

# SPP-P2.11 Review of Mobile Technologies as Potential Enrichments of User Experience in Using **TouchMed (e藥通)**

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Presented by

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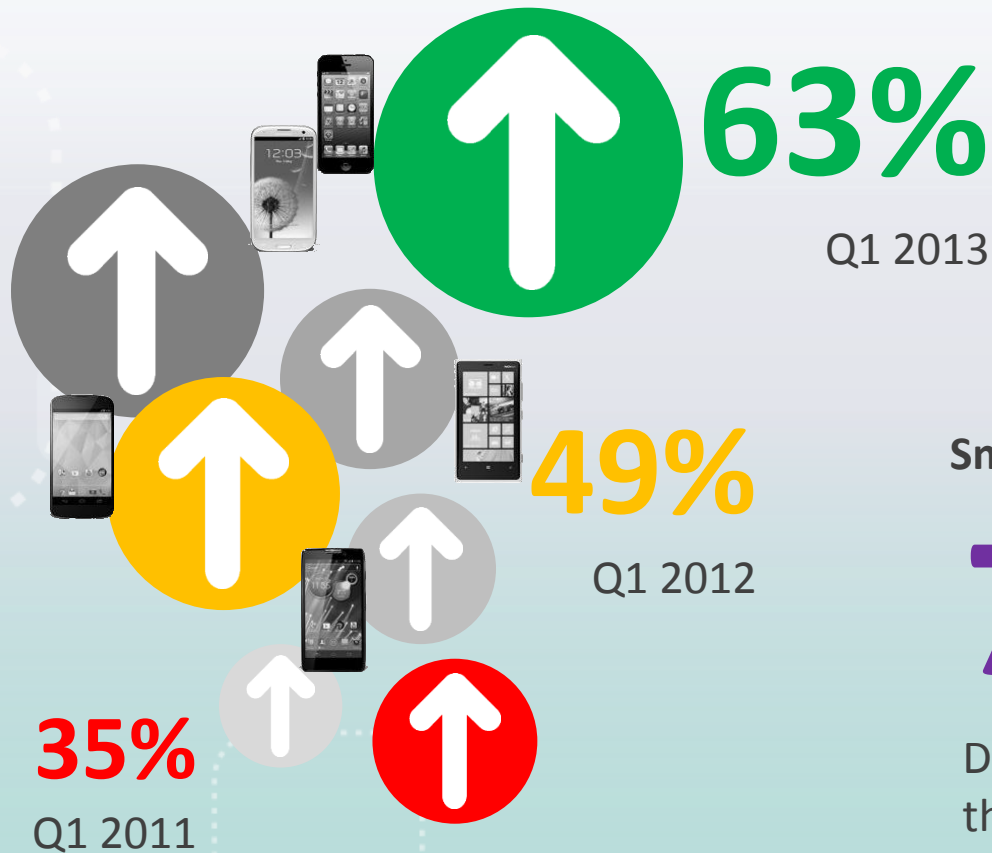
Health Informatics Analyst I, HI, ITD, HAHO



# Smartphone are Indispensable to Daily Life

Smartphone are a Central Part of Our Daily Lives

Smartphone Penetration in Hong Kong is on the Rise



82%

have used their smartphones every day in the past 7 days

Smartphone are Always On, Always with you

77%

Don't leave home without their device

# Corporate Mobile Application – TouchMed (e藥通)

## Scope

- To improve patient satisfaction with medicine collection in public hospitals in HK
- To manage patient's traffic at the pharmacy waiting hall

## Function

