Doc2Doc
Enhancing Medical Provider Communication

A large majority of Seattle Children’s Hospital (SCH) patients with traumatic brain injuries have low health literacy, speak no or minimal English, or both. Countless medical providers involved have difficulty communicating and collaborating with each other, potentially hindering the patient’s ability to heal.

Doc2Doc enables medical providers to communicate with one another efficiently and effectively to provide the best collaborative care for their patient.

User Research
By interviewing various medical providers and using affinity diagram, we further understood their communication needs and goals. Common pain points include uncertainty of patient information and ambiguous updates.

Evaluation
By evaluating the usability of Doc2Doc with our target users, we learned ways to further improve efficiency in user flow, solidifying the functionality and clarity of our application’s features.

Ideation
From creating information architecture and developing sketches, we learned the main features to entail easy-view of patient information, chart summary collaboration between providers, instant messaging, and provider directory.

Prototype
To have Doc2Doc come to life, we created wireframes and interactive prototypes that emphasized application features, such as having menus specific to patients and recommending medical providers through intuitive design.

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