



MY SYMPTOMS

Today is a new day

Charlotte Green | DES 396

PHASE 1

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Neurology

A Neurology clinic helps patients with disorders of the Central Nervous System (CNS) and the Peripheral Nervous System (PNS). Due to the wide functionality of the CNS and PNS, patients' symptoms can be extremely varied, but most are dealing with chronic pain or persistent symptoms. Doctors often specialize even further into a specific neurological condition such as: Traumatic Brain Injuries, Epilepsy, Movement Disorders, Sleep Disorders or Multiple Sclerosis.

Multiple Sclerosis (MS)

MS is an autoimmune disease where the immune system attacks healthy cells within the CNS. Specifically, MS attacks the myelin, the protective coating that surrounds nerves in the brain and spinal cord. This damage interrupts nerve signals from the brain to other parts of the body causing a variety of symptoms.

The causes are still being studied but MS affects nearly 1 million adults in the U.S. It commonly affects women more than men and patients will get a diagnosis between the ages of 20-40.

Disease modifying therapies are currently the most affective way to reduce the progression of MS. Lifestyle changes like eating healthy and exercising regularly have also helped MS patients improve their quality of life.

Making an MS Health Journal

The Challenge

MS affects each patient differently and can impact functionality of the entire body. Most patients will be seen by several specialty practitioners to tackle individual symptoms.

Objectives

- Create a space for patients to gain clarity while going through their MS journey.
- Take self-reported information with them to all appointments.
- Connect with their MS care team at any clinic, with a registration code given to them by their Neurologist, patients will be able to sign up for the app.

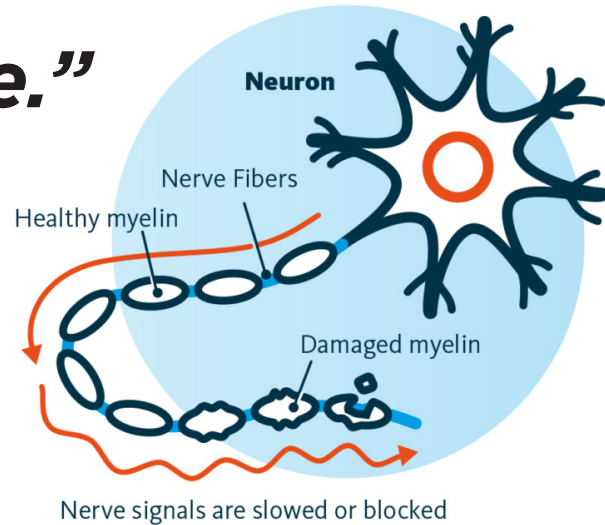
Users/Audience

Majority of patients are diagnosed between 20-40. It is important to keep accessibility in mind by offering text to type and larger buttons to accommodate for all patient abilities.

Nature of Content

Mobile application, message care team, track physical and emotional well being, self-reporting data, website, smart watch, track health metrics (steps, activity levels, heart rate).

“MS is the clearest definition of an uncertain future.”



Competitive Analysis - CareClinic

A self-care wellness app and symptom tracker. Set reminders for your meds and record your symptom severity, measurements, engage in physical activity, and eat well. Automatically discover correlations and triggers through reports.

Trackers Included: Track medication, vitamins, supplements, chronic conditions, symptoms, diary, environmental factors, nutrition, physical activity, daily vitals and measurements, therapies, sleep, stool and notes.

Cost: \$9.99 per month or \$59.99 per year

Pros:

Apple Health inputs sleep measurements

Print reports

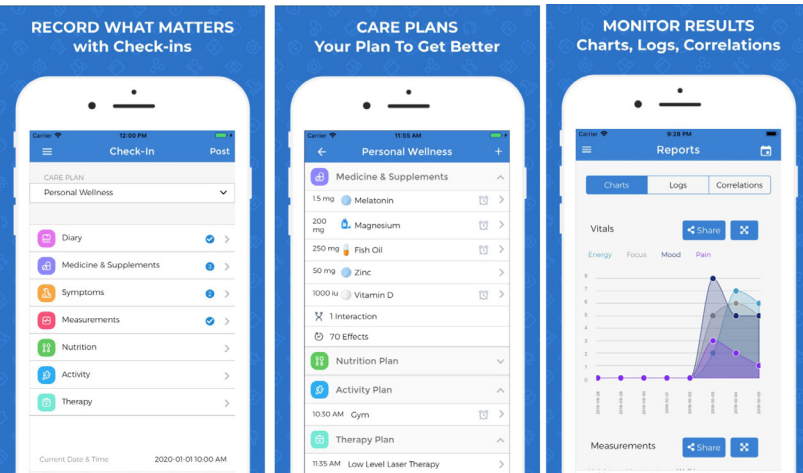
Customizable to be used for health records, reminders, health diary or symptom tracker

