HEALTH one – for the doctor’s practice of tomorrow

The project

No matter where or when, a general practitioner in a (group) practice needs to have access to a patient record and be able to write a prescription or a medical certificate without effort. HEALTH one, one of the software programs of HDMP, is exactly the tool a practitioner needs.

After optimizing and professionalizing the software for years, HDMP contacted Human Interface Group. To make the application future-proof and to increase the lead over their competitors, they asked us to improve the application with a new navigation structure and design.
The challenge

Its enormous versatility is the biggest trump card of HEALTH one. Doctors can choose from many different modules, apart from patient records, consultations and invoicing. By analyzing users’ needs and requirements for years, HEALTH one has become a very comprehensive application.

However, the learning curve for new users is now very steep. The structure is complicated and many of the features are not discovered by a large number of doctors.

The challenge for Human Interface Group was to come up with a new structure that makes the application easy to use for all users and especially for new doctors.

Also, we designed the first concepts for a new design. By doing so, we wanted to make HEALTH one more attractive and future-proof.
The results

We didn’t want users to be overwhelmed by all possibilities of HEALTH one. Therefore, we designed a dashboard in Windows 8 style that will be the homepage from now on.

In this way, doctors easily find their way to the most important modules. The dashboard is completely customizable and doctors can add or remove modules. So, from the homepage doctors can still access the more complex modules.

Homepage of HEALTH one

The new HEALTH one is a single-screen application. The focus remains on the active screen and the flow is not interrupted by pop-ups.

Single screen during consultation
From the first contact it was obvious we had chosen the right party. Not only was their knowledge in this area evident right away, their flexibility was also an added value. The beautiful, user-friendly UI of Human Interface Group enables us to translate our customers' wishes effectively. We are proud of the result.

Johan Spincemaille, CEO

What we did

Based on a normal working day of a doctor in a (group) practice, we mapped the possible obstacles in the current way of working with HEALTH one. Based on this, we created a new structure that supports different types of users.

First, we organized focus groups with end users with different levels of experience and various backgrounds. The main positive and negative points of HEALTH one emerged quickly. We used these insights to introduce a new information architecture.
The new structure clarifies the flows during a consultation and streamlines them with the other modules in HEALTH one. Consequently, we were able to create a more self-explaining and user-friendly information architecture that enables doctors to retrieve patient records quickly and to use these records through the application.

From this structure we designed interactive mockups starting from the new dashboard and the new way of navigating. We designed according to the Windows 8 style, including a single screen approach and navigation at the bottom of the screen.

We validated these mockups via user testing with doctors. Doctors with different levels of experience tested the three main improvements: the dashboard, the flow of the structure and the way of navigating.

After the testing phase, we formulated user interface guidelines that can be used as instruction guide by HDMP during the development of the new design of HEALTH one.
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