



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



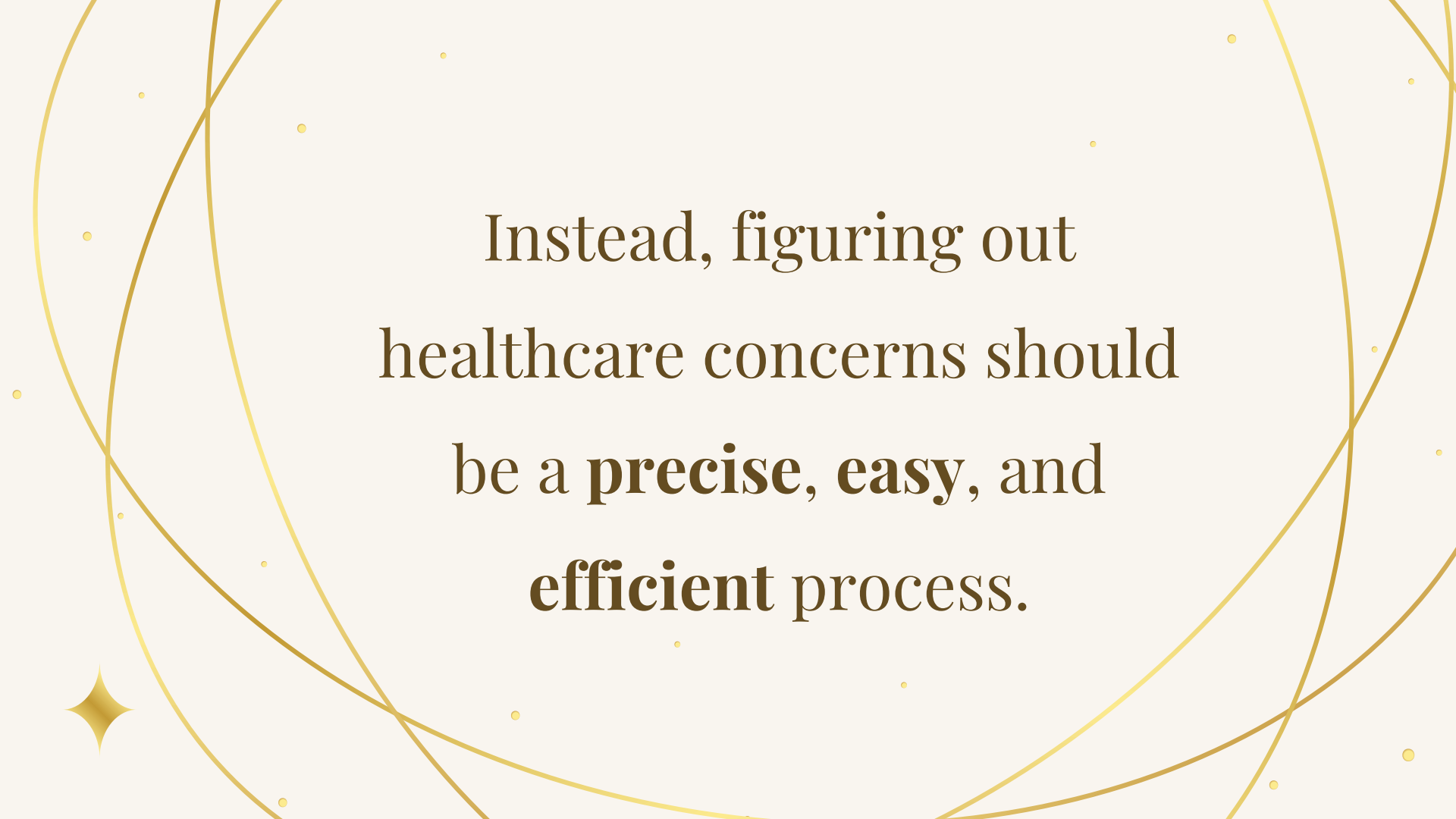
2

Do a quick google search.



3

Drowned in the web's medical
overload.

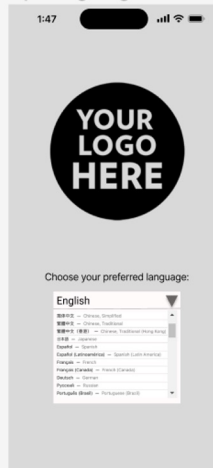
The background features several overlapping, thin gold circles of varying sizes. Scattered throughout the white space are small, solid gold dots. In the bottom-left corner, there is a gold four-pointed starburst or spark shape.