Cons:

Symptoms ask for a stop and end time when they are entered

“CarePlans” are blocked in the trail

No contact with doctors



Competitive Analysis - FlareDown

FlareDown is a simple symptom tracking app and a community for chronic illness. Built by patients, for patients, and free forever.

Features: Track all conditions, symptoms, and treatments in one place, creates an easy check-in each day with previous details, Tag your day with details about things that may interact with your illness, automatic weather tracking, visually compare your data to test out your treatments and find triggers,

Cost: Free

Pros:

Serves many chronic pain conditions

Customizable lifestyle influences from food, activity and meds

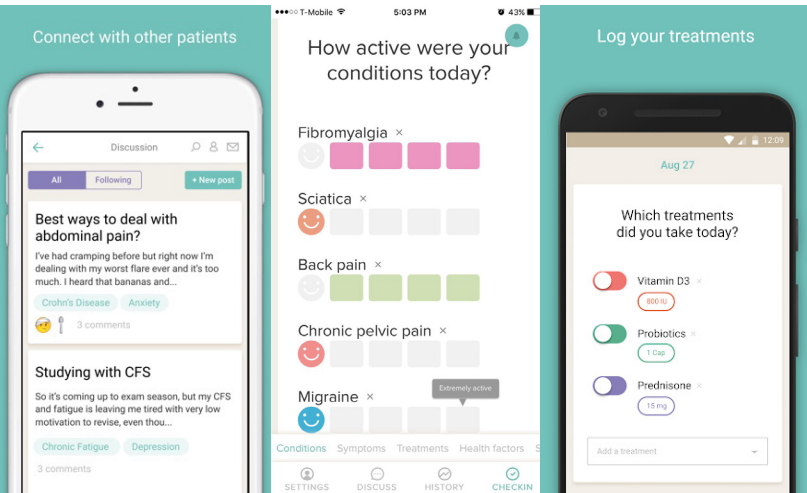
Community chat

Cons:

Inaccurate weather tracking

Only input symptoms once a day

No contact with doctors



Interview Observations



Jenny | 23 | Single

"Just taking it one day at a time"

Bio: Jenny graduated college last spring with a degree in computer science. While studying, she was a part of the swim team and still likes to stay active. Since graduating she has joined the community swim team but with her recent fatigue it has become harder. Her family is very supportive, and her mom joins her at appointments to help take notes and ask questions. She is nervous about starting a new job with so much still unknown.

MS History: Jenny was diagnosed with MS this year. With her diagnosis she has felt completely overwhelmed. It took several months for her to be properly diagnosed. She is now in the process of consulting with neurologists to find the right preventative treatment plan. Her current flare up has affected her hands, feet, and balance. She uses Notes and a journal to write down symptoms and dates.

Needs:

Breakdown of information
Better place to keep track of symptoms

Frustrations:

Feeling overwhelmed by all the information
Online resources are hard for her to trust



Kay | 55 | Married

"Some days you have to remind yourself to take a breath and choose positivity"

Bio: Kay is married and has 4 children. Living in Duluth she likes to walk around the lake and enjoy time outdoors. Her family moved to the cooler climate to help with her symptoms during the summer. She does not work to reduce stress. At home she likes to stretch and meditate to alleviate pain and connect with her body. Her family is extremely supportive of her on good and bad days. One of the hardest parts when she was first diagnosed was learning how to advocate for herself.

MS History: Kay was diagnosed at the age of 30. It took several years to be properly diagnosed. Her first symptoms included vision problems and feet numbness. At the time she had never heard anything about MS. Over the years she has tried different treatment plans including pills, self-injections and now she goes in for IV infusions every 3 weeks. Occasionally she will use walking sticks to work on lengthening her stride.

