
Tech Know-how	●●●●●

ABOUT

Sera is a design student and has a busy schedule with classes, a part-time job, and volunteer activities. She is health-conscious and does her best to build healthy practices into her schedule where she can.

GOALS & NEEDS

- Stay on track with her health amidst multiple priorities.
- An easy, low learning curve way to track her health consistently.

LIKES

- Quick and easy logging of health information.
- Robust and comprehensive checkups.

DISLIKES

- Forgetting to log all her health data.
- Rabbit hole of research for health questions or issues.

EVERYDAY ACTIVITIES

- Attending classes and does coursework.
- Going to her part-time job and volunteer activities.
- Going to a nearby gym.

PAIN POINTS

- Customizing data tracking features has too high of a learning curve.
- Doesn't have a place to efficiently find answers to her health questions.
- Doesn't always remember to log her health data consistently.

#PassionateAboutHealth

#WellnessAdvocate

#EmpoweredByFitness

THE FITNESS ENTHUSIAST

Justin

"I enjoy tracking my biometrics and optimizing my physical well-being."

AGE	30
PRONOUNS	He/Him
OCCUPATION	Fitness Coach
LOCATION	Seattle, WA, USA

TECHNOLOGY USAGE

Desktop	● ● ○ ○ ○
Mobile	● ● ● ● ○
Social Media	● ● ● ● ●
Tech Know-how	● ● ● ● ○

ABOUT

Justin is a fitness coach that runs his own coaching business. He is very involved in the fitness community, being part of multiple fitness groups, hosts his own fitness podcast, and volunteers to give talks at local venues.

GOALS & NEEDS

- Robust, personalized, customizable health tracking system.
- Recommendations to optimize physical well-being based on health data tracked.

LIKES

- Being proactive about his physical well-being.
- Holistic and personalized checkups.
- Leveraging technology to benefit health and fitness.

DISLIKES

- Gaps in understanding of personal health.
- Stagnation in health and fitness journey.

EVERYDAY ACTIVITIES

- Coaching clients and replying to messages.
- Attending fitness groups meetups.
- Hosting fitness podcast and in-person talks.

PAIN POINTS

- Feels routine checkups do not give a comprehensive and holistic understanding of his health.
- Wants to have more customization of health tracking data and recommendations based on those data points.

03. User Journey Maps

Emma

THE PATIENT

AGE	50
PRONOUNS	She/Her
OCCUPATION	Physician
LOCATION	Philly, PA, USA

Scenario

Emma needs to log many different pieces of data everyday and keep track of fluctuations that may indicate underlying issues.

Expectations

Emma wants to use Chia to log her data in a seamless and simplified way, all in one place, and get proactive monitoring and feedback.

Phases	Start Check In	Log Data	Receive Feedback
Tasks	• **Opens** app. • **Taps** on AI check in. • **Starts** answering the questions.	• **Answers** the AI questions one at a time as prompted. • **Uploads** files when prompted.	• **Receives** insights and feedback on the data trends. • **Reads** the recommendations on where to improve health.
Thoughts	"There are so many pieces of data I need to log. I need to remember all of them."	"I feel like I am being guided and takes off the mental load of having to remember everything to track."	"The various pieces of data was analyzed for me, that was fast."
Emotions	😱	😯	😍
Opportunities	• Customize what data the user wants to log through the chat so they only have to remember everything once. • List all the data to be covered in a list or menu, and reassure the user the AI will cover all the pieces of data.	• Keep a progress bar to show how far in the check in is. • Put the easier questions at the start to build momentum.	• Highlight pieces of data that can be looked into further. • Provide encouragement for positive trends. • Provide encouragement for completing the check in.

Sera

THE STUDENT

AGE	25
PRONOUNS	She/Her
OCCUPATION	Design Student
LOCATION	NYC, NY, USA

Scenario

Sera needs a fast and efficient way to get personalized answers to her health questions. She doesn't have much time to go down Google rabbit holes and only gets a routine checkup once a year.

Expectations

Sera wants to use Chia to ask health questions and get personalized answers based on the health data she logs.

Phases	Ask AI Chat	Answer Questions	Receive Insights
Tasks	• **Opens** app. • **Taps** on AI chat. • **Asks** a question.	• **Chooses** to get tailored information or to receive a diagnosis. • **Answers** the AI questions prompted by the AI. • **Provides** additional information as prompted.	• **Receives** tailored information and relevant articles, or a diagnosis. • **Reads** information and articles, or diagnosis.
Thoughts	"There is so much information online, how do I know what is relevant to me?"	"I feel like I am having a consultation or doing a very advanced Google search."	"I feel like this saved me a lot of time from narrowing down information on my own." "The diagnosis is a useful piece of information to help me decide next steps."
Emotions	😵	🧐	🙂
Opportunities	• Provide option to get a diagnosis or to get tailored health resources and insights.	• Keep a progress bar to show how much more information is needed. • Build the questions as a decision tree, from broad to narrow, for a robust diagnosis or selection or articles.	• Provide guidelines for next steps. • Provide more information and relevant articles after a diagnosis.

Justin

THE FITNESS ENTHUSIAST

AGE	30
PRONOUNS	He/Him
OCCUPATION	Fitness Coach
LOCATION	Seattle, WA, USA

Scenario

Justin wants to be proactive about his health and fitness journey through recommendations to improve his physical well-being.

Expectations

Justin wants Chia to be able to give personalized recommendations based on the data he logs.

Phases	Receives a Recommendation	Reads Information	Takes Action
Tasks	• **Receives** a recommendation notification, or asks for a recommendation. • **Opens** the recommendation.	• **Reads** the suggestions, information, and explanation. • **Asks** for additional information if needed.	• **Plans** to incorporate the steps into his routine. • **Logs** data after completing the actions.
Thoughts	"I wonder what improvements I can make for my health."	"I wonder how this suggestion was generated for me."	"That was something helpful that I did not think of."
Emotions	🤔	🫤	😌
Opportunities	• Let the user set how often they want recommendations to be generated, urgent notifications can override this.	• Provide an explanation on how this recommendation came about from the user's health data. • Provide additional information for the user if they request it, to aid their own research.	• Ability to set reminders to build a new habit. • Ability to gamify new actions to help it become a habit.

04. Task Analyses & User Flows

Emma

The Patient

Age: 50
Pronouns: She/Her
Occupation: Physician
Location: Philly, PA, USA

USER OBJECTIVE: As a recovering heart attack patient, I want a place I can keep track of and monitor all my health data, so that I can recover well and be proactive about spotting any issues.

Task I: Complete an AI check in to log data and get feedback.

INFORMATION GATHERING:

What prompted Emma to begin the task?
- Having logged her data in many places, Emma is looking for a more effective way to keep track of her health.

What will tell her that the task is finished?
- When she has received insights and feedback on her data and trends.

What information does she already know about the process?
- It is an AI-powered health data tracking and support app.
- The health data she needs to log.

What additional information does she need to complete the task?
- How to converse with the AI.

What tools will she need to complete the task?
- The Chia health app and any health data she wants to upload or data portals she wants to connect.

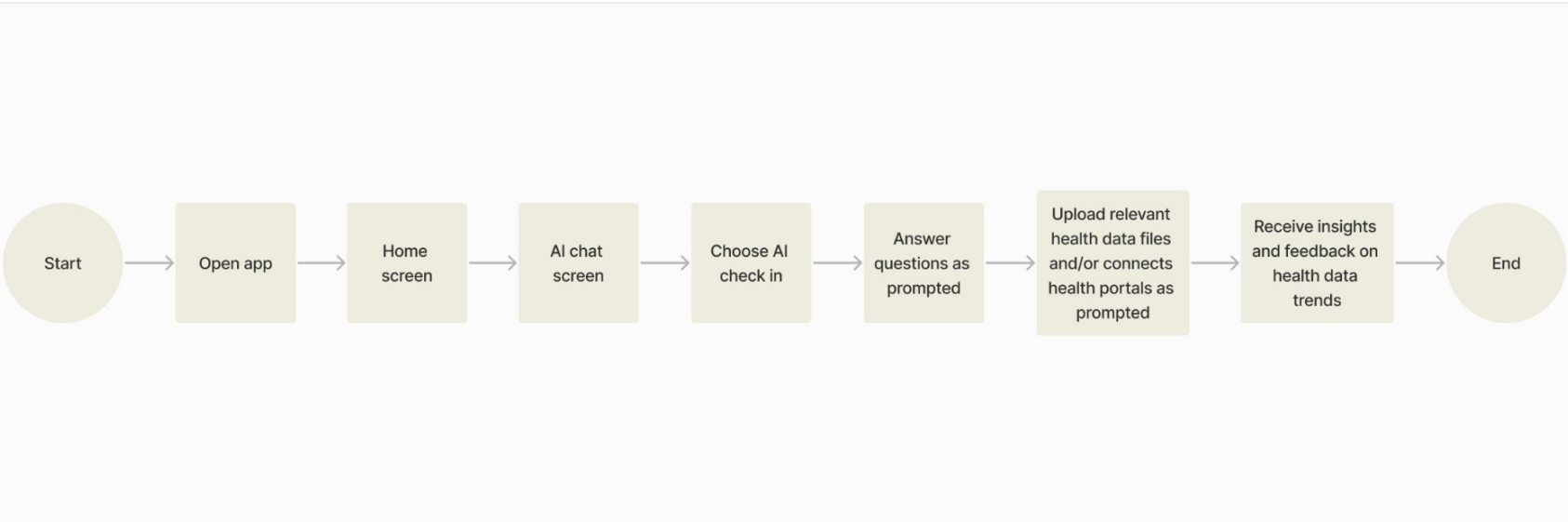
TASK FLOW:

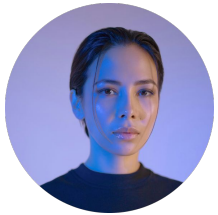
- Entry point: Opens app.
- Taps on AI check in.
- Answers questions one at a time as prompted.
- Uploads relevant files or connects health portals when prompted.
- Success criteria: Receives insights and feedback on data trends.