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

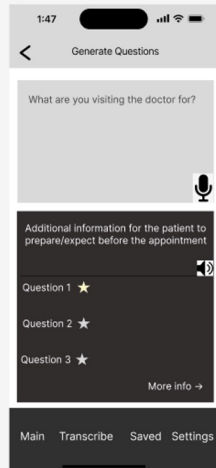
02

Our Approach

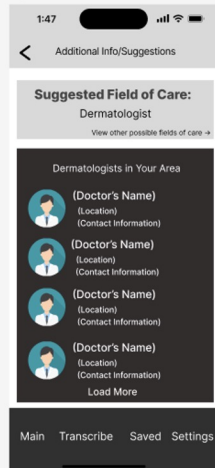
Opening Page



Question Generato...



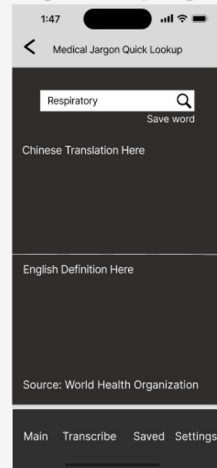
Question Generato...



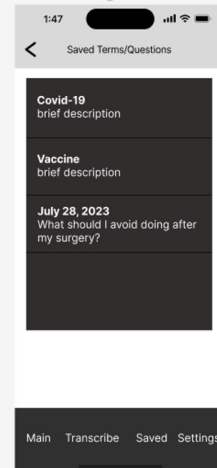
Transcribing Page



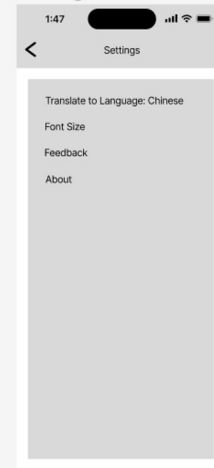
Jargon Lookup Page



Saved Page



Settings





Use of AI

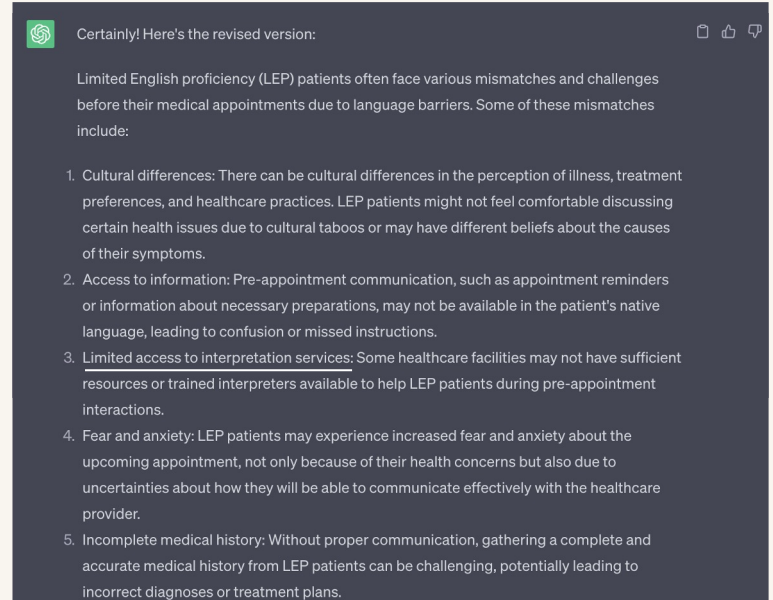
Throughout our journey in this course

03

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.

The background is a light cream color with several decorative elements: two concentric gold circles on the left, a large gold starburst in the bottom right, and several thin, overlapping gold arcs on the right side. Small gold dots are scattered across the page.

