



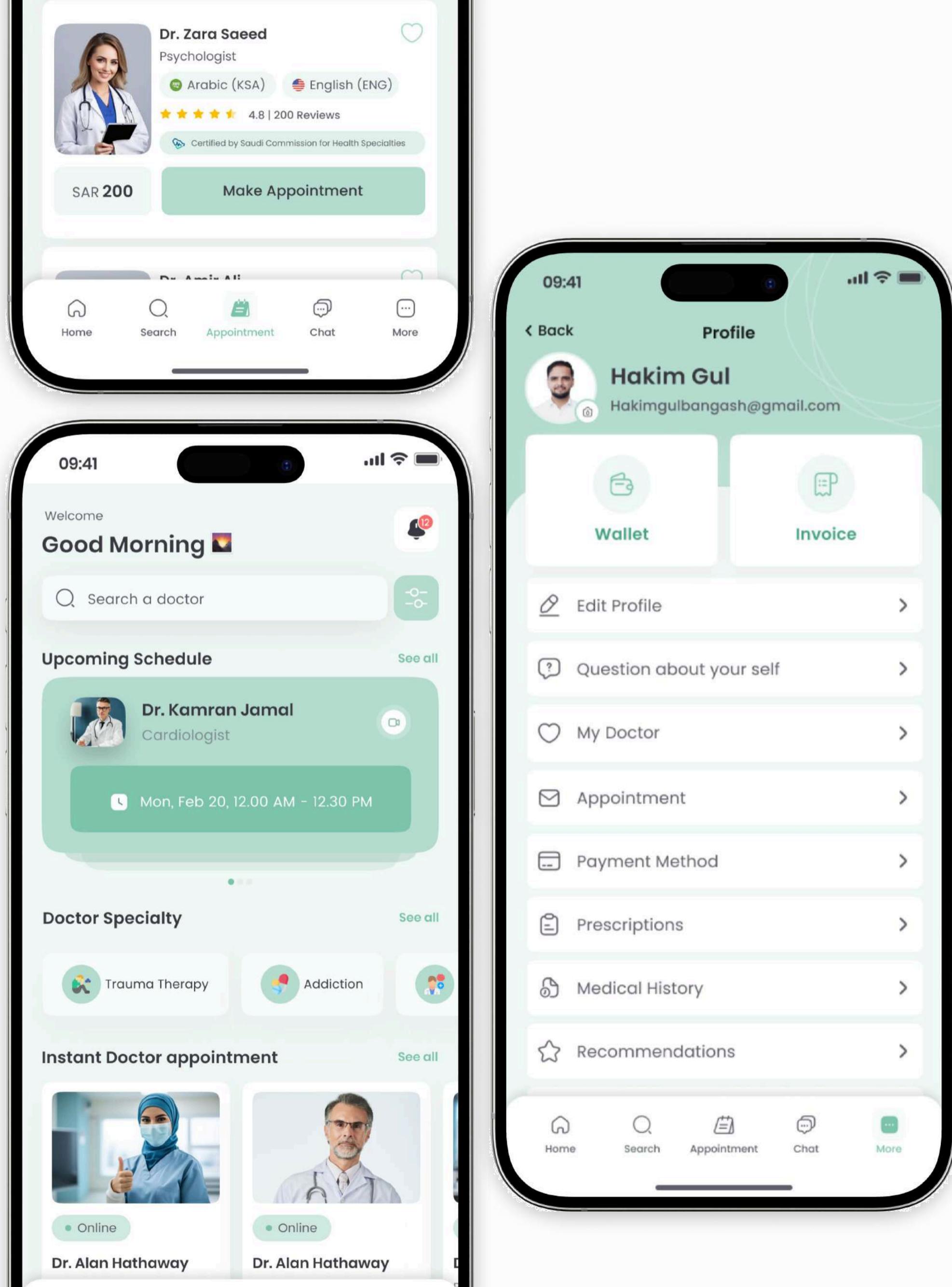
Eblal
Medical Clinics

UI/UX Case Study

Making Doctor Appointment Booking Easier

App Features

- Appointment Scheduling
- Search Doctor
- In-App Communication
- Health Records
- Notifications & Alerts



Eblal - A Doctor Appointment Booking App

Eblal Is A Medical Company That Enables Patients To Schedule Appointments, Manage Health Records, And Connect With Doctors Through A Seamless Digital Platform. It Aims To Improve Healthcare Access And Patient-Doctor Communication.



Our Role

Market Research: Competitor Analysis, SWOT Analysis, Feature Analysis.

User Research: User Interview, Persona, User Journey Mapping.

UX Design, Wireframing, Design System, UI Design, Usability Testing



Project Context

We Start Working On This Project On December, 2023

User Research: User Interview, Persona, User Journey Mapping.

