Appointment Prep App

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01

Problem

- Experiencing confusion and uncertainty in addressing:
  - medical problems
  - navigating appointment expectations
  - overcoming language barriers

- **Medical terminology** → Confusing

Googling Healthcare Concerns: Lost in Information

Panic

1

2

Do a quick google search.

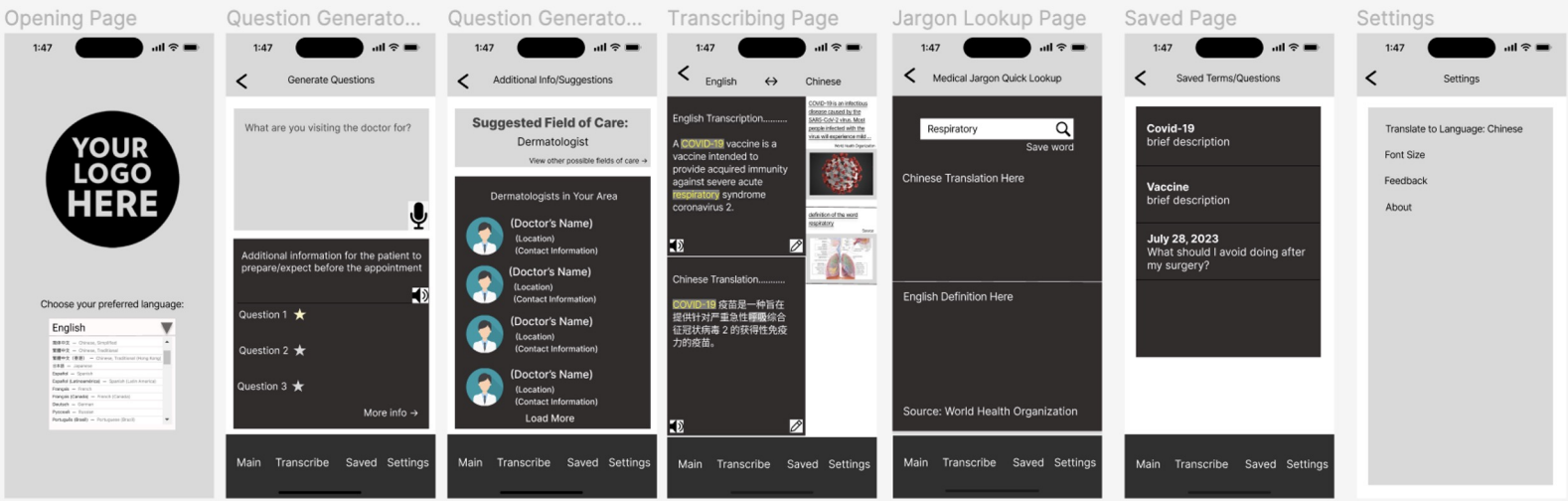
Drowned in the web's medical overload.

3

Instead, figuring out healthcare concerns should be a **precise**, **easy**, and **efficient** process.

02

Our Approach



03

Use of AI

Throughout our journey in this course

Use of AI

- Generating ideas for prototype variations
- Identifying mismatches to address
- Question/suggestion generator

  in our prototype

Certainly! Here's the revised version:

Limited English proficiency (LEP) patients often face various mismatches and challenges before their medical appointments due to language barriers. Some of these mismatches include:

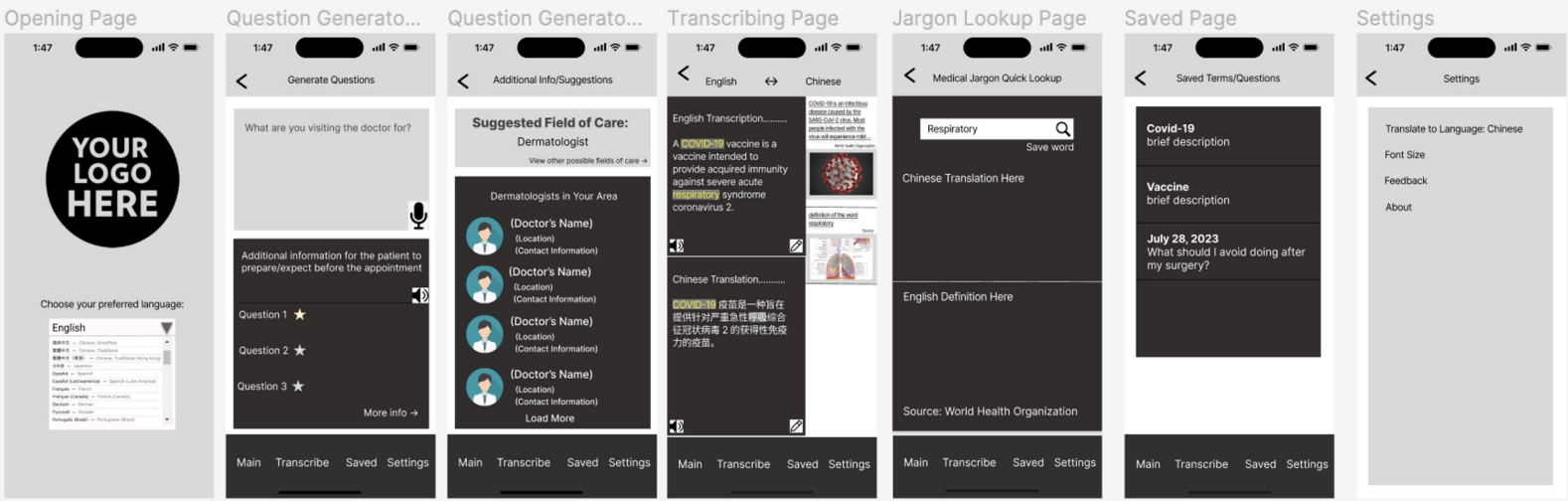
1. Cultural differences: There can be cultural differences in the perception of illness, treatment preferences, and healthcare practices. LEP patients might not feel comfortable discussing certain health issues due to cultural taboos or may have different beliefs about the causes of their symptoms.
2. Access to information: Pre-appointment communication, such as appointment reminders or information about necessary preparations, may not be available in the patient's native language, leading to confusion or missed instructions.
3. Limited access to interpretation services: Some healthcare facilities may not have sufficient resources or trained interpreters available to help LEP patients during pre-appointment interactions.
4. Fear and anxiety: LEP patients may experience increased fear and anxiety about the upcoming appointment, not only because of their health concerns but also due to uncertainties about how they will be able to communicate effectively with the healthcare provider.
5. Incomplete medical history: Without proper communication, gathering a complete and accurate medical history from LEP patients can be challenging, potentially leading to incorrect diagnoses or treatment plans.

