



UNDERSTANDING THE DOCTOR ABROAD



DESIGN GOAL

I want to enable travelers to communicate with foreign doctors in a satisfying way



Up to this day, I still have no idea what that doctor did to me! I wish to have felt in control, it is my body!

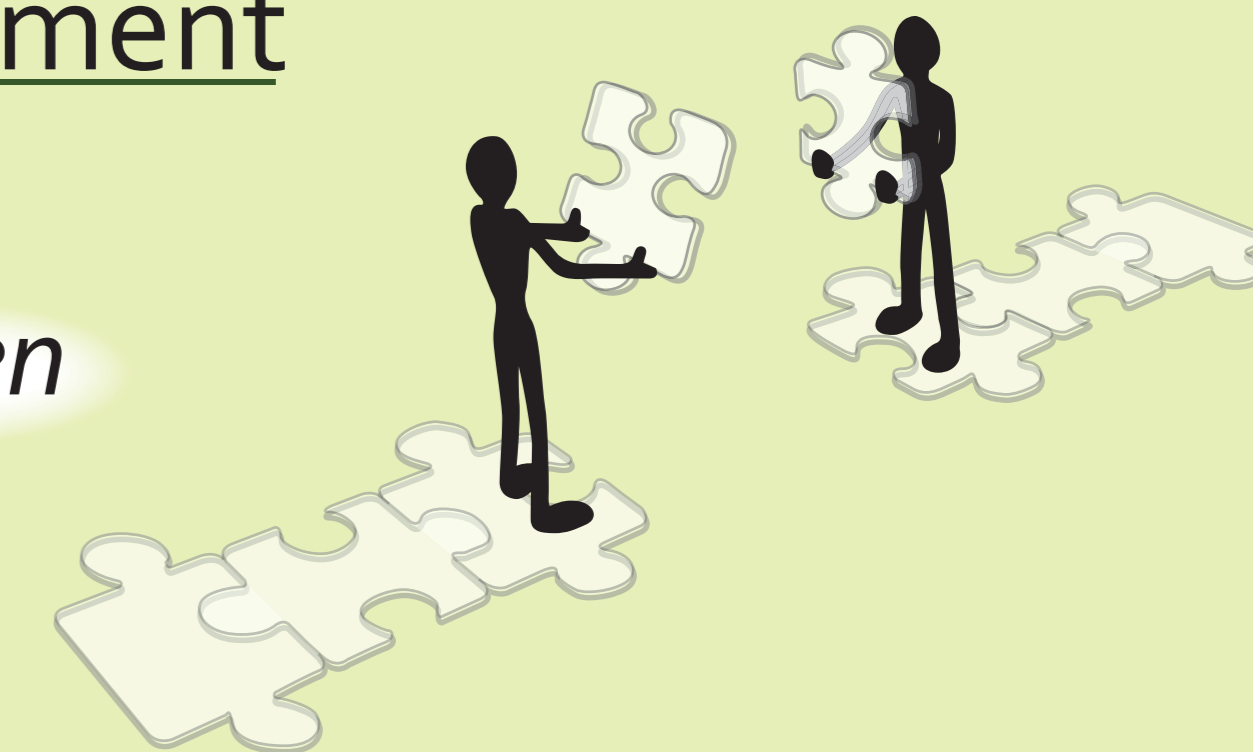
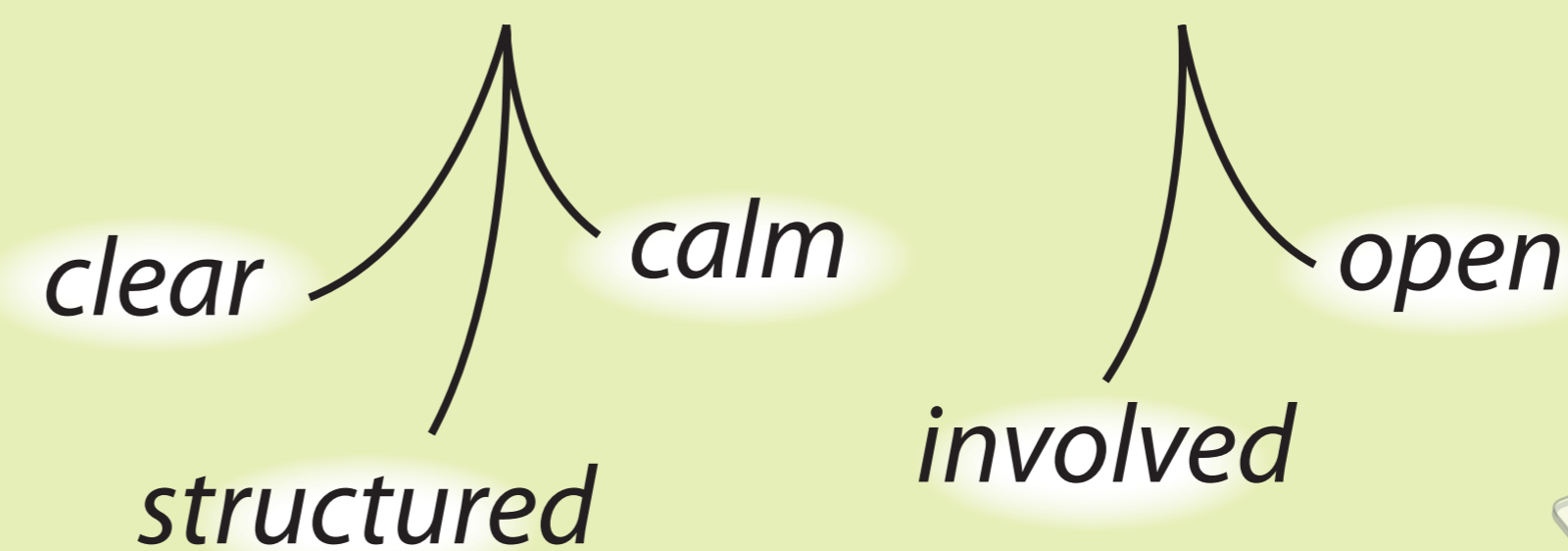
(From research on current interaction)

