

DaVita MCoE

UI/UX Review – DaVita Rx Proof of Delivery

August 12, 2016



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Global Findings

ROUND 2

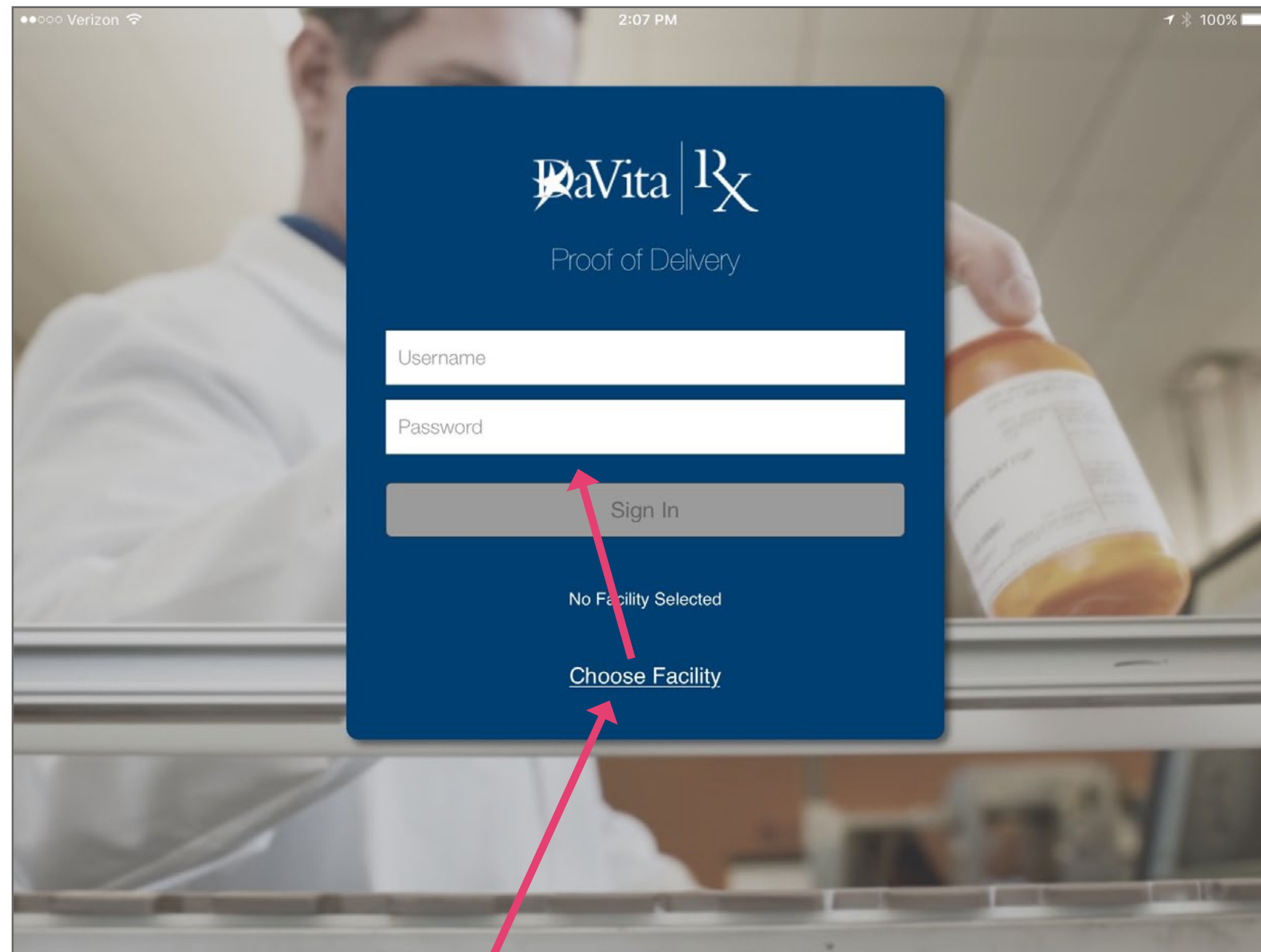
- **Underlined links** – the use of underlined links is generally discouraged for native mobile app design as it is reminiscent of websites and web design. Suggest using another UI element that is more consistent with native mobile design standards.
(Highly Recommended)

ROUND 1

- **Log in session times out with no warning** – the app seemed to time out after a fairly short period of time with no warning or explanation. Are there already established rules around this?
(Highly Recommended) APPEARS TO BE FIXED (COULD NOT REPLICATE)
- **Accessibility of text/button labels** – contrast ratios of buttons & text in some areas are below the minimum required contrast ratio.
(Must-Fix) FIXED
- **Feedback on taps** – there are some interactive elements that don't appear to give substantial visual feedback to the user when tapped; would make sure this is consistent for all interactive elements.
(Highly Recommended) FIXED

Review Round 1

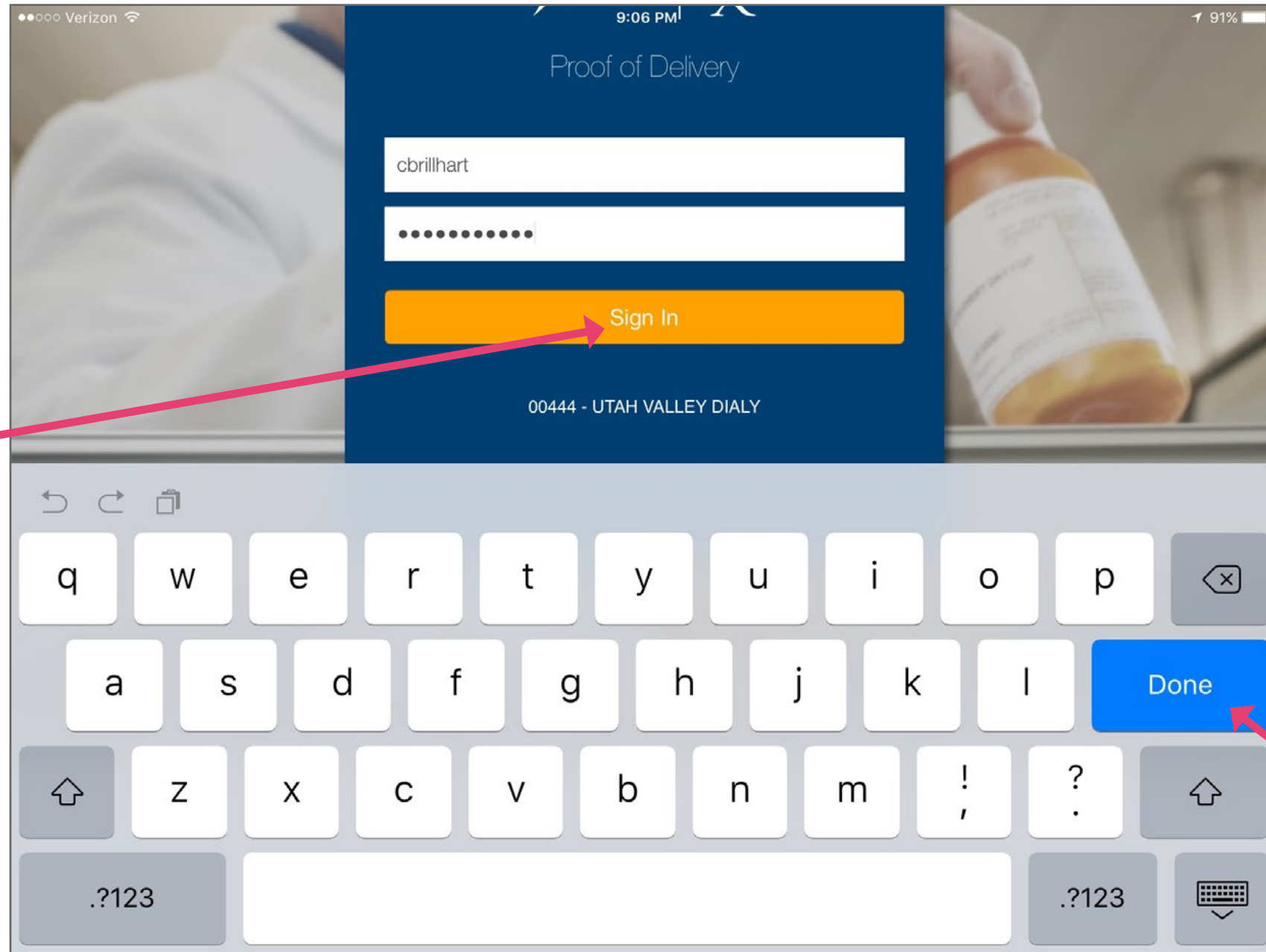
UI/UX Review Sign In Screen



“Choose Facility” needs to move above Sign In button. I know we had a conversation about this earlier, but let’s chat more if needed. Maybe that “Choose Facility” needs to appear similar to the Username/Password fields to increase understanding & importance. (Must Fix – let’s chat more about this) FIXED

UI/UX Review

Sign In Screen (cont'd)