Emma

User Flow

Task 1: Complete an AI check in to log data and get feedback.





Sera
The Student

Age: 25
Pronouns: She/Her
Occupation: Design Student
Location: NYC, NY, USA

USER OBJECTIVE: As a busy student, I want a fast and efficient way to get personalized answers to my health questions, so that I can stay proactive about my health amidst a hectic schedule.

Task 2: Ask the AI a health question to get a personalized answer.

INFORMATION GATHERING:

What prompted Sera to begin the task?
- Sera has a health question and does not want to go down a google rabbit hole.

What will tell her that the task is finished?
- When she has received tailored information, relevant articles, or a diagnosis.

What information does she already know about the process?
- It is an AI-powered health data tracking and support app.
- The health question she wants to ask.

What additional information does she need to complete the task?
- How to ask the AI her question.

What tools will she need to complete the task?
- The Chia health app and any health data she wants to upload or data portals she wants to connect.

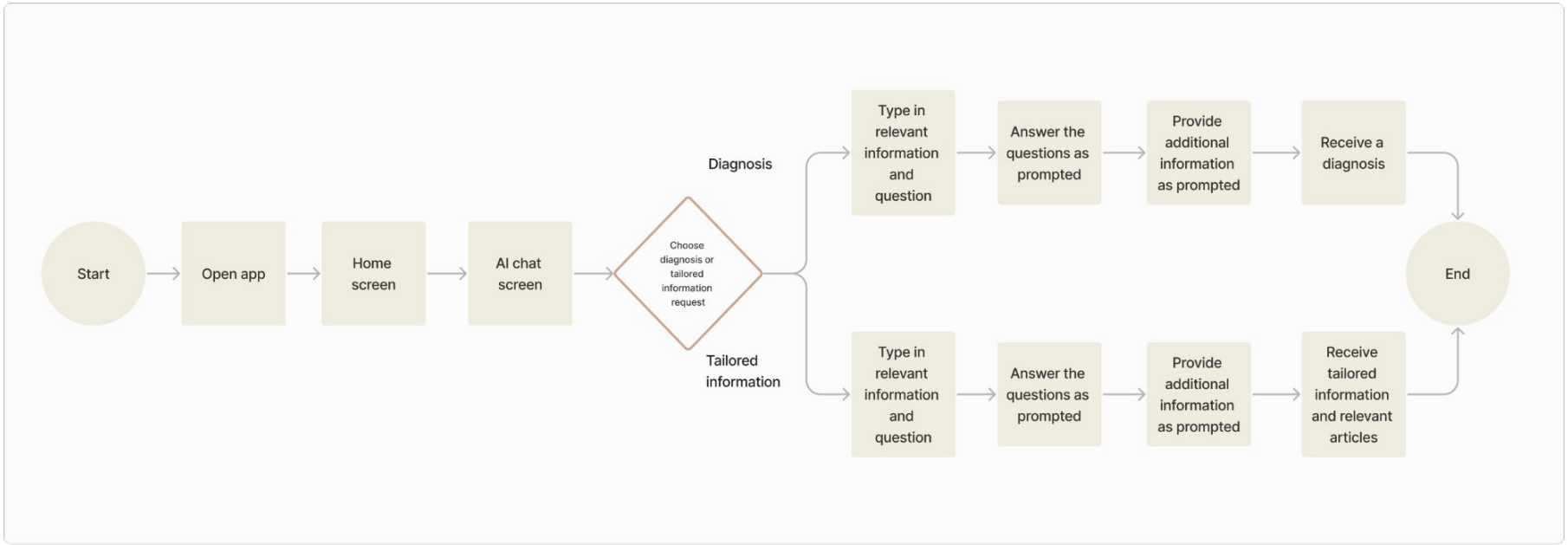
TASK FLOW:

- Entry point: Opens app.
- Taps on AI chat.
- Asks a question.
- Chooses to get tailored information or to receive a diagnosis.
- Answers the questions prompted by the AI.
- Provides additional information as prompted.
- Success criteria: Receives tailored information and relevant articles, or a diagnosis.

Sera

User Flow

Task 2: Ask the AI a health question to get a personalized answer.



Justin

The Fitness Enthusiast

Age: 30
Pronouns: He/Him
Occupation: Fitness Coach
Location: Seattle, WA, USA

USER OBJECTIVE: As a fitness enthusiast, Justin wants to be able to receive tailored recommendations to improve his well-being, so that he can be proactive about his health and fitness journey.

Task 3: Incorporate an AI health recommendation to improve well-being.

INFORMATION GATHERING

What prompted Justin to begin the task?

- As a proactive fitness enthusiast, Justin wants a tailored recommendation for improving his well-being. He has notifications for recommendations and can ask for one directly as well.

What will tell him that the task is finished?

- When he incorporates a new recommendation.

What information does he already know about the process?

- It is an AI-powered health data tracking and support app.
- That he wants a health recommendation.

What additional information does he need to complete the task?

- How to ask for a recommendation and ask for further information on recommendations.

What tools will he need to complete the task?

- Just the Chia health app.

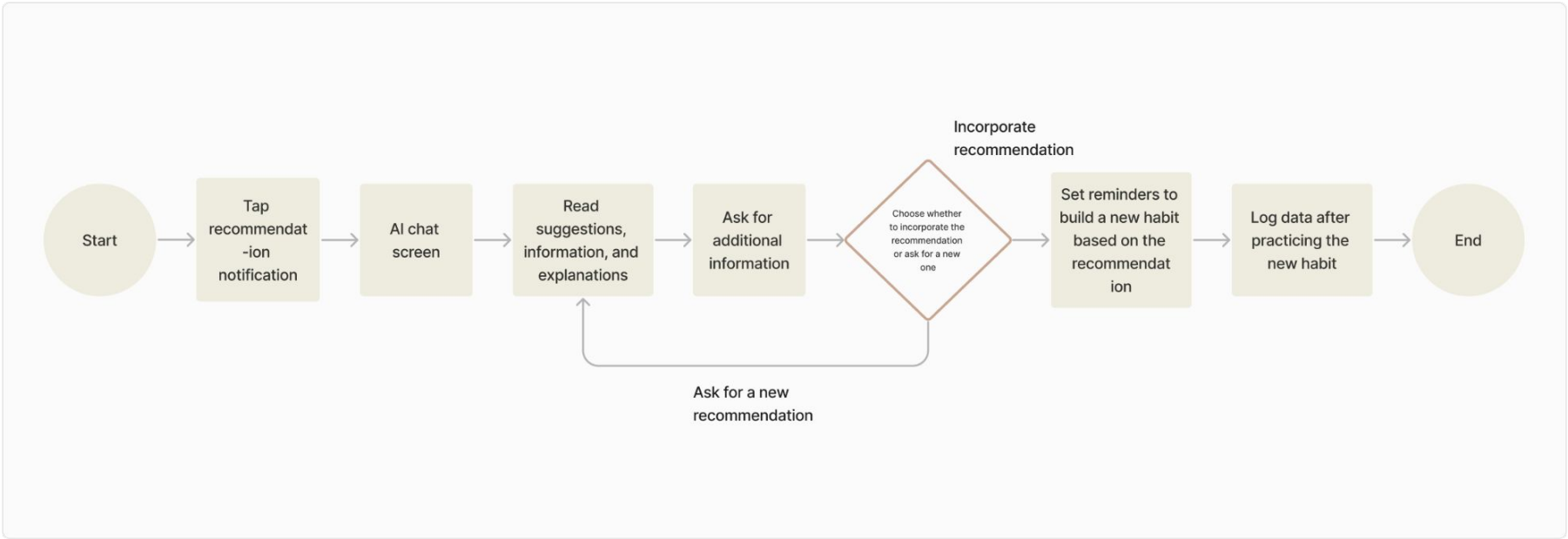
TASK FLOW

- Entry point: Receives a recommendation notification.
- Reads the suggestions, information, and explanation.
- Asks for additional information.
- Chooses whether to incorporate the recommendation or ask for a new one.
- Sets reminders to build a new habit based on the recommendation.
- Success criteria: Logs data after practicing the new habit.

Justin

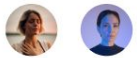
User Flow

Task 3: Incorporate an AI health recommendation to improve well-being.