Needs:

Easily connect with her care team

Keep track of all appointments

Frustrations:

When she does have a flare up, it takes time to see her doctor

Dealing with changes



User Stories

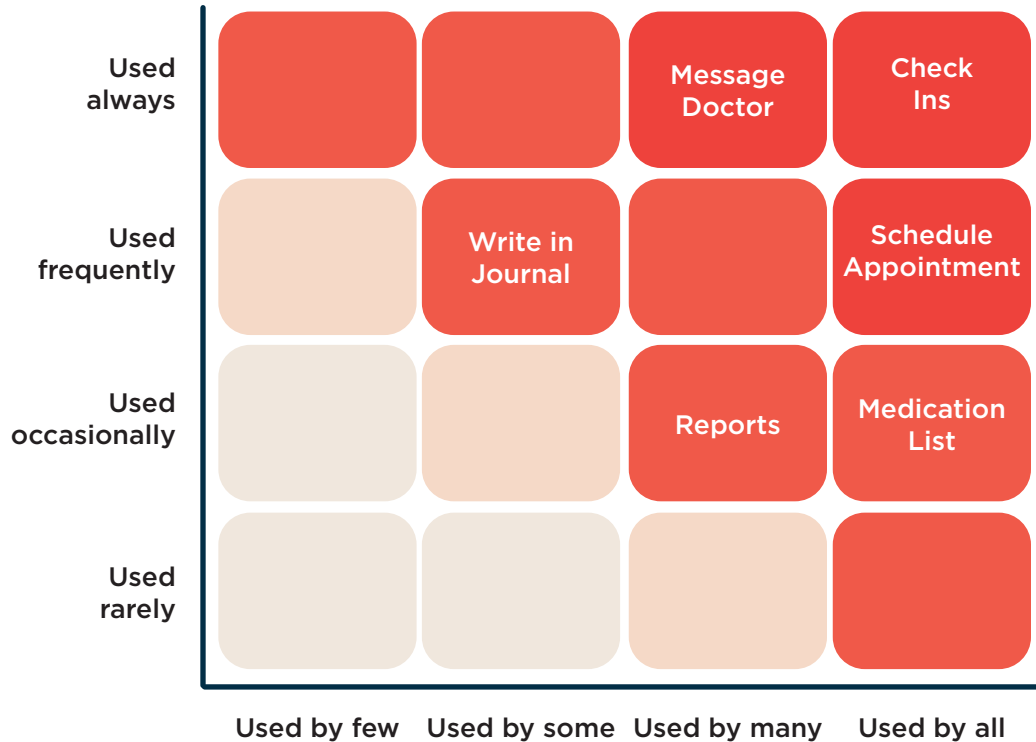
“I see different doctors for the symptoms that arise due to my MS, I want one place to organize everything related to my MS experience.”

“My MS symptoms seem so unpredictable, I want to keep track of my symptoms to see how things change over time.”

“When my symptoms start to flare, I want to get in contact with my doctor right away.”

“Keeping my appointments organized is difficult, I want one calendar with appointment information and reminders that I have upcoming visits.”

Red Routes



PHASE 2

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MOBILE

PIN HOMEPAGE

MENU

Messages

Appointments

Future Appts.

Make a New Appt.

Department

Date

Time

Reports

Medication List

Add new

Edit Current

Journal

Daily Prompts

Blank Entry

Search

Settings

Profile Info

Manage Reminders

Change PIN

MESSAGES

Search

Inbox

New Message

REMINDERS

Add New

Complete

MOOD CHECK-IN

Rating

Emotions

ENERGY CHECK-IN

Rating

BODY CHECK IN

Physical

Rating

Diagram

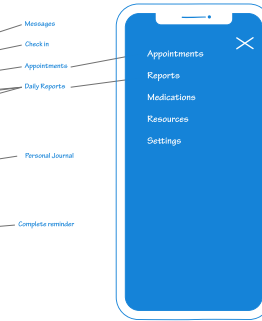
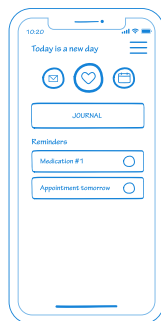
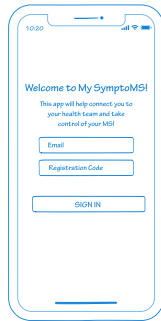
Describe

