

DaVita MCoE

UI/UX Review – Falcon Physician Phone Android (Invoice & Attestations)

October 5, 2016



Contents

- 3 Global Items
- 4 **Android:** Falcon Physician Phone (Invoice & Attestations)

Global Items

High-Level Global Findings

- 1. Accessibility of text/button labels** – contrast ratios of text in many areas are below the minimum required contrast ratio.
(Must Fix)
- 2. App is not properly backgrounded** – if the user backgrounds the app to go into a different app, the Falcon app is no longer available in the multi-task switcher. The user must find the app, open it and log in again.
(Must Fix)
- 3. Swipe behavior has unexpected results** – swiping left/right onscreen while viewing a set of Invoice/Attestations will sometimes swipe to the next set and other times to the next incomplete Invoice or Attestation within the next set. Also, if actions are taken on the individual Invoices or Attestations by swiping into them first, those actions are not retained and the user must go into each individual Invoice/Attestation again and take action in order for those actions to stick.
(Must Fix)
- 4. From a specific set of Invoice/Attestations, going back to the list view does not retain scroll position** – if the user navigates into a specific set of Invoice/Attestations and navigates back to the list of all sets of Invoice/Attestations, the scroll position is not retained. The screen is scrolled back to the very top and the user must scroll back to where they were in the list.
(Highly Recommended)
- 5. Inconsistency of primary action placement** – in certain flows, the primary actions are anchored to the bottom of the screen while in other cases the primary actions are in the top right corner of the screen. Suggest consistent placement of primary actions between flows.
(Highly Recommended)

UI/UX Review

Android: Falcon Physician Phone (Invoice & Attestations)

IDENTIFIED 2/2/15
Contrast of all light text on blue bg is 3.1:1 (min is 6:1)
(Must Fix)

Contrast of all light text/ icons on grey bg is 3.2:1 (min is 6:1)
(Must Fix)

IDENTIFIED 2/2/15
Contrast of all light grey labels is 3.5:1 or less (min is 6:1 or match Android at 5:1)
(Must Fix)

Contrast is 2.8:1 (min is 6:1)
(Must Fix)