Industry: Healthcare

Team: Design Team

Duration: 6 Weeks



Tools Used

Primary Research: Verbal Communication, Google Form, Google Meet

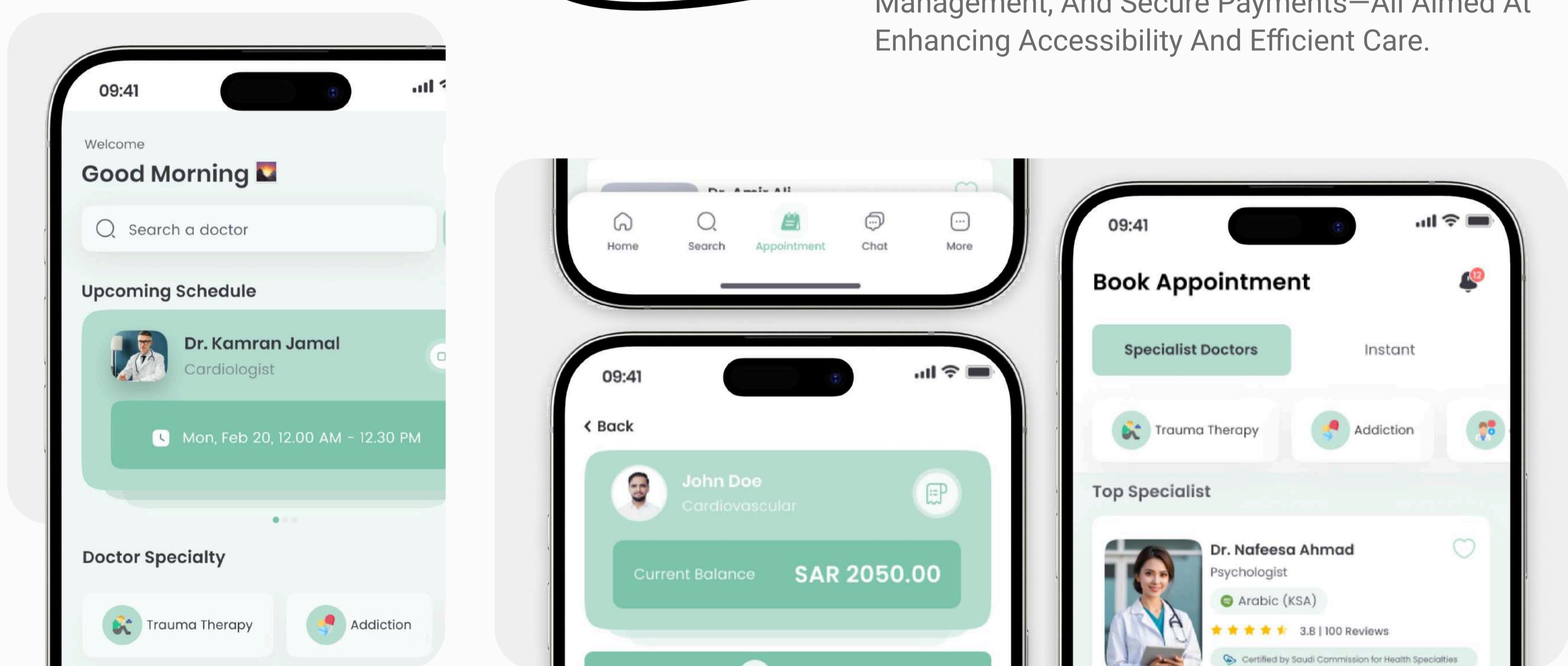
Secondary Research: Google, ChatGPT

Ideation:

UI Design & Prototype: Figma

PROJECT OVERVIEW

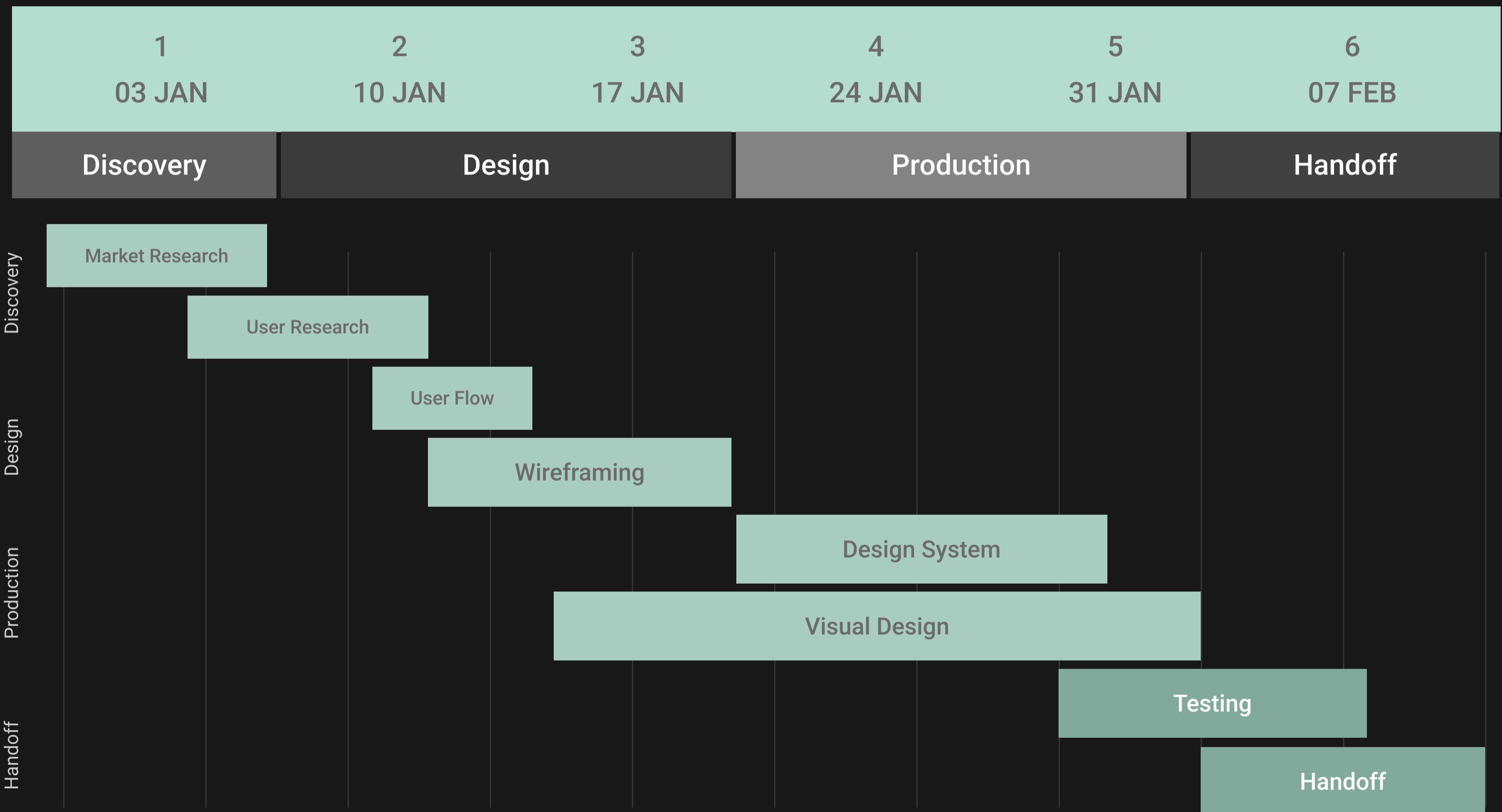
Your Ultimate Healthcare Experience



Eblal Is A Healthcare Platform That Streamlines Patient-Doctor Interactions, Offering Appointment Scheduling, Virtual Consultations, Health Record Management, And Secure Payments—All Aimed At Enhancing Accessibility And Efficient Care.

Project Timeline

This project took us 6 weeks to complete



Problem Overview

Patients Struggle With Scheduling, Accessing Health Records, And Connecting With Doctors Outside Visits. Eblal Solves This By Offering A Platform For Easy Scheduling, Virtual Consultations, And Record Management, Enhancing Healthcare Accessibility And Efficiency.



Complex Scheduling

Patients Face Challenges In Easily Booking And Managing Doctor Appointments.



Limited Access To Health Records

Patients Lack A Centralized Way To Store And Access Their Medical History.



Communication Gaps

Difficulties Arise In Patient-Doctor Communication Outside Of Scheduled Visits.



Fragmented Payment Systems

Payment Processes For Medical Services Are Often Complicated And Lack Transparency.



Missed Reminders

Patients Need Reminders For Appointments, Medications, And Follow-Ups To Stay On Track With Care.



Lack Of Virtual Consultation Options

Many Patients Lack Accessible Options For Remote, Timely Consultations With Doctors.

Project Understanding

The Eblal Project Provides A Digital Healthcare Platform Connecting Patients And Doctors Through Easy Scheduling, Record Management, And Virtual Consultations, Improving Accessibility And Streamlining Healthcare Interactions.

Challenges

The Eblal Project Faces Challenges Such As Encouraging User Adoption Among Patients And Doctors, Ensuring Data Privacy For Sensitive Information, And Integrating With Existing Healthcare Systems. Additionally, Maintaining User Engagement Through Reminders And Updates Is Crucial, Alongside The Need For Scalability To Support A Growing User Base Without Compromising Performance.