Cognitive

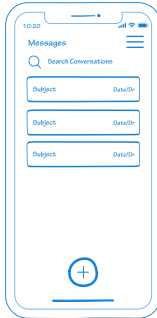
Rating

Diagram

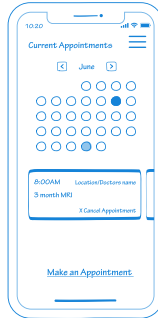
Describe



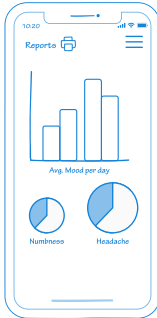
Messages



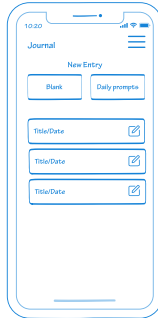
Appointments



Reports



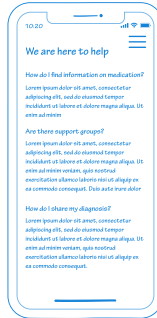
Journal



Medication List



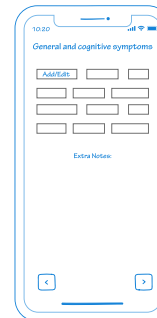
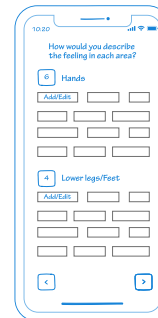
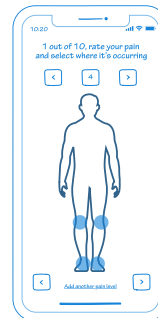
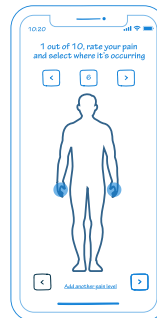
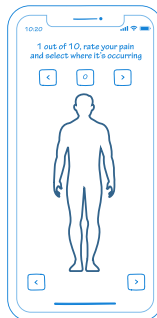
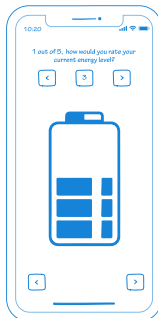
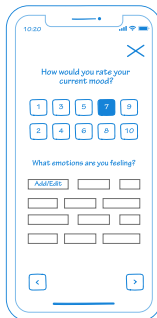
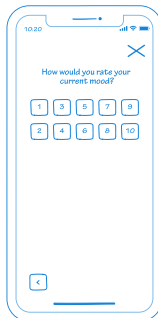
Resources



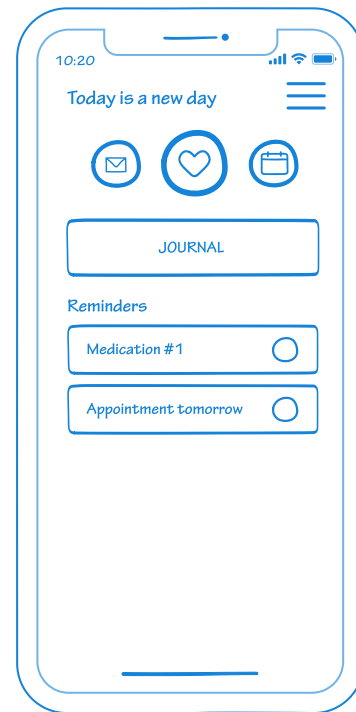
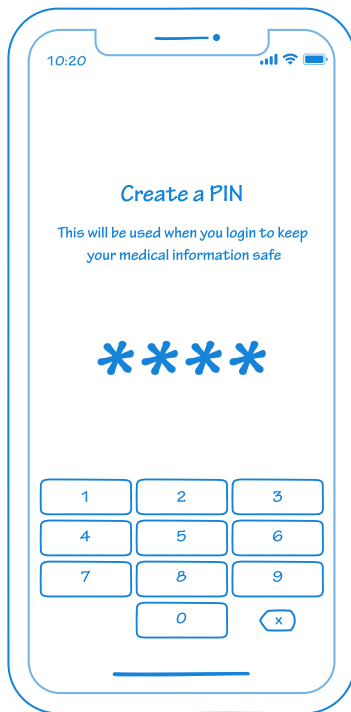
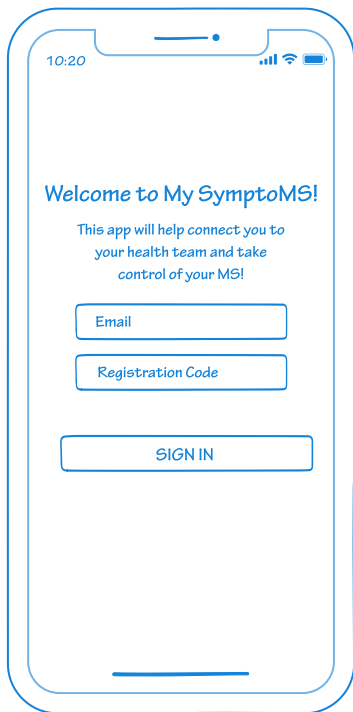
Settings

