PET MEDICAL APPLICATION

A collaborative mobile app for pet owners to connect & collaborate with their veterinarian about their pet's health & well-being.

by Shelby Hawkins

1 PROBLEM SPACE

The main restriction is being a mobile app, specifically a secure one. Users would be restricted to pet owners with an Internet connection and smartphone. Most would be the primary caretaker for the pet.

2 INTERVIEWS

Participants were asked about their familiarity with similar apps, both for humans and pets. They were also asked how they would want to collaborate with their vet and what features they would want the app to have.

3 REQUIREMENTS

There should be many ways to contact the vet: chats, email, audio/video calls. Required abilities included a medical record/profile, medication information, scheduling appointments, payments/billing, and GPS-tracking.

4 FEATURES

There were four features of focus for the prototype: a pet medical record/profile ("Home"), directly scheduling and viewing appointments ("Clinic"), GPS-tracker ("Tracker"), and connecting with the vet ("VetConnect").

5 SCENARIO 1

The scenario depicted Mary (married female in her early fifties) connecting with the vet via audio/video call about scheduling a physical appointment for her dog Fisher, while they were at a dog park in a medium-sized Indiana town.

6 SCENARIO 2

The scenario addressed finding a lost pet using the GPS tracker. The setting was Josh (married male in his late twenties with two children) and his wife's home in a relatively small Indiana town early one Saturday morning.

7 USABILITY TESTING

Three participants used a quick-and-dirty method with these tasks: (1) track any of the pets in the application, (2) video call the vet about Stella, and (3) schedule a physical appointment for Luna as a new patient.

8 RECOMMENDATIONS

1. Track a pet directly from their profile.
2. Make language/terms consistent and clear.
3. Clarify buttons, possibly by overlaying them.
4. Research and consider implications on the vet's end.