Scope

The Eblal Project Focuses On Enhancing Healthcare Accessibility Through Simplified Appointment Scheduling And Centralized Health Record Access. It Includes Virtual Consultations For Remote Care And Automated Reminders To Keep Patients Engaged. Additionally, The Platform Will Feature Secure Payment Processing For Consultations. This Comprehensive Approach Aims To Streamline Healthcare Interactions And Improve The Overall Patient Experience.

USER RESEARCH

Understanding User's needs, goals & motivation



In The Eblal Project, Patients Seek Easy Access To Healthcare, Doctors Need Efficient Appointment Management, And Admins Aim To Optimize Operations. Understanding These Needs Is Crucial For Effective Platform Design.

User Interview Questions

We Prepare 20 Questions To Understand User Needs: Conducting Effective User Research For The Doctor Appointment Booking App, Here Are Fer Questions That We Would Love To Share

- 1** What Difficulties Do You Have When Scheduling Appointments?
- 2** How Do You Manage Your Medical Records?
- 3** What Would Improve Your Virtual Consultation Experience?
- 4** How Would You Like To Receive Appointment Reminders?
- 5** What Are Your Privacy Concerns With Healthcare Apps?

User Persona



Jaylon Stanton

Gender: Male

Age: 30+

Bio

Shovesh works as a Software designer in an IT company in Bangalore. Initially excited to work from home, he soon felt overwhelmed by increased workload and decreased productivity. Lacking physical activity, his lethargy affected his focus. He plans to improve by meditating and exercising.