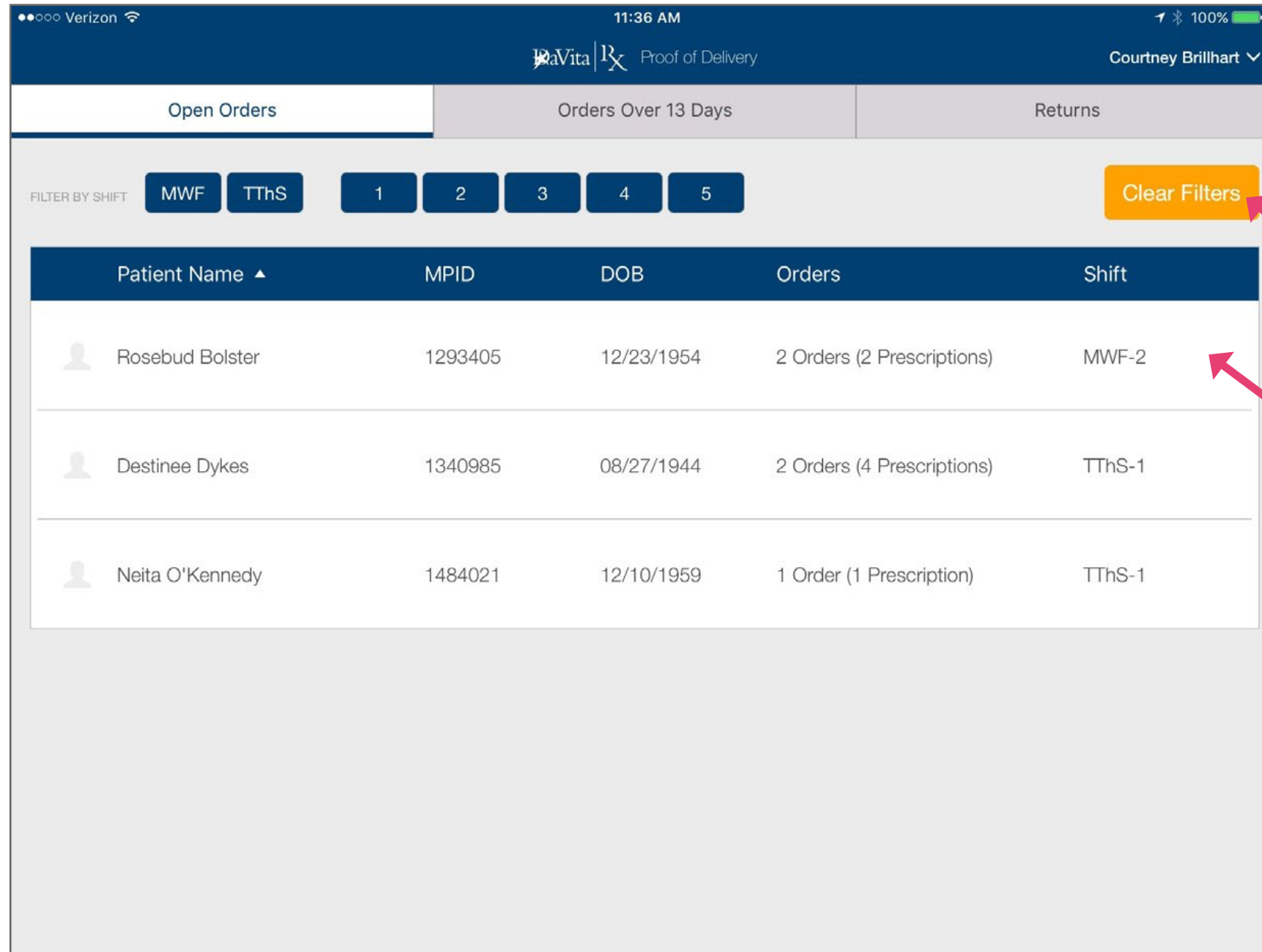


Contrast is 2.0:1
(min is 6:1)
(Must Fix) FIXED

Recommend this button change to "Go" and function the same as the "Sign In" button, assuming Facility is already chosen, rather than just dismissing the keyboard
PARTIALLY FIXED "Go" button doesn't do anything on tap (should sign in user)
(Recommended)

UI/UX Review

Landing Screen (Open Orders)

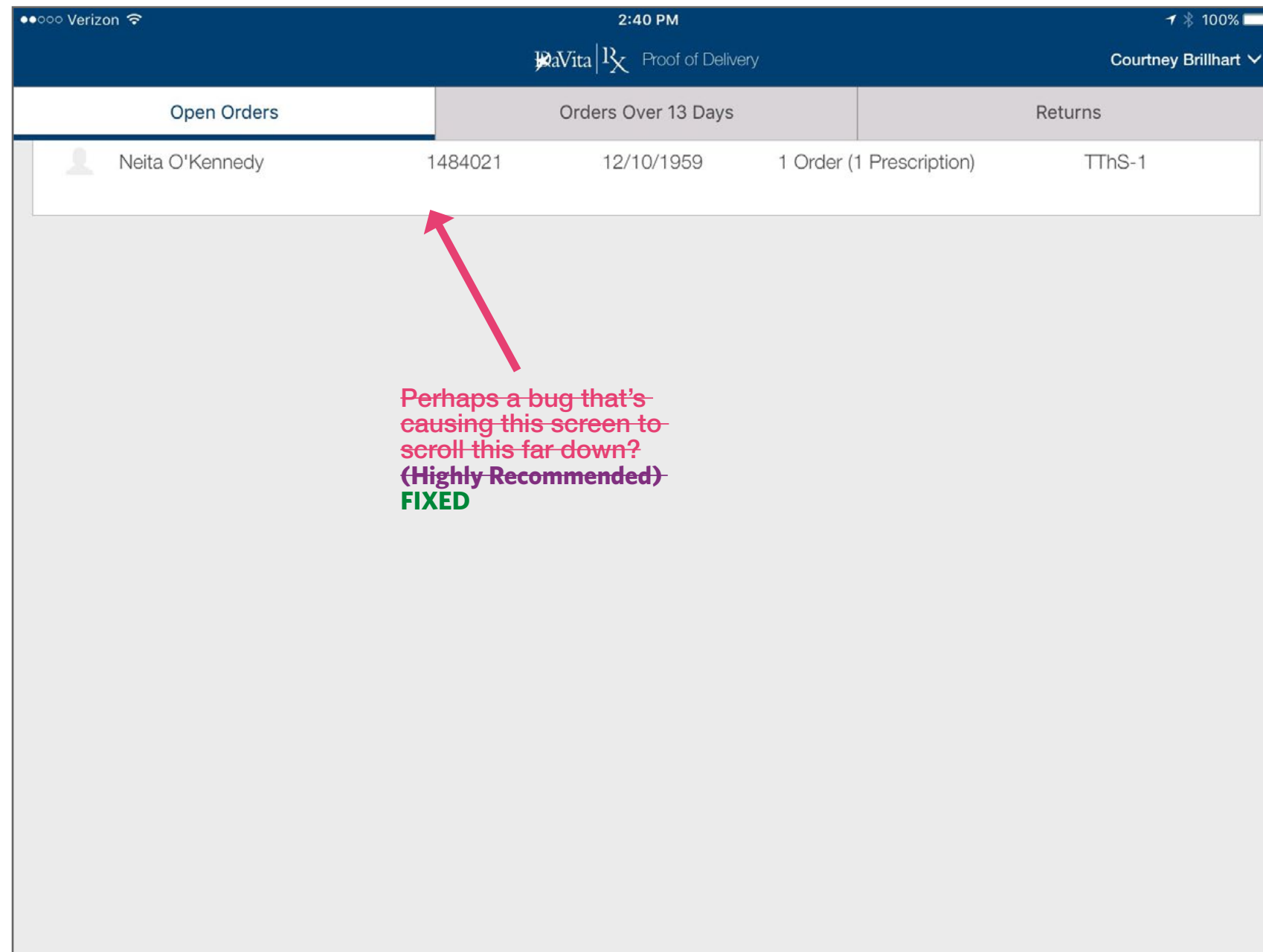


Contrast is 2.0:1 (min is 6:1) (Must Fix) **FIXED**

Would still recommend putting chevron icons here to indicate these cells direct user to more detail, especially because table rows do not span the entire width of the screen (Must Fix) **FIXED**

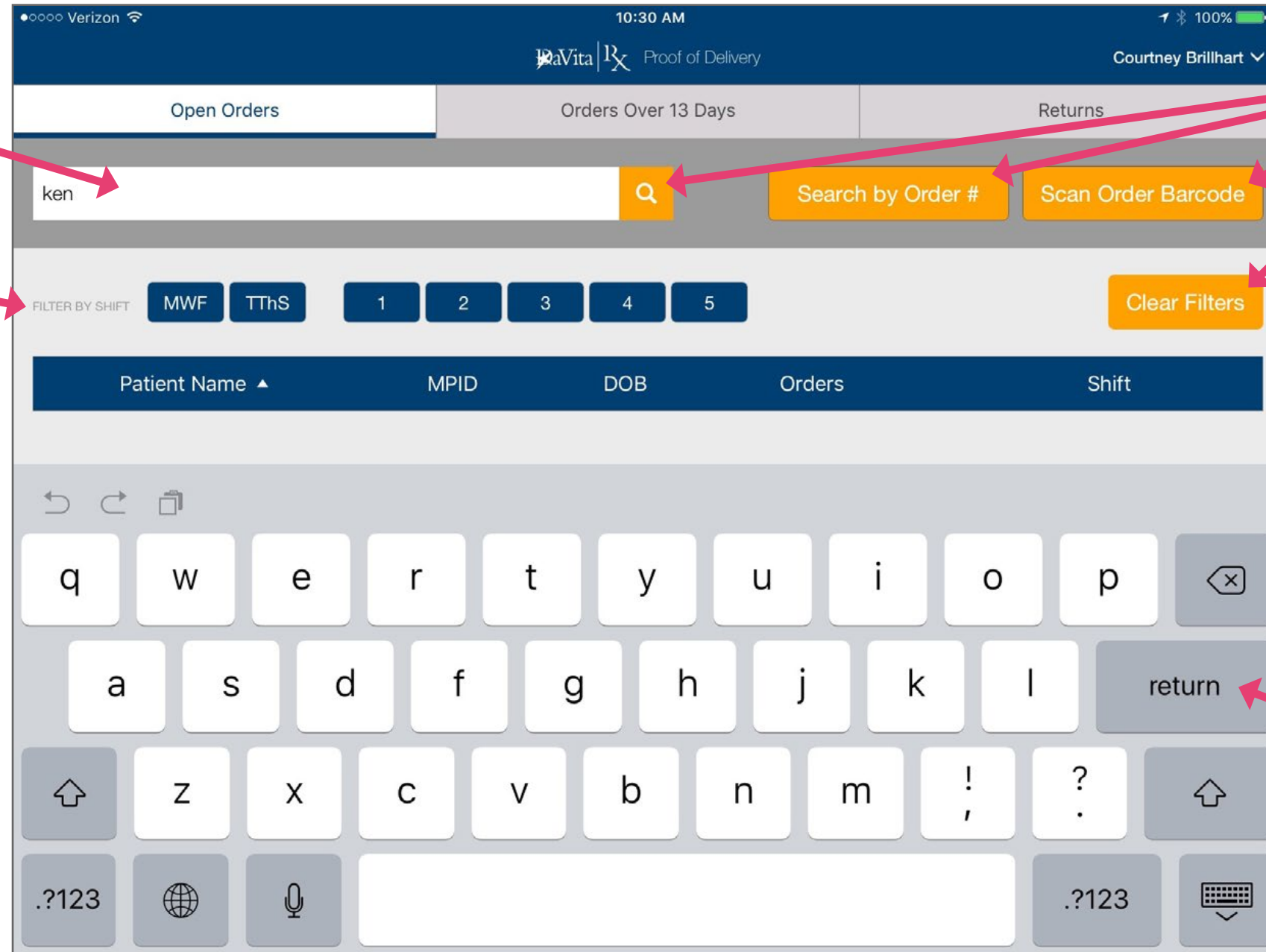
UI/UX Review

Landing Screen (Open Orders) (cont'd)



UI/UX Review

Open Orders: Search



No way to quickly clear search field (Recommended) **FIXED**

This text is very small (min is 13pt @1x) and appears to have a contrast ratio of 2.0:1 (min is 6:1) (Must Fix) **FIXED**

Contrast is 2.0:1 (min is 6:1) (Must Fix) **FIXED**

Return button does not dismiss keyboard or have any interaction when search field is in focus (Highly Recommended) **FIXED**