03

Secrets and Solution

Mismatches we identified and our solution

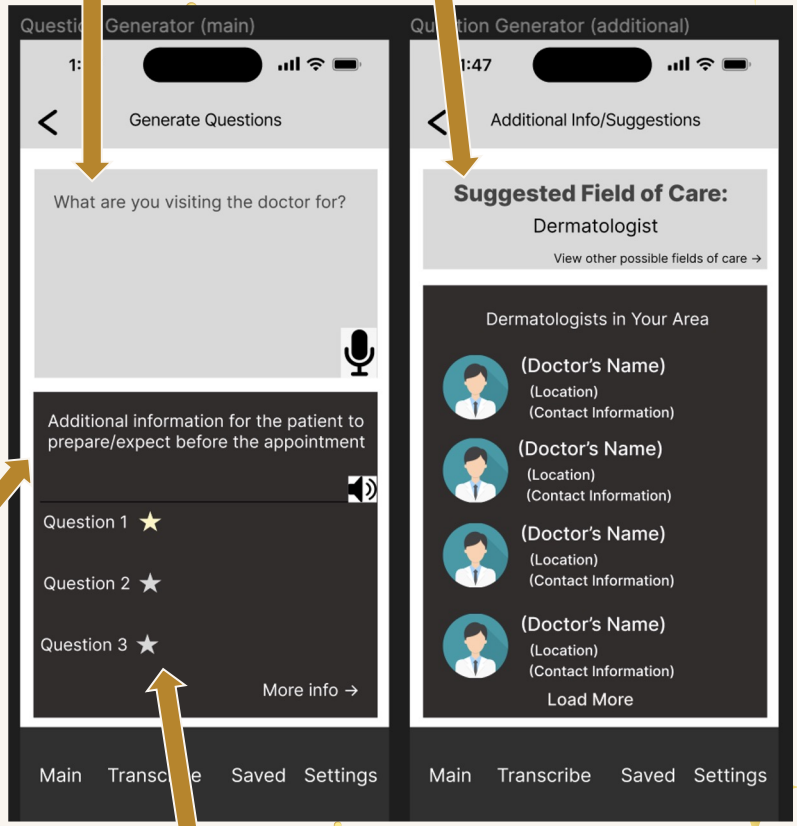
Our Solution



Difficulty navigating appointment expectations

Generative AI

Doctor suggestions



Receive information on what to expect

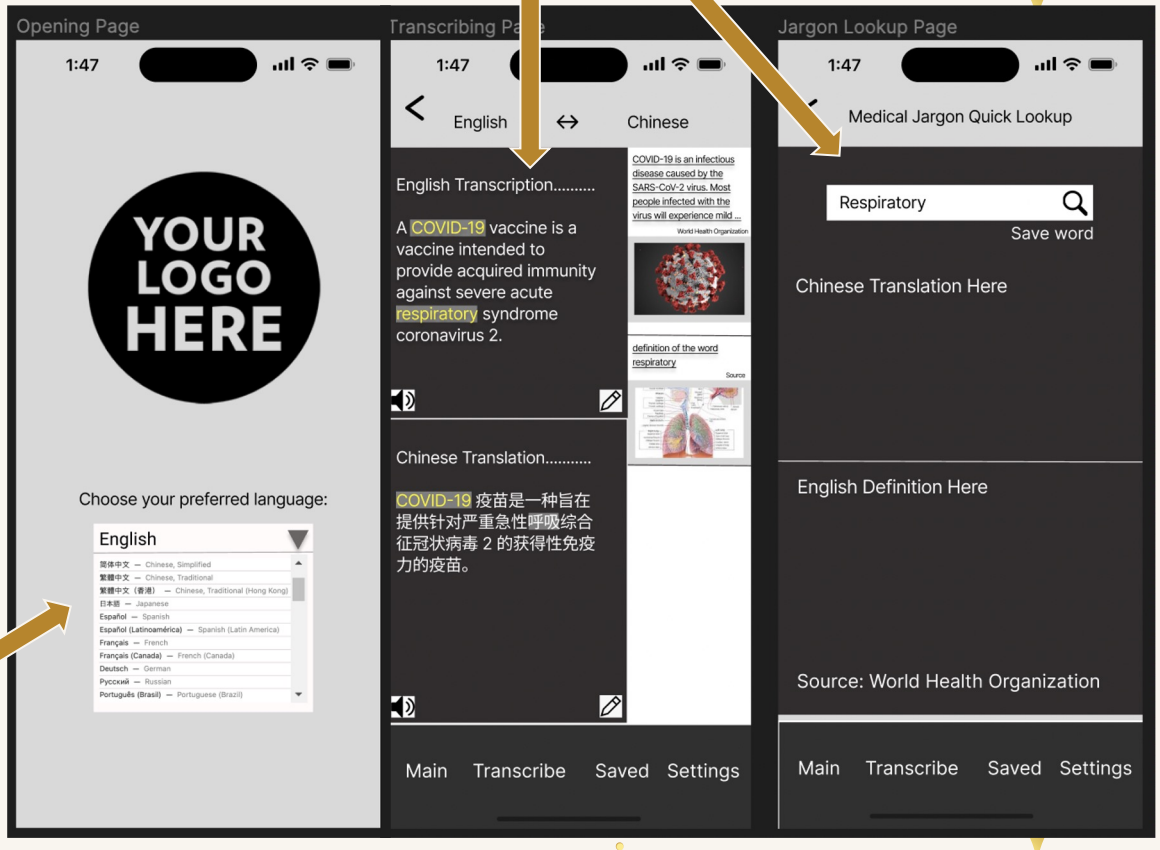
Questions you can ask

Unfamiliarity with medical terminology

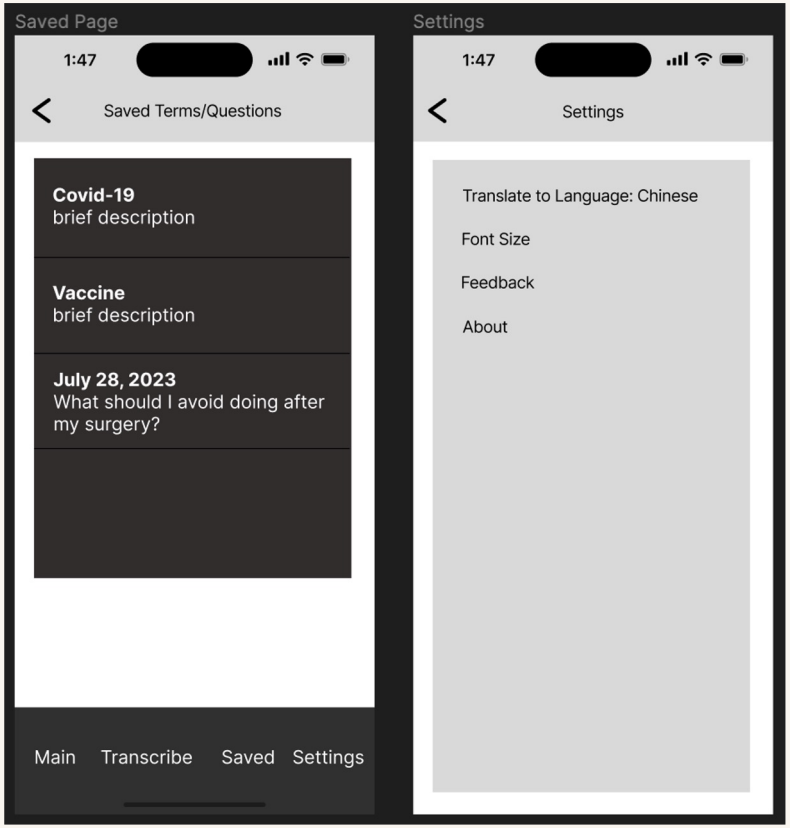
Limited English Proficiency

Live translating

Choosing your language



Finishing Touches



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Future Challenges

- ★ Continuing improvements for optimal user experience.
  - ○ Better real time translating
  - ○ Refine user interface

Thank you!

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