

Instituto Superior Técnico

User Centered Design Course

**iPillOClock**

**Inquiring the users**

**Group 118**

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1st Semester of 2010/2011

# Summary

- Inquiring the users
- What do they think?
- User groups and profiles
- Usage Scenarios
- Task list
- Users for the Monitoring Group

**Inquiring the users**

# Interviews

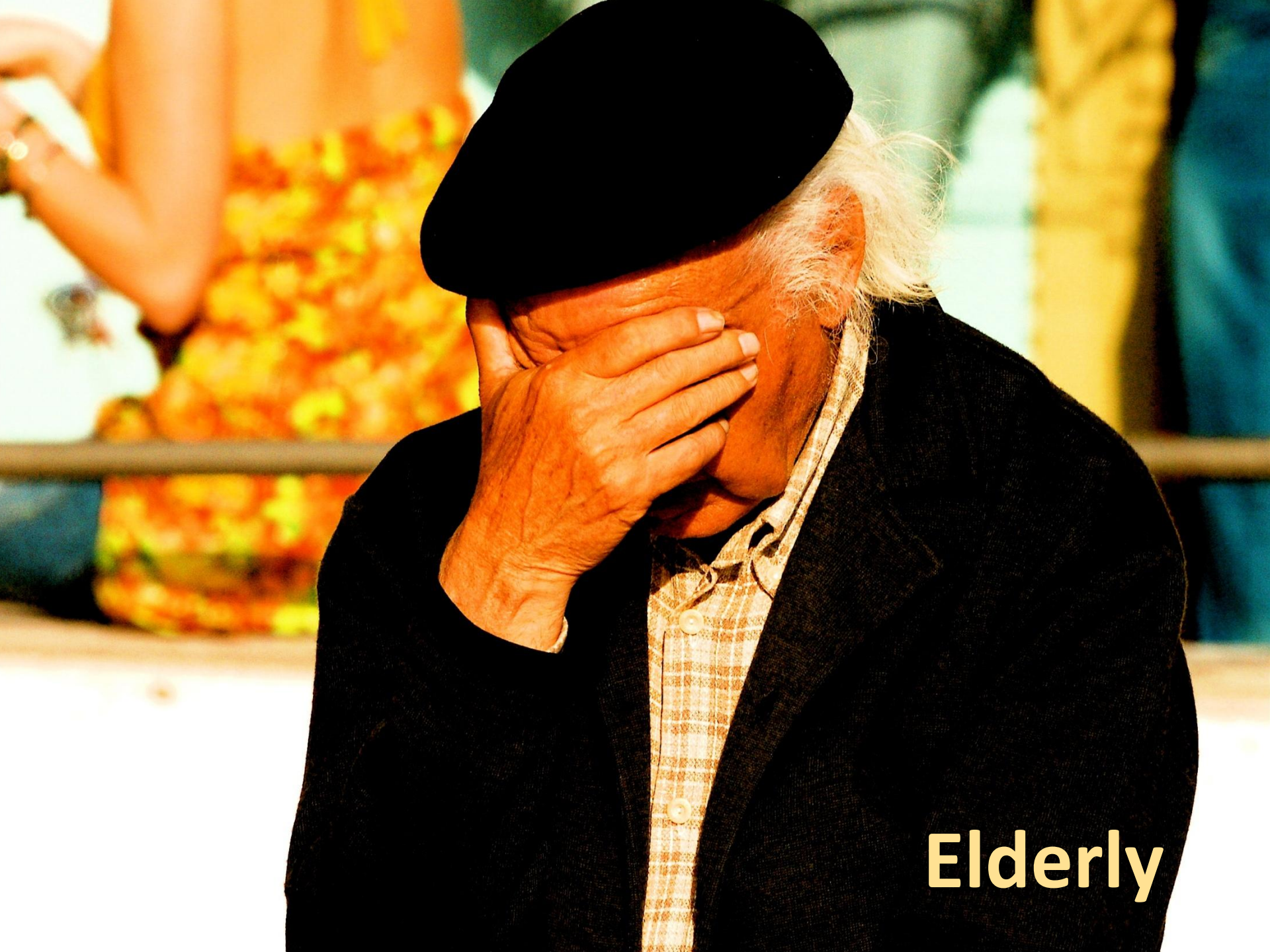


**Three user groups**

# Pharmacists







**Elderly**



# Families





**What do they think?**

**Pharmacists**





**Why do they forget  
to take the medications?**



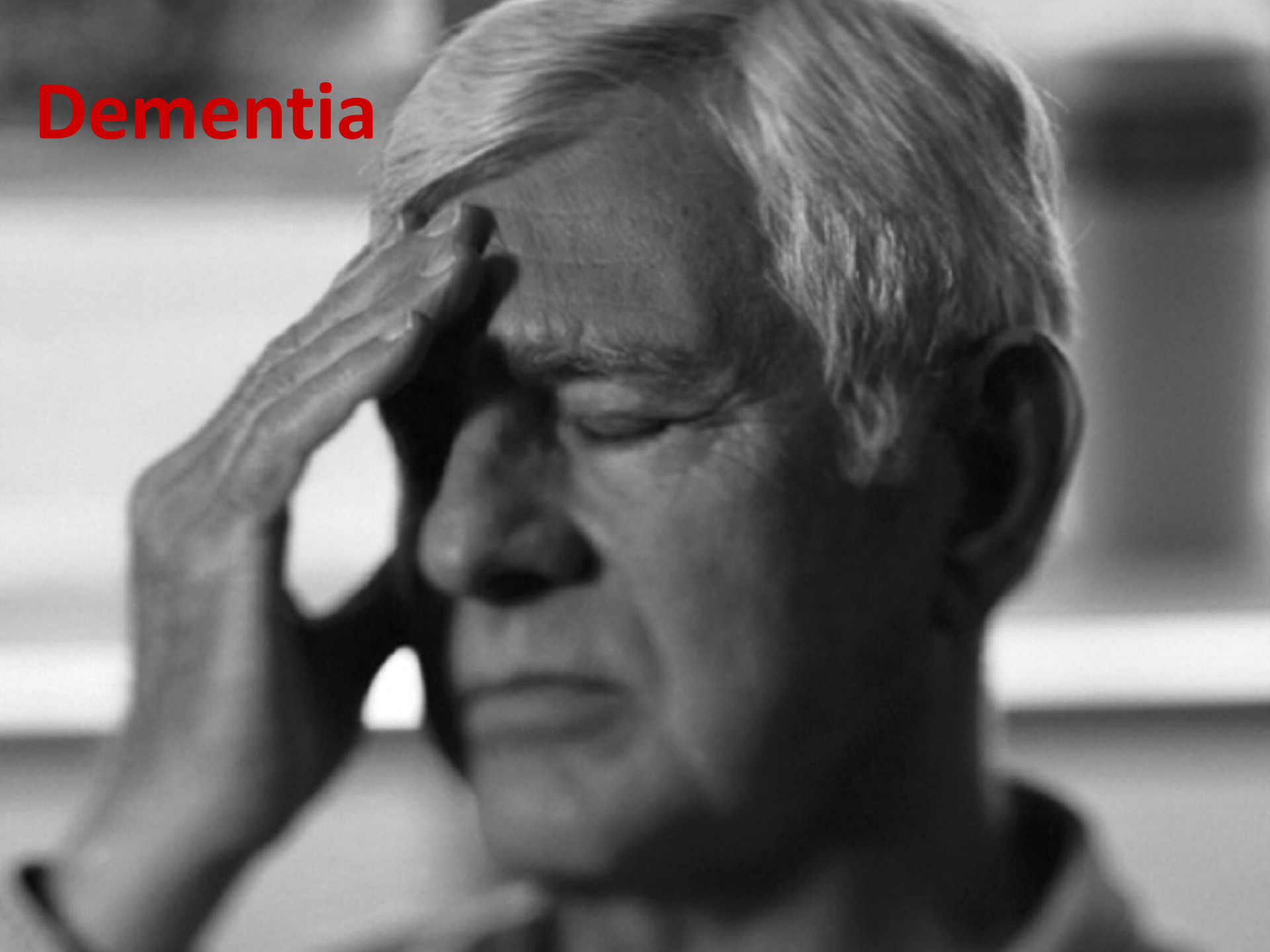
**Polymedication**



**Resistance to  
medication**



**Dementia**







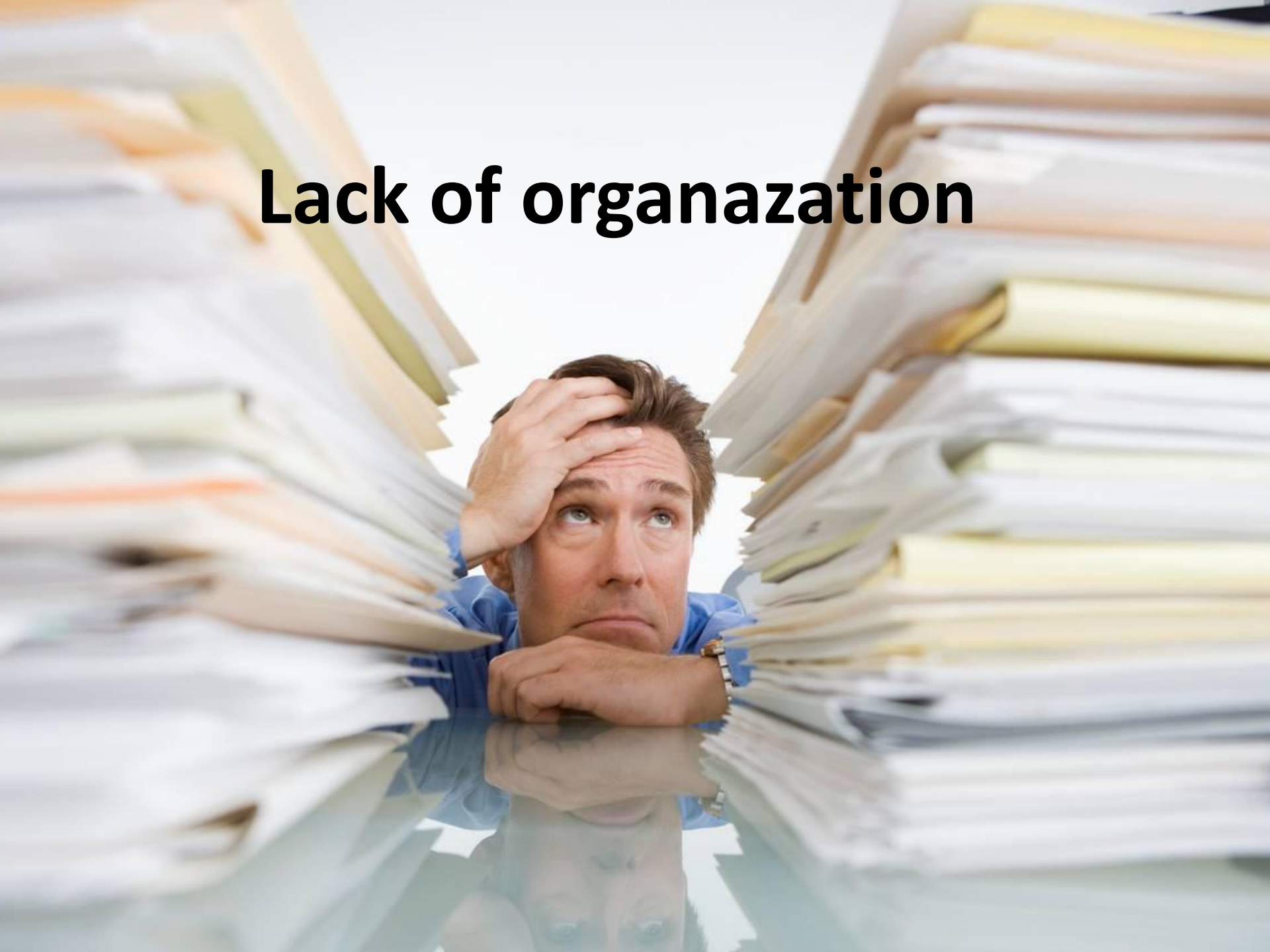
ERIH

UW

**Illetaracy**



**Lack of organization**





**Worrying situation**

**Available to help**

**Would the elderly be  
interested ?**



**The families would...**

***“Good and useful idea”***

**Elderly**

**Do they really forget  
to take the medications?**



*“Not usually, **but**”*

**Dangerous situation**

**Are they interested?**



*“Yes”*

*“Don’t  
know”*

*“Maybe...”*

*“No”*

*“Surely”*

*“Only if...”*





**Families**

**Worried**







41  
Tamiami Trail  
EXIT 3/4 MILE

968  
Flagler St.  
1/4 MILE  
EXIT ONLY

SW 24th St  
Coral Way  
Tamiami Trail  
Tamiami Trail

17-6

968

EXIT