There is also no message in the list area to let the user know there are no results for their search query (Highly Recommended) **FIXED**

UI/UX Review

Open Orders: Search by Order Number

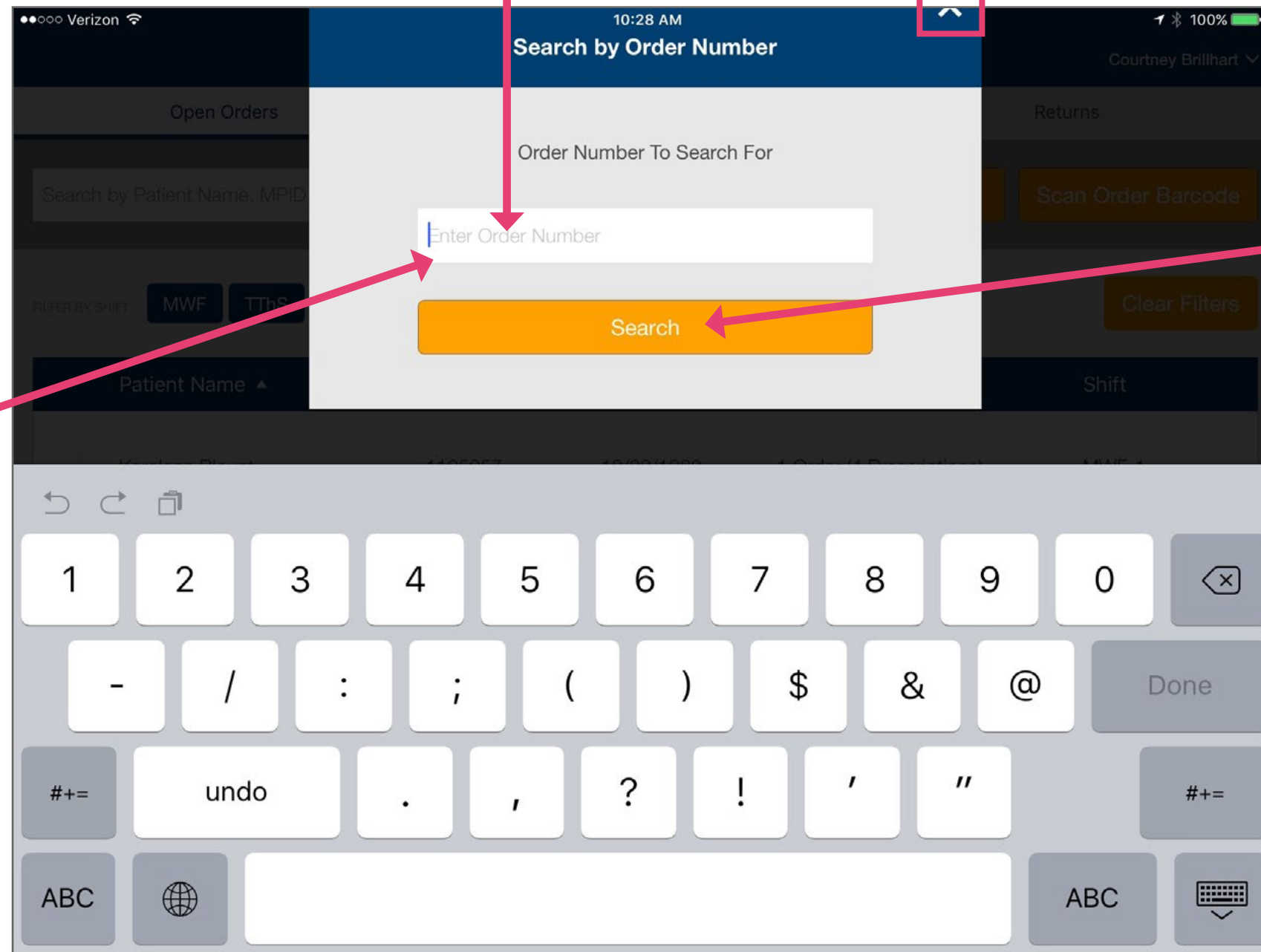
Match contrast ratio of placeholder text on login screen (Must Fix)

When keyboard is visible, the "x" moves outside tappable area of screen: (Must Fix) **FIXED**

Suggest tapping outside alert/dialog also dismiss alert/dialog (Recommended) **OK AS-IS**

Contrast is 2.0:1 (min is 6:1) (Must Fix) **FIXED**

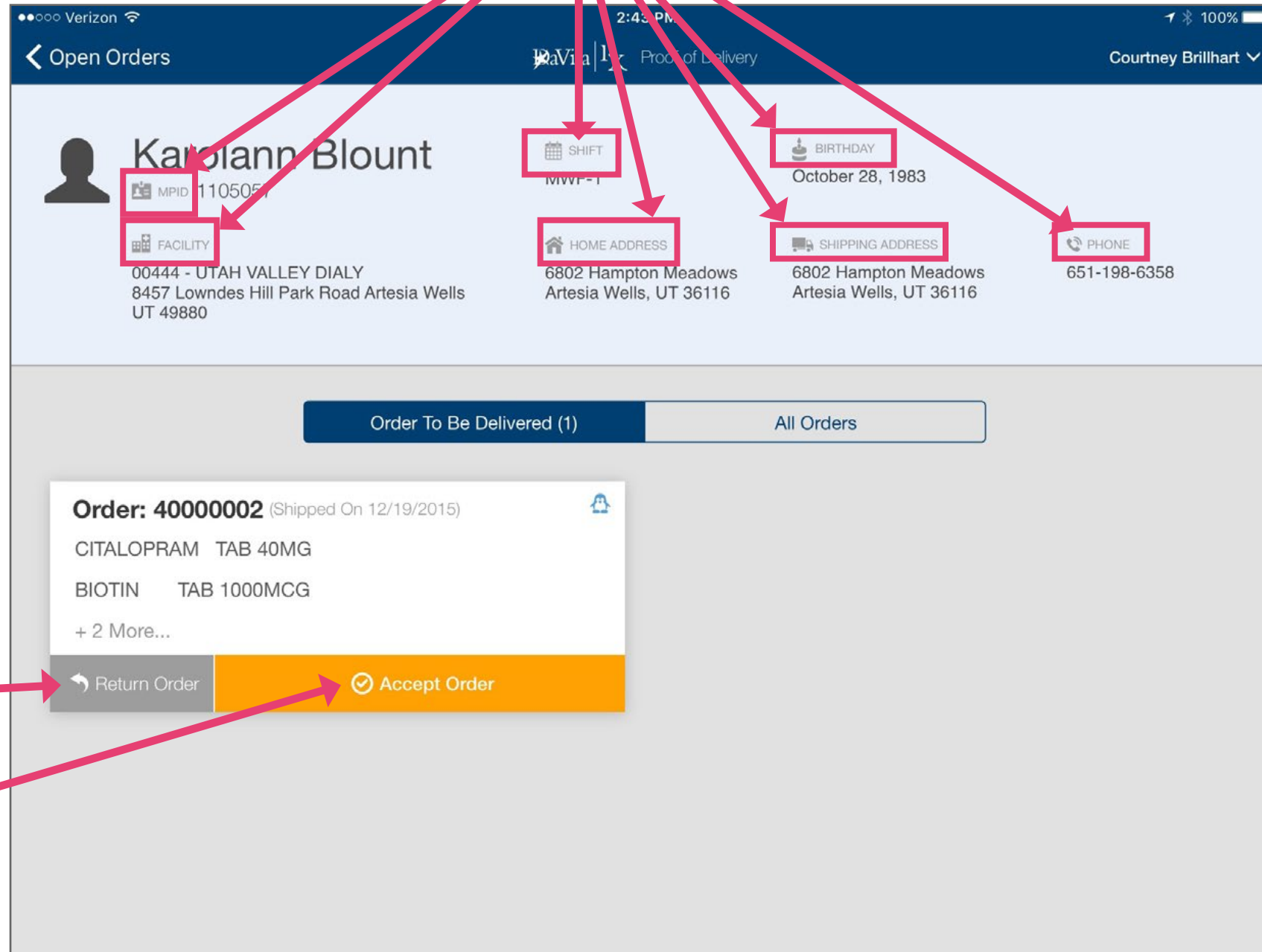
Recommend making input field in-focus immediately (Recommended) **FIXED**



UI/UX Review

Open Order Detail

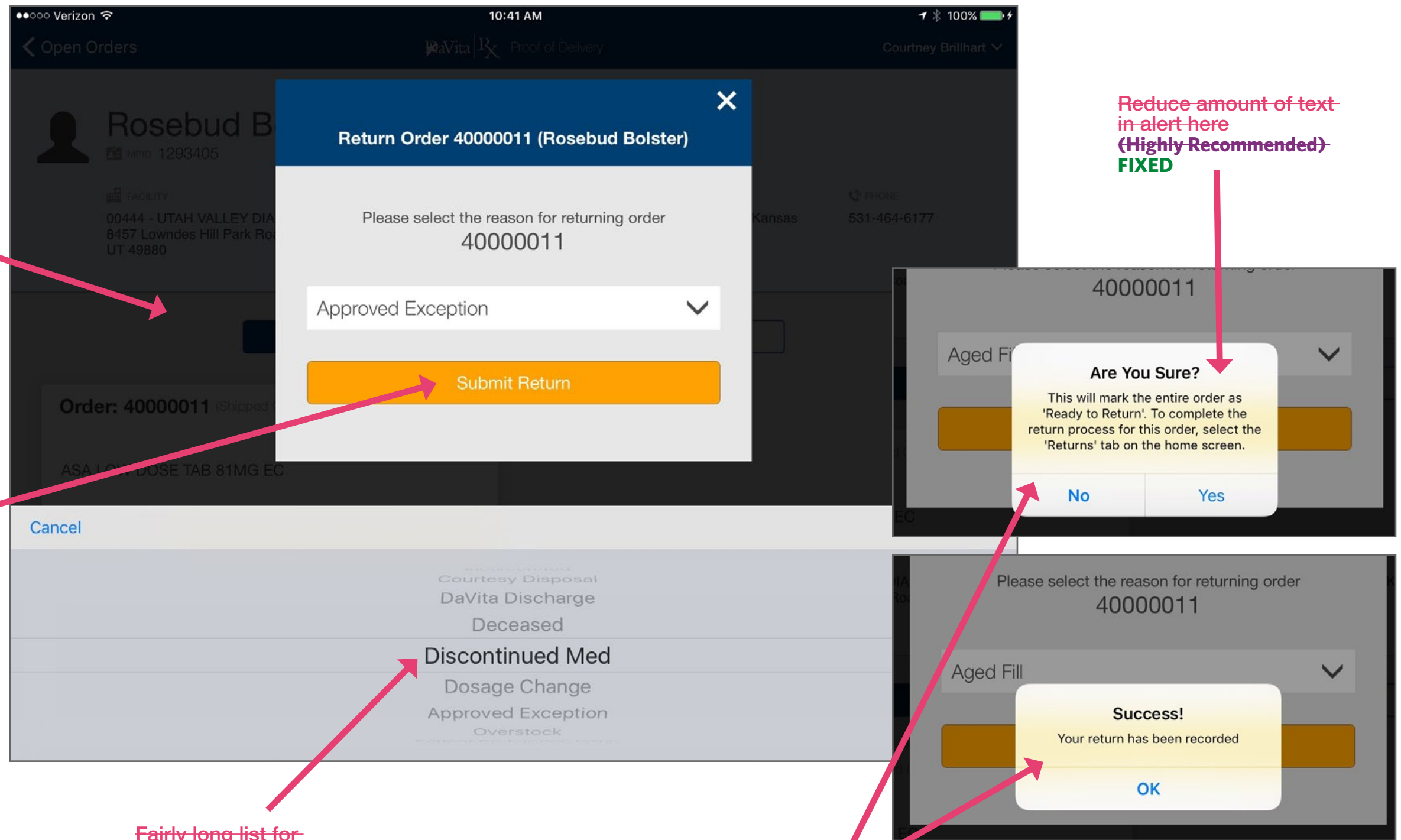
Contrast is 2.4:1
(min is 6:1)
(Must Fix) **FIXED**