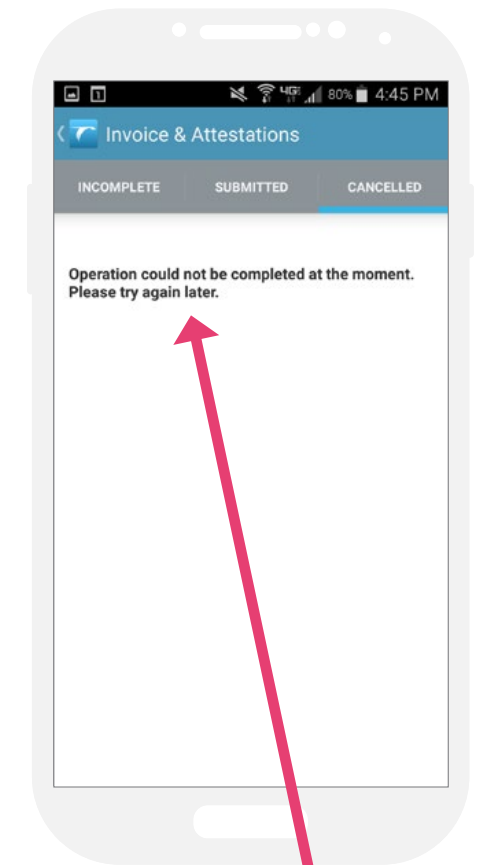
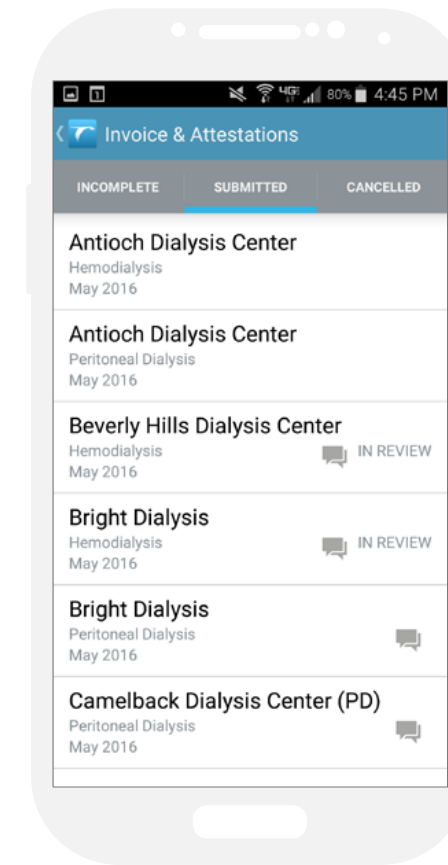
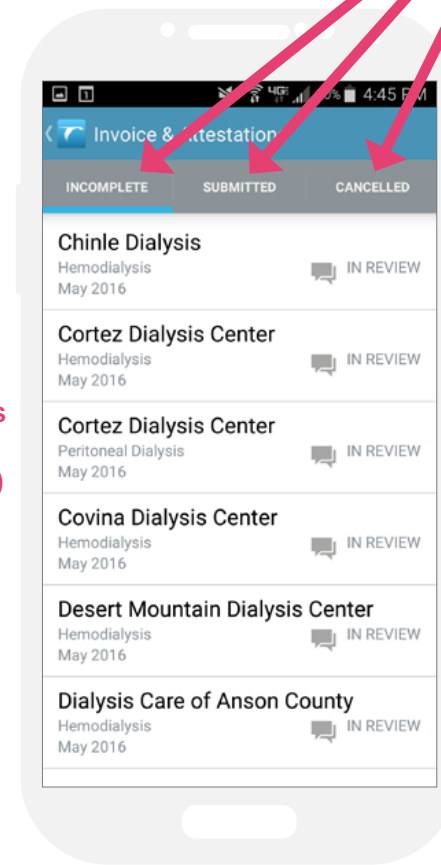
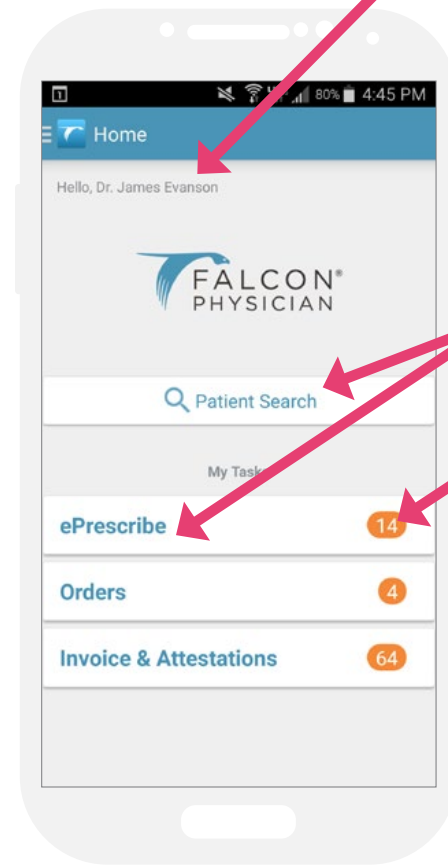
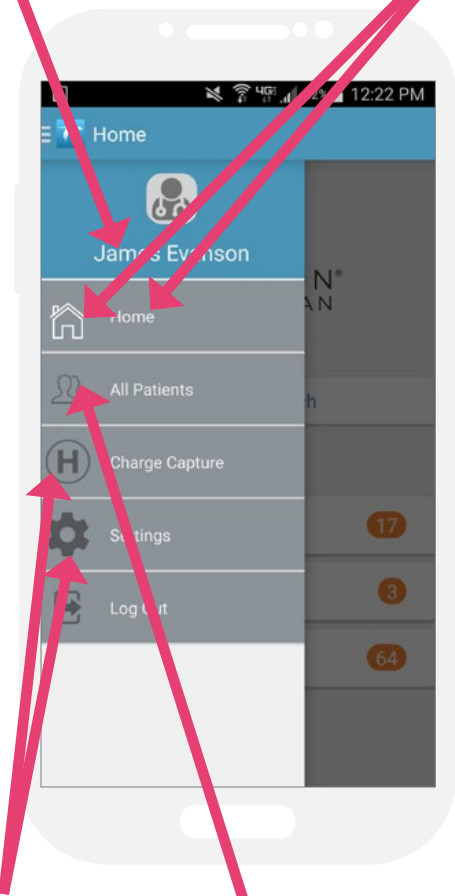
1. Hamburger Menu (HCC icon & others)