**No time**





**Families like the idea**



# Suggestions





**AMBULÂNCIA INEM**

**MINISTERIO DA SAUDE  
INSTITUTO NACIONAL DE EMERGENCIA MEDICA**



**INEM**

**BARCELOS**

**B. V. BARCELOS**

**AMBULÂNCIA**

**0305  
INEM  
01**

**www.inem.pt**

**112**

**312D**

**86-60-PJ**

**Emergency call**





**Remote controlling**



**Refill reminders**



# Medical consultation reminder





**Medical records**

# **User groups and profiles**

**User profiles were  
correct ...**

**... But incomplete.**





**New user group:  
medical doctors**

**The family will  
buy the device**

**Farmacists will  
enter the data**

**Medical doctors  
will manage  
the medical record**

**Elderly will get  
the information**



# Usage scenarios

*Mr. Williams goes to the pharmacy to buy his new medication. Since it's the first time he's using the iPillOClock, he asks the pharmacist to help him programing the device. The pharmacist connects the device to his computer, launches an application and configures the device according to the Mr. Williams's medications and therapy.*

*Mrs. Jones is a elderly lady who has lived alone for many years since his son has moved to a far away city looking for a job. One day she falls from the ladders and can't stand up again by itself. Using the iPillOClock, Mrs. Jones can quickly call for help and go to the hospital to check if she has some broken bone.*