Contrast is 2.6:1
(min is 6:1)
(Must Fix) **FIXED**

Contrast is 2.0:1
(min is 6:1)
(Must Fix) **FIXED**

UI/UX Review Return Order Dialog



Suggest tapping outside alert/dialog also dismiss alert/dialog
(Recommended) OK AS-IS

Reduce amount of text in alert here
(Highly Recommended) FIXED

Contrast is 2.0:1 (min is 6:1)
(Must Fix) FIXED

Fairly long list for spinner; recommend different UI option
(Recommended) FIXED

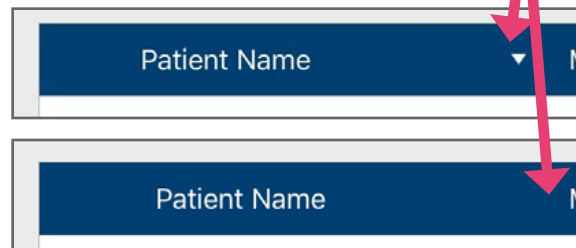
Do we need two alerts here? Can the success message be presented on screen without having to be dismissed?
(Recommended) FIXED

UI/UX Review

Orders Over 13 Days Landing

Contrast is 2.0:1
(min is 6:1)
(Must Fix) FIXED

Recommend only having two sorting options (up arrow & down arrow)
(Recommended)



Patient Name	MPID	Order Number	Cold Pack	Days Overdue
Karolann Blount	1105057	4000002		57
Rosebud Bolster	1293405	4000003		57
Rosebud Bolster	1293405	4000011		57
Destinee Dykes	1340985	4000001		57

Would still recommend putting chevron icons here to indicate these cells direct user to more detail, especially because table rows do not span the entire width of the screen
(Must Fix) FIXED

UI/UX Review

Orders Over 13 Days Detail

Should say "Orders Over 13 Days"?
(Must-Fix) FIXED

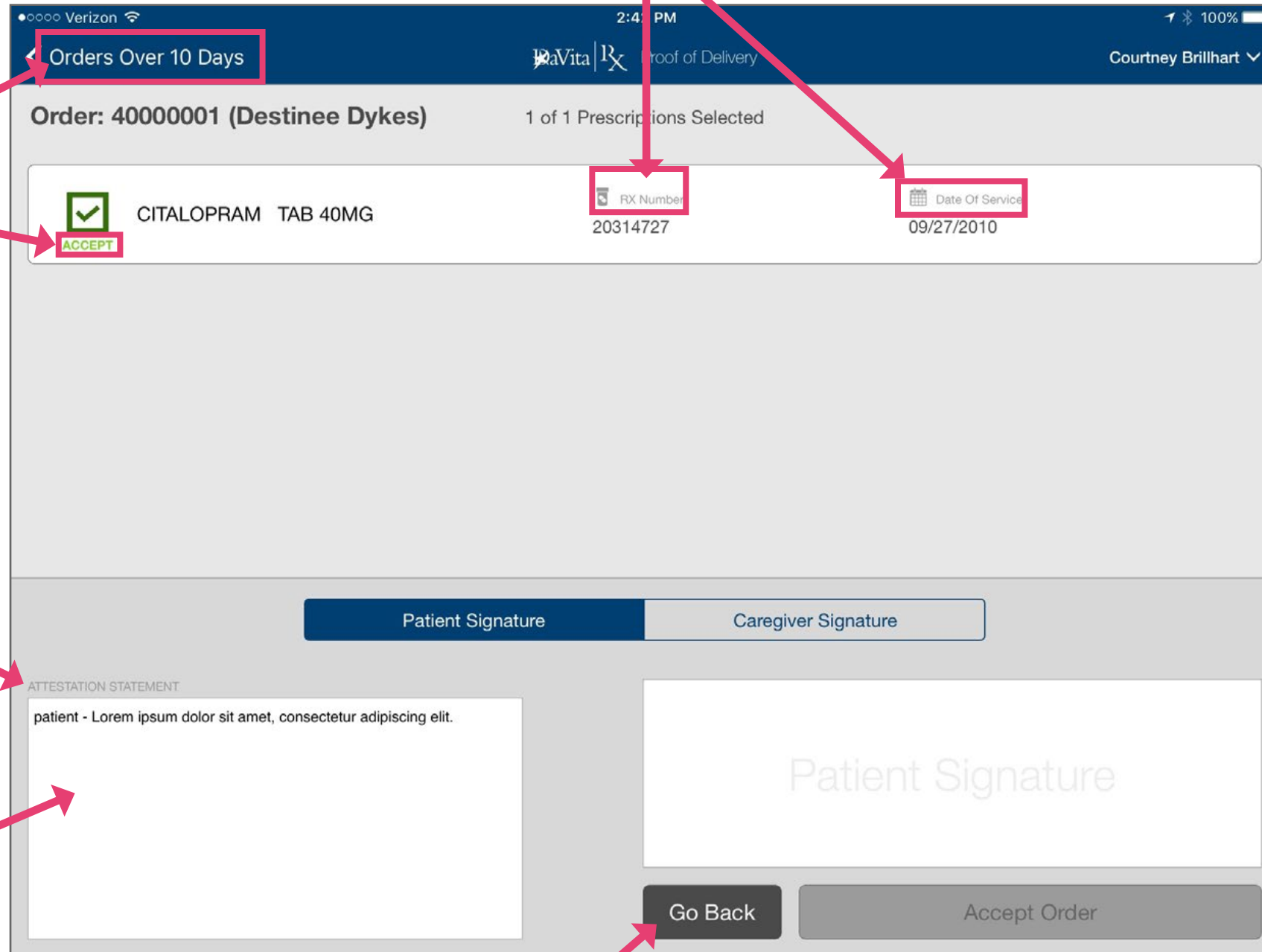
Contrast of label is 2.1:1 (min is 6:1)
(Must-Fix) FIXED

Contrast is 2.4:1 (min is 6:1)
(Must-Fix) FIXED

This text is very small (min is 13pt @1x) and appears to have a contrast ratio of 2.0:1 (min is 6:1)
(Must-Fix) FIXED

Will this be an editable field? It looks like it is, but doesn't function as one. If not, recommend making it appear as read-only.
(Highly Recommended) FIXED

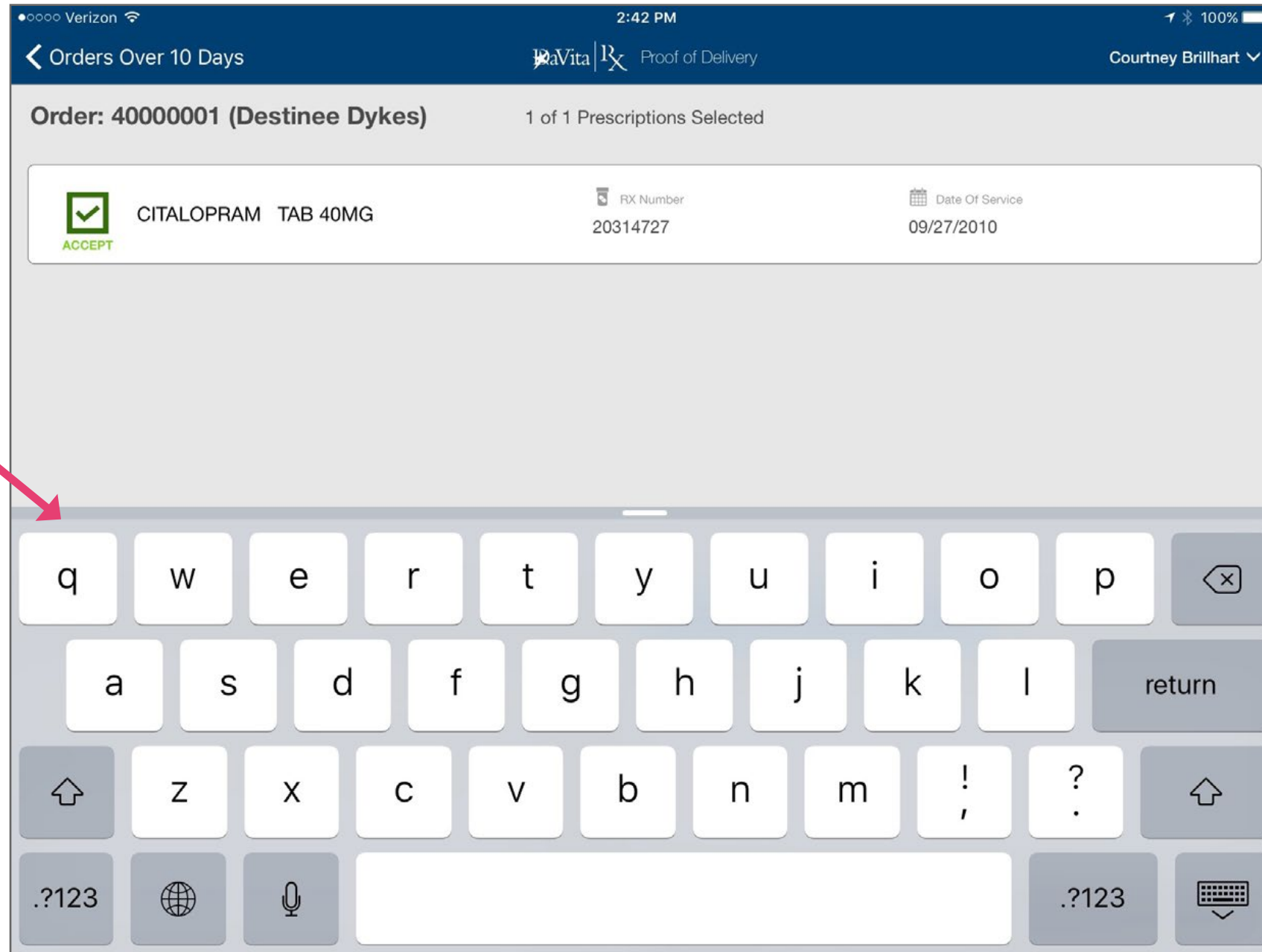
Why is there a "Go Back" button here?
(Highly Recommended) FIXED