2. Home

3. Invoice & Attestations (Incomplete)

4. Invoice & Attestations (Submitted)

5. Invoice & Attestations (Cancelled)



Contrast is 3.9:1 (min is 6:1)
(Must Fix)

Contrast is 2.5:1 (min is 6:1)
(Must Fix)

IDENTIFIED 11/20/15
HCC icon appears larger (and lower res?) than the rest.
(Must Fix)

IDENTIFIED 2/2/15
Contrast of icons is 2.8:1 (min is 6:1)
(Must Fix)

Settings icon appears larger than the rest
(Highly Recommended)

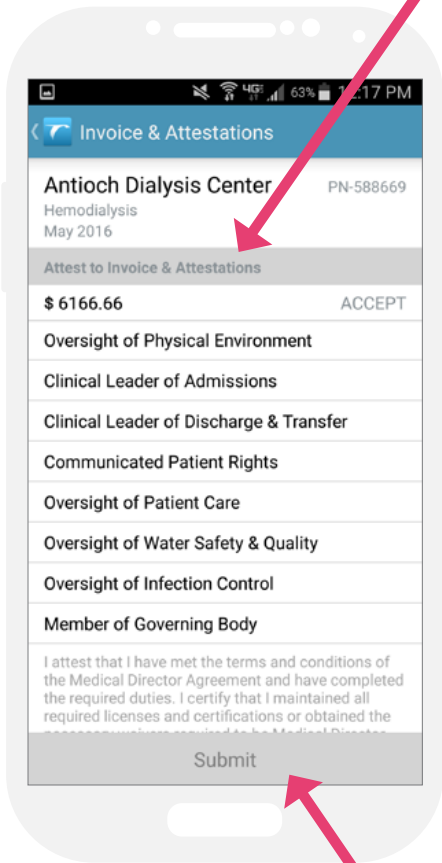
Does this mean there's an error or there are no Invoice/Attestations under "Cancelled."
Would suggest a more informative/user-friendly message here.
(Highly Recommended)

UI/UX Review

Android: Falcon Physician Phone (Invoice & Attestations) (cont'd)

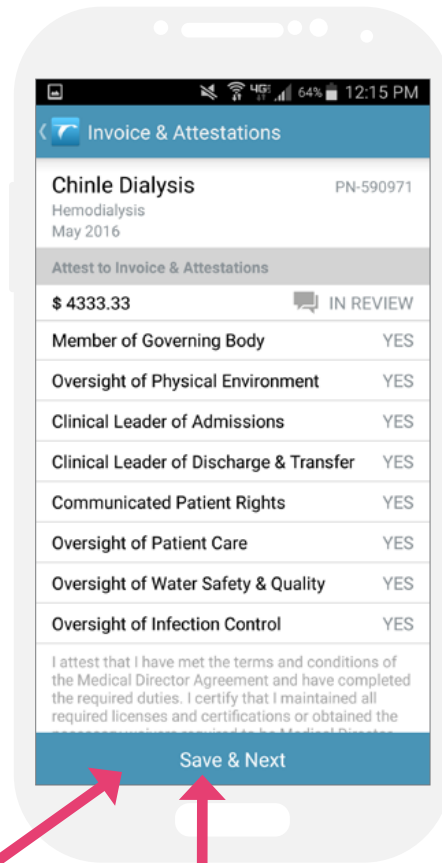
Contrast of all section headers is 2.5:1 (min is 6:1) (Must Fix)