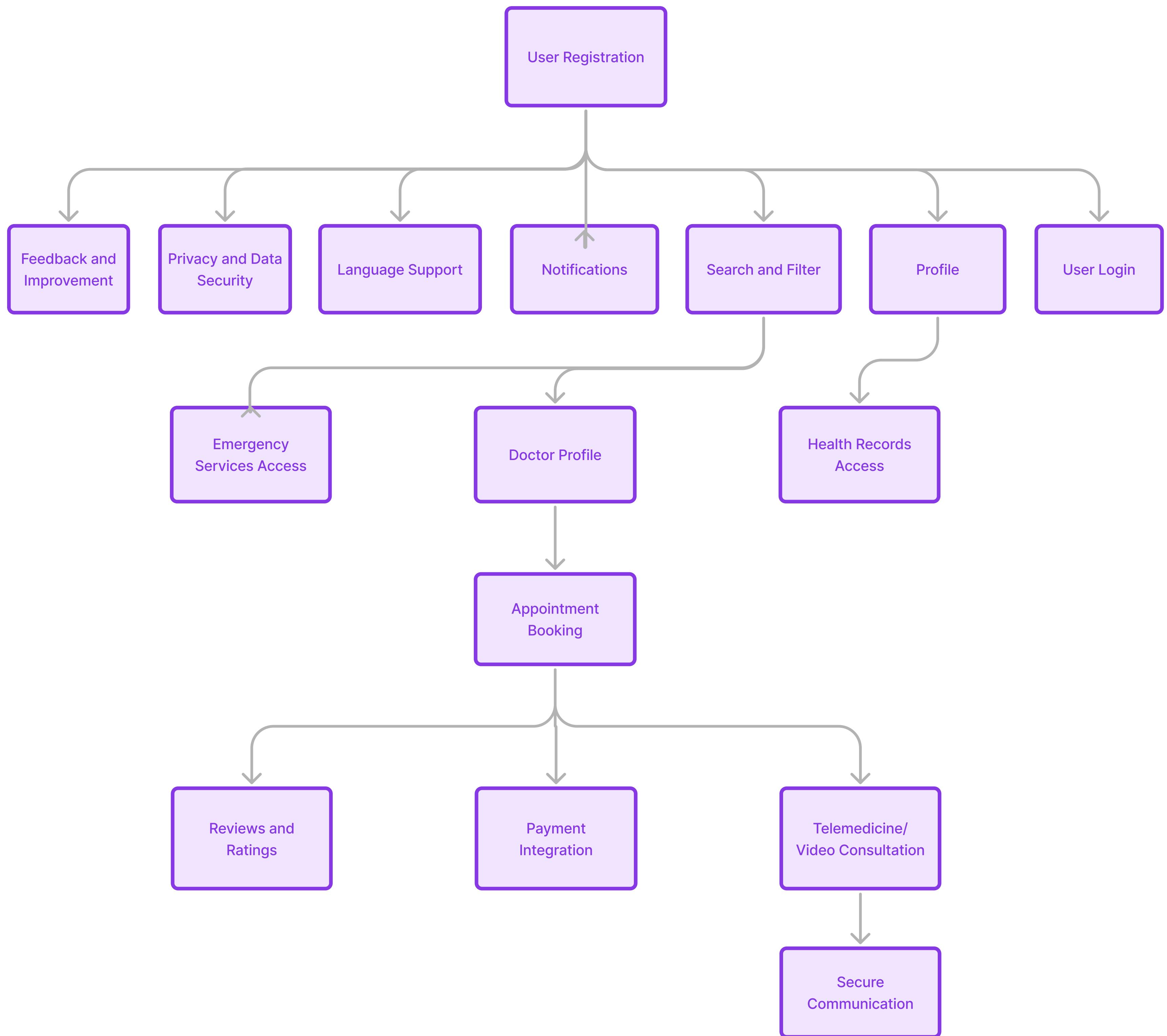
Pain Points

- Struggle to find convenient appointment slots.
- Hard to access and manage medical records.
- Limited communication with doctors outside appointments.

Goals

- To manage her healthcare efficiently without disrupting her busy schedule.
- To receive reminders for appointments and medications.
- To have virtual consultations when in-person visits are not feasible.