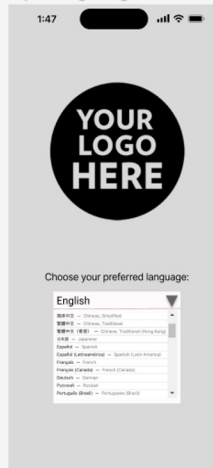
03

Secrets and Solution

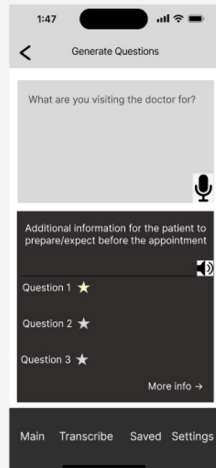
Mismatches we identified and our solution

Our Solution

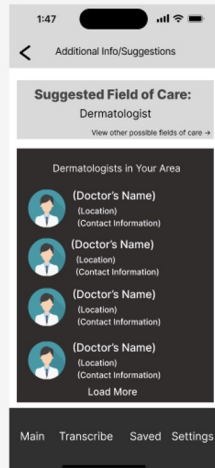
Opening Page



Question Generato...



Question Generato...



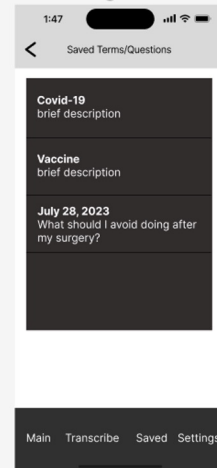
Transcribing Page



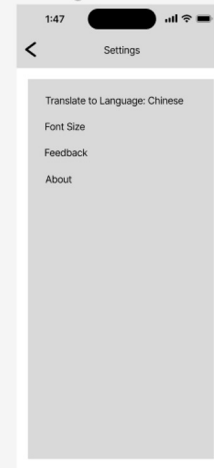
Jargon Lookup Page



Saved Page



Settings

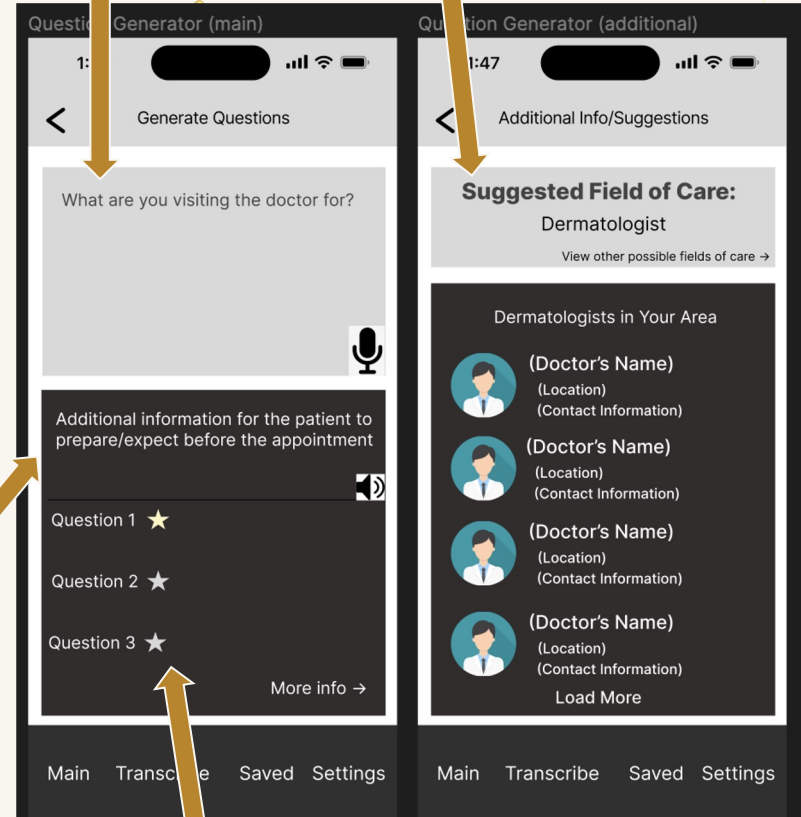


Difficulty navigating appointment expectations

Receive information
on what to expect

Generative AI

Doctor suggestions



Questions you can ask

Unfamiliarity with medical terminology

Definitions of medical
terms w/ pictures

Lookup unfamiliar
terminology

The image displays two screenshots of a mobile application interface. The left screenshot, titled "Transcribing Page", shows a bilingual interface with "English" and "Chinese" tabs. The English text describes a COVID-19 vaccine and mentions "respiratory syndrome coronavirus 2". It includes a small image of a virus particle and a diagram of human lungs. The Chinese text provides a translation of the vaccine's purpose. The right screenshot, titled "Jargon Lookup Page", features a search bar with the word "Respiratory" entered. Below the search bar are fields for "Chinese Translation Here" and "English Definition Here". A "Save word" button is visible. Both screenshots have a bottom navigation bar with "Main", "Transcribe", "Saved", and "Settings" options. Two gold arrows point from the text above to the search bar and the English text area in the respective screenshots.