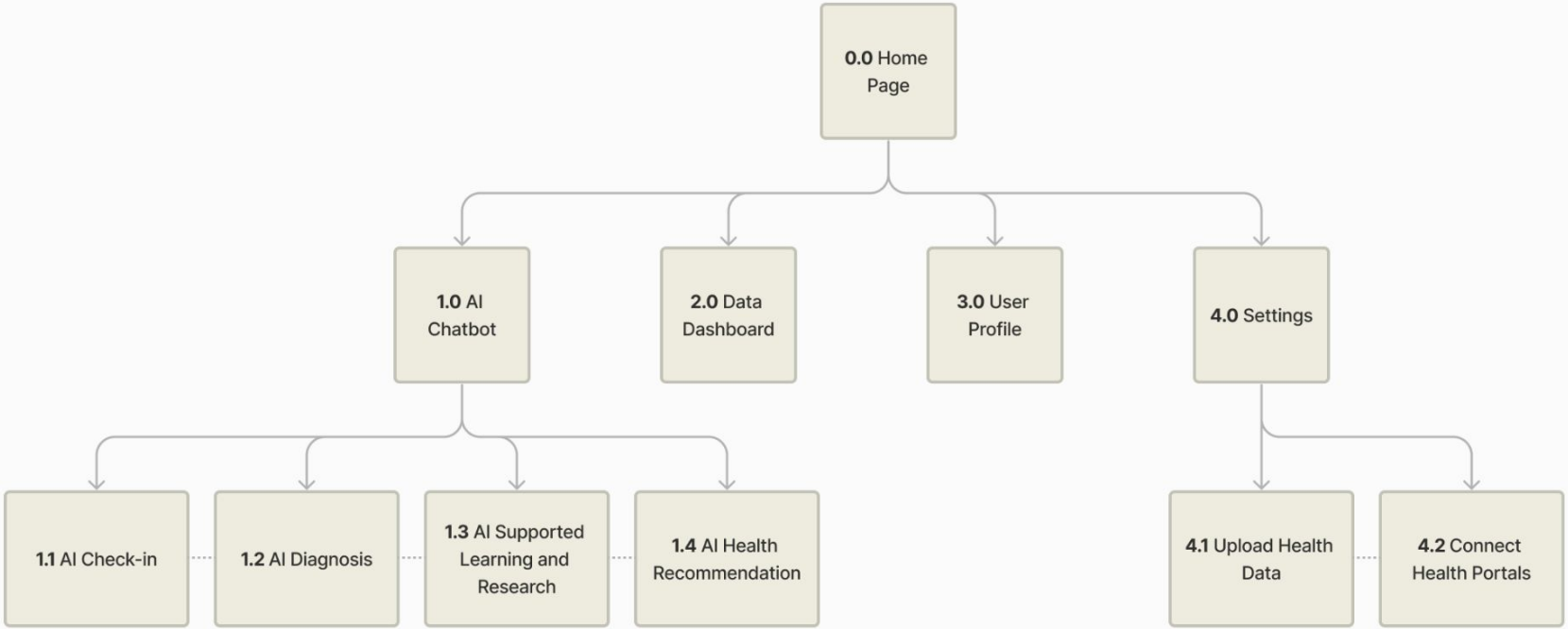
05. Mobile-first Design Plan

FEATURE	DEVICE	CONTENT	PERSONA	NOTES
Splash screen				• Convey the branding of the web app • Visually appealing introduction to engage the user while the page loads
Onboarding				• Users get an overview of the key features of the AI chat bot • Option to skip onboarding and see overview in settings
Sign up/Login				• Option to sign up or login with email, Gmail, or Apple ID
Home				• Shows AI chat bot and dashboard of health data
AI chat bot				• Visually appealing AI chat bot that can be tapped on • Contains most of the health features • Can have versatile interactions like with a healthcare provider or live support
Dashboard				• Visually appealing and intuitive display of health data • Health data collected can be customized via the AI chat bot or settings
Navigation menu				• Simple navigation menu with home, user profile, and settings pages
Upload health data				• Can upload health data via the AI chat bot or settings
Connect health portals				• Can connect health portals via the AI chat bot or settings

FEATURE	DEVICE	CONTENT	PERSONA	NOTES
AI check in				• Feature of the AI chat bot • Guides the user to log the data they are tracking and provides feedback
AI diagnosis				• Feature of the AI chat bot • Guides the user through questions and collects data to give a data-driven diagnosis to help with decision-making and to bring to a healthcare provider
AI supported learning and research				• Feature of the AI chat bot • Guides the user through questions and provides tailored information and an advanced search for relevant articles
AI recommendation				• Feature of the AI chat bot • Provides tailored recommendations based on health data • Users can set recommendation notifications
User profile				• Users can edit their personal information
Settings				• Users can upload health data, connect health portals, customize health data collected, set notifications, view overview of key AI chat bot features

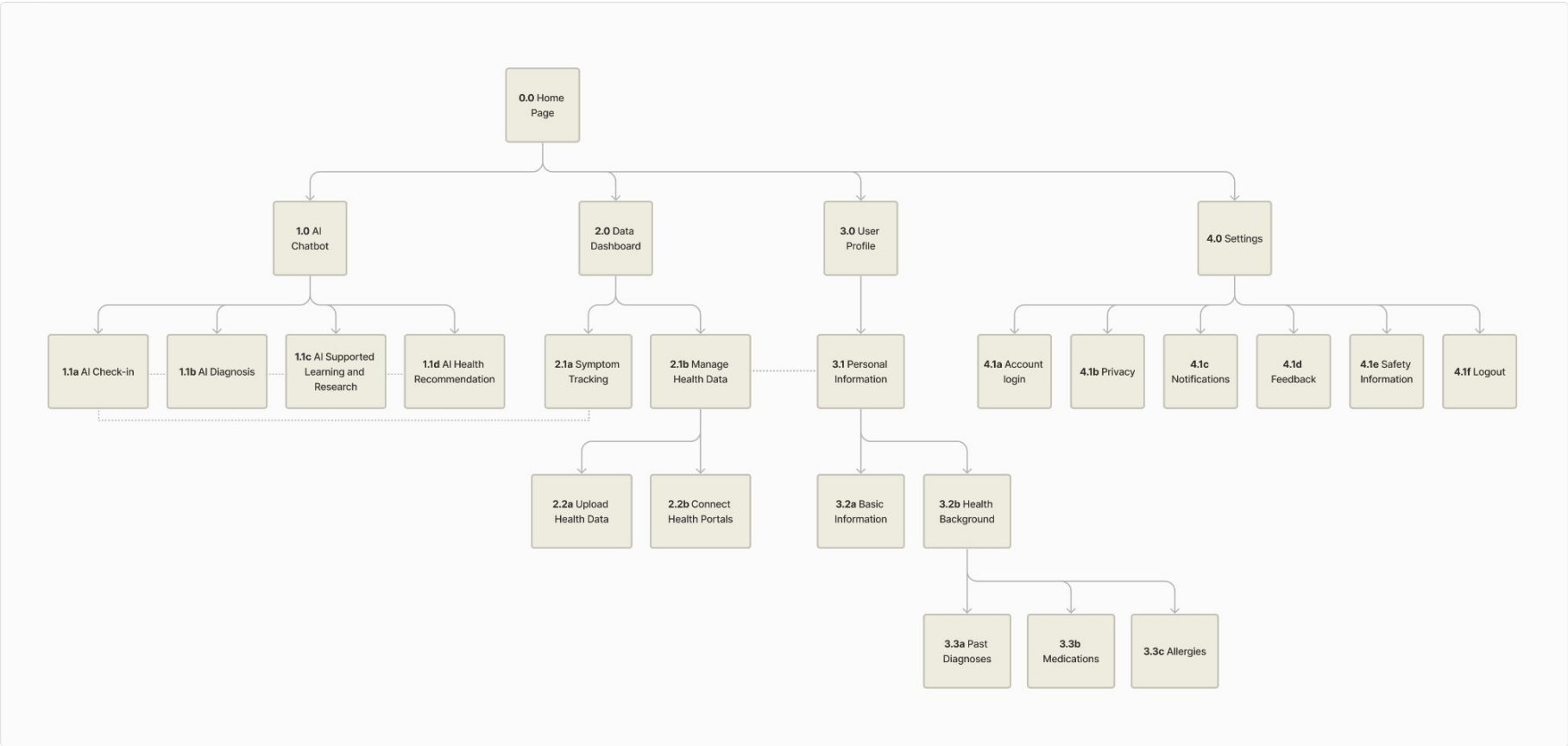
06. Site Map

First Draft of Sitemap


0.0 Home Page
1.0 AI Chatbot
2.0 Data Dashboard
3.0 User Profile
4.0 Settings
1.1 AI Check-in
1.2 AI Diagnosis
1.3 AI Supported Learning and Research
1.4 AI Health Recommendation
4.1 Upload Health Data
4.2 Connect Health Portals

Revised Sitemap

After creating the initial **site map,** I conducted an open **card sort** (using Optimal Sort with 5 participants) and **data analysis** to further refine the sitemap (more here).

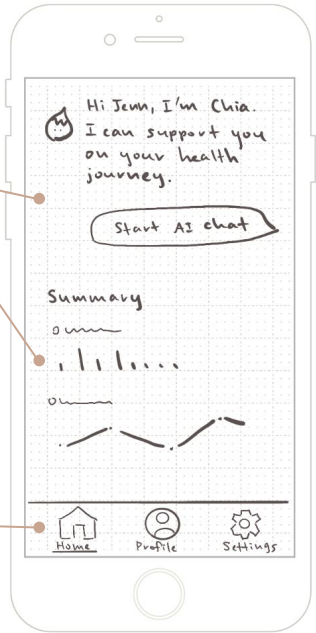


07. Low-Fidelity Prototype

Sample Sketch: Home Page

The user has the option of chatting with the AI or viewing their data-driven health summary from the home page.

The bottom navigation has the home, profile, and settings options.

