



INTRO

Good morning/afternoon

Thank you for meeting with us. We really appreciate your time.

My name is XXX and joining me is XXX. We're students from Academy Xi and we've been engaged by MediGo (a start-up company looking to improve patients' access to affordable healthcare products and services within General Practices) to assist with the design of their new website. To facilitate this process, our project team has developed a prototype, which you will be testing for us today. This should take no longer than 30 – 40 minutes.

HOUSEKEEPING

Before we get started, please note that:

- Your participation is voluntary and implied if you continue with the testing session;
- You may refuse to participate at any time;
- Your responses will remain confidential; and
- You may ask questions at any point.

In addition to taking notes, we would like to record this session if that's OK with you. The recording will be used by the project team to gain further insights as to how the website may be improved. It will only be shared with the Project Team, and will not be used beyond the scope of this project.

Before we start recording, may we confirm your consent to participate? Do you have any questions?

[START RECORDING]

PROCESS

FOR PATIENTS & PARTNERS NOT INTERVIEWED PREVIOUSLY: We will begin by asking you a few background questions.

FOR PATIENTS INTERVIEWED PREVIOUSLY: We will begin by reflecting on the sources, types, and value of resources/information available to sleep apnea patients.

FOR ALL: We will then move onto a list of tasks that we would like you to perform to test the usability of the desktop prototype.

QUESTIONS

FOR PATIENTS NOT INTERVIEWED PREVIOUSLY:

1. User Background

- 1.1. Tell us a little about yourself – name, age, gender, family and work life.

2. Awareness

- 2.1. What is/was your main concern when it comes to your sleep?
 - 2.1.1. How long has this been of concern?
 - 2.1.2. What has been the impact of this on your daily life and relationships?
- 2.2. Prior to seeking medical attention, what did you do about these concerns?
Prompts: speak to someone, on-line research, snoring aids, natural remedies, etc.

3. Treatment Experience

- 3.1. Did you consult with any of the following people regarding your sleep concerns:
 - 3.1.1. GP
 - 3.1.2. Sleep Specialist/Physician
 - 3.1.3. Other Healthcare ProfessionalsIf yes, how would you describe your experience with each, and what was the outcome?
Prompts: complete sleep questionnaire, referred for sleep assessment, receive diagnosis, lifestyle changes
- 3.2. Following on from the previous question, what recommendations and/or treatment options were provided?
- 3.3. Have you commenced any treatment/s?
 - 3.3.1. If no, what are the reason/s for that?
 - 3.3.2. If yes, how long have you been undergoing treatment, and have you noticed any improvement/s?

FOR ALL PATIENTS:

4. Prior to receiving your diagnosis, what did you know about sleep apnea?
5. When you first suspected you had sleep apnea, or after receiving your diagnosis, where did you look for information, and how easy was it to find?
6. Thinking back on the information you reviewed:

6.1. What did you like/dislike?

6.2. What did you want to see more/less off?

FOR PARTNERS:

1. User Background

1.1. Tell us a little about yourself – name, age, gender, family and work life.

2. Awareness & Experience

2.1. When did you first realise your partner may have a sleep condition?

2.2. What impact (if any) has your partner's sleep condition had on your daily life and that of your family's?

2.3. What role did you play in finding a solution for their sleep condition?

2.3.1. Where did you look for information, and how easy was it to find?

2.3.2. What did you like/dislike about the information you reviewed?

2.3.3. What did you want to see more/less off?

2.4. **If partner is currently undergoing treatment** – What impact (if any) has your partner's treatment had?

Prompts: sleep quality, energy, mood, relationships, etc.

PROTOTYPE TESTING

In the chat, you will find the link to the MediGo Sleep prototype: [insert link here](#).

Please click on the link and share your screen with us. While the prototype might look like a website, it isn't a true website so not everything will be clickable.

We will give you a scenario, ask you to complete a set of tasks, and provide you with an opportunity to explore the prototype. We will not be able to provide you with any assistance while you complete these tasks, but will be happy to answer any questions you have after.

To put your mind at ease, please remember that we are testing the prototype and not you. There are no wrong or right answers, and we welcome any and all feedback.

When reviewing the prototype and working through the tasks, please talk out loud, so that we may follow your thought process.

Commented [1]: HOST TO ENSURE MULTIPLE USERS CAN SHARE THEIR SCREEN.

PATIENT SCENARIO

You have recently been diagnosed with sleep apnea and your GP has referred you to the MediGo Sleep website in order to book a consultation with a Sleep Coach, who will assist you with finding the most suitable treatment options.

EXPLORING THE WEBSITE

You are now on the website landing page:

- What are you thinking when you look at this page?

TASK 1: Review Equipment

Based on the discussion with your GP, you know that the Sleep Coach will be showing you a few sleep apnea machines. Before booking the appointment, you would like to do a bit of your own research.

- 1.1. Where would you go to find out more information about sleep apnea machines?
- 1.2. Did you notice an alternative way to navigate to the same page?
- 1.3. How do you feel about the way the information is displayed?
- 1.4. What would you like to see more/less of?

Commented [2]: Testing to see if the participants goes to 'Products and Services – Treatments'. This can be via the main menu or by clicking on the 'Treatments' option by 'What do we offer?'

TASK 2: Read up about Lifestyle

You recall your GP mentioning that sometimes simple lifestyle changes may improve your sleep quality.