UI/UX Review

Orders Over 13 Days Detail (cont'd)

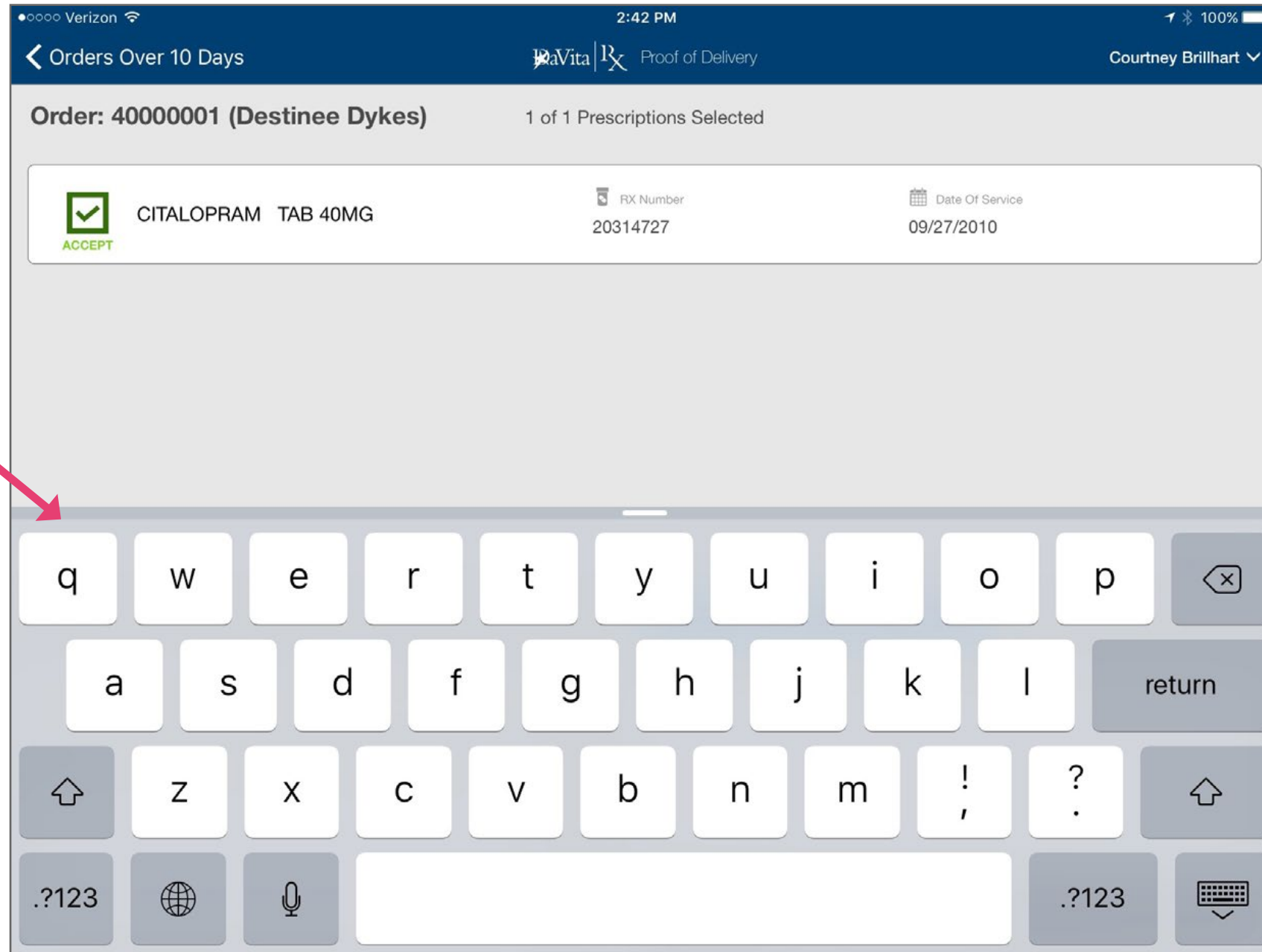
After selecting Caregiver and tapping the "Caregiver Relationship" input field, keyboard covers input field & obstructs view (Must Fix) **FIXED**



UI/UX Review

Orders Over 13 Days Detail (cont'd)

After selecting
Caregiver and tapping
the "Caregiver Name"
input field, keyboard
covers input field &
obstructs view
(Must Fix) **FIXED**



UI/UX Review

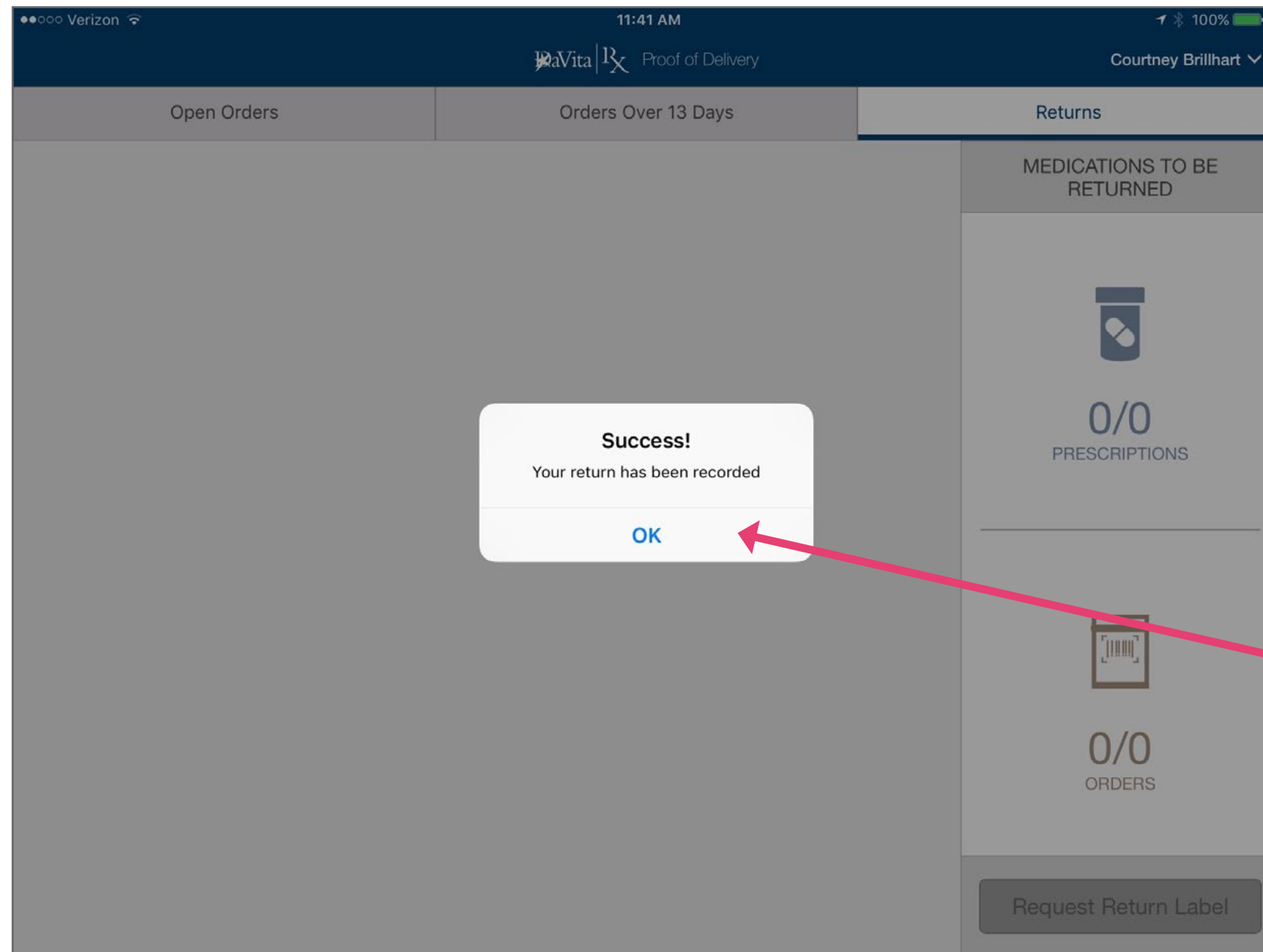
Orders Over 13 Days Detail (cont'd)

The screenshot shows a mobile application interface for 'Orders Over 10 Days'. At the top, there's a navigation bar with a back arrow, the text 'Orders Over 10 Days', the DaVita Rx logo, 'Proof of Delivery', and a user profile 'Courtney Brillhart'. Below this, the order details are shown: 'Order: 40000001 (Destinee Dykes)' and '1 of 1 Prescriptions Selected'. A table lists the prescription: CITALOPRAM TAB 40MG, with RX Number 20314727 and Date Of Service 09/27/2010. Below the table, there are two tabs: 'Patient Signature' and 'Caregiver Signature', with the latter being selected. The 'Caregiver Signature' section includes a 'Caregiver Relationship' field, a 'Caregiver Name' field, and a signature area with a 'Clear' button. Below these fields is an 'ATTESTATION STATEMENT' section with a text area containing placeholder text. At the bottom, there are 'Go Back' and 'Accept Order' buttons.