6. Incomplete Invoice/Attestations Landing



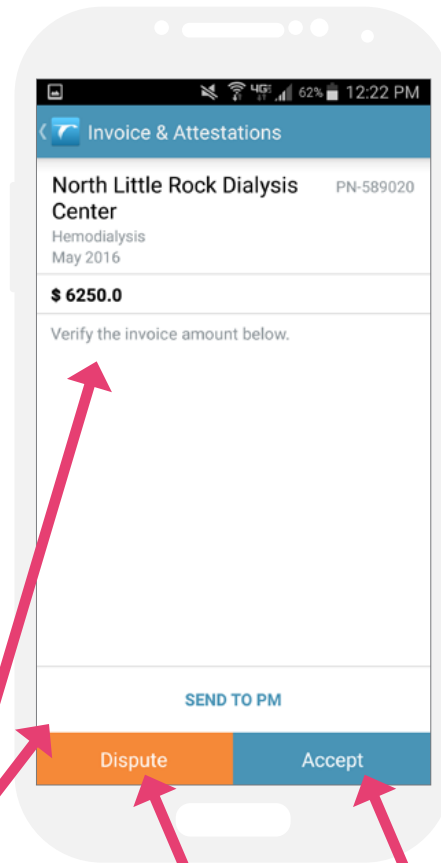
The disabled state of this button says "Submit" and the enabled state says "Save & Next." Would suggest the label remains the same between both states. Also, is "saving" the same thing as "submitting"? (Must Fix)

7. Completed Invoice/Attestations



Contrast is 3.4:1 (min is 6:1) (Must Fix)

8. Incomplete Invoice Landing

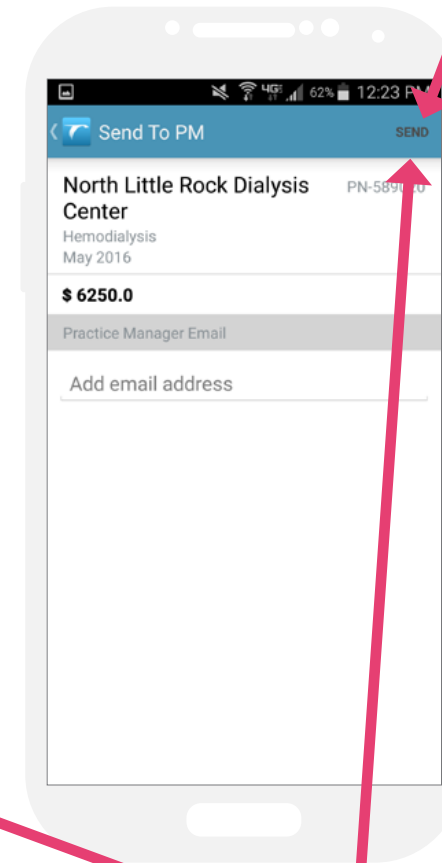


The information the user is taking action on is quite separated from the three available actions the user can take. Would recommend the information and actions are more spacially related to each other. (Highly Recommended)

Contrast is 2.5:1 (min is 6:1) (Must Fix)

Contrast is 3.4:1 (min is 6:1) (Must Fix)