- 2.1. While reviewing the treatment options, did you notice anything related to Lifestyle? **(NOTE: Point this out to the user if they do not notice it)**
- 2.2. What do you think about the location of the Lifestyle link?
 - 2.2.1 Did it stand out/was it easy to find?
 - 2.2.2 Where would you expect to find this?
 - 2.2.3 How would you prefer to navigate to the Lifestyle treatment page?
- 2.3. How do you feel about the way the information is displayed?
- 2.4. What do you like the most/least about this page?

Commented [3]: 2.1. Testing to see if 'Lifestyle treatment' stands out under 'Treatment Options' in Products and Services.

TASK 3: Explore Community

After doing a bit of research, you are feeling more confident about meeting with the Sleep Coach. You like be prepared though, so decide to check out what other resources are available on the website before booking your appointment.

- 3.1. How would you navigate to the Resources page?
- 3.2. What do you think about the information on this page?
- 3.3. Is there anything that you would expect to see but don't?
- 3.4.1. Do you think having a community that allows you to connect with other sleep apnea patients is useful? Why is that?
- 3.4.2. What do you like/dislike about the Community page?

Before moving onto the patient portal, please work your way through the About Us and Support pages. As you do, we would like for you to tell us:

- Your overall impression of each page – what did you like/dislike?
- If there was anything that you would expect to see but did not.

EXPLORING THE PATIENT PORTAL

Thanks for your feedback thus far, it's been really insightful. We are going to move away from the website now, and focus our attention on the Patient Portal.

TASK 4: Log-in as an Existing User

As you are an existing patient, an account has already been created for you. Please log into this account.

- 4.1. What is your first impression of the log-in page?
- 4.2. What would you expect to happen when you fill in your username and password?
- 4.3. Was anything surprising or did not perform as expected?

TASK 5: Book an appointment

You are now viewing an example of what your dashboard would look like after you commence treatment.

- 5.1. How would you go about booking an appointment with the Sleep Coach?
- 5.2. Was sufficient information presented for you to make a booking? Why do you say that?

Now that you have booked your appointment, we would like you to spend a little time exploring the patient portal. Going back to Overview, please work your way through the menu, and as you do, we would like for you to tell us:



- Your overall impression of each page – what did you like/dislike?
- If there was anything that you would expect to see but did not.

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PARTNER SCENARIO

You suspect that there's more to your partner's snoring and constant fatigue; but they just brush it off as a side-effect from working long hours, poor diet, lack of exercise and 'just getting older'. After a particularly disruptive night, you decide to do some research and get some help, for both your sakes. After typing in a few keywords, the MediGo Sleep website appears at the top of your search results.

EXPLORING THE WEBSITE

You are now on the website landing page:

- What are you thinking when you look at this page?

TASK 1: Sleep Quiz

While scrolling through the Products & Services page, you notice the option to take an online sleep quiz. As you are familiar with your partner's symptoms, you decide to complete it.

- 1.1. What would you expect to happen after completing the sleep quiz?
- 1.2. How would you likely use the results?
- 1.3. Do you think that it is a useful pre-screening tool? Why is that?

TASK 2: Sleep Study

You also notice the option to find out more about sleep studies.

- 2.1. How does reviewing this information make you feel?
- 2.2. What do you like/dislike about the layout of this page?
- 2.3. If you could change 1 thing about this page, what would it be? Why do you say that?

TASK 3: Finding additional Help

Next I would like for you to review the Treatments.

- 3.1. How do you feel about the type and layout of information displayed?
Prompts: what did you like/dislike, what would you want to see more/less off?
- 3.2. If you had additional questions, where would you look for help?
 - 3.2.1. **If participant goes to Resources – Community:**
 - (a) Do you think having a community that allows you to connect with other sleep apnea patients is useful? Why is that?

Commented [4]: This may be via the sub-menu at the top or further down the Products & Services page.

Commented [5]: This may be via the sub-menu or further down the Products and Services page.

Commented [6]: Testing to see if participant feels more informed vs overwhelmed

3.2.2. **When participant is on Support page:**

- (a) What are you thinking when you look at this page?
- (b) Is there anything that you would expect to see but don't?

3.2.3. **Please navigate to the FAQs:**

- (a) If I had not asked you to do this, would you have noticed the link?
- (b) How do you feel about the layout of this page?
- (c) If you could change 1 thing, what would it be?

TASK 4: Finding a MediGo Location and Booking and Appointment as a Guest

- 4.1. Where would you expect to find the locations of the MediGo Sleep offices?
- 4.2. Having found a location that suits you, please go ahead and book an appointment.
 - 4.2.1. How would you describe that last task?
 - 4.2.2. Do you think having the ability to book an appointment as a guest is useful? Why?

Commented [7]: Direct participant to Support page if they are unable to find it on their own.

Please work your way through any of the pages we may not have looked at while completing the tasks. As you do, we would like for you to tell us:

- Your overall impression of each page – what did you like/dislike?
- If there was anything that you would expect to see but did not.

NB: Have not included the patient portal for the Partners but could add it on by asking them to create an account 1st, then reviewing the portal as follows:

Now that you have created an account for your partner, we would like you to spend a little time exploring the patient portal. Please work your way through the menu, and as you do, we would like for you to tell us your overall impression of each page, and if there is anything you would expect to see by don't.

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OVERALL FEEDBACK

- Based on the prototype, what is your overall impression of the look and feel of the website?
- How did using the prototype make you feel?
- Was the interface easy to understand?
- Did the navigation make sense?
- What was the one thing you liked/disliked the most about the design?
- How would you describe your experience carrying out the tasks – what was the easiest/hardest task to accomplish?
- Do you have any suggested improvements?

OUTRO

That brings us to the end of our session. Thanks again for participating and sharing your feedback. The project team will use the information gathered to improve on the end-product.

END