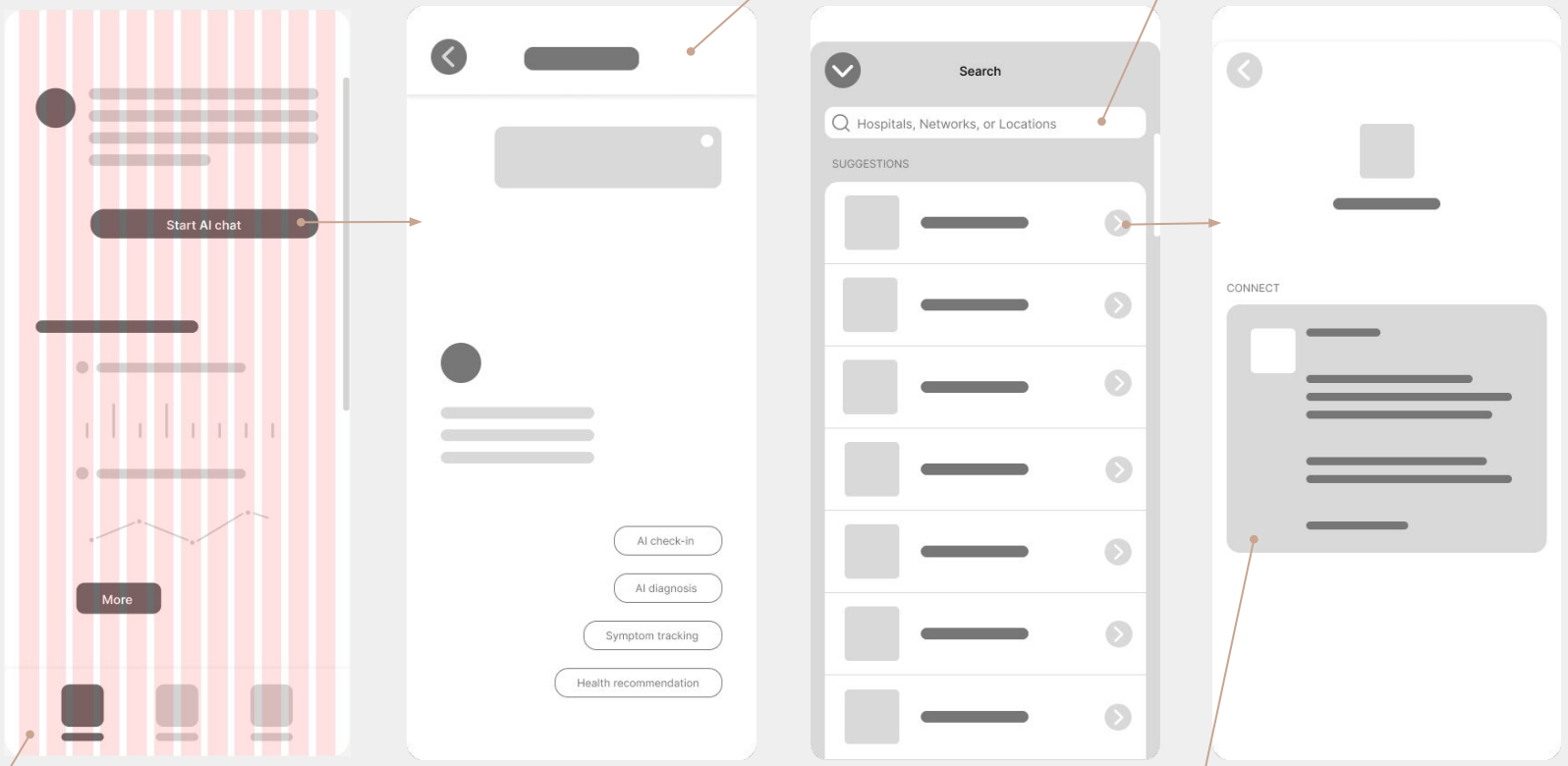


The top navigation has the home, profile, and settings options.

LoFi Sample Screens: Mobile

The user is taken to the main AI chat screen.

The user can search for providers they want to add.



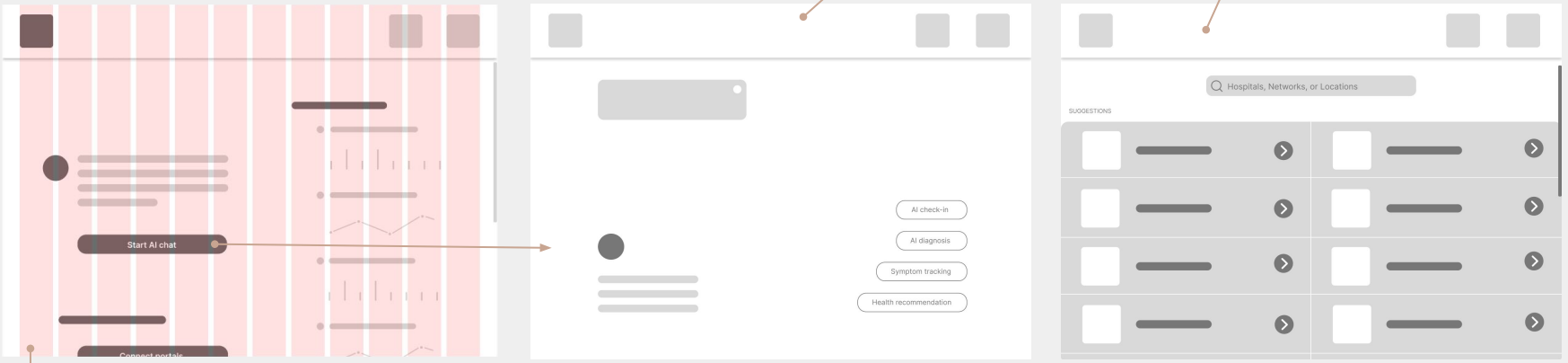
I implemented a 12-column grid to give the mobile content the most flexibility. More here.

The user can view provider's details.

LoFi Sample Screens: Desktop

The user is taken to the main AI chat screen.

The user can search for providers they want to add.



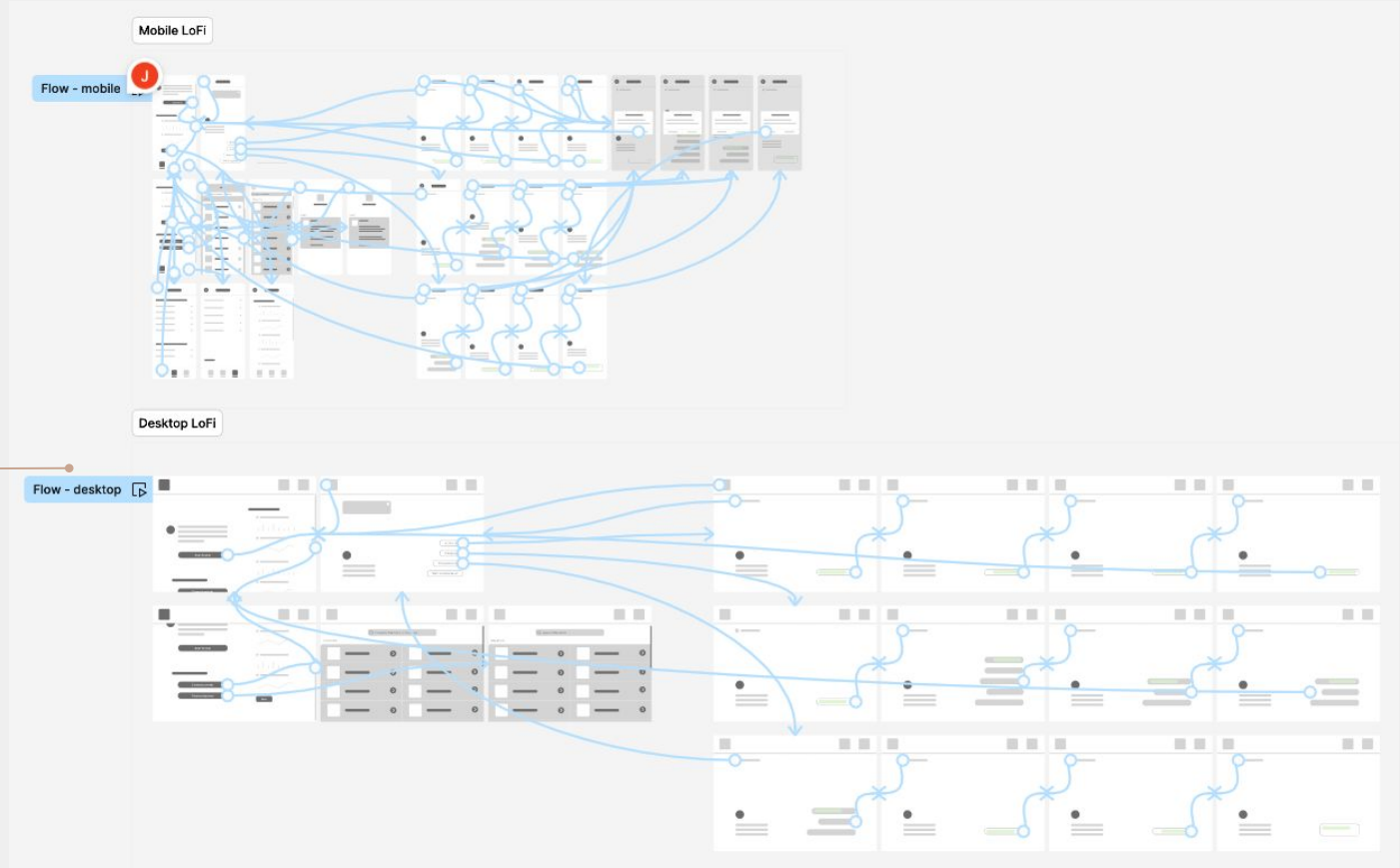
I implemented a 12-column grid to give the desktop content the most flexibility.