I just don't have time to try to translate everything. It is the patient's responsibility to be able to explain his problem.



INTERACTION VISION

By letting the conversation feel like a smooth team achievement

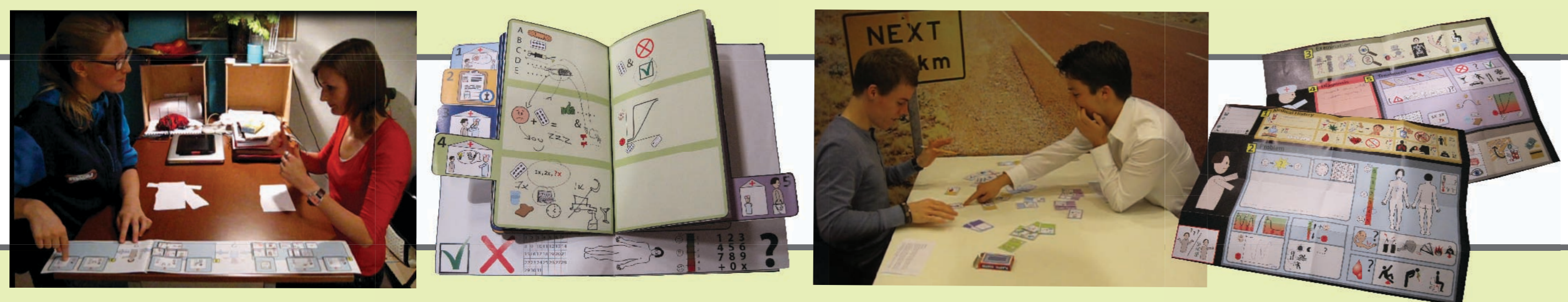


DESIGN EXPLORATIONS

Main idea: 'visual roadmap' to guide the conversation

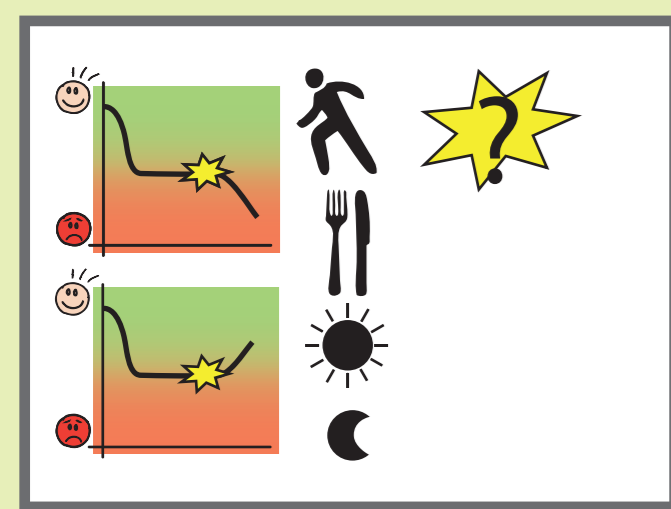
Testing different formats

Conclusion: concept 4 creates the right type of interaction, a smooth team achievement.

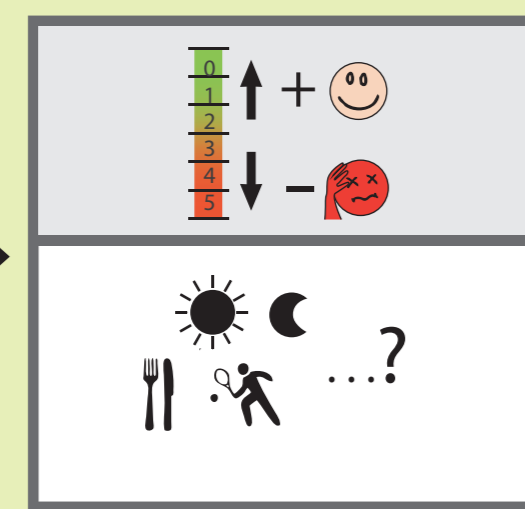


Creating clear and useful pictures

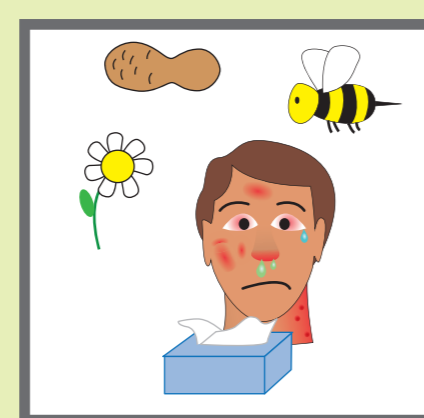
Based on interviewing doctors, patients and literature and many user tests. Examples of some improvements after user testing:



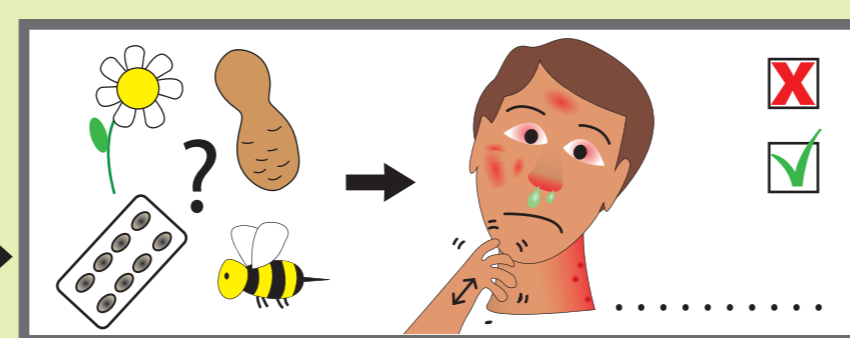
Too much info, what is it you want to know?



Simpler & separation question and answer.



Focus on face, is he sad?



Cause, result and checkboxes make clear it is a question.