Should say
"Caregiver Full Name"
(Must Fix) **FIXED**

Might be helpful for
these fields to be in a
more linear relationship
with each other
(Recommended) **FIXED**

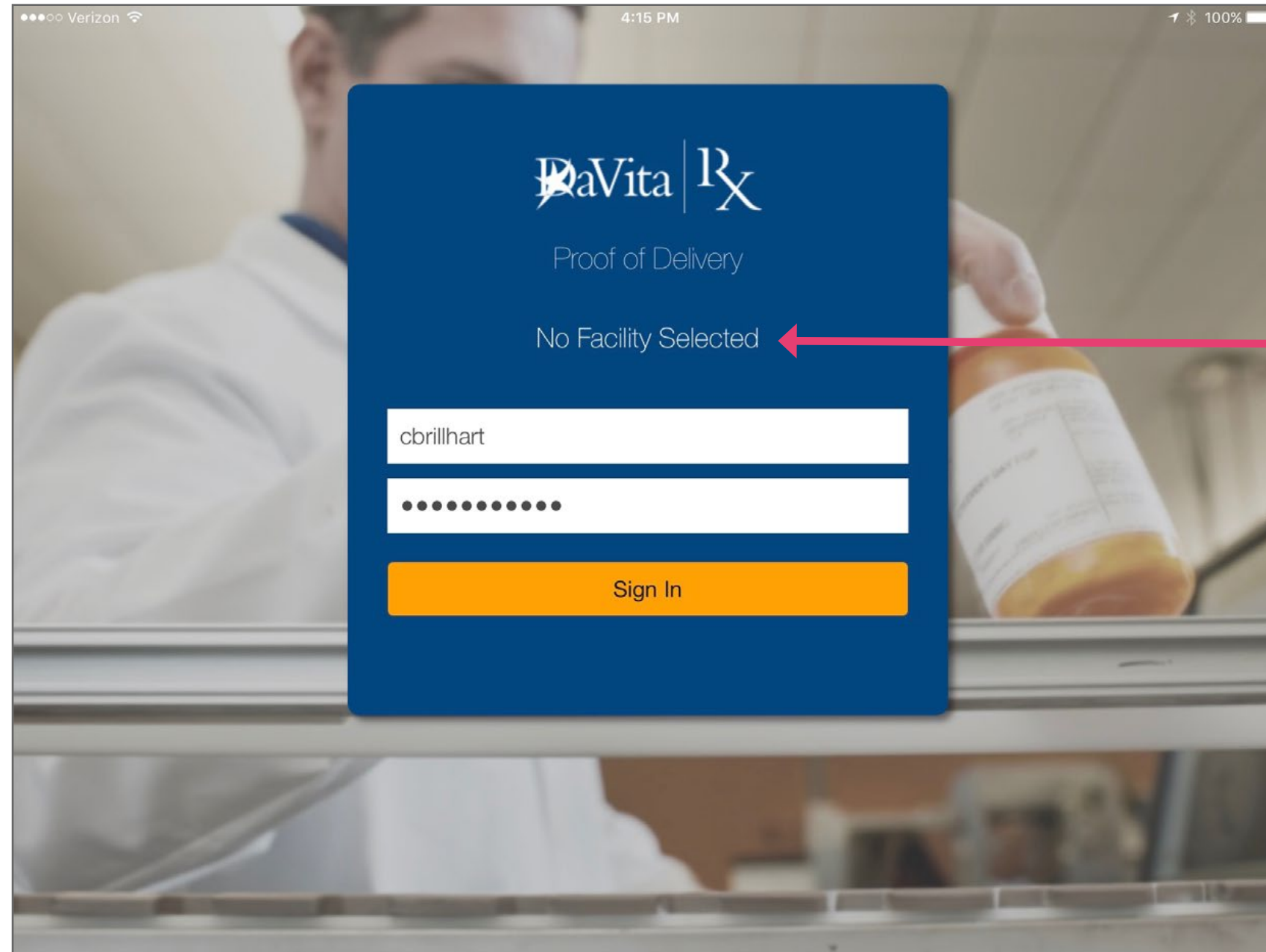
UI/UX Review Returns Landing



Can the success message be presented on screen without having to be dismissed? **(Recommended) FIXED**

Round 2 Review

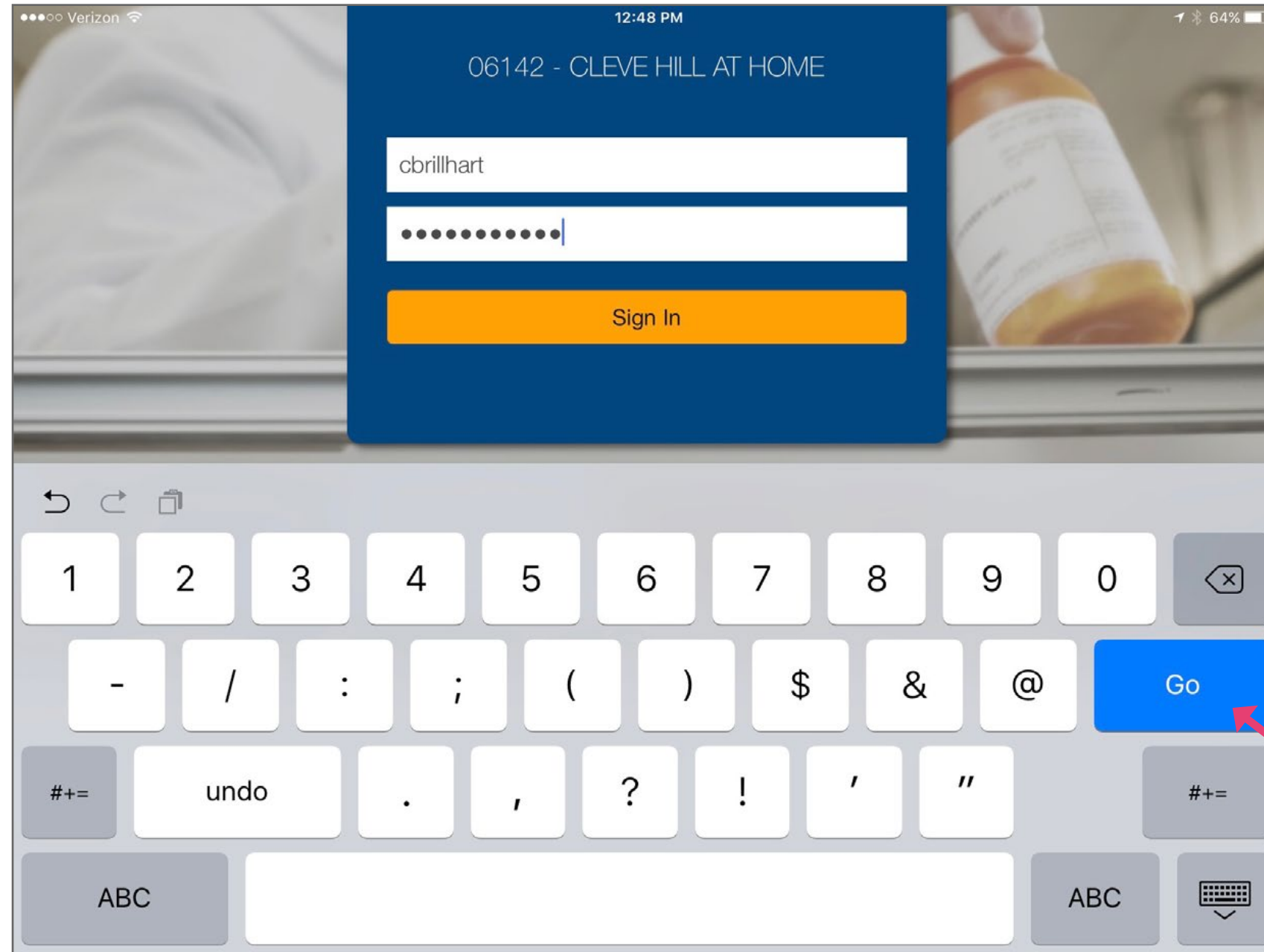
UI/UX Review Sign In Screen



Do we need to show that they haven't chosen a facility yet? Does it matter here? **(Recommended)**

UI/UX Review

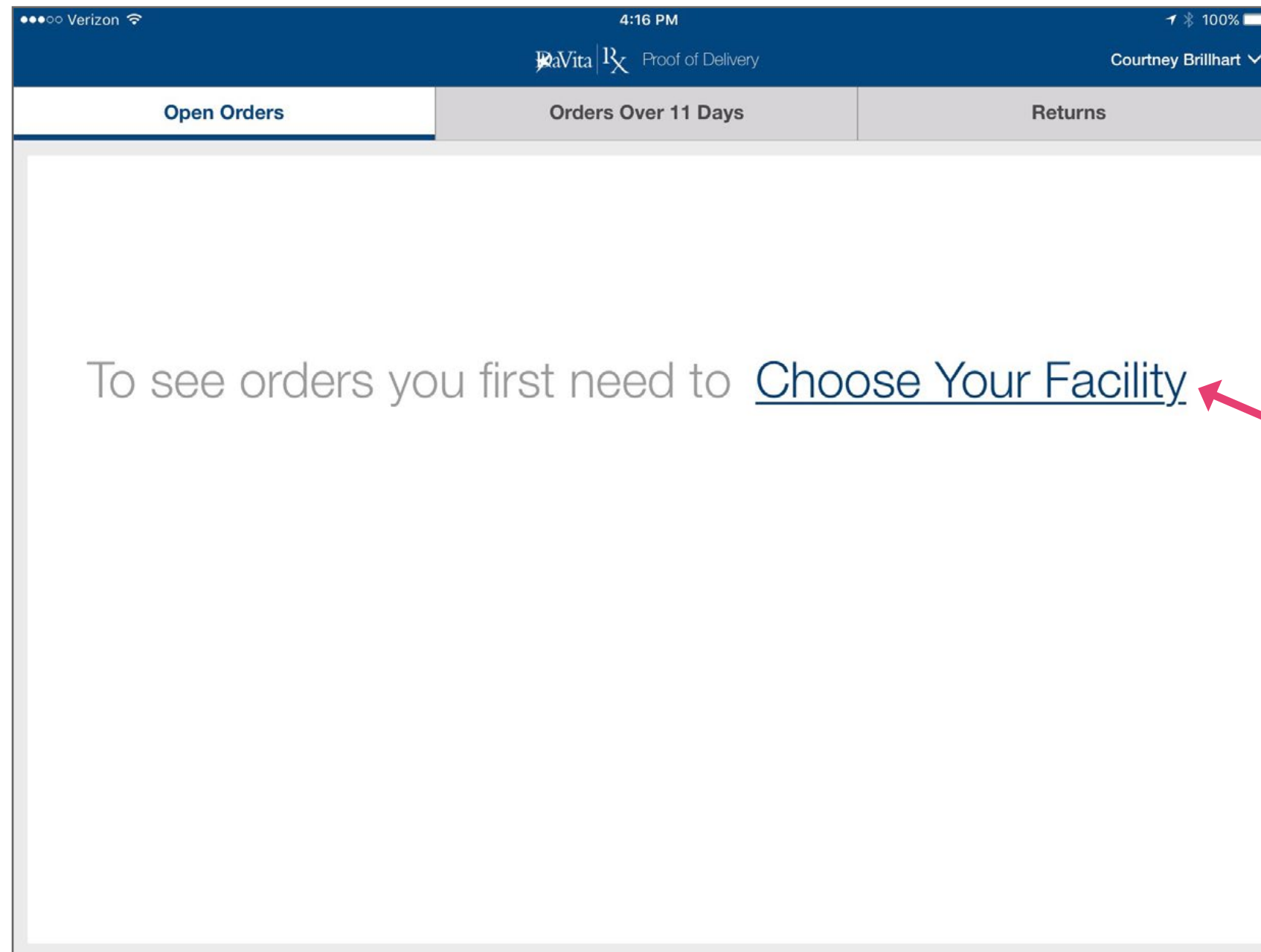
Sign In Screen (cont'd)