Low-fidelity onboarding screens for mobile and desktop here.

LoFi Prototype for Iteration

I created low-fidelity prototypes to iterate on with feedback to move towards mid-fidelity designs.

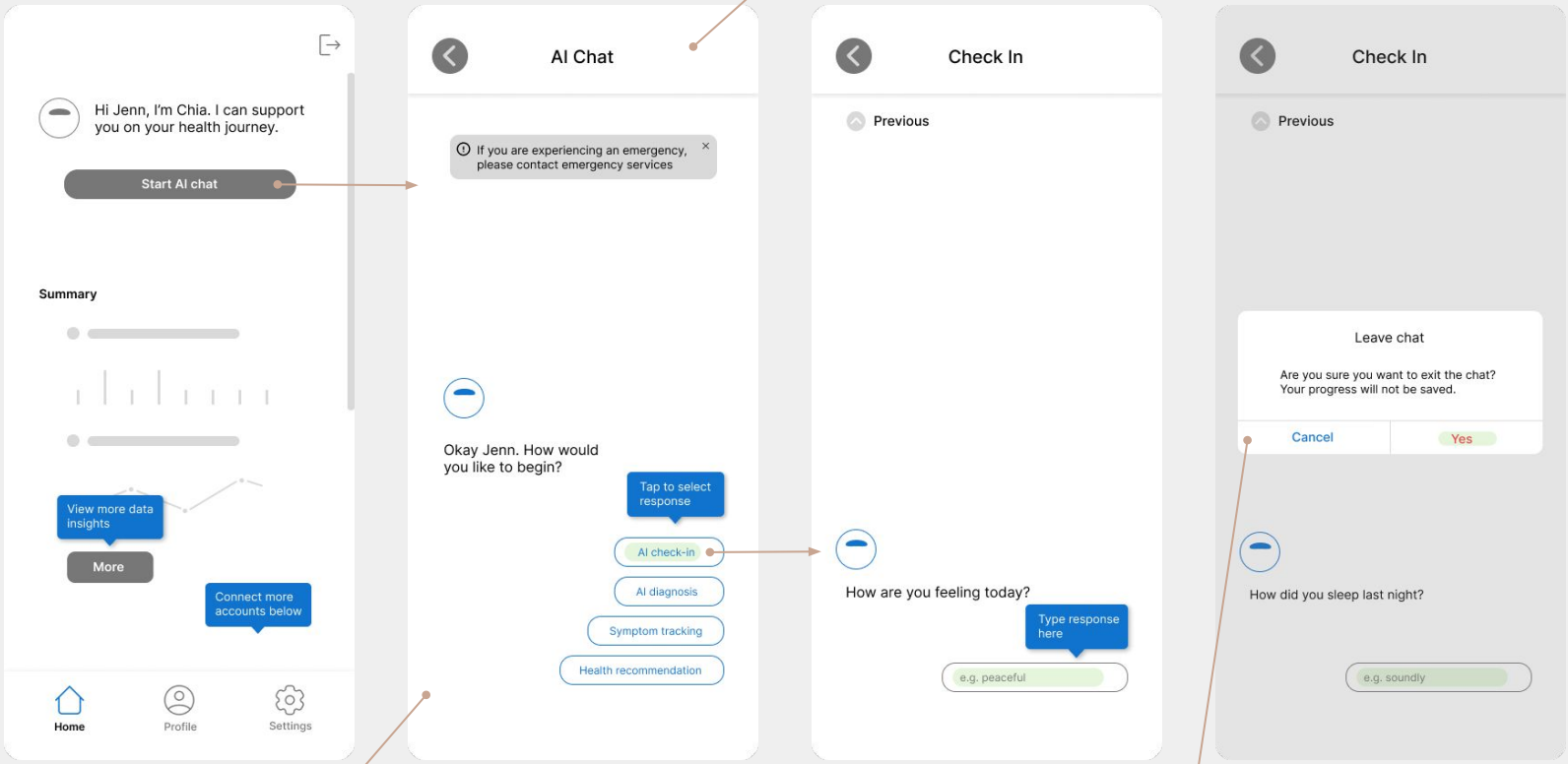
Clickable low-fidelity prototypes for mobile and desktop here.



08. Mid-Fidelity Prototype

MidFi Sample Screens

The user is taken to the main AI chat screen.



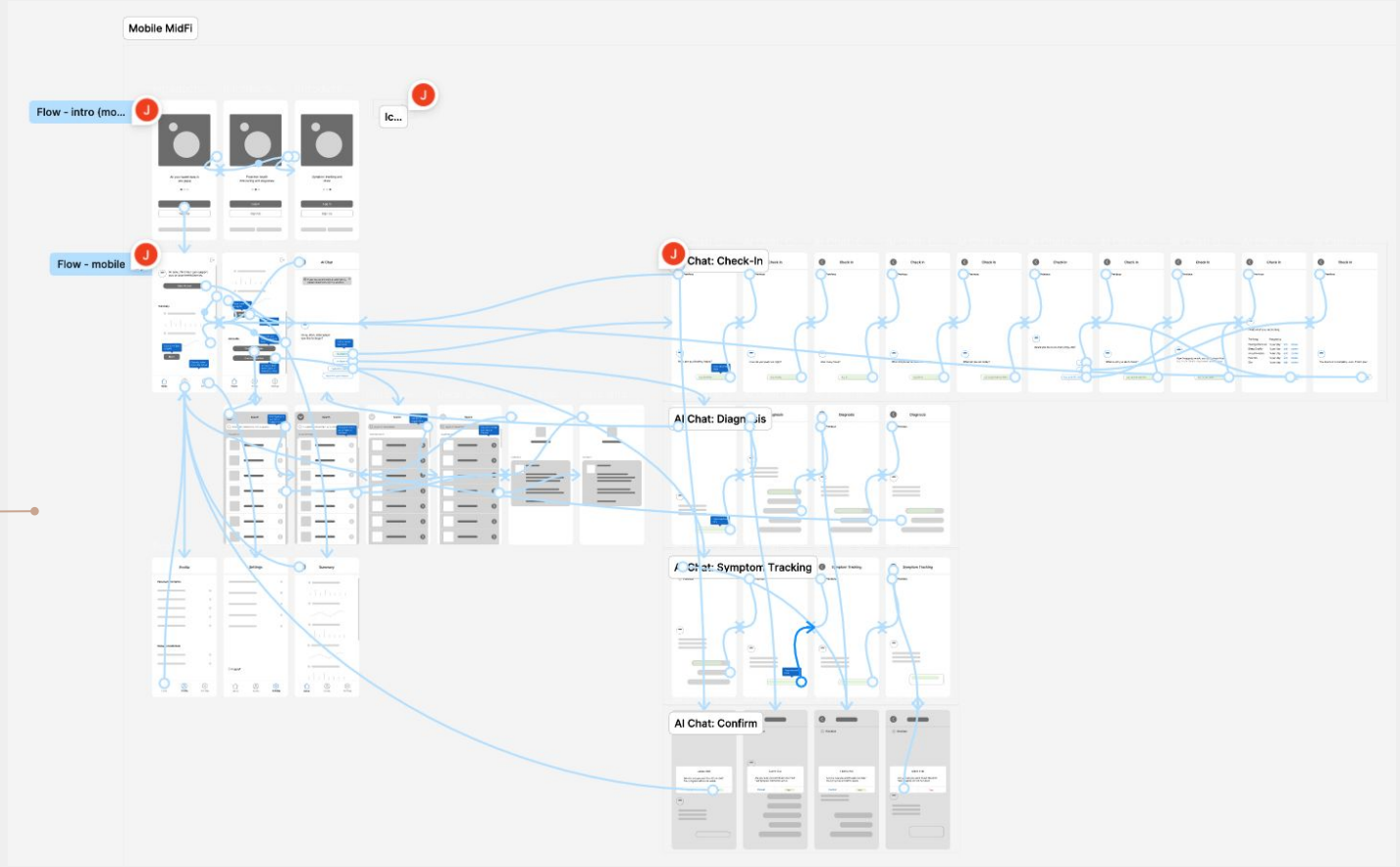
I brainstormed and designed AI Chat dialogue flows here.

The user is prompted to confirm leaving the chat.

MidFi Prototype for Iteration

I created a mid-fidelity prototype to iterate on with feedback to move towards high-fidelity designs.

Clickable mid-fidelity prototype here.