User Flow



USER CASES

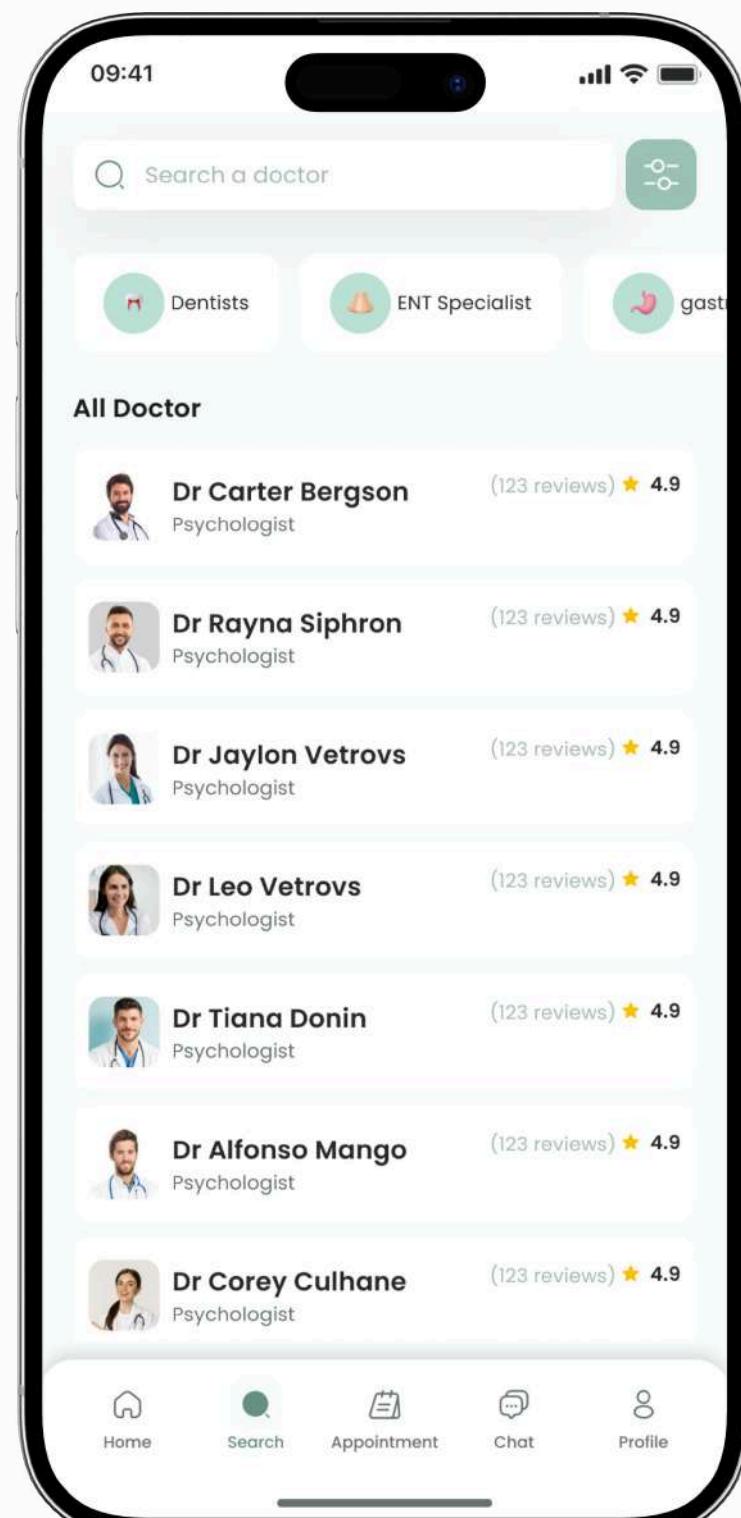
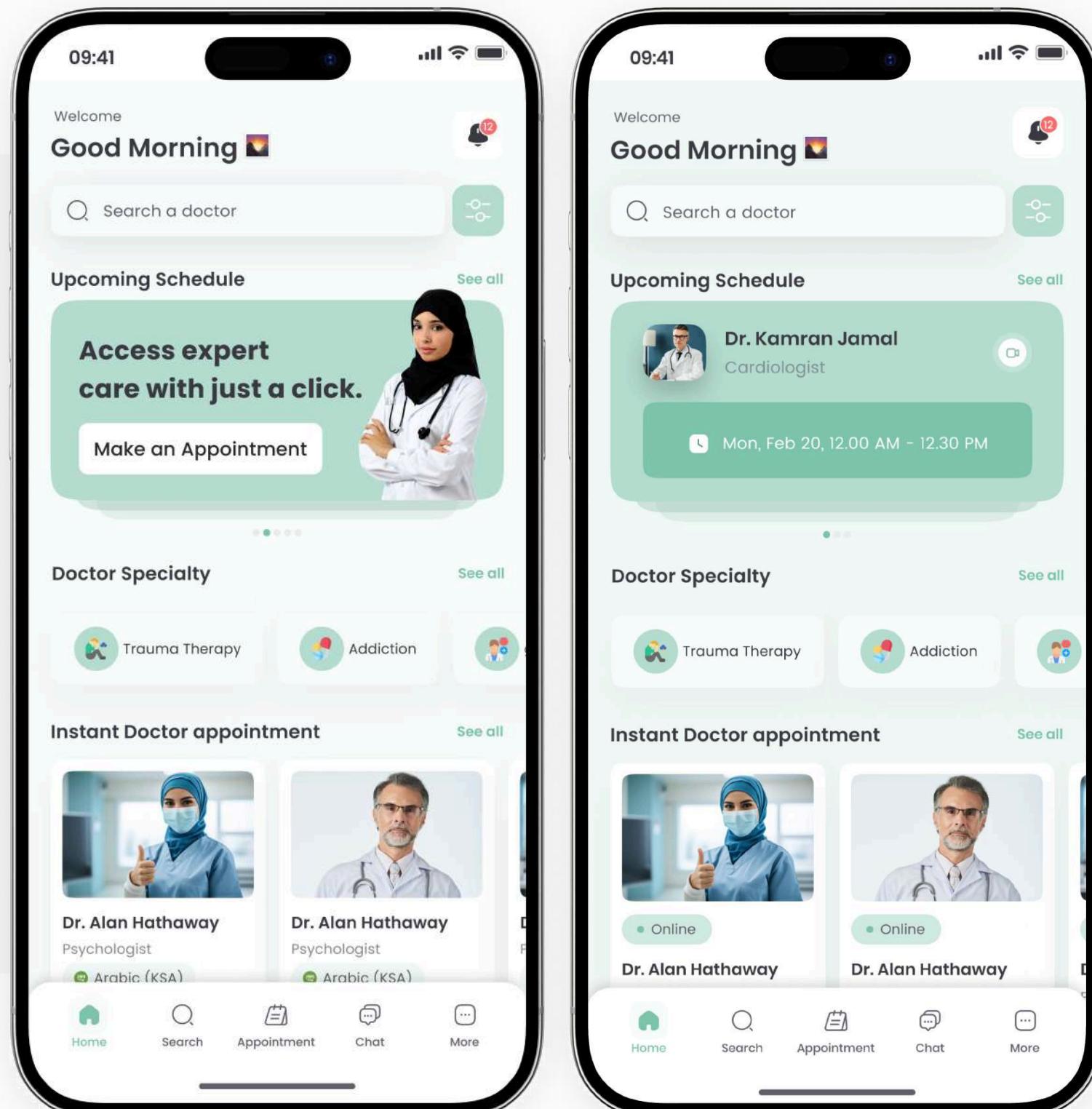
Mobile APP Design for Doctor Appointment

Using crazy 8's and user flow/wireframing, the ideation stage of the doctor appointment app focused on generating and refining design concepts. Crazy 8's encouraged quick, creative thinking, while user flow and wireframing helped to map out the app's structure & key features.

States of Home Screen

Home Screen: Book, view, manage appointments. CTA to book appointment. Easy search options for users.

After booking appointment: Appointment details, reminder, cancel, reschedule options with nearest clinics & recommended doctors.



