

Pillarm

Robynn Piligno

Project overview



The product:

A social good app to help people remember to take their medications



Project duration:

December 2022- December 2022

Project overview



The problem:

People need to be able to keep track of the medicines or supplements they have.



The goal:

To provide an app to give reminders to take medicines, keep a list of what they're taking, as well as being able to refill their prescriptions when they're low.

Project overview



My role:

Lead UX Designer



Responsibilities:

User research, wireframing, prototyping, mock-ups

Understanding the user

- User research
- Personas
- Problem statements
- User journey maps

User research: summary



Research was conducted through interviews with several different groups of people to better round out our personas and empathy maps. The emergent users were those in the roles of a caretaker for another person or those that were of an advanced age. This gave life to an app that would be able to assist those groups and help their quality of life.

User research: pain points

1

Information

User didn't want to input medical and personal information manually.

2

Reminders

Users need to have something that continuously reminds them so they don't ignore a one off notification.

3

Alarm

Users wanted to pick their alarm that wouldn't be too jarring or startling.

Persona: Jon



Jon

Age: 78

Education: College

Hometown: Camden

Family: Married, has grandkids

Occupation: Retired

“My health is something I try to focus on in between taking care of my home.”

Goals

- Grow a better garden than the previous year
- Learn a new recipe every week
- Enjoy time with his wife

Frustrations

- Forgetting to drink enough water
- Deer getting into his garden
- Shoulder pain

Jon is a retiree who stays active in his community by volunteering and participating in committees. He loves to spend time outside enjoying nature and relaxing with a good scotch. Sometimes he needs a reminder for things that keep him healthy. Jon is not well versed in using technology.

Persona: Kath



Kath

Age: 52

Education: College

Hometown: Sewell

Family: Married, 2 kids,

Mother lives with them

Occupation: Business owner

“Tools that help me take care of my family would ease a lot of burdens”

Goals

- Be able to run her businesses to the best of her ability
- Spend time with family
- Make sure her mother has the best care possible

Frustrations

- Unexpected issues changing her work schedule
- Daily struggles of taking care of someone with Alzheimers
- Making time for herself

Kath is a business owner who is constantly on the go with a hectic ever hanging schedule. She is also the sole caretaker of her mother who has Alzheimer's. Kath takes care of everyone around her and finds it difficult to find down time to enjoy her family or some peace and quiet.

User journey map

Following the user journey of Jon, I was able to identify parts of the website that can be improved for the overall experience.

Persona: Jon

Goal: Get reminders to take medicine

ACTION	Input user data	Set reminders	Get alerts	Take prescriptions	Refill prescription
TASK LIST	A. Open app B. Enter username C. Enter prescriptions and supplements used D. Enter pharmacy used	A. Set dates and times to take prescriptions B. Set alert noise C. Set when prescriptions need to be refilled	A. Get reminder to take prescription B. Get prescription	A. Follow directions to take prescription B. Mark that it's been taken in app	A. Get alert to refill B. Send refill request to pharmacy C. Pick up refill or have it delivered
FEELING ADJECTIVE	Annoyance of having to input so much information	Hopeful that this will help them in the long run	Surprised by the alert	Impressed at how efficient the app is	Relief they won't have to go without their medications
IMPROVEMENT OPPORTUNITIES	Have an option to have data imported from a doctor's office	Make alerts audio and visual	Have alerts not be too jarring	Keep alerts going to make sure they took it and it gets marked off	Have medical professionals keep the prescription up to date.

Digital wireframes

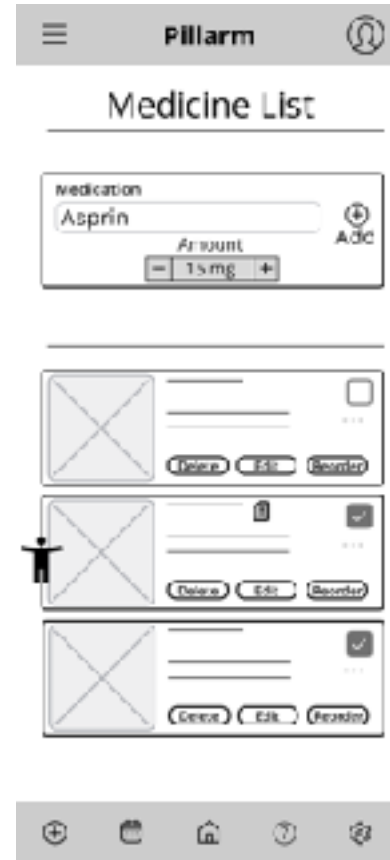
To input information manually would be a chore, we added and option to have other forms autopopulate what Pillarm would need.