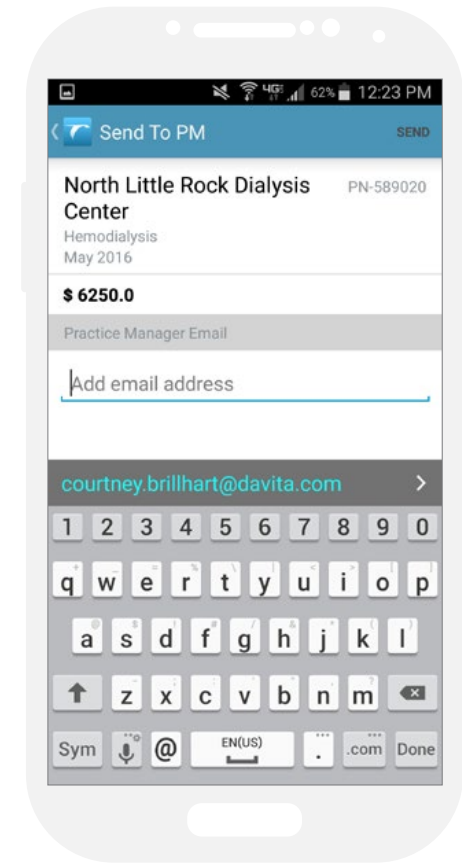
9. Incomplete Invoice (Send to PM)



Contrast is 3.0:1. This is a disabled state, but would still recommend upping the contrast here. (Highly Recommended)

Is there a reason for having the primary actions on the bottom in most cases, but in the top right in this case? (Highly Recommended)

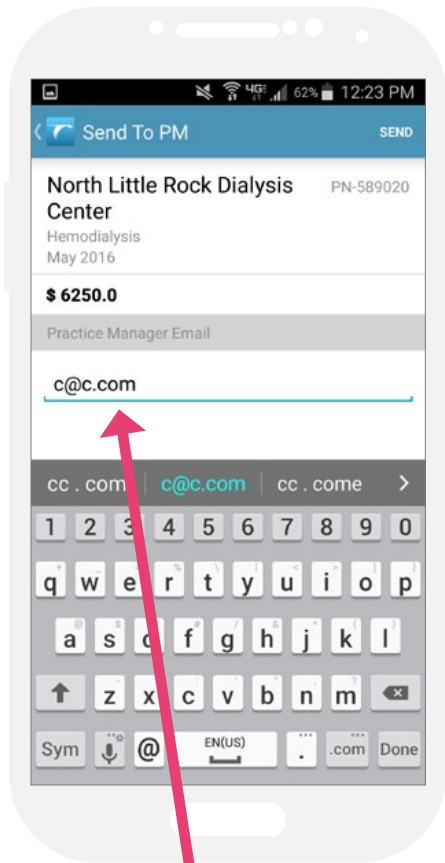
10. PM email address focus



UI/UX Review

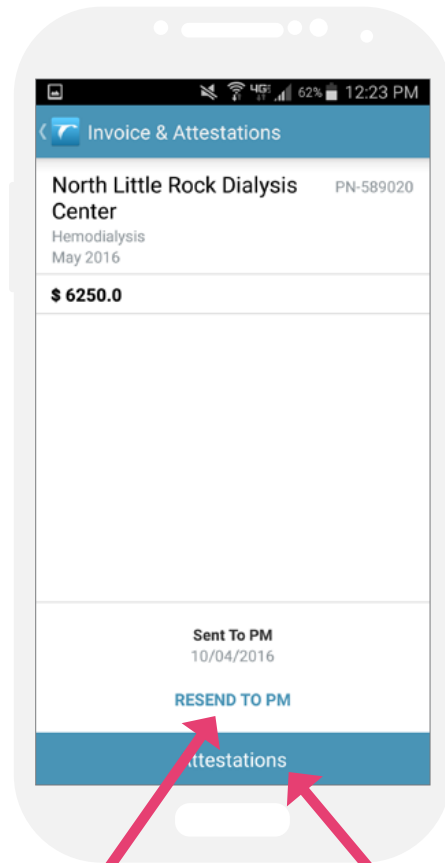
Android: Falcon Physician Phone (Invoice & Attestations) (cont'd)

11. PM email address entry



Would suggest adding instant validation letting the user know if they've entered the email address format incorrectly instead of just keeping the "Send" action disabled. **(Recommended)**