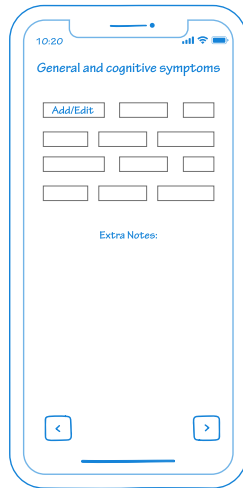
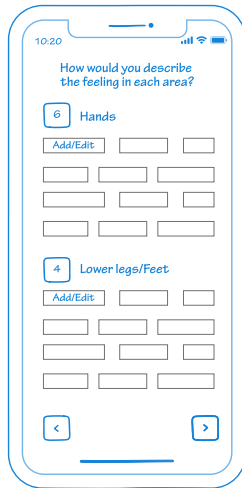
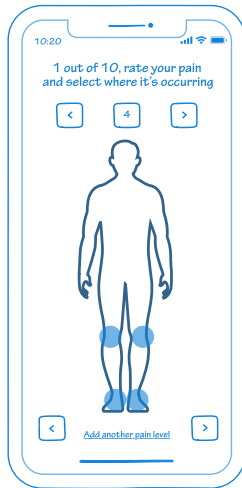
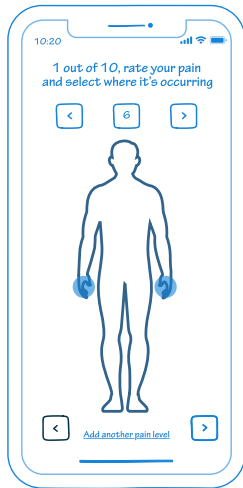
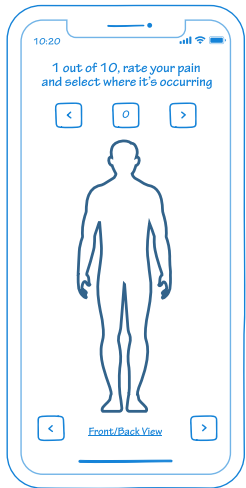
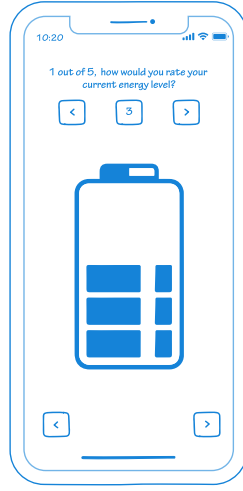
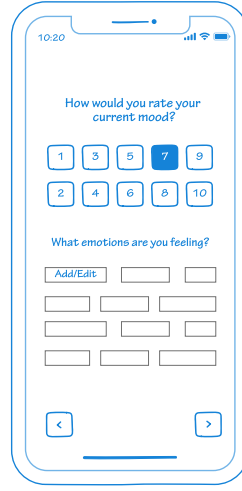
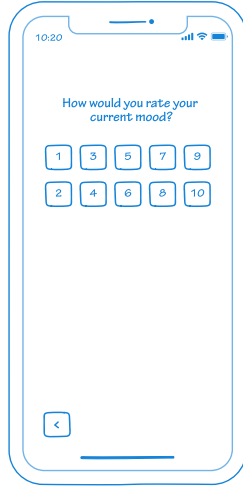
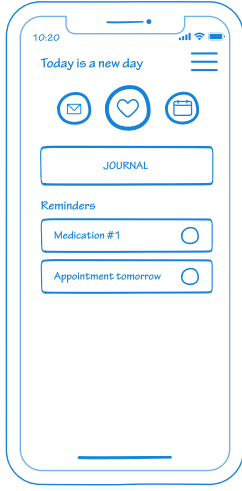
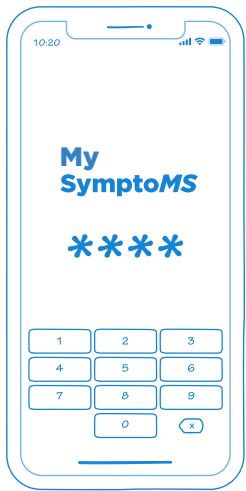