Pillarm



Digital wireframes

The medicine list has easy to use icons and easy to read fonts. I added in check marks to show that the medication has been taken today.



Low-fidelity prototype

With my low fidelity prototype I was able to give users a chance to test the flow of my app, Pillarm
View LoFi Prototype [here](#)



Usability study: findings

Two rounds of usability studies were conducted. The first study helped guide the directions the wireframes and low fidelity prototype should go. The second study helped solidify the final details and flow of the the high fidelity prototype.

Round 1 findings

- 1 Users need a way to import information
- 2 Users wanted a help page to get info on the app
- 3 Users needed an accessibility icon added

Round 2 findings

- 1 Some fonts make the app hard to read
- 2 Different fonts should be used to be easier to read
- 3 Icons used are helpful

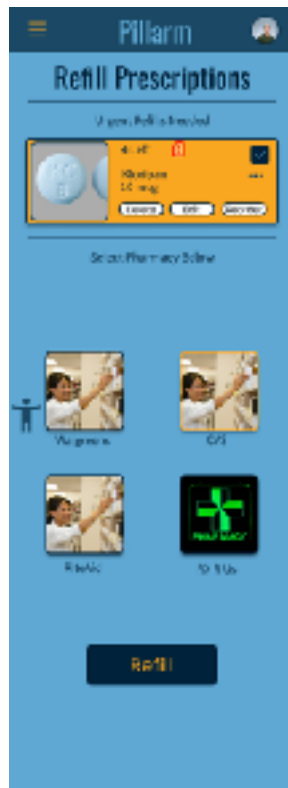
Refining the design

- Mockups
- High-fidelity prototype
- Accessibility

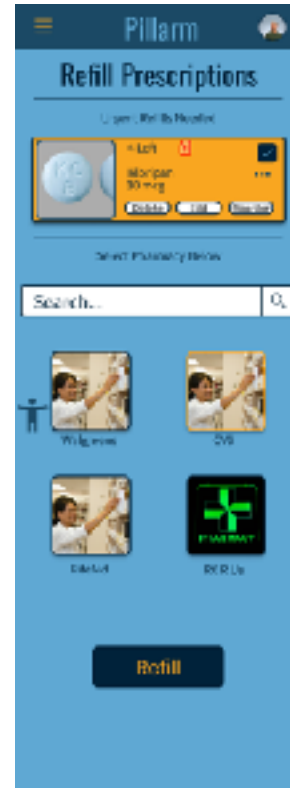
Mockups

The low fidelity design had the pharmacies listed, but we added a search feature to help aid the user.

Before usability study



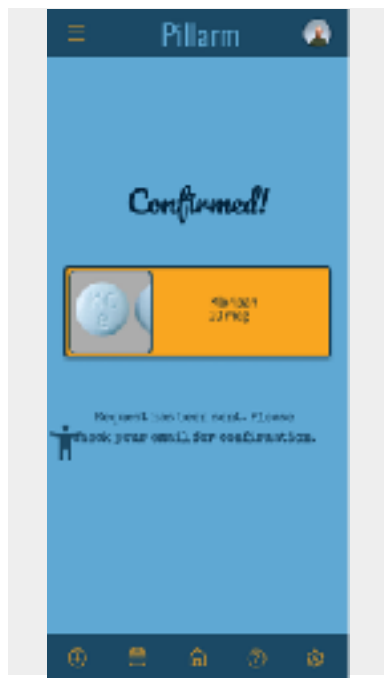
After usability study



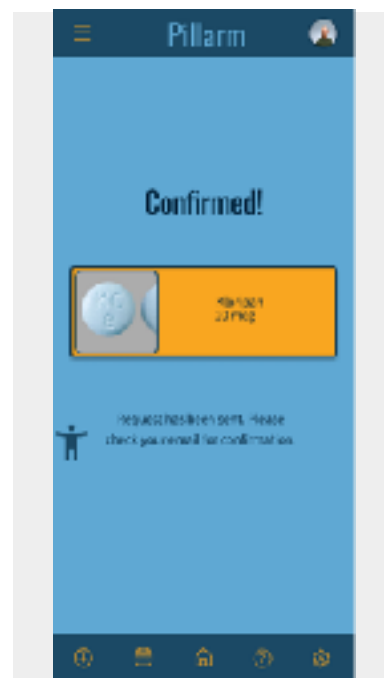
Mockups

Some fonts were inconsistent and not up to WCAG standards, which were remedied.