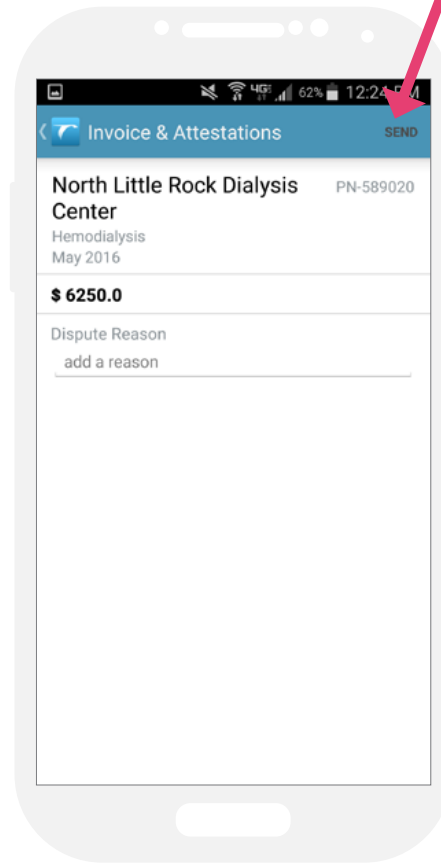
12. Review screen after sending to PM



For the "Resend to PM" flow, would suggest that the previously used email address is auto-populated, as long as there are no legal/compliance issues around this. **(Highly Recommended)**

Contrast is 4.2:1 (min is 6:1) **(Must Fix)**

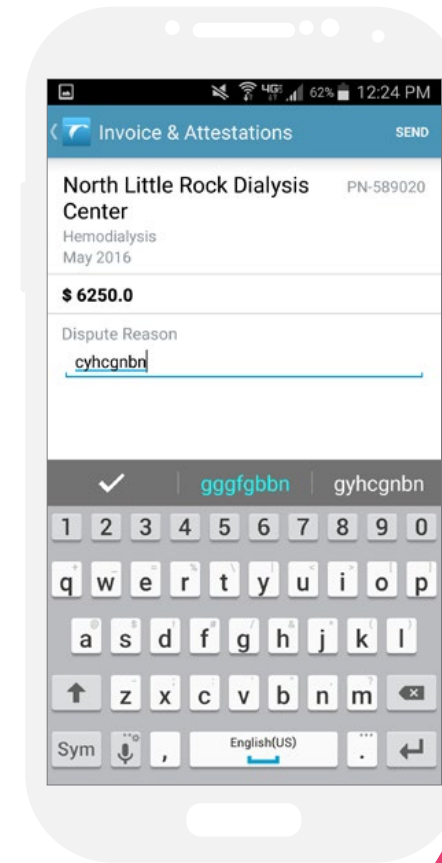
13. Incomplete Invoice (Dispute)



Contrast is 3.0:1. This is a disabled state, but would still recommend upping the contrast here. **(Highly Recommended)**

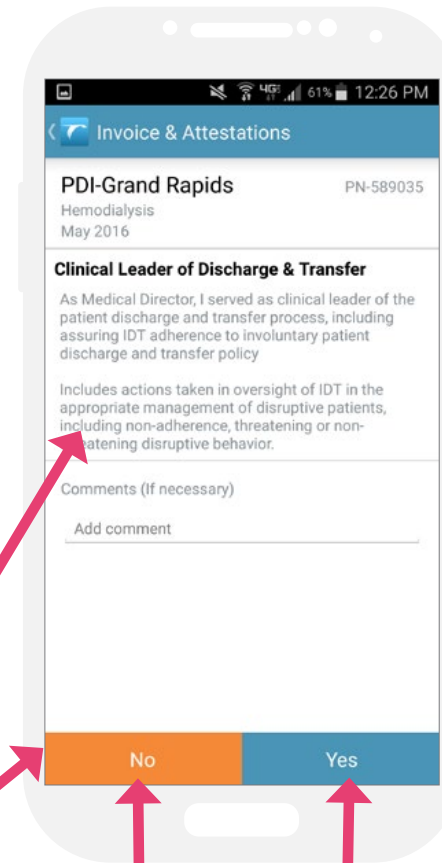
Contrast is 3.4:1 (min is 6:1) **(Must Fix)**