*Mr Brown's doctor confirmed his patient's allergy to a certain common substance. With this new information, the doctor connects the Mr. Brown's iPillOClock to his own pc, and edits Mr. Brown's medical record adding the new allergy's information.*

*Mr. Wilson's daughter is concerned with the fact that his father is constantly forgetting to go to the pharmacy to buy more medicines when they end up. Using the iPillOClock peripheral device, she programs the iPillOClock to warn her father when he has medicines for less than a week.*



# Task List

**Add and configure a  
new medication therapy**

**Call for medical help**

**Create and edit  
a medical record**

**Configure a refill  
reminder**



# **Users for the Monitoring Group**

**Pharmacists**

**Elderly**

**Families**

**Questions?**



# Attachment I – Elderly's Inquiry(1)

- On average, how many medications you take per day?
- Have you ever forget to take any of them? Often? Few times? This forgetfulness had some involvement? Have you forget to take the medication for any particular reason?
- Do you consider that such situations are common among the elderly population? Why?

# Attachment I – Elderly's Inquiry(2)

- On your opinion, is this a worrying situation?
- Do you use any method to help you remember to take the medications? Is it effective? Do you know any other methods?
- Do you think that such device (iPillOClock) would be useful?
- Would you be interested in using it? Why?
- How do you feel about technology?
- Overall, what do you think of the idea? Limitations? Problems? New features?

# Attachment I – Pharmacists's Inquiry(1)

- Do you have regular elderly clients?
- Do you think some clients may fail some medications doses?
- In your opinion, why this happens?
- Do you think it's a worrying situation?
- Would you like to help these people not forgetting to take the medications?
- Do you think that such device (iPillOClock) would be useful?

# Attachment I – Pharmacists's Inquiry(2)

- Do you think elderly would be interested in using such device?
- Would you be willing to assist an elderly person that, after purchasing one or more medications, asks your help to program one of these devices?
- How do you feel about technology?
- Overall, what do you think of the idea? Limitations? Problems? New features?

# Attachment I – Families's Inquiry(1)

- Do you it's common for the elderly to forget to take the medications?
- Do you know an elderly person that had forgotten to take a medication? What happened?
- Do you think it's a worrying situation?
- Do you know any method to help people rememeber to take the medications? Is it effective? Do you know any other methods?



# Attachment I – Families's Inquiry(2)

- Do you think elderly would be interested in using such device?
- As we are talking about a wristwatch like device, how much would you be interested in offering such a device?
- How do you feel about technology?
- Overall, what do you think of the idea? Limitations? Problems? New features?