

MIT - *Interoperable Patient Portal Options*

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Problem

MIT Medical requested our team to improve the UX of its patient portal. Specifically, our team is tasked with the following:

- Identify MIT Medical portal users' primary pain points when engaging with the current system
 - Map these pain points to the previously collected accessibility data
 - Finding solutions which target users high priority pain points while increasing portal accessibility
 - Ensure solutions are compatible and can integrate with current system and contracts (Cerner)
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Objectives



1: Engage portal users and elucidate pain points



2: Map top ranking pain points onto accessibility data (HealthELife Accessibility Review)



3: Recommend a ranked list of solutions to the target problem, taking into account host constraints

Deliverables



1: Identify top user needs



2: Make case (including benchmarking analysis) to enable direct online scheduling for medical appointments



3: Prioritize list of potential solutions that are compatible with Cerner