“Go” button doesn’t do anything on tap (should sign in user) **(Highly Recommended)**

UI/UX Review

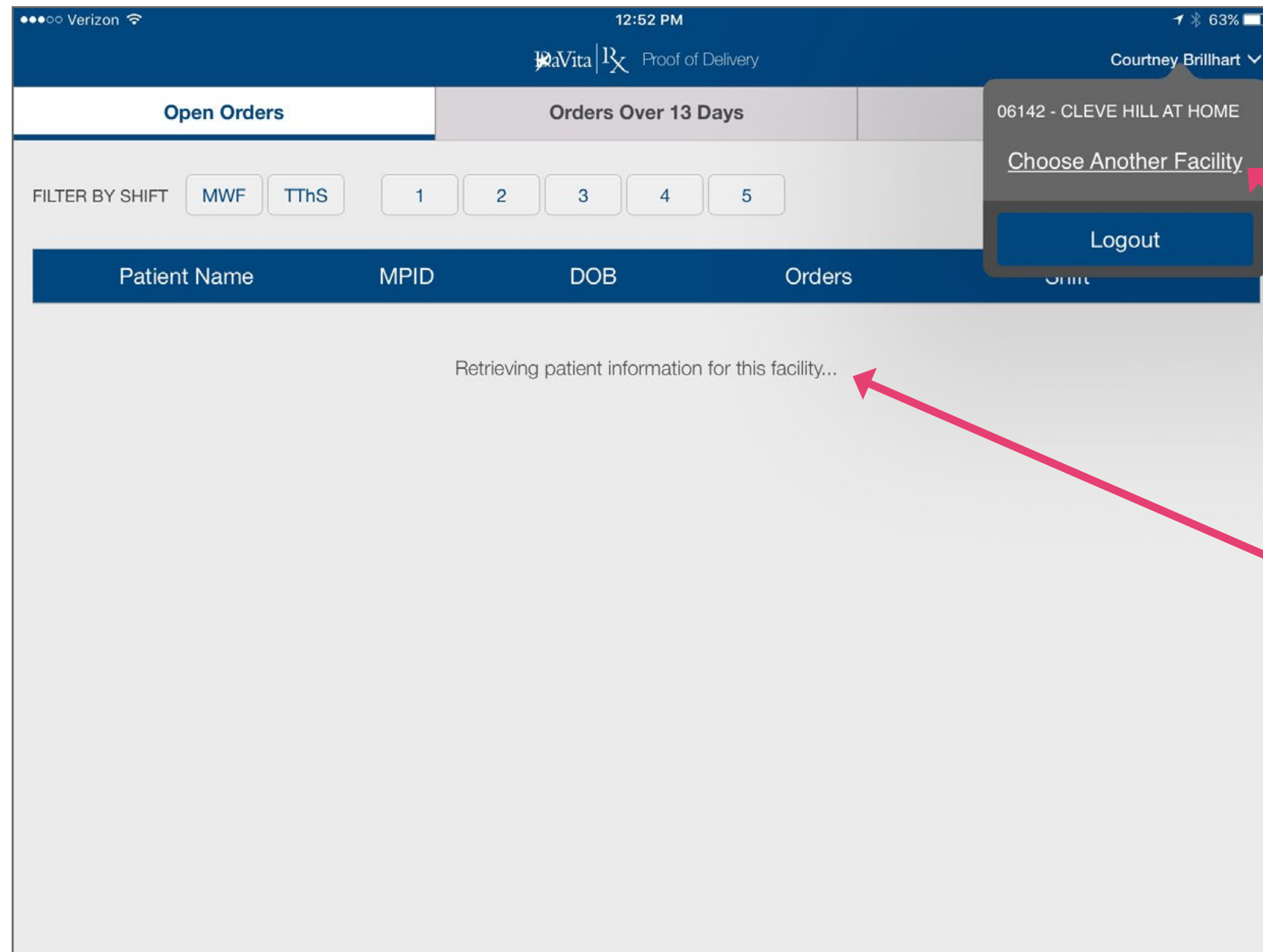
Landing Screen (Open Orders)



Try to avoid underlined links in native mobile design. Suggest a different UI element here that is more in line with native mobile design standards.
(Highly Recommended)

UI/UX Review

Landing Screen (Open Orders) (cont'd)

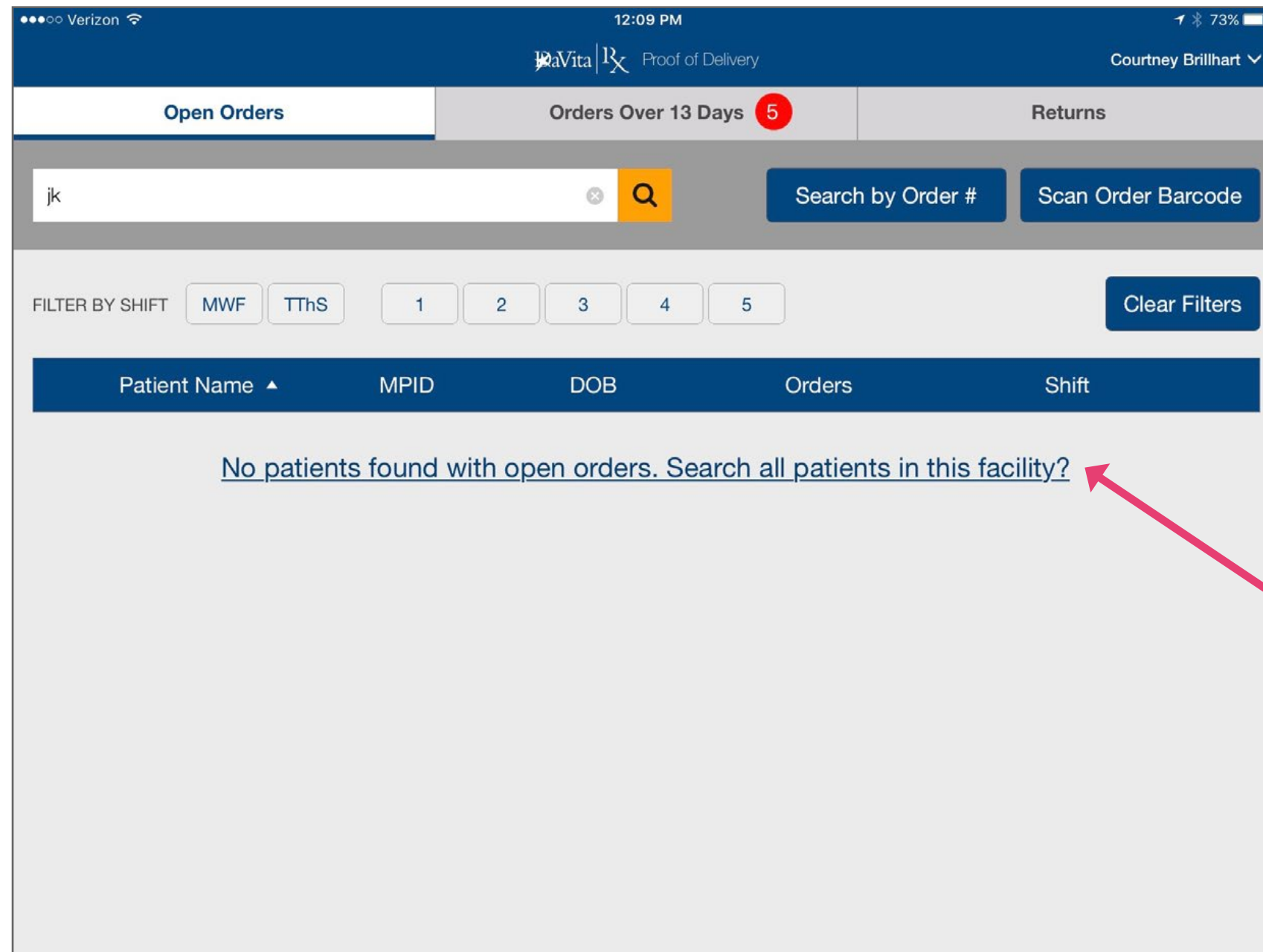


Try to avoid underlined links in native mobile design. Suggest a different UI element here that is more in line with native mobile design standards.
(Highly Recommended)

This message seems to persist indefinitely (a bug?)
(Must Fix)

