Know Me
Creating a tool to enhance the relationship between patients and health care providers.

Problem
How can health care providers better understand the lives of their patients in order to enhance their relationship, as well as the quality of their care?

Solution
Our goal was to create a tool (a physical and digital one) that improved the patient and health care provider relationship which will enhance the patient’s overall health care experience.

User Flow
Patients check in and receive Know Me form to fill out.
Patients have the option to fill out or edit the form at home.
Provider reviews form before every appointment.
Provider and patient have a meaningful conversation.

Process
PREVIOUS TOOL ANALYSIS
Affinity Diagramming, Statistical Analysis

USER INTERVIEWS
Patient, Provider and Administrator Interviews

DIGITAL & PHYSICAL DESIGNS
Info. Architecture, Wireframes, Lo-fi Prototypes

USABILITY TESTING
Testing with Patients, Providers & Admins, Design Changes

KNOW ME TOOL 2.0
Implement changes to final designs