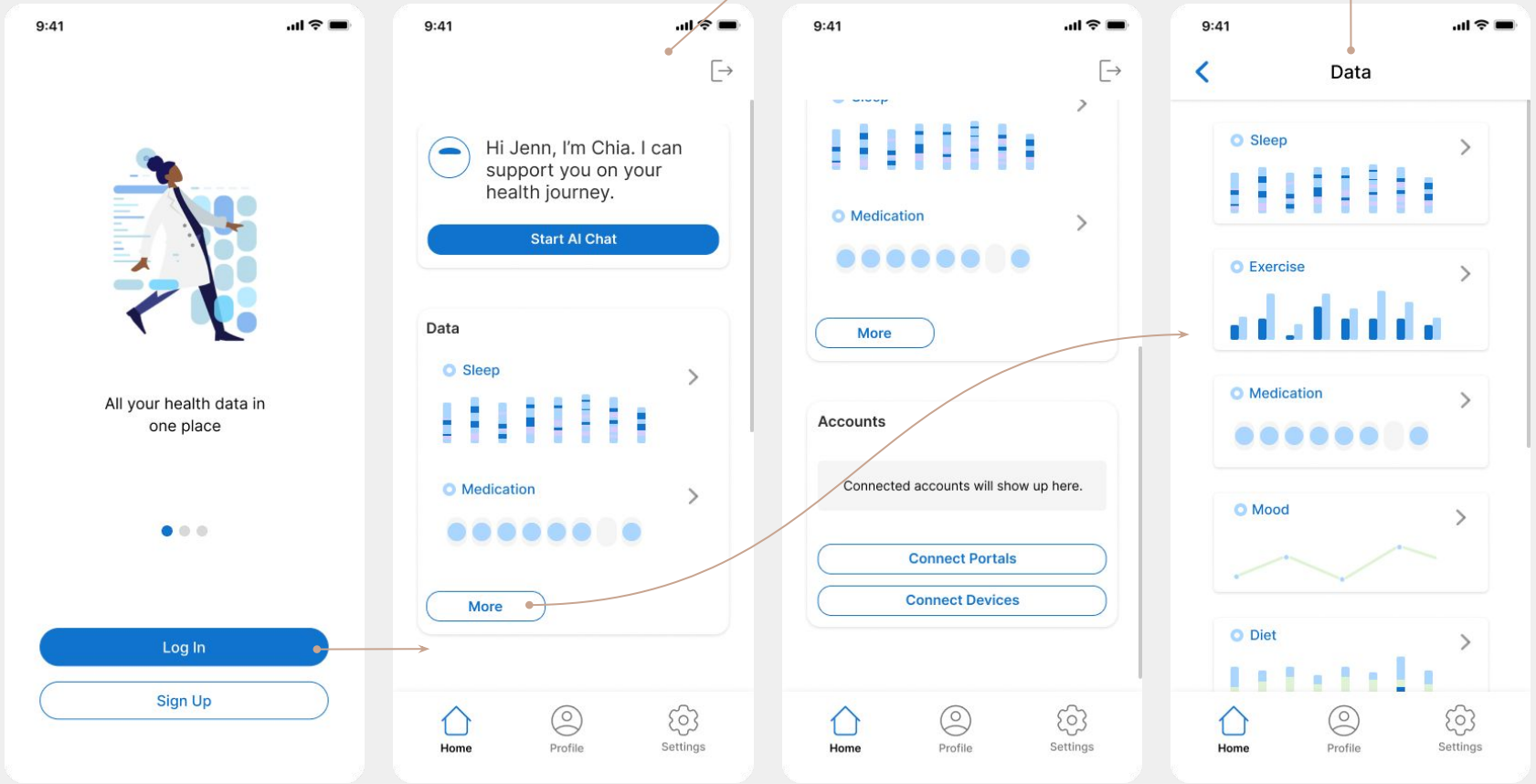


09.
High-Fidelity Prototype

HiFi Sample Screens

The user is taken to the home page.

The user can view more personalized data visualization insights.

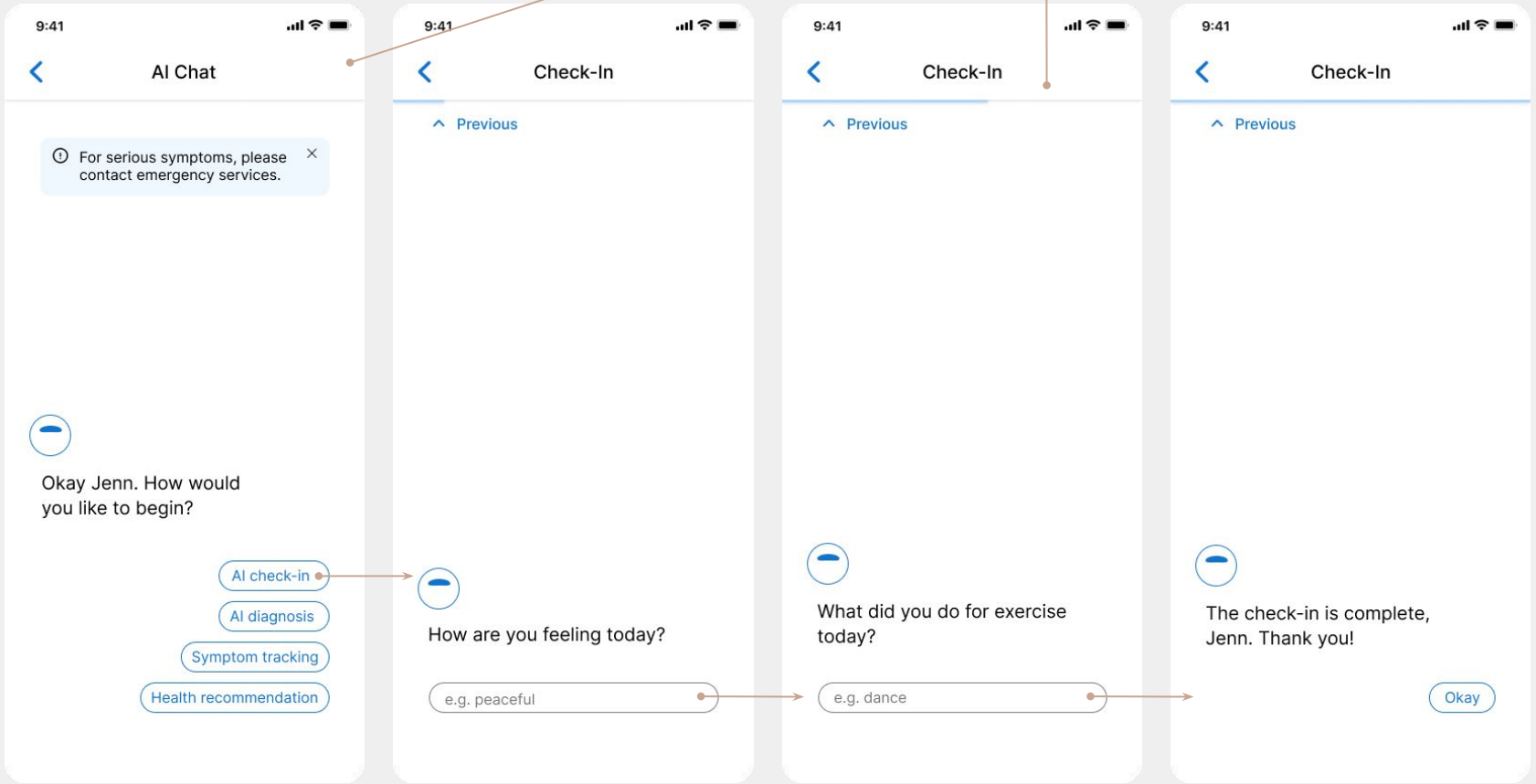


Click here for all high-fidelity screens.

HiFi Sample Screens (Continued)

The user is taken to the main AI chat screen.

The user is guided through the check-in and can see their progress.

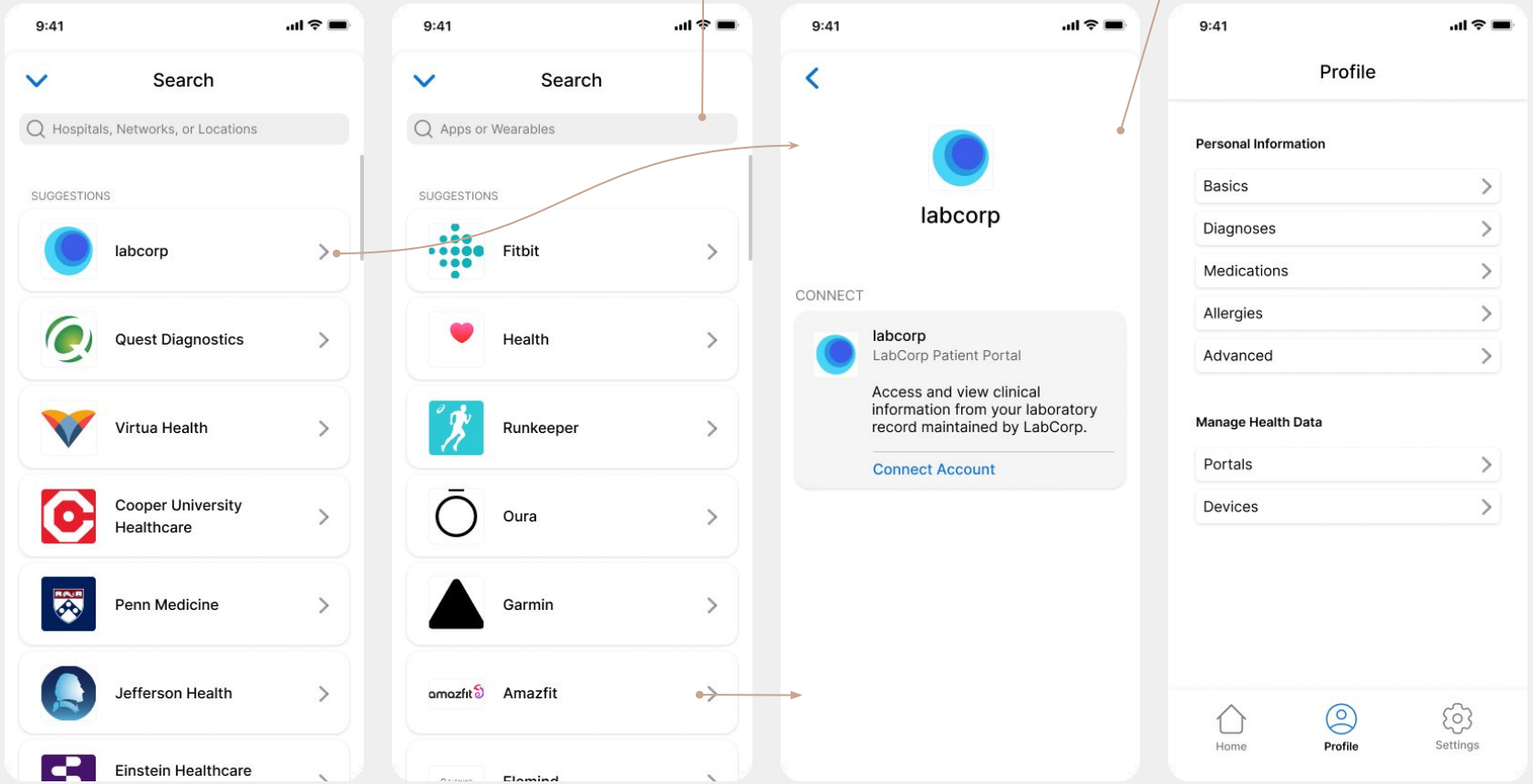


Click here for all high-fidelity screens.