Check in Process



Registration Flow





DESKTOP

LOGIN

HOME PAGE

MESSAGES

Search
Inbox
New Message

APPOINTMENTS

Future Appts.
Make a New Appt.
Department
Date
Time

REMINDERS

Add New
Complete

JOURNAL

Daily Prompts
Blank Entry
Search

MOOD CHECK-IN

Rating
Emotions

ENERGY CHECK-IN

Rating

BODY CHECK IN

Physical
Rating
Diagram
Describe
Cognitive
Rating
Diagram
Describe

REPORTS

Search

MED LIST

Add New
Edit Current

SETTINGS

Profile Info
Manage Reminders
Change PIN

HOMEPAGE

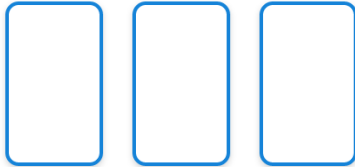
A Web Page



Https://



Today is a new day, lets check in



Quick Journal

Done

Reminders

- Take Vitamin D
- Call Dr. Johnson
- Call Dr. Johnson

Messages



Appointments



Reports



Journal



Medication list



Settings



Appointment Manager

No appointments today

Look ahead:

WED	THURS	FRI
MRI 11:00AM		



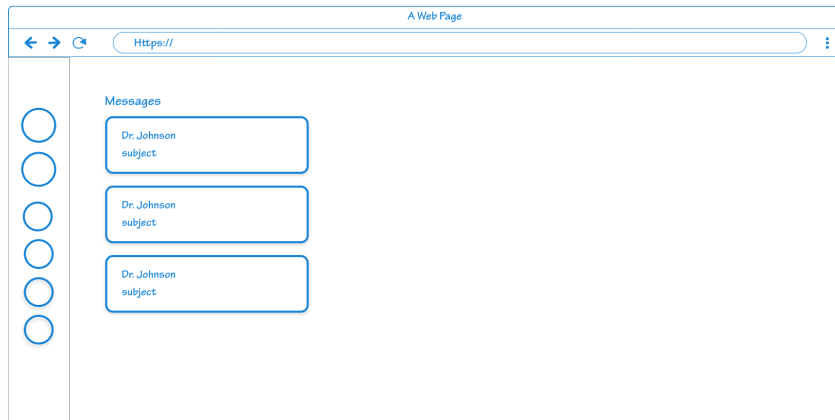
MESSAGES

A Web Page

← → ↻

Messages


- Dr. Johnson
subject
- Dr. Johnson
subject
- Dr. Johnson
subject

A wireframe of a web browser displaying a messages page. The browser's address bar shows "https://". On the left side of the page, there is a vertical sidebar with six circular icons. The main content area is titled "Messages" and contains three stacked message cards. Each card displays "Dr. Johnson" and "subject".

MEDICATION LIST

A Web Page

← → ↻

Medication List 

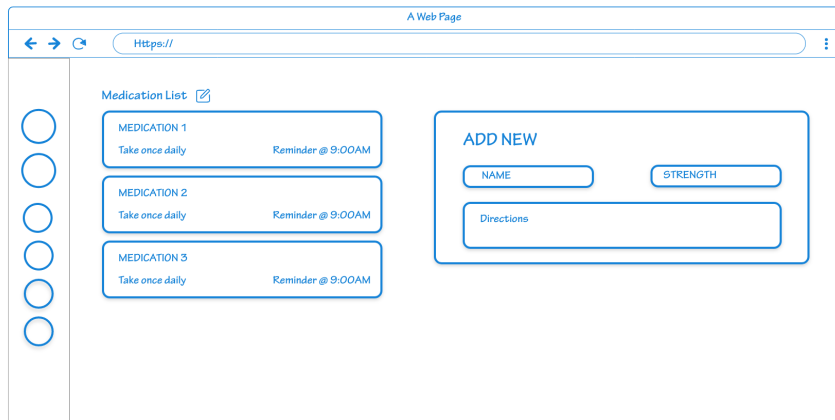
MEDICATION 1 Take once daily	Reminder @ 9:00AM
MEDICATION 2 Take once daily	Reminder @ 9:00AM
MEDICATION 3 Take once daily	Reminder @ 9:00AM

