

# Healthcare Verticals

Usability study

# 1. Integration: Epic with Webex

Test Sample	
Sample Size: 16 (13 from usertesting.com, 3 On-premise customers)	
Skills breakdown	
Technical Admins, Trouble shooters, basic software installers (ranging from highly technical to less covering hospitals and private clinics)	9
Less technical with average internet skills, support staff, healthcare and social services	7
Rejected tests for not clicking prototype	3

# Results

Integration Flow results	
Technical Admins, Trouble shooter, basic software installers	6 stepper , 1 progressive
Less Technical, basic internet skills	4 stepper, 2 progressive
Technical Admins (Advance technical skills) - On Premise customers	1 stepper, 1 progressive
Basic Internet Skills - On Premise customer	1 stepper
	<b>12 Stepper, 4 Progressive</b>

# The Test

- Randomized AB Testing
- Tested two clickable design prototypes

## **Stepper or progress bar approach**

[https://cisco.invisionapp.com/share/Q8W2J5QNYF5#/405864778\\_healthcare-webex-com\\_-2-](https://cisco.invisionapp.com/share/Q8W2J5QNYF5#/405864778_healthcare-webex-com_-2-)

## **Progressive disclosure approach**

[https://cisco.invisionapp.com/share/Q8W2J5QNYF5#/405864806\\_healthcare-webex-com\\_-3-](https://cisco.invisionapp.com/share/Q8W2J5QNYF5#/405864806_healthcare-webex-com_-3-)

- Task: To integrate Epic with Webex.
- Scope and Objectives: Do users understand the steps involved in the Integration process, what a user needs to do within webex and Epic, awareness of the One Time Key importance and the final step in the process which happens on Epic.
- Challenge: Epic was not available to do a bulk of tasks this integration process requires a user to do. Unmoderated tests don't leave much room to help putting the user in the right frame of mind.


Took various steps to overcome this and especially starting from more technical to less allowed me to refine the test.

# Slides

Cisco Webex  
Epic Integration

Cisco Webex Teams uses Epic's context-aware linking integration pattern to launch a video visit directly within an Epic video visit workflow.


[Begin Epic Integration](#)



Three easy steps to Integrate Epic

You'll need to follow three easy steps to Integrate Epic with Cisco Webex

- 1 Select a Hosting option
- 2 Add generated Secret Key, URL and Parameters to Epic
- 3 Test Epic by generating and trying out meeting links



Cisco Webex

## Epic® Integration

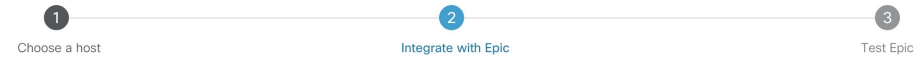
### Choose a hosting option

- I would like Cisco to host my Epic® integration.
- I would like to use my own server URL.

[Generate Secret Key, URL and Parameters for Epic](#)

Cisco Webex

## Epic® Integration



### Integrate with Epic®

[Help](#)

To Integrate Webex with Epic we need to generate a Secret Key, URL and Parameters and then copy them to Epic

[Copy Secret Key, URL and Parameters to Epic](#)



# Participant comments

- 'Before you begin' steps should be placed before the blue integration button.
- There wasn't any possible point of confusion, simple and straight forward. Progressive is one long flow, i dont know how many steps, Let me move on when I want.
- Include help links and video for non-technical. Steps reassures you why you are in it and where you are.
- Step by step is very easy instead of everything thrown at you. Add a picture at the end show us where to paste in Epic.
- What do want me to do if test fails in Step 3
- It has 3 dots on top giving you a map of where you are in the integration process
- I like the steps as I feel I will not be making mistakes with steps
- Would like to have help bubbles, hints and question marks to help a non-technical user
- I like this (progressive disclosure) approach because its all on one page the other one had 3 pages.

# Takings

- Improving the landing screen where we provide guides and hints. Make it more helpful as users did go through some areas even though the big blue button was always attracting a click
- Helpful hints and tips, bubbles added more contextually
- Help section to provide Epic images and screens helping them see where to paste the keys
- Test needs to cover post test failure scenario and an Epic helper screen showing the user where to go to generate the links or initiate the test
- Moving forward with the Progress bar or stepper for Integration

## 2. Join flow

- Join flow has 3 parts
  - a) Patient lobby experience if doctor hasn't started the session
  - b) Patient going straight for consultation if doctor has already started
  - c) Doctor's join flow where the doctor will start the session
- The doctor join flow has not been tested yet as we couldn't find any doctors. Will test if we can get some friendlies or during EFT



# The Test

## Test Sample

Sample Size: **40**

Initial Target audience

- Users who have experienced a telemedicine session before
- Initially it was open for all age groups with little internet knowledge

Strategic Target audience (13 participants)

- Users who have may have experienced a telemedicine session before
- Little internet knowledge
- Ages 50+

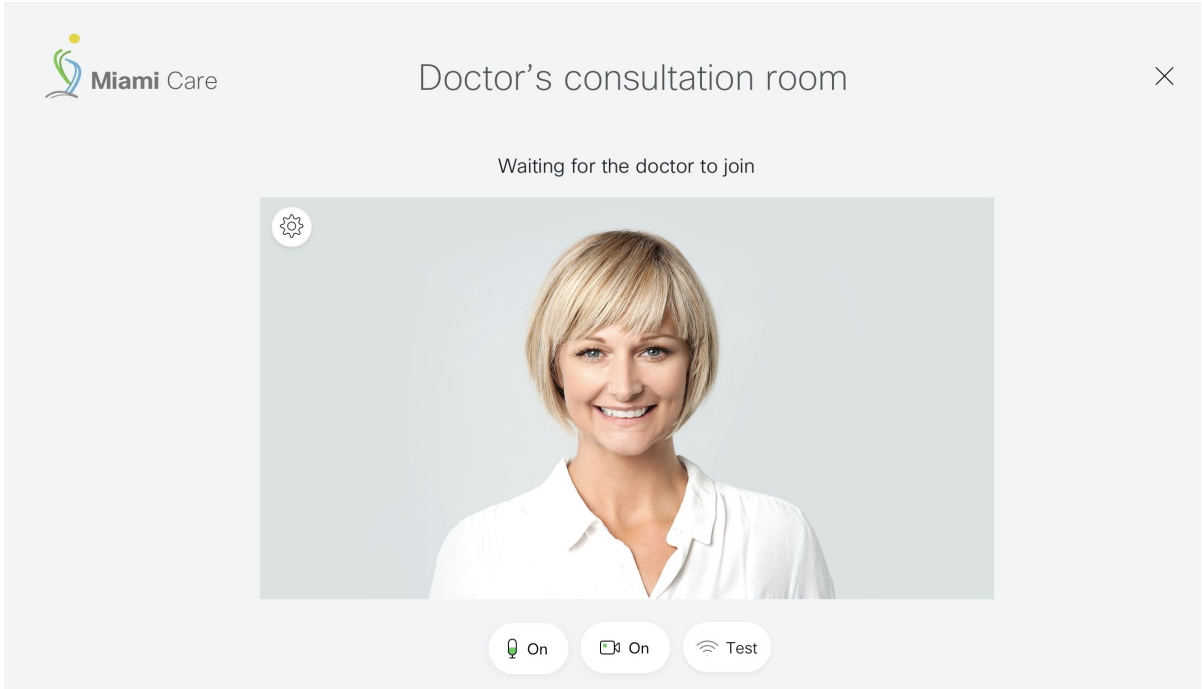
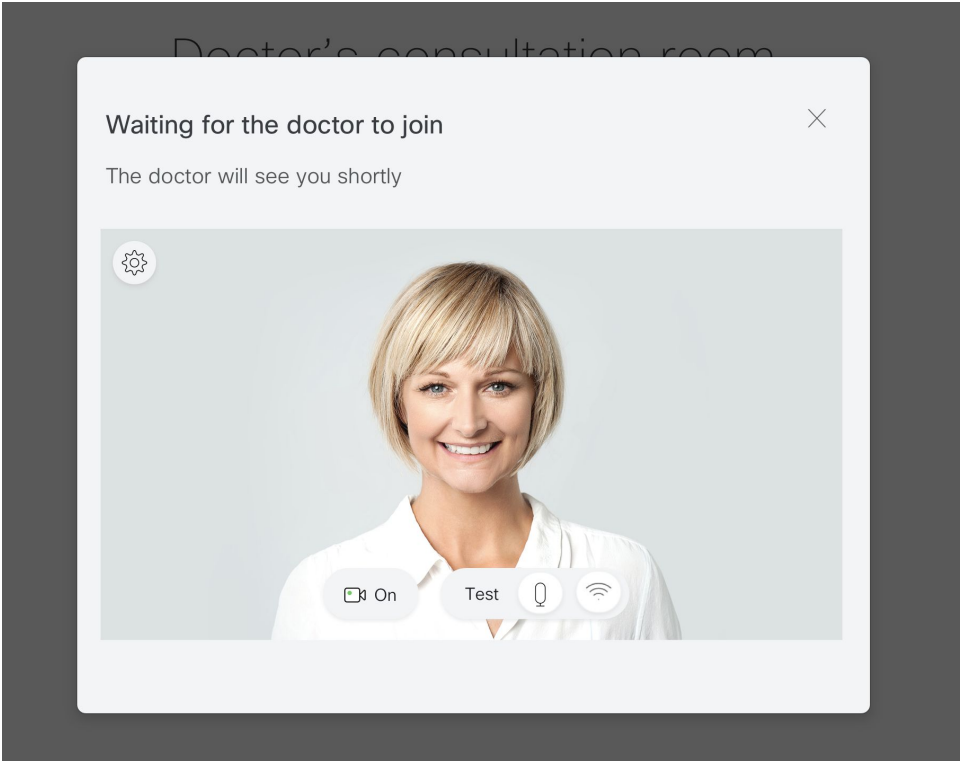
# The Test

- Randomized AB Testing
- First take:

Tested two clickable design prototypes showing lobby experience

- a. One provided a waiting area like experience which then takes you to see the doctor when the doctor starts the session
- b. Other provides a modal sitting on top of the doctor's consultation room so you can get a sneak preview of what's happening when the doctor joins

# Screens



# Results

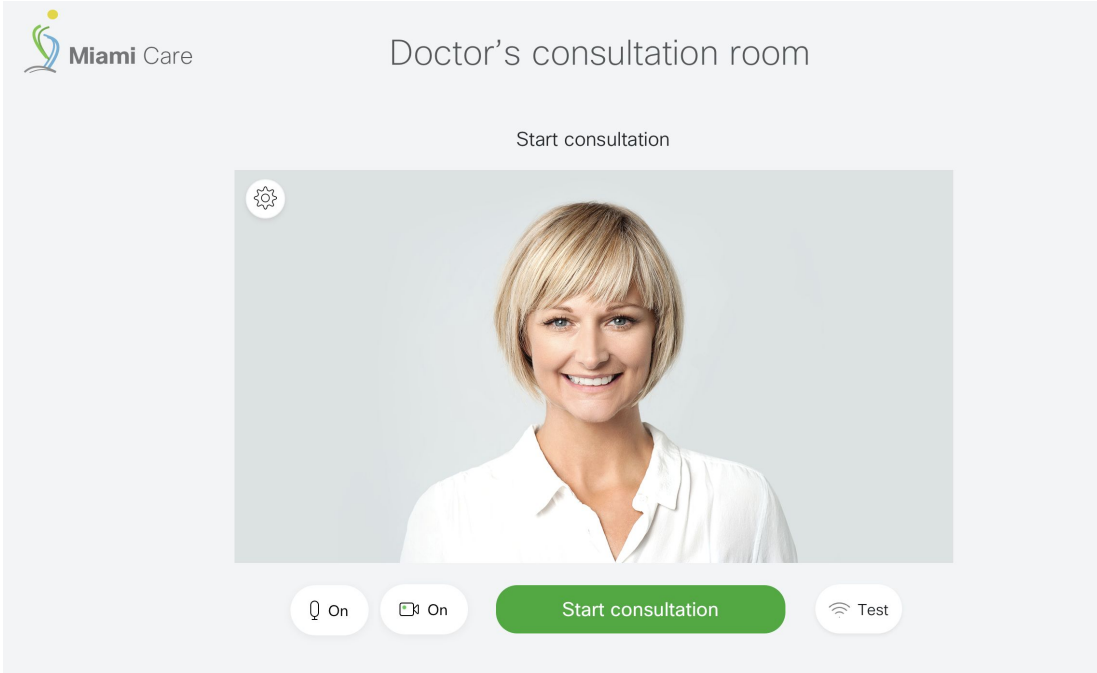
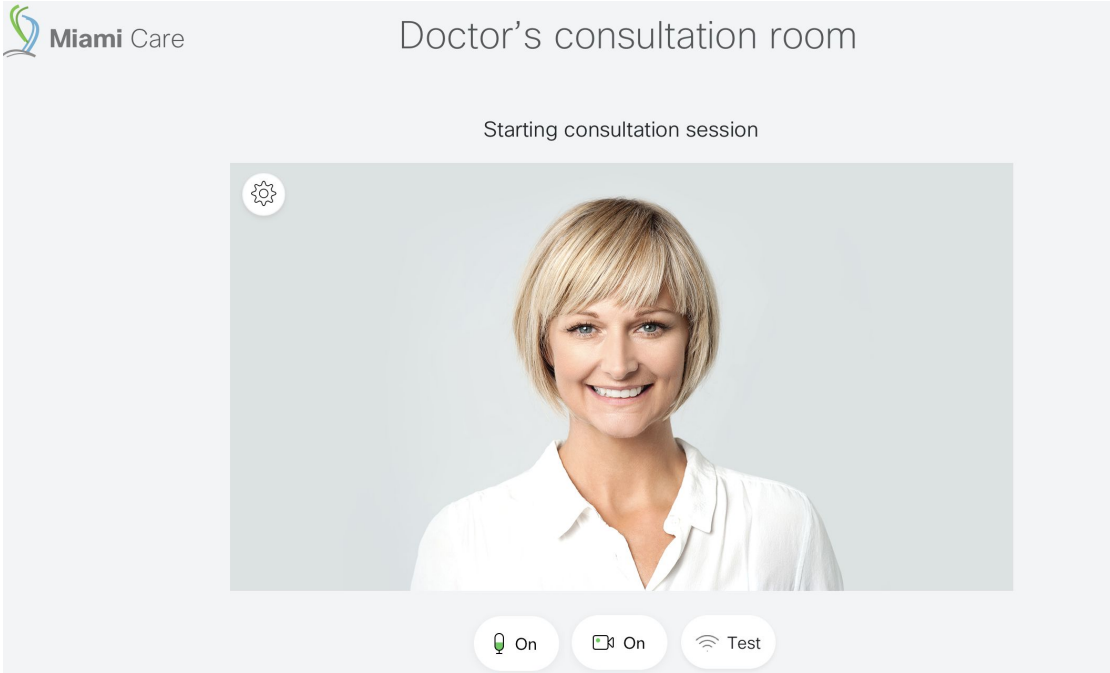
## First take:

- Most users felt both were same. This is because it was a static image and an unmoderated test.
- When provided with clear differences still users thought both were equal
- Users liked the overall join experience for the lobby as both were allowing the user to automatically join
- Users liked the fact that we have a waiting room and then take them through to join the doctor.
- The Meet and greet aspect was appreciated

# The Test

- Randomized AB Testing
- Second take (focused test on Age group 50+)
  1. Tested two clickable design prototypes showing patient join experience
    - a. One provided an auto join experience after user has clicked the first start session button
    - b. Second provided a green button at preview stage requiring another click to join session
  2. Apart from testing the optimal flow we tested for
    - a. In Meeting controls: Screen capture, settings, file share
    - b. Can users give up previews for instant join if the doctor is waiting

# Screens



# Results

## Second take (13 participants ages 50+)

- Quite a variety again where some were indifferent and then a split between stop at preview and auto join
- 4 favored stop at preview and click on green join button again, 6 for Auto join, 3 indifferent.
- At least two users were stuck at the preview stage and didn't click on the green button thinking they are already in the meeting. One of them still went for the green join not knowing what went wrong.
- Those in favour of a stop at preview required a preview even if doctor was waiting but then also ticked that they can give up preview to join the doctor instantly.
- One participant shared his experience of being able to give up the preview if he can test camera and mic before clicking on the session button which is where Epic comes in.
- Those in favour of Auto liked the fact that they don't need to click another button or link, they like that the doctor is waiting and they are not making the doctor waste time.
- The In Meeting controls did well and more than 90% were able to complete the tasks associated with them.

# The Test

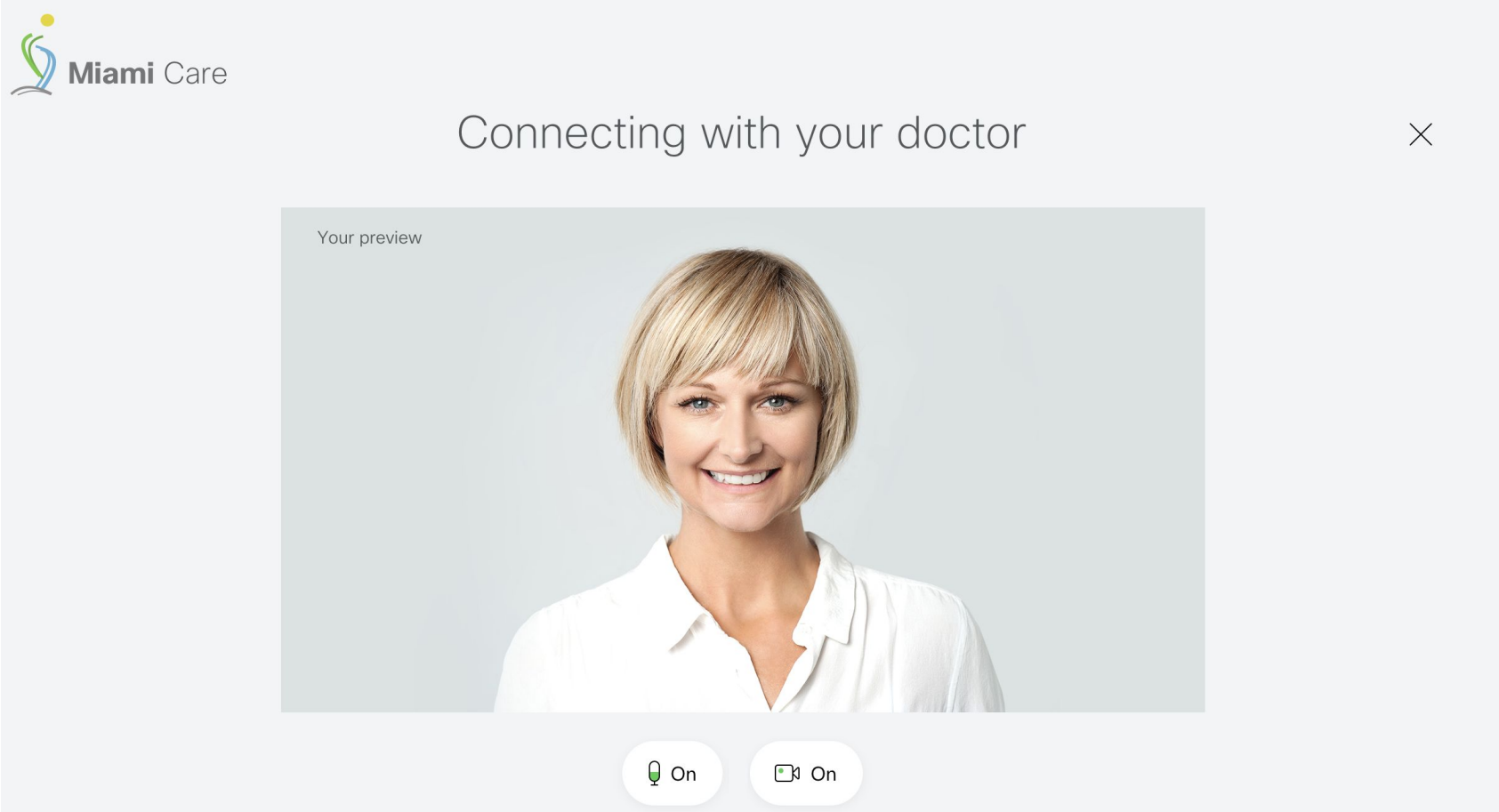
## Third take (two separate user groups ages under and over 50)

[https://cisco.invisionapp.com/share/WJW3ZK059QX#/404930608\\_Patient\\_Flow\\_1](https://cisco.invisionapp.com/share/WJW3ZK059QX#/404930608_Patient_Flow_1)

1. Tested 1 design which provided preview and took out some extras so that the experience was inline with Skype, Whatsapp and Facetime and taking care of both sides users who require a bit of preview and those who don't.
2. The preview screen was amended slightly to fit the requirements
3. Apart from testing the optimal flow we tested for
  - a. In Meeting controls: Screen capture, settings, file share
  - b. Can users give up previews for instant join if the doctor is waiting



# Screen



# Results

Third take (7 participants ages 50+, 2 participants under 50)

- All 9 were happy with the flow with very positive feedback
- All of them were able to complete In Meeting tasks.
- 1 participant asked for the share file to be part of Chat
- When asked if they would like to stop at preview they all said No

# Participant comments

- I dont have to think about it. I am sitting in waiting area and then when its time I check my phone and video is working and straight into the meeting without touching anything. Its super easy
- Like what i see dont want to stop at preview but want to see preview before join
- Likes it better than other video meeting software as its not cluttered and smooth join experience
- I would check video and mic before i dive into meeting in that way i dont need to worry about it later.
- When I'm sick I just want to see the doctor right away
- Why is it asking for my name you should know my name when I join the meeting

# Takings

- We have a join flow that works for all ages especially 50+
- We have tested In Meeting actions with all age groups with positive result
- Preview is a relative thing and you cant take it away from people who would like that but its not a necessity. Apart from a few even those who favoured a preview were willing to give it up for an instant join with their doctor.
- We have patients claiming they have experienced a video consultation with their doctors before. We can have further chats with them.
- The labels for In Meeting controls have helped a lot and were shared and completed by Webex at the right moment for us to benefit.
- We can have a minimum timer for the preview screen while we complete the join and load doctor's video in the background hence can help take care of both almost similar to our Video chats we have using Whats app, Skype and Facetime.