STORY BOARD - FINAL PRODUCT

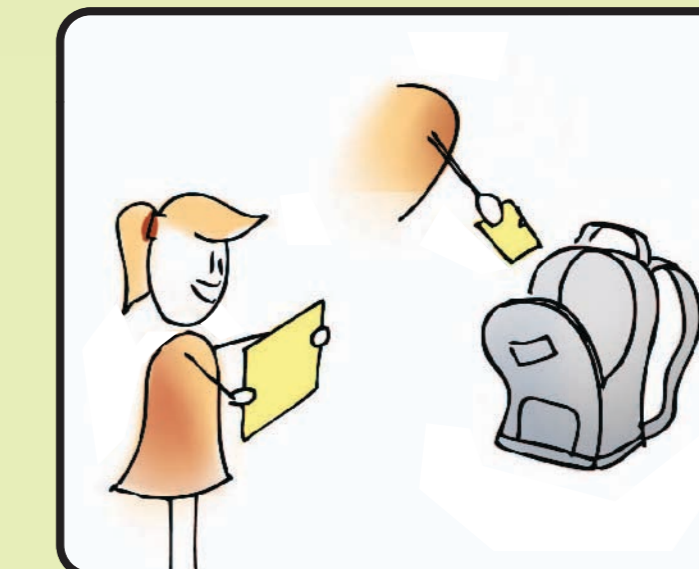
RECEIVING THE PRODUCT



Receiving the product at DSW office when taking out an travel insurance.

OR Ordering the product any time via DSW website.

STORING IN LUGGAGE



"It's a poster with medical pictures. This might be useful for my trip abroad! It is small, so I can easily take it with me".

TRAVEL ABROAD

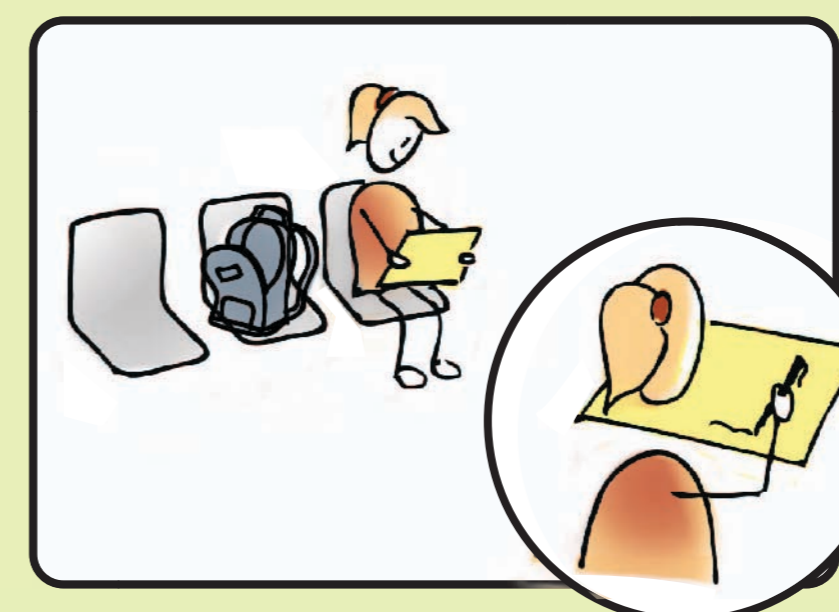


INJURY



"I feel ill. I hope the doctor can help me but I am afraid he will not understand me.."