ADD NEW

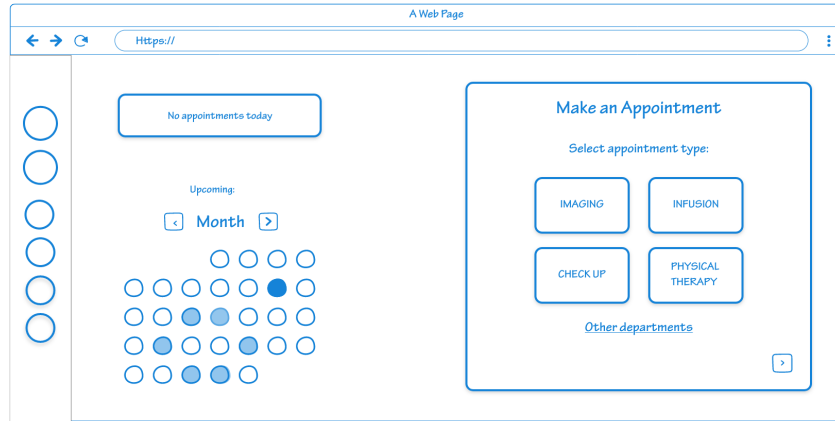
NAME

STRENGTH

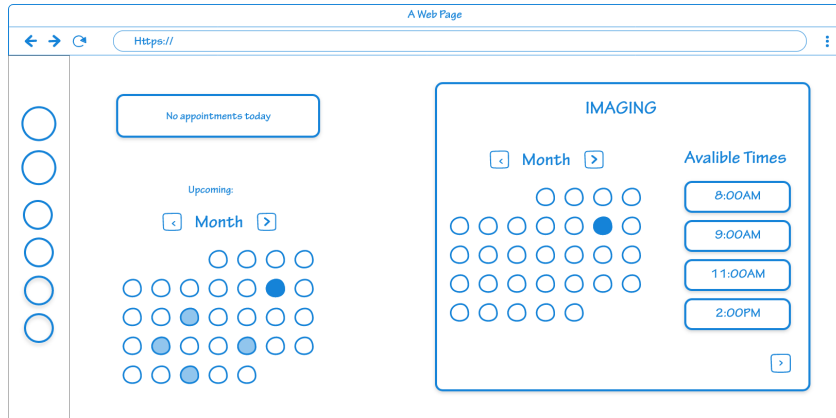
Directions

A wireframe of a web browser displaying a medication list page. The browser's address bar shows "https://". On the left side, there is a vertical sidebar with six circular icons. The main content area is titled "Medication List" with an edit icon. It features a table with three rows of medication entries. Each entry includes a medication name, frequency, and reminder time. To the right of the table is a form titled "ADD NEW" with three input fields: "NAME", "STRENGTH", and "Directions".

APPOINTMENTS




APPOINTMENTS-2



REPORTS

A Web Page

Https://

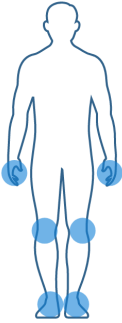
Reports 

Today

	10:00AM	3:00PM
Mood:	7	5
Energy:	3	1

Physical Symptoms:

Cognitive Symptoms:



This Weeks Averages

	MON	TUES
Mood:	7	5
Energy:	3	1

Look up past check-in

JOURNAL

A Web Page

Https://

Journal

DATE

DATE

DATE

NEW ENTRY

CHECK-IN

A Web Page

← → ↻

How would you rate your current mood?

1	3	5	7	9
2	4	6	8	10

What emotions are you feeling?


<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

CHECK-IN-2

A Web Page

← → ↻

How would you rate your current energy level?



