# Improving The Usability Of The Calendar Interface For Unscheduled Appointments

Name: Xinyi Wang (Holly)
Field Project: Work With My Helpa

## Abstract

My Helpa is a platform for scheduling care workers in the healthcare industry.The project's target users are Coordinators who schedule appointments. The project uses UX design to improve the efficiency of information transfer between clients and care workers, using modular design, map interaction and labelled categories. The map design has been tested to improve the scheduling speed by the coordinator.

## Introduction & Background

In order to cope with possible ad hoc changes, My Helpa's system needs to add an unscheduled appointments function to the original appointment-only support system.

The current approach used in the industry is to schedule the existing scheduling algorithm and then have the coordinator use the traffic information from Google Map as well as the customer and carers' profiles in the system for scheduling, i.e. manual scheduling. Therefore, how information about scheduling factors is presented will directly influence the coordinator's judgement.

The project builds on the original My Helpa system by using labelling to visualise the urgency of each case, Google Map are embedded as a module to display traffic times directly based on the selection of two instances, and displaying possible weather warnings.

## Diagram/ Design



## Study Methodology

### Qualitative Methods

**Interviews:**
Interviews with the coordinator asked about the factors in the current process that most influenced the accuracy of the unscheduled appointments.
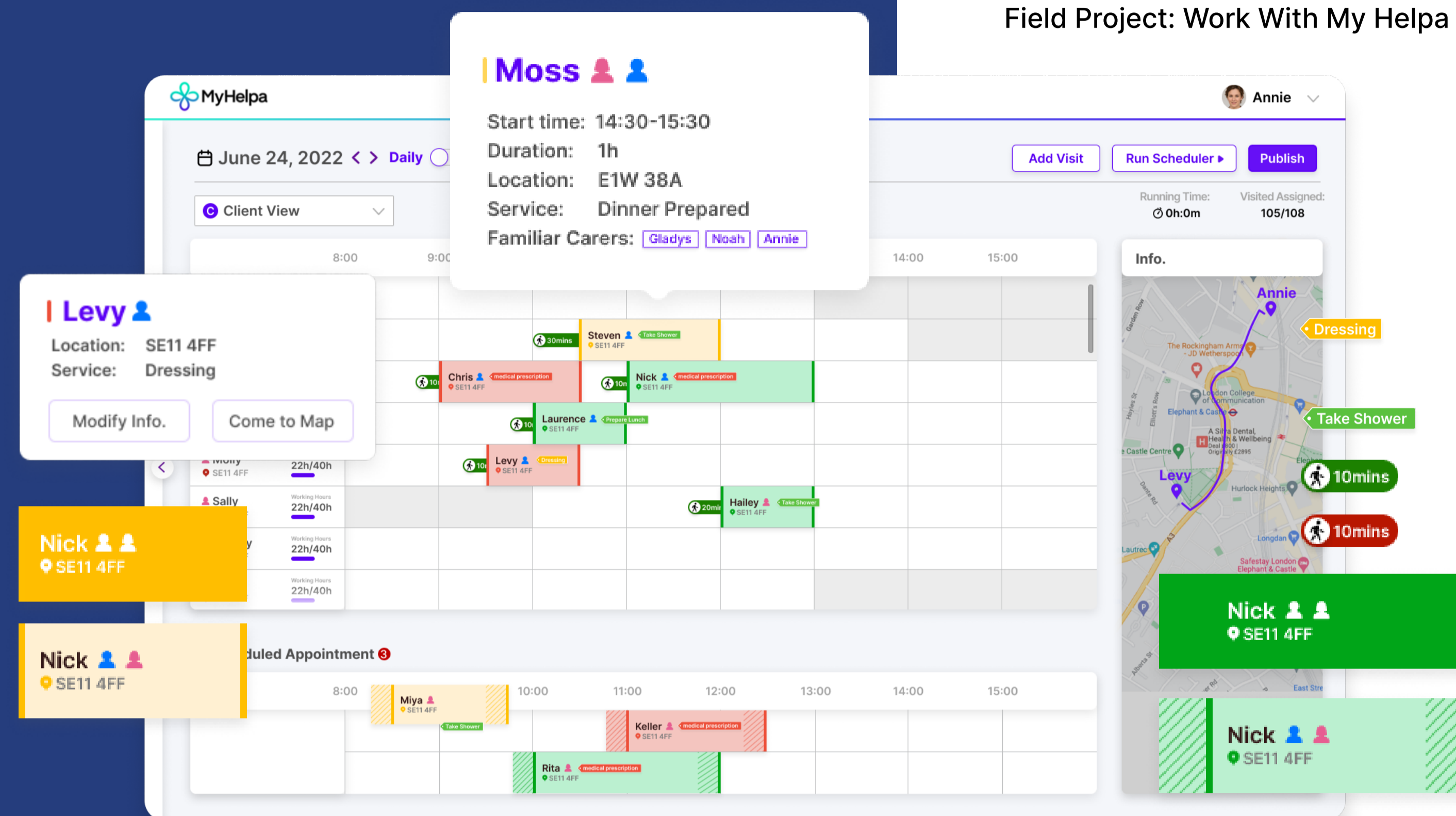
**Competitor Analysis:**
Analysis of workflow and information design and interaction measures of competing products.

**Card Sorting:**
The coordinator and decision maker was asked to rank the cards of influencing factors to understand the role of these factors in determining unscheduled appointments.

## Testing & Evaluation

### A/B Test:
Consider human factors and test the position of the unscheduled appointment area in the screen

### Usability Test:
Prototyping the calendar interface with figma for testing

### Evaluation & Research Results
### Semi-Structured Questionnaire
User satisfaction is asked through a semi-structured questionnaire that appears immediately after the usability test. The results show that the new design improves the accuracy and speed with which they can schedule unscheduled appointments.

## Keyword

**Modularization**
The entire calendar interface is divided into three modules: the main calendar; the unscheduled appointments area; and the map.

**Labelling**
The label classifies the danger levels in order: red, yellow and green. It also classifies the Clients and the required services and traffic warnings.

## Conclusions & Future Work

The project is based on the principle of layering information to reduce reading time, using modularity and tagging to present the coordinator with a large amount of data that changes in real-time to improve the usability of the calendar interface.

The feedback suggests that combining the map module into the calendar interface increases the accuracy of the coordinator's judgement and reduces the time required to switch between interfaces, increasing efficiency.
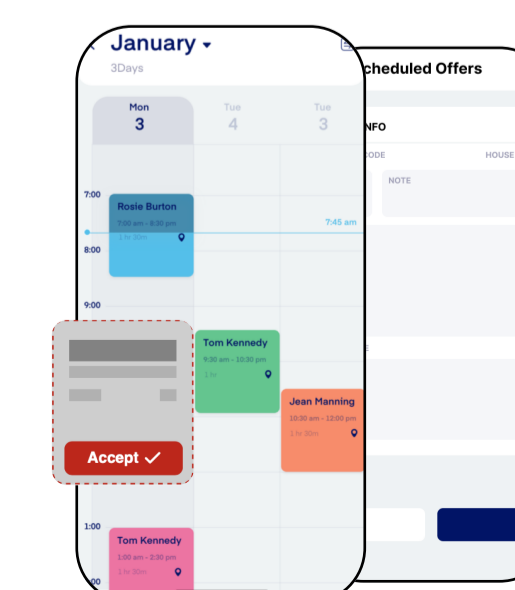
### Further Work
Adding the unscheduled appointment function on the carer's mobile phone offers the possibility of taking orders quickly and increases the carer's income.