UI/UX Review

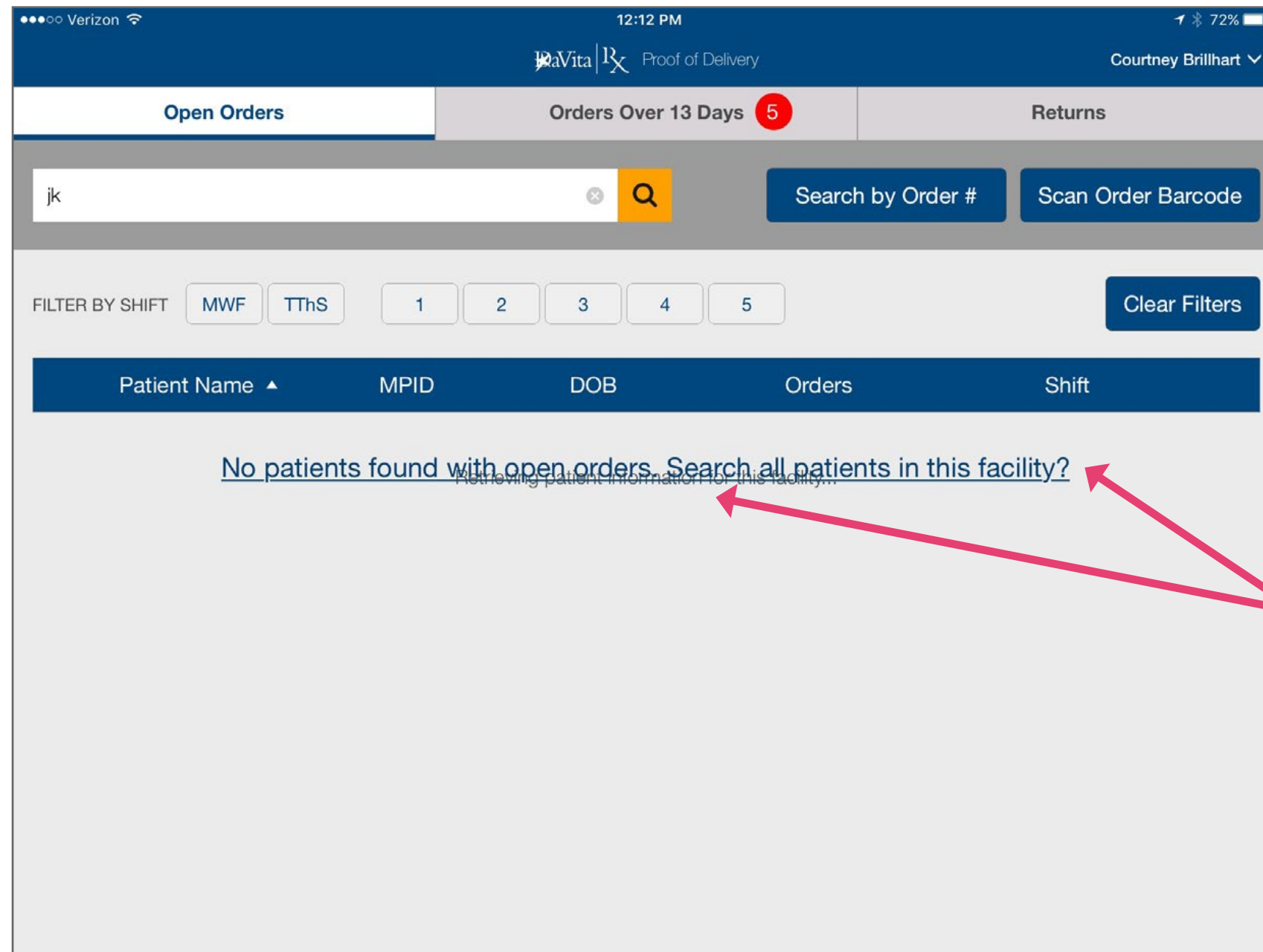
Open Orders: Search



Try to avoid underlined links in native mobile design. Suggest a different UI element here that is more in line with native mobile design standards. **(Highly Recommended)**

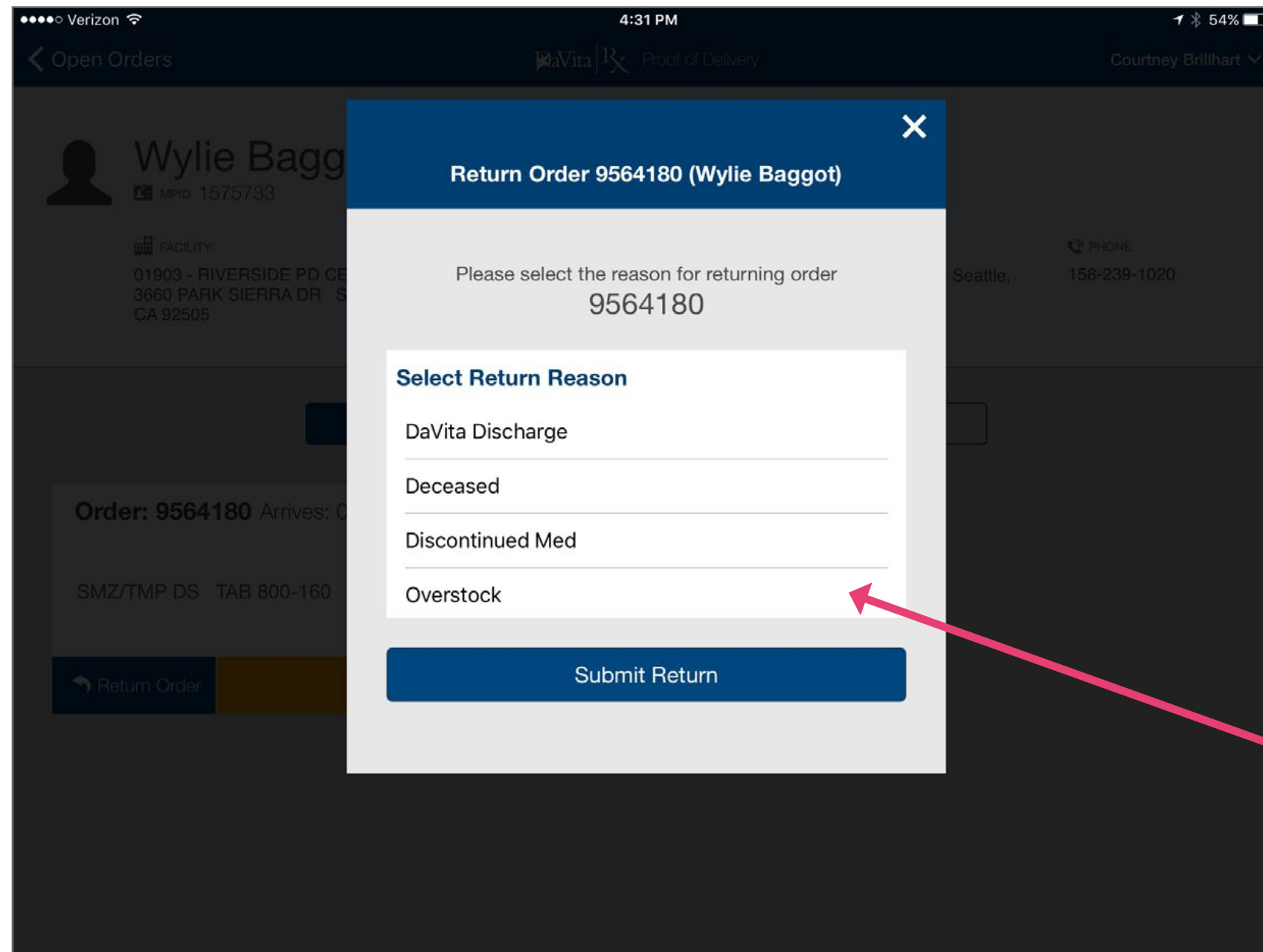
UI/UX Review

Open Orders: Search (cont'd)



Overlapping elements here
(a bug?)
(Must Fix)

UI/UX Review Return Order Dialog



UI/UX Review

Orders Over 13 Days Detail


Verizon 12:25 PM 69%

Orders Over 13 Days DaVita Rx Proof of Delivery Courtney Brillhart

Order: 16212287 (Ld Neldon) 1 of 1 Prescriptions Selected

<input checked="" type="checkbox"/> ACCEPTED	<input type="checkbox"/> REFUSE	VELPHORO CHW 500MG	RX Number 12279564	Date Of Service 09/29/2015
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ATTESTATION STATEMENT
I accept the receipt of the prescription(s) below, and acknowledge billing of accepted prescription(s) to insurance providers.

X  Patient Signature Clear

[Authorized Representative?](#) Accept Order

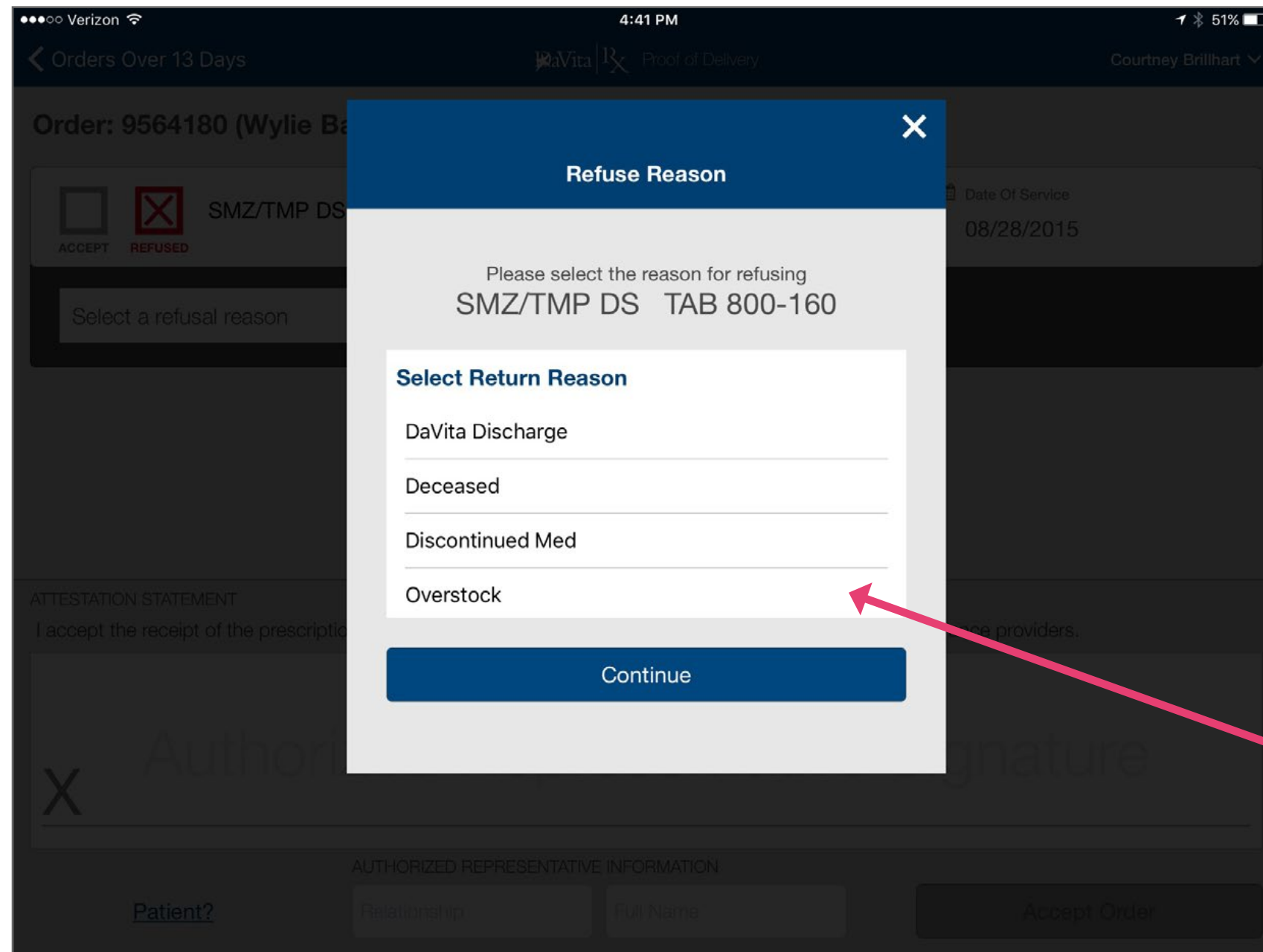
These two lines are not left-aligned (Highly Recommended)

Try to avoid underlined links in native mobile design. Suggest a different UI element here that is more in line with native mobile design standards. (Highly Recommended)

This "Clear" functionality is small and fairly hard to see/find. (Highly Recommended)

UI/UX Review

Orders Over 13 Days Detail: Refuse Reason Dialog



It may not be super clear that this list is scrollable (Highly Recommended)

MCoE Contacts

Courtney Brillhart

courtney.brillhart@davita.com