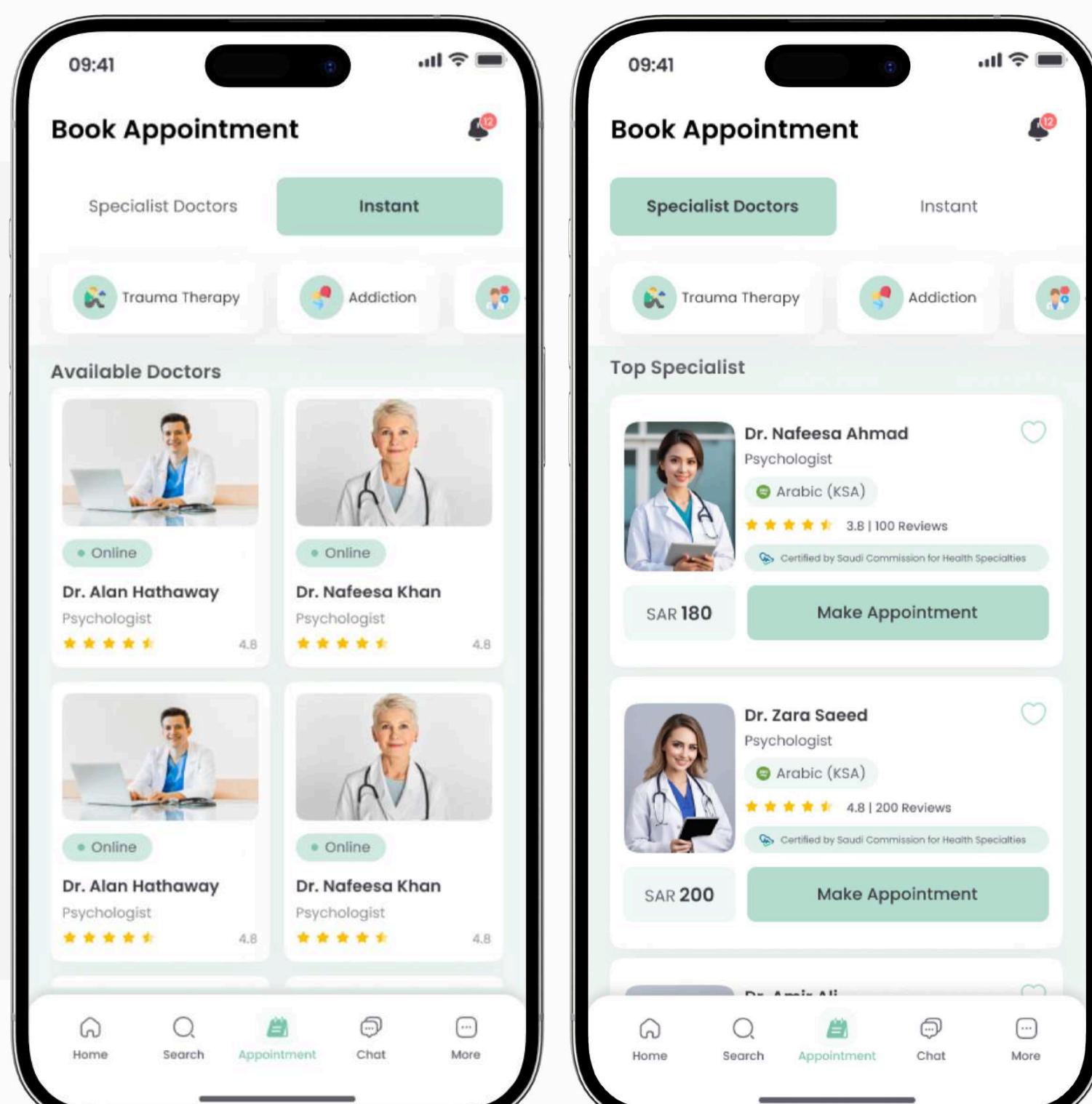
Search Screen

Search: The search feature flow for the doctor appointment booking app starts from the homepage. Users can search for doctors and clinics based on location, specialty, availability, and other criteria. After entering their search criteria, users are presented with a list of matching results. They can then filter their search results by various factors.