HiFi Sample Screens (Continued)

The user can search for providers they want to add.

The user can view provider's details.



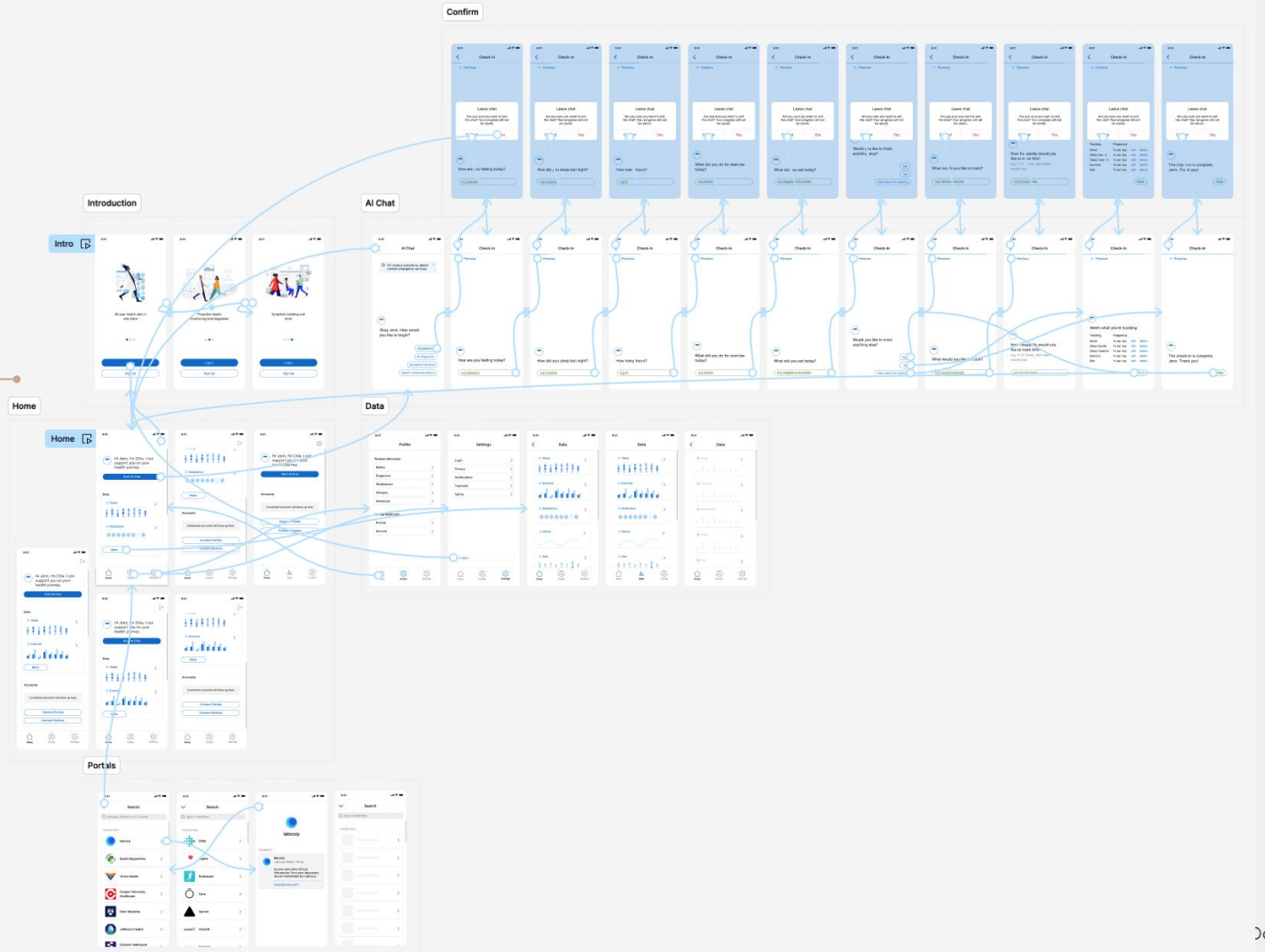
Click here for all high-fidelity screens.

HiFi Prototype for Iteration

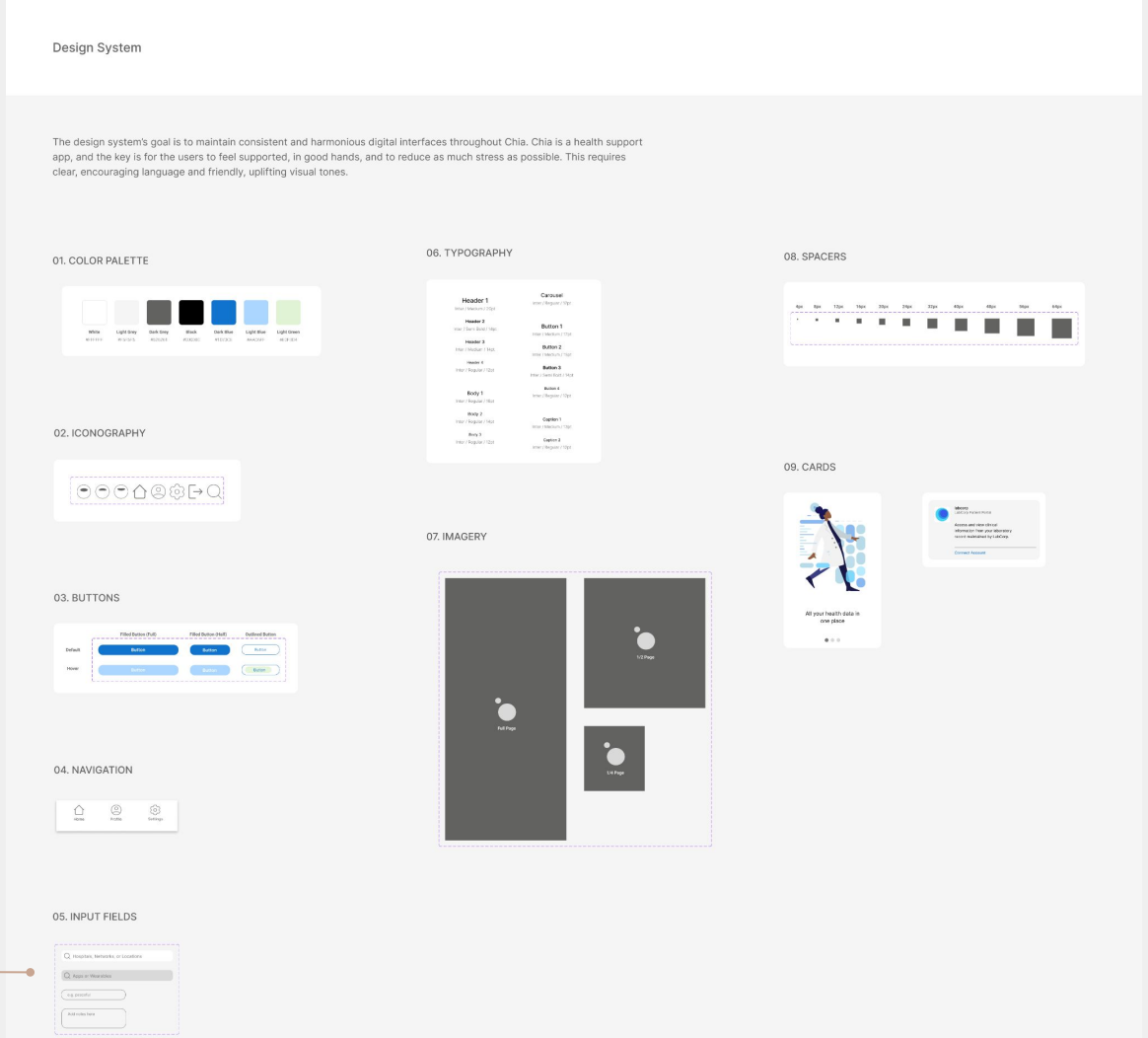
I created a mid-fidelity prototype to iterate on with feedback to move towards high-fidelity designs.

AI/ML Note: The challenge in simulating AI chat behavior is that future states depend on the sum of past states.

Clickable high-fidelity prototype here.



Design System in Figma



I created a design system in Figma using components. Click here for more info and here to see the full design system.