CHECK-IN-3

A Web Page

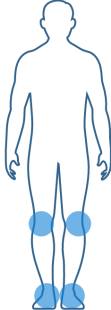
← → ↻

Physical Symptoms

Rate your pain level and then click where it is occurring, repeat until all your symptoms are recorded

Describe the symptoms below or add your own

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



[Front/Back View](#)

CHECK-IN-4

A Web Page

← → ↻

Other Symptoms

Describe the symptoms below or add your own

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Extra Notes:

WATCH

LOGIN HOMEPAGE

REMINDERS

- Complete
- Snooze

MOOD CHECK-IN

- Rating

ENERGY CHECK-IN

- Rating

Complete reminder task

Quick Check in

TASK1

TASK2

1-10
Rate your Mood

7

1-5
Rate your Energy

3

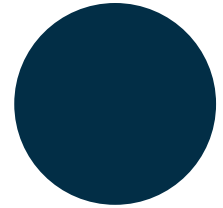
PHASE 3

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Brand Identity

MY SYMPTOMS

Primary Logo



#023047

MY SYMPTOMS

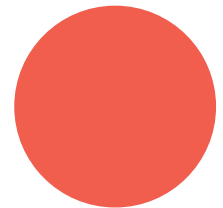
Alt. Logo



#F2F2F2

Headers- **Gotham Black**

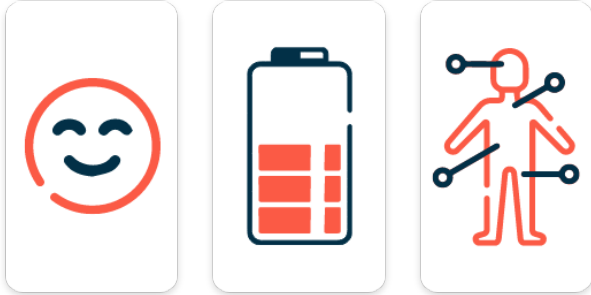
Body- Gotham Medium



#FF5B46



Icons and Buttons



Reminders

Take Vitamin D

Take Vitamin B

Call Dr. Johnson



9:00AM

10:30AM

11:30AM

1:00PM

2:00PM

3:00PM

Happy

Positive

Calm

Anxious

Gloomy

Meh

Sad

Grateful

Excited

PHASE 4

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First Round Prototyping

Desktop: Start a new message, Schedule an appointment, Look at reports
Screens 1-9

Mobile: Enter a complete check in
Screens 10-32

Watch: Enter a “quick check in”, See reminders, Complete reminder tasks
Screens 33-46

<https://xd.adobe.com/view/02d4d663-287e-4fcd-9885-fe90bf22c647-5787/>

PHASE 5

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Usability Testing - Desktop

Users were instructed to complete the tasks below while I recorded observations.

Task 1: Start a new message

No usability
issues

Task 2: Schedule an imaging appointment

No usability
issues

Wanted dates
on the calendar

Task 3: Check your weekly average report

Liked the
visual for
physical pain

Confused by
diagram front/
back label

General Observations:

Clear side nav
icons

Tried the nerve
button to go
home

Page titles to
inform user

Usability Testing - Mobile

Users were instructed to complete the tasks below while I recorded observations.

Task 1: Log your current mood, energy level and physical symptoms

Not sure where
to start

Suggested a
check point,
exit option

No back
function

Confused by
front/back
label

Task 2: Send a message

No usability
issues

Usability Testing - Results

Critical:

If we do not fix this, users will not be able to complete the scenario.

Desktop-Tried the
nerv button to
go home

Serious:

Many users will be frustrated if we do not fix this; they may give up.

Confused by
diagram front/
back label

Suggested a
check point,
exit option

Minor:

Users are annoyed, but this does not keep them from completing the scenario.

Wanted dates
on the calendar

HiFi Prototype

Desktop: Start a new message, Schedule an appointment, Look at reports
<https://xd.adobe.com/view/a04c356f-3f70-478a-83e4-6739b000e421-f51f/>

Mobile: Log current mood, energy level and pain levels, Send a new message
<https://xd.adobe.com/view/2e0388ef-cc93-43f6-af09-2e1cc8fa945b-7b50/>

Watch: Enter a “quick check in”, See reminders, Complete reminder tasks
<https://xd.adobe.com/view/d57e0ec3-642e-41b8-85e9-adfe4903a2ec-802d/>



MY SYMPTOMS

Today is a new day

Thank you for your time