Limited English Proficiency

Choosing your
language

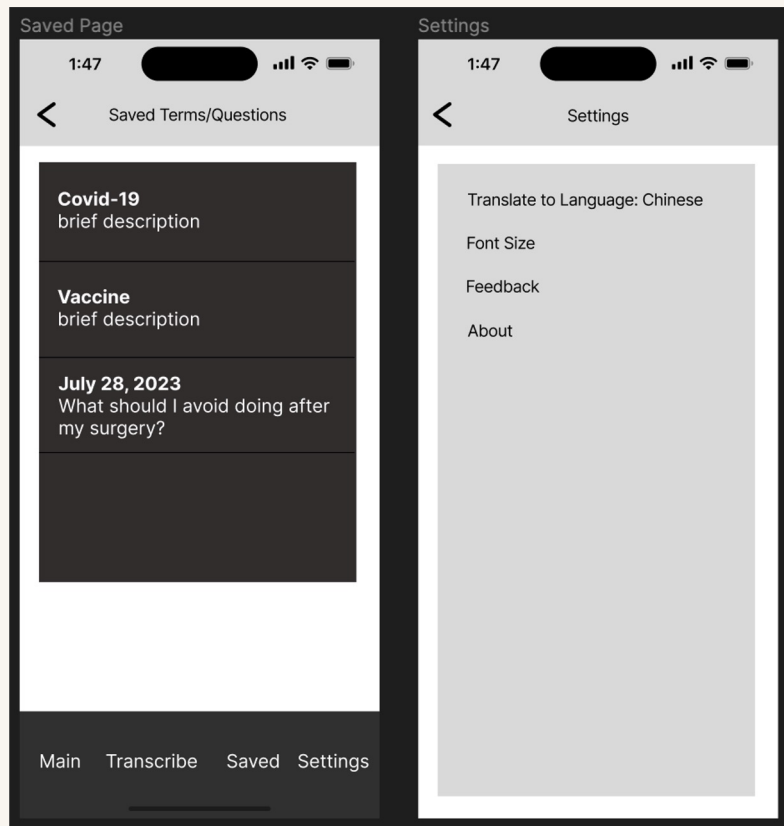
Live translating

The image displays three sequential screenshots of a mobile application interface, illustrating the process of live translation for users with limited English proficiency.

- Opening Page:** Shows a large black circle with the text "YOUR LOGO HERE". Below it, a language selection menu is open, showing "English" as the selected option. Other visible options include Chinese (Simplified), Chinese (Traditional), Japanese, Spanish, French, German, Russian, and Portuguese (Brazil).
- Transcribing Page:** Shows the live translation process. The input text is "English Transcription..... A COVID-19 vaccine is a vaccine intended to provide acquired immunity against severe acute respiratory syndrome coronavirus 2." The output is "Chinese Translation..... COVID-19 疫苗是一种旨在提供针对严重急性呼吸综合征冠状病毒 2 的获得性免疫力的疫苗." The interface also includes a "World Health Organization" logo and a "definition of the word respiratory" section with an image of lungs.
- Jargon Lookup Page:** Shows a "Medical Jargon Quick Lookup" section. The user has searched for "Respiratory", and the page displays the "Chinese Translation Here" and "English Definition Here" sections. The source is cited as "Source: World Health Organization".

Arrows indicate the flow from the Opening Page to the Transcribing Page, and from the Transcribing Page to the Jargon Lookup Page. A large arrow also points from the "Choosing your language" text to the language selection menu in the Opening Page.

Finishing Touches



04

Future Challenges

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

The background is a light cream color with several decorative elements. On the left, there are three large, overlapping gold circles. Scattered throughout are several gold four-pointed stars of varying sizes and numerous small gold dots. On the right side, there are two sets of concentric gold circles, one larger than the other, and a few more stars and dots.

Thank you!

Rena Li, Jessica Chen, James Wu, Emmet Ghedamu