10. Usability Testing

Data Collection & Analysis

Errors

Tried to find devices in connect portals.

Clicked on data category to get to the more data page.

Participants

Thinking, Doing, Feeling

Users enjoy the minimal design.

Users feel the charts are easy to read.

Users feel linking portals and devices are easy.

Users think there can be more personalization.

Users want to customize the data insights.

Users are valuing the conversational experience.

Users feel empowered by AI.

Users are completing the check-ins without issues.

Users think the app is holistic.

Positive Quotes

The data insights are easy to find.

The app is conversational.

Easy to navigate.

Clean and minimal design.

Great for holistic health insights.

The design is clean.

The portals are easy to link.

The charts are easy to read.

The app feels modern.

Negative Quotes

Doesn't feel data is interactive.

There isn't enough emphasis on fitness metrics.

Doesn't feel data has enough customization.

Doesn't feel AI questions are influenced by conversation history.

Doesn't feel personalized enough.

Questions feel generic.

Not enough mental health assessment questions.

Participants

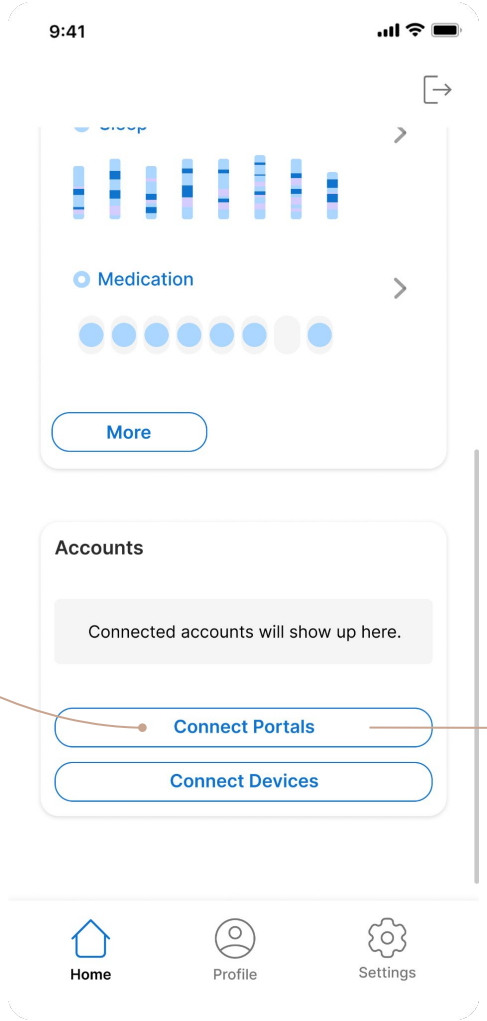
Rainbow Spreadsheet

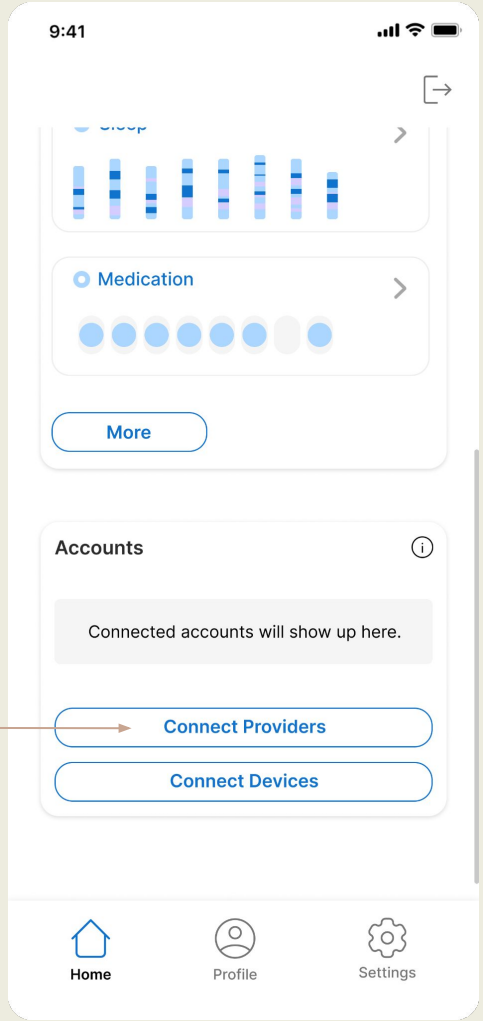
MOBILE USABILITY TEST	P1	P2	P3	P4	P5	P6	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS
Errors - Record and prioritize most critical errors based on your error classification.								
[Error Rating 3] Tried to find devices in connect portals.							1	Need to make clear there are two types of data sources to connect.
[Error Rating 2] Clicked on data category to get to the more data page.							1	Need to add visual cues that carrots are paired with categories.
Observations - What are people Doing, Thinking, and Feeling? Use active verbs.								
Observation 1: enjoy the minimal design.							3	
Observation 2: feel the charts are easy to read.							3	
Observation 3: feel linking portals and devices are easy.							5	
Observation 4: think there can be more personalization.							2	More personalized questions based on previous interactions.
Observation 5: want to customize data insights.							2	More data customization and manipulation options.
Observation 6: value the conversational experience.							2	
Observation 7: feel empowered by AI.							2	
Observation 8: complete the check-ins without issues.							2	
Negative Quotes - Any negative soundbytes? Record them here.								
"Doesn't feel data is interactive."							1	Add more data sorting and filtering mechanisms.
"Feels there isn't enough emphasis on fitness metrics"							1	Add more sample fitness metrics to prompt customization for fitness metrics.
"Feels there are not enough mental health assessment questions"							1	Add more mental health metric questions.
"Doesn't feel AI questions are influeced by conversation history"							1	Add more questions based on previous conversations and data.
"Doesn't feel personalized enough."							2	Add more personalized questions and customization options.
Positive Quotes - Any positive soundbytes? Record them here.								
"The data insights are easy to find."							3	
"The app is conversational."							2	
"Clean and minimal design."							3	
"Great for holistic health insights."							1	
"The portals are easy to link."							5	

Participants

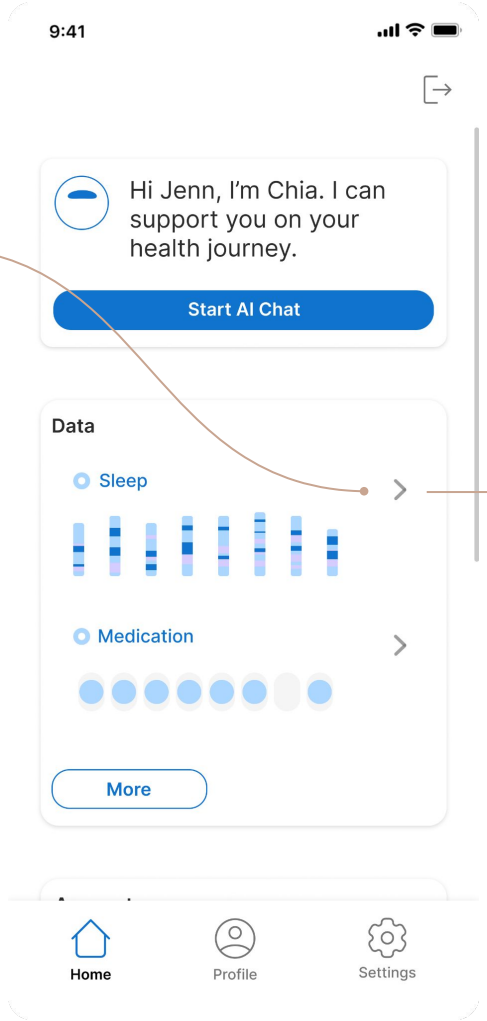
Revised Designs

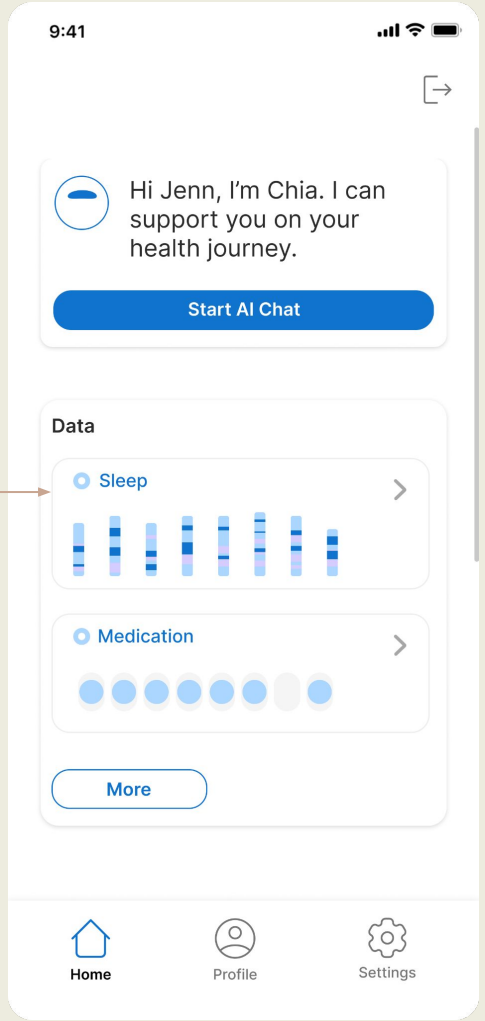
Changed the button label from “Portals” to “Providers” to better align with user expectations.





Improved the visual continuity between the carrot icon and the corresponding data category to indicate their relationship and make it clearer to users.





Click here to see the full usability testing process.