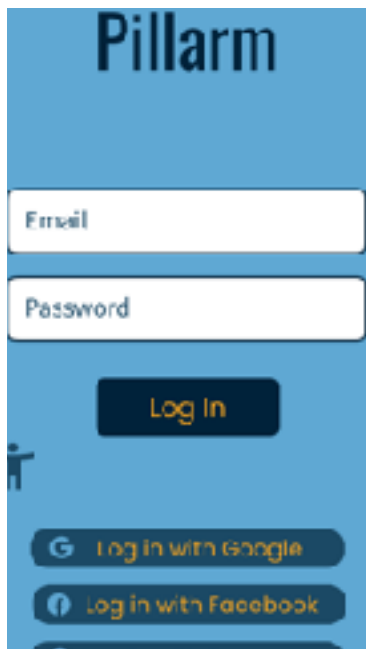
Before usability study



After usability study



Mockups

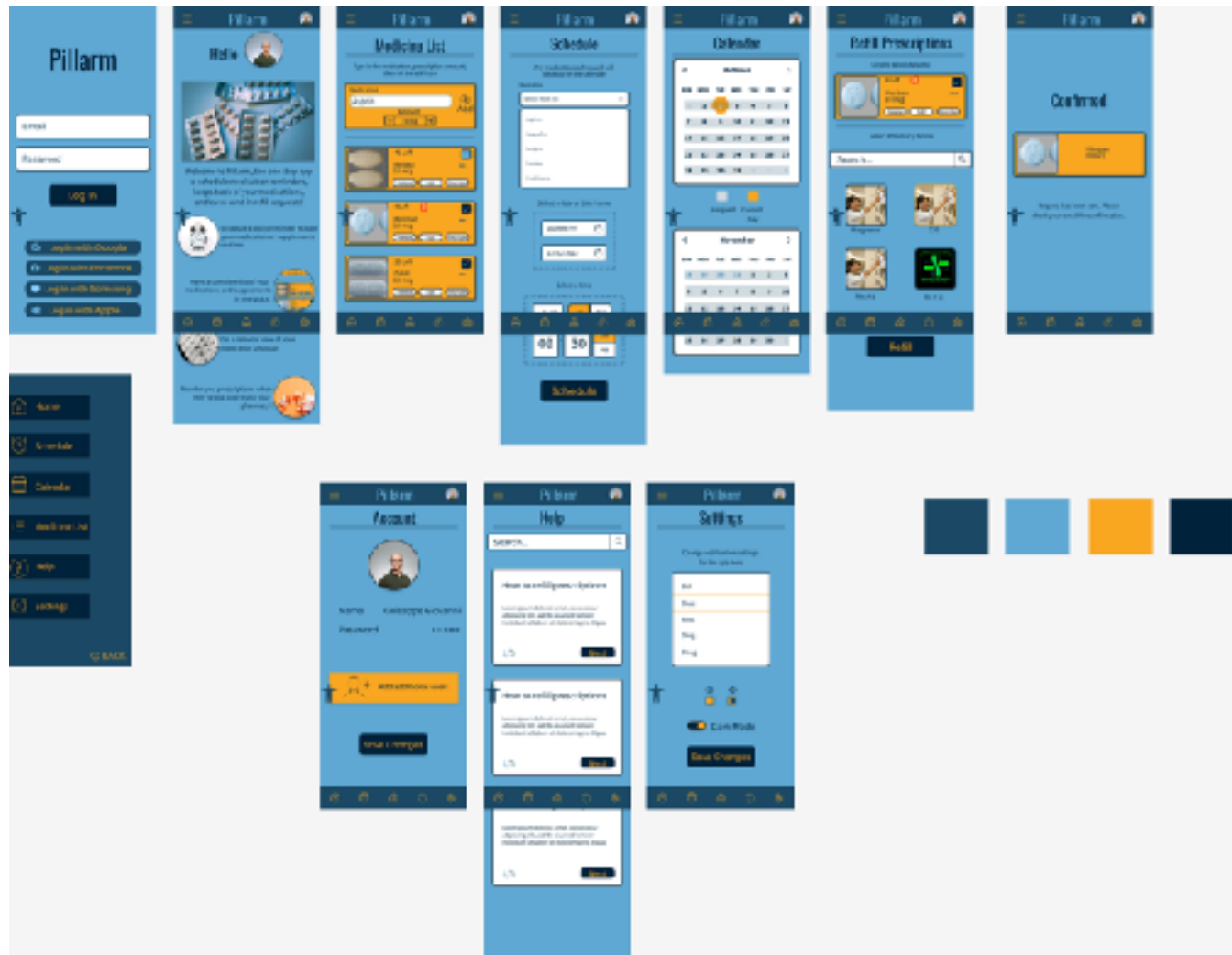


High-fidelity prototype

Finally with the high fidelity prototypes, I changed some formats around to modify the app for a tablet and website view.