14. Dispute reason entry



Similar to the callout in Screen 8, the information the user is saying "Yes" or "No" to is quite separated from the actions. Also, have the "Yes" and "No" labels been through user testing? **(Highly Recommended)**

15. Incomplete Invoice (Accept)



Contrast is 2.5:1 (min is 6:1) **(Must Fix)**

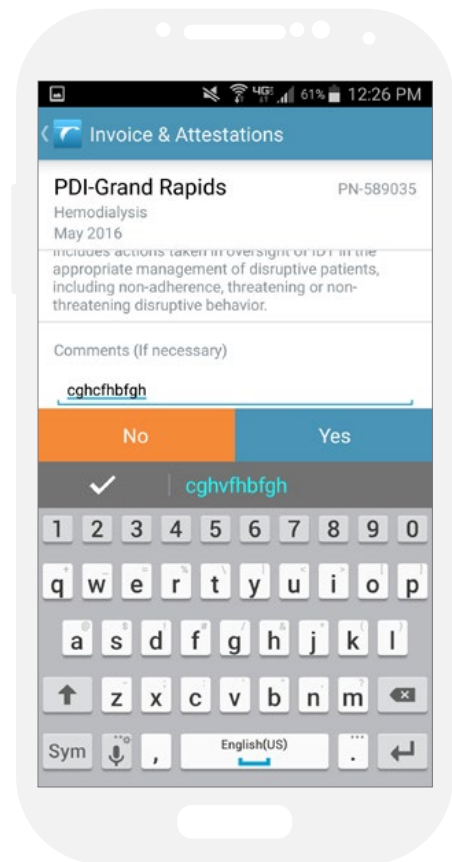
Contrast is 3.4:1 (min is 6:1) **(Must Fix)**

Unlike the "Dispute" or "Send to PM" action, there is no review screen with a button to go to Attestations – instead, it goes directly to Attestations. Would recommend having consistent functionality between all Invoice actions. **(Highly Recommended)**

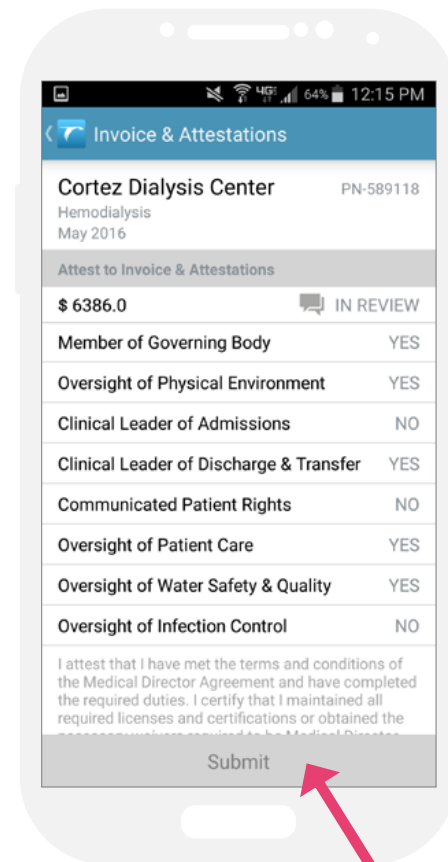
UI/UX Review

Android: Falcon Physician Phone (Invoice & Attestations) (cont'd)

16. Accept Invoice comments entry



17. Submitted Invoice/Attestations landing



This set of Invoice/Attestations has already been submitted. Why is there a “Submit” action here again?
(Highly Recommended)

MCoE Contacts

Courtney Brillhart

courtney.brillhart@davita.com