Types of Appointments

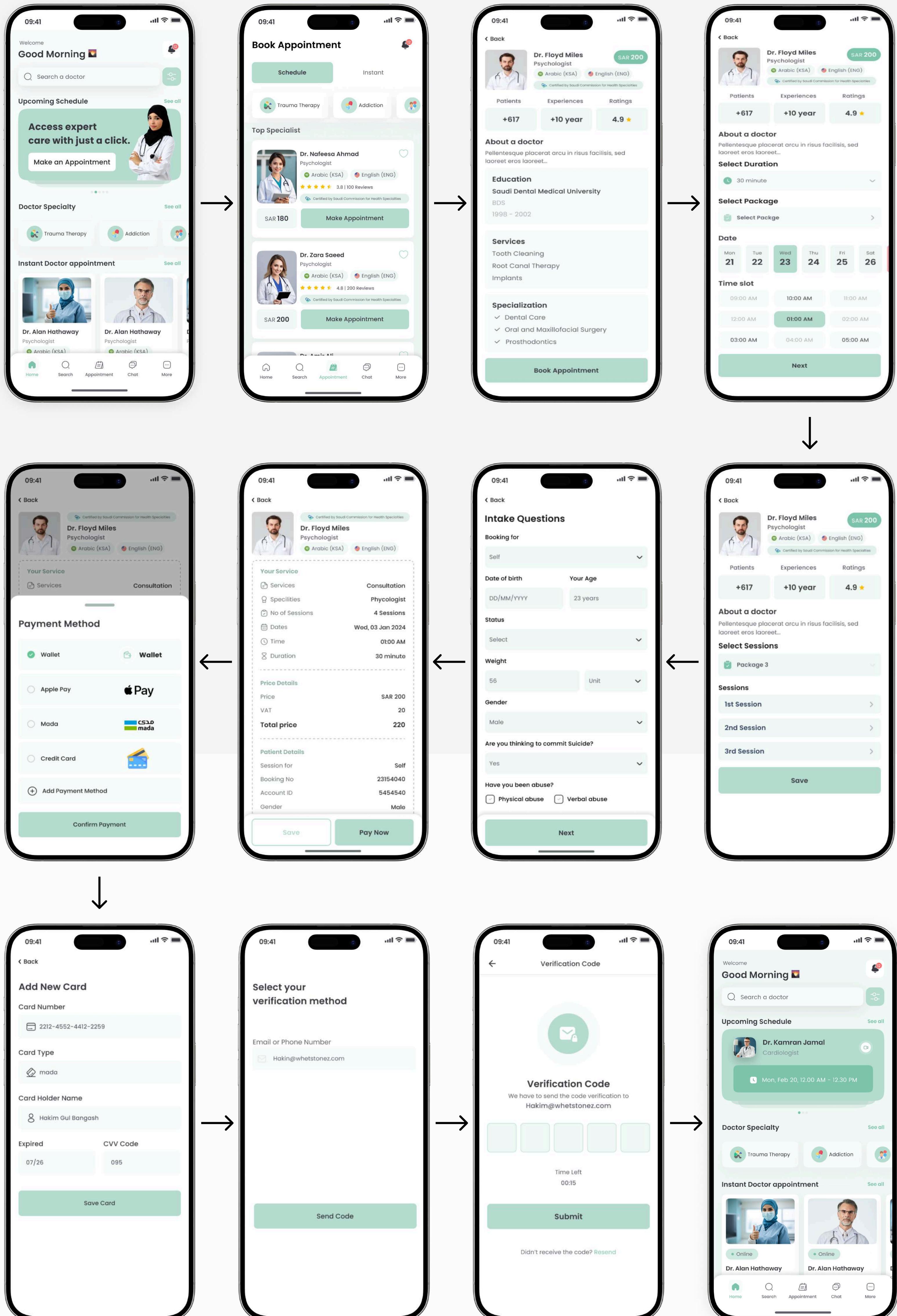
Instant appointment: Book immediate sessions with doctors for urgent needs. See real-time availability, reduce wait times, get prompt care.

Schedule appointment: Book future sessions based on doctor availability with Scheduled Appointments for non-urgent visits. Select convenient times in advance to plan healthcare around schedules.



Appointment Booking

The filtering option for clinics and doctors is an essential feature of the doctor appointment booking app. It allows users to refine their search results according to specific criteria such as category, Date, time, and fees range. With this feature, users can easily find the most suitable clinic and doctor for their needs, saving time and effort.



Upcoming Schedule

Access expert care with just a click.

Make an Appointment

Doctor Speciality

Trauma Therapy

Addiction

Instant Doctor appointment

Dr. Alan Hathaway

Psychologist

Dr. Alan Hathaway

Psychologist

09:41

Book Appointment

FINAL DESIGN

Top Specialist

Dr. Nafeesa Ahmed

Psychologist

Dr. Zara Soeed

Psychologist

09:41

Search a doctor

Dentist

ENT Specialist

09:41

Search a doctor

Dentist

ENT Specialist

All Doctor

Dr Carter Bergson

Psychologist

Dr Rayna Siphon

Psychologist

09:41

Appointments

Dr. Rehman Bin Abdullah

Psychologist

+617

+10 year

4.9

About a doctor

Select Duration

30 minute

Select Package

Select Package

Date

Mon 21 Tue 22 Wed 23 Thu 24 Fri 25 Sat 26

Time slot

09:00 AM 10:00 AM 11:00 AM

12:00 PM 01:00 PM 02:00 PM

03:00 AM 04:00 AM 05:00 AM

Next

Cancel Reschedule

THANK YOU

If you like our project & would like to see more
then hit appreciate button & follow us