View the high fidelity prototype [here](#)

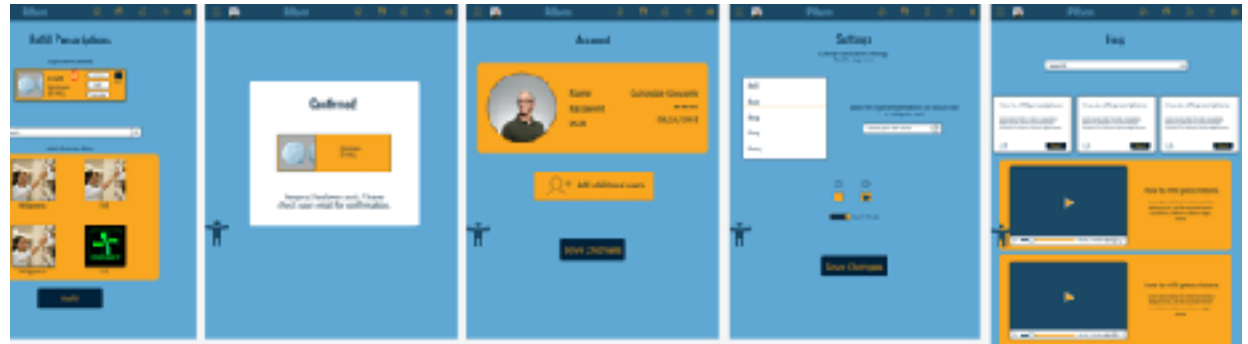
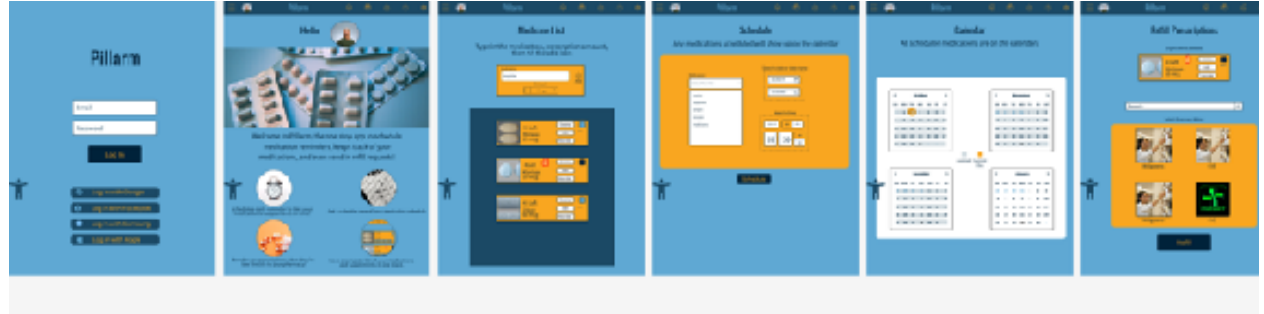
Mobile



High-fidelity prototype

Finally with the high fidelity prototypes, I changed some formats around to modify the app for a tablet and website view.

View the high fidelity prototype [here](#)



Tablet

High-fidelity prototype



Finally with the high fidelity prototypes, I changed some formats around to modify the app for a tablet and website view.



View the high fidelity prototype [here](#)

Web

Accessibility considerations

1

Used a color scheme and fonts that are compliant to the Web Content Accessibility guidelines

2

Inserted lots of pictures and icons to assist the user in selections and navigations

3

Added annotations and labels for the productions team to add in accessibility guides like screen readers

Going forward

- Takeaways
- Next steps

Takeaways



Impact:

The Pillarm app is now available in three different formats to better serve the most amount of people however they want to access it. One notable quote said, "Being able to access the app from my phone and even on a desktop at the doctors, will be a huge help in taking care of my mother."



What I learned:

Being able to keep track of medications and prescriptions can be overwhelming so finding a reliable aid like Pillarm will significantly improve the end user's lives.

Next steps

1

I would have a assistive text added to ensure those who use screen readers can use the app with ease.

2

Additionally I would add in a feature to allow medical personnel to modify the medicines list for their users.

3

More research is always an option to close the gaps I probably missed on the first few rounds.

Let's connect!



For any other feedbacks or insights please feel free to contact me.

I can be reached at RobbiPili@gmail.com

or

www.Pillarm.com

Thank you!