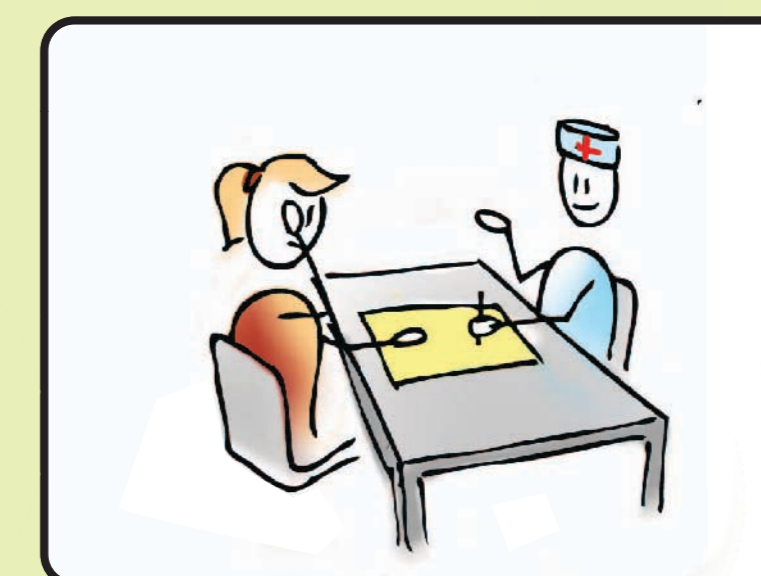
PREPARE WITH PRODUCT



"Luckily I have this DSW product with me, let's see how I can use this."

"I can already fill in my medical history and describe my problem, using these pictures."

USE AT DOCTOR



Patient: "The doctor speaks only Chinese but by pointing at these pictures in combination with some gestures and drawings, we can understand each other".

Doctor: "I like that this patient is well prepared! It speeds up the conversation a lot!"

LEAVING SATISFIED



"That was a good consult! I would not have trusted this medicine if we would not have understood each other this well. The poster really helped me!"

PRODUCT FEATURES & QUALITIES OF INTERACTION

Product provokes pointing and drawing and strengthens play acting > **enables communication**

Seperate steps in natural order > **guide you through consult in a smooth, quick and complete way**

Both can equally participate in the conversation, it's not only the doctor who is in control > **letting the conversation feel like a team achievement**

Contains the basic questions that the doctor will ask you > **feeling prepared and secure and is appreciated by doctor (saves time)**

Small and light > **easy to take with you during travelling**

FINAL USER TESTS



At health care centre Delft, with real doctor and patients.

Patients were positive, the product enabled them to communicate their problem to doctor, and understand the treatment without language! Pictures were understood and conversion was quick and smooth. Found it a useful product and would use it themselves on their holiday.

FINAL PRODUCT

1 Medical History

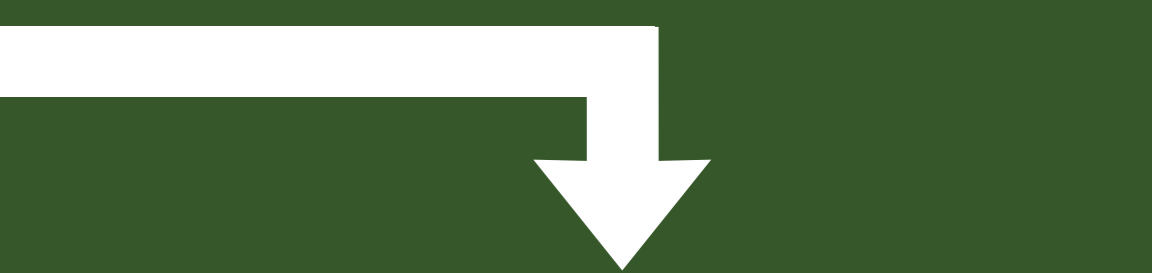
2 Problem

3 Examination

4 Diagnosis

5 Treatment

6 Next



6 STEPS THAT FOLLOW NATURAL STRUCTURE OF CONSULT:

1: Relevant medical history
Fill in personalia, current medicine, common diseases, allergies, etc.

2: What is your problem?
What happened and when, where is symptom located, how strong is it, what sort of pain is it, how did it progress over time, what makes it better or worse?

3: What will be examined?
Doctor can point at picture, so you know what is coming.

4: What is the diagnosis?
Doctor can draw what is wrong or give the medical term so, if you want, you can find more information on it at home.

5: What is the treatment?
What type of treatment and possible side effects, what advice, how and when to take the drugs?

6: What's next?
Next visit or referral to other department, where to find pharmacy, how (much) to pay?