

User Testing Results

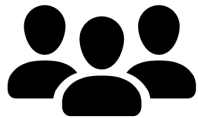
Symptom Checker - Desktop

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User Testing Details

Participants



6 participants

30-60 years old

Female

More than 1 health issue

Symptoms Users Added

- Hands
 - Cold Hands
 - Joint Pain (2)
 - Pain or discomfort
 - Stiffness or decreased movement
 - Unable to grab
 - Weakness
 - Difficulty moving joints
 - Morning joint stiffness
 - Muscle twitching
 - Tenderness to touch
 - Swelling
 - Visible deformity
- Respiratory
 - Difficulty breathing
 - Tires quickly
 - Difficulty climbing stairs
- Skin
 - Bald spots
 - Skin bumps
 - Skin rash
 - Dry skin
 - Flaking skin
- Chest
 - Cough
 - Heartburn
 - Pressure and Heaviness

Using the Body

100% of users had issues using the body

- **33%** of users abandoned the body view in favor of search
- **67%** couldn't/didn't enter all of their symptoms

User 1

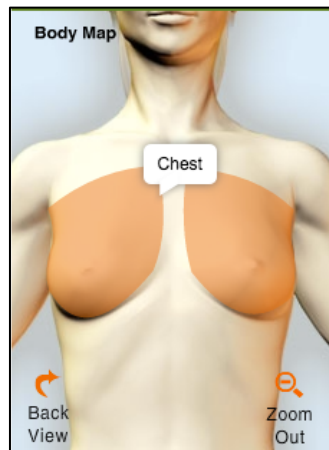
Didn't understand clicking a body part would zoom in.



<https://www.usertesting.com/videos/wiGgQFEgmBlwmy0onNMizA/clips/828510?shared=true>

User 2

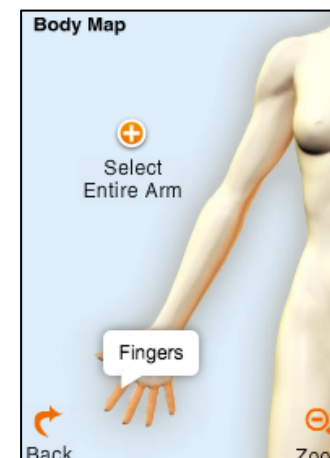
Couldn't locate "breathing" on body



<https://www.usertesting.com/videos/VuRr0sACzCEvIIWgWkAChA/clips/828515?shared=true>

User 3

Experiencing the same symptoms in multiple body locations
(user 6 had the same issue)



<https://www.usertesting.com/videos/dzf6uylWin4rcpFou0FNA/clips/828522?shared=true>

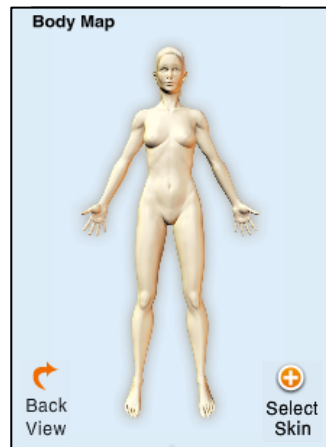
Using the Body

100% of users had issues using the body

- **33%** of users abandoned the body view in favor of search
- **67%** couldn't/didn't enter all of their symptoms

User 4

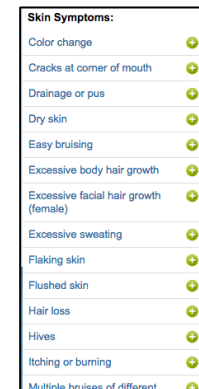
Couldn't find general issue
“joint pain”



<https://www.usertesting.com/videos/GZjNxOwG2M5Dj6lj3VLdMA/clips/828523?shared=true>

User 5

Skin had a lot of associated
symptoms - Couldn't find
“discoloration” in long list
(user 4 also had this problem)

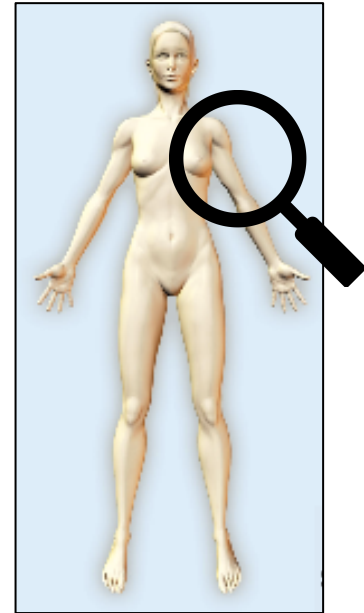


https://www.usertesting.com/videos/7WK_wK-tXOK4BdDU27NgMQ/clips/828527?shared=true

Targeting Symptoms

87% of users selected all of their symptoms from **1** search/body part

- **50% of users were looking for specific symptoms.** While searching for that symptom, they quickly added any related symptoms they came across.
- **50% of users didn't seem to be looking for any specific symptoms.** They added symptoms as they scanned down the list.

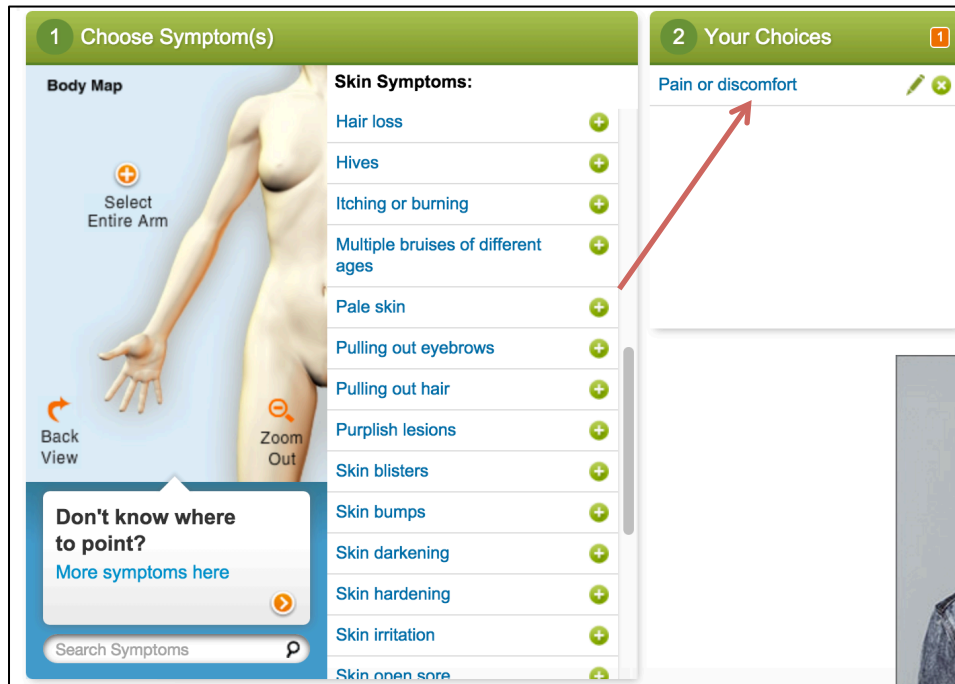


Overall observation: Users relied on the list of suggestions to locate symptoms (that they may not have originally been looking for)

Recommendation: If user finds symptom using search/common symptoms, provide a list of related symptoms so users can add additional symptoms in rapid succession. For body view, this may not be necessary.

List of Symptoms

17% of users didn't realize the symptoms she chose were moving into the "your choices" column



<https://www.usertesting.com/videos/wiGgQFFqmBlwmy0onNMizA/clips/828864?shared=true>

Recommendation: Use animation to guide users eyes to the correct part of the screen

Qualifying Questions



50% of users commented that they liked the questions

33% mentioned that they thought it would make their results more **accurate**

- **Also, they may actually affect resulting conditions** – when I tried adding the same symptoms as users, but didn't answer Q&A, I got different results



17% of users initially liked the questions, but felt like they took too long, and the questions became redundant after a while



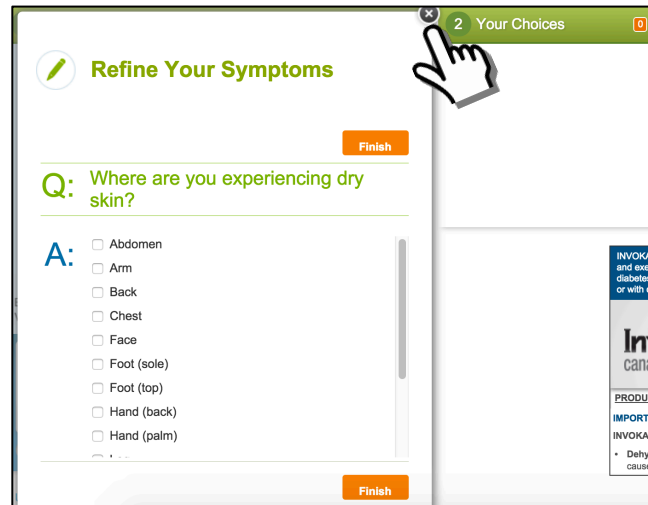
50% of users had trouble answering some of the questions

- **Example question:** How severe is your joint pain? **Concern:** it varies from day-to-day
- **Example question:** Is hand joint pain same on both sides? **Concern:** What does “sides” mean?

Recommendation: Keep questions, but try to reduce redundancy and ambiguity

Qualifying Questions

17% of users changed their mind about adding a symptom as they were going through the Q&A. They x-ed out of the Q&A box, and assumed the symptom would not get added.



<https://www.usertesting.com/videos/GZjNxOwG2M5Dj6lj3VLdMA/clips/829558?shared=true>

Recommendation: Either: (1) Clearly add the symptom to “Your Choices” before the Q&A pops up or (2) Add the symptom after the Q&A dialogue, but if user wants to exit Q&A, allow them to either SKIP Q&A (but still add symptom) or NOT ADD symptom.

Summary of Recommendations

- Feature both **search and body**, but put more emphasis on search
- If user finds symptom in search / common symptoms, suggest **related symptoms** after user adds it
 - This may not be necessary for body view
- Use **animation** to show user that item is being added to “Your Choices”
- Either:
 - Clearly add symptom to “Your Choices” list **before** Q&A
 - Add the symptom after the Q&A dialogue, but if user wants to exit Q&A, allow them to either SKIP Q&A (but still add symptom) or NOT ADD symptom
- **Keep Q&A** (if it, in fact, improves the results)
 - Ask **fewer / less redundant** questions
 - Try to **clarify** ambiguous questions