

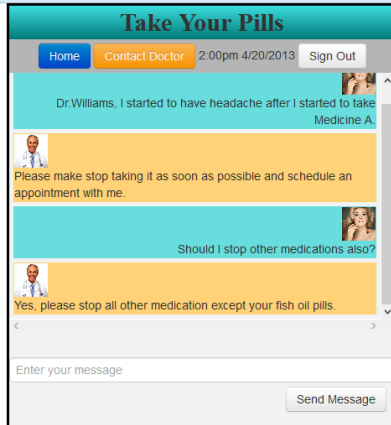
## Heuristic Evaluation of “Take Your Pills”

### Doctor’s Page

- Problem: In the chat input text box the cursor is not at the top of the box.  
Heuristic: This is a graphic design issue because it’s wasted layout space. If you want white space between the input box and the chat window that is open you can just make the input box smaller.  
Severity: cosmetic
- Problem: In the chat screen, you can’t send a message by hitting enter on your keyboard.  
Heuristic: Efficiency. Today every chat program allows you to send messages by hitting enter, and so most users will expect this. Also it allows for you to send messages faster because you don’t have to drag your mouse over to the “send” button after typing.  
Severity: minor
- Problem: In the chat output box the name of the user blends in with the message.  
Heuristic: This is a graphic design issue because it takes the user some time to separate the name from the message. You could get rid of the name since you have the picture already, or you could put the name with the picture, or you could bold the name. I think all of those could solve the problem.  
Severity: minor
- Positive Feature: The website has a clean overall look and the buttons and layout match each other from page to page. The toolbar at the top is on every page (excluding login/logout), and that makes navigating easy.  
Heuristic: Consistency and Graphic Design  
Severity: good
- Positive Feature: The patient search has autocomplete.  
Heuristic: Efficiency. The doctor does not have to type in the entire name of the patient to easily locate them. Saves time and effort.  
Severity: good

## Patient's Page

1. Positive Feature: The format of the chat/messaging aspect of the layout.



Heuristic: Graphic Design. The colors and the pictures help differentiate between who wrote which message. It allows for clarity. Also you chose complementary colors, so that is also very good for being able to differentiate between the speakers.

Severity: good

2. Positive Feature: See History Button. Useful that I can look back on other pills I have taken in the past

Heuristic: Efficiency. I can easily look back and find the things I was taking in the past in case I have to take them again in the future. Can easily keep track of what pills I forgot to take, so if problems should arise I have that information readily available to give to the doctor instead of having to dig through piles of paper prescriptions.

Severity: good

3. Positive Feature: Selecting pills and marking them as taken or missed.

Heuristic: Efficiency. Because they are check boxes and not radio buttons next to the pills you can select more than one pill and mark them all as taken or missed in one fell swoop. This makes the program extremely efficient, especially if you are an older person that has to take a zillion pills a day. You can mark them all as taken really fast!

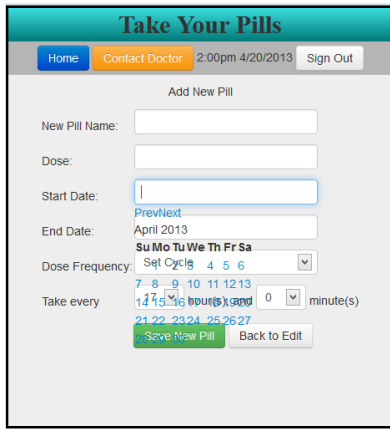
Severity: good

4. Positive Feature: The grid system/table of information in your pills page.

Heuristic: Graphic Design and Efficiency. This is pleasing to look at, and the information for each pill (what it is, day to take it, time to take it, how many to take, etc.) is easily readable and negative space is utilized to separate information and make it easy for the user to take in.

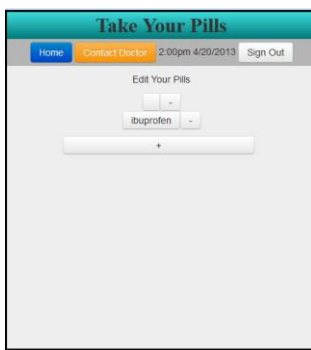
Severity: good

- Problem:** When I send a message, the output chat message box does not auto-scroll such that I can see that new message.  
**Heuristic:** Efficiency. As the user I have to keep wasting time moving the scrollbar down to see the message I just typed. This is quite frustrating.  
**Severity:** major
- Problem:** The calendars that appear when you are setting the start date and end date for a new pill you have to start taking are barely visible.



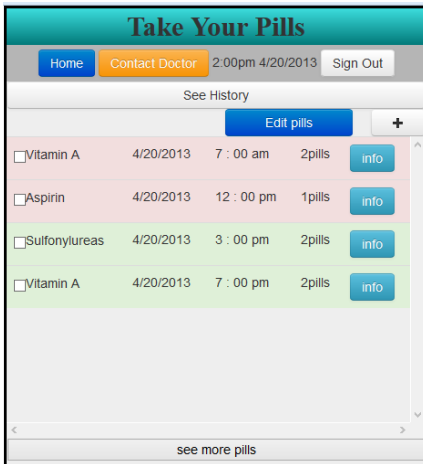
**Heuristic:** Efficiency and Graphic Design. It's hard to select what days you have to start and end the pill you're taking if you can barely see them.  
**Severity:** major

- Problem:** When you are adding a pill and you click "Save New Pill," it takes you to the "Edit Pills" page, and there's no "finished" or "confirm" button to let me know my changes have been saved, so I was very wary of clicking home for fear that I lost my pills.



**Heuristic:** Learnability and possibly safety. It is not clear how I transition from editing my pills to saving them and viewing them. I was afraid to navigate away from the page for fear it would lose the pills I just added.  
**Severity:** major

8. Problem: Info button for the pills does not work  
Heuristic: Safety? Or Consistency? It appears that if I click the button some sort of information on the pill should appear somewhere, but nothing happens.  
Severity: major
9. Problem: The positions of the “edit pills” button and the “+” button.



Heuristic: Graphic Design. The spacing is not aesthetically pleasing. They are awkwardly positioned and feel like they were just kind of thrown onto the interface somewhere. Also I don't think you need the “+” button, if you click “Edit pills” there's a “+” button there. Not sure you need both.  
Severity: cosmetic

10. Problem: When you click the “see more pills” button it doesn't auto-scroll to the bottom so I can see the pills I just clicked to see.  
Heuristic: Efficiency and a little bit of Learnability. It took me a while to realize if the button even worked because I didn't see any difference in the pills I was looking at before and after clicking the button. Auto-scrolling would help the user quickly see the other pills that they wanted to see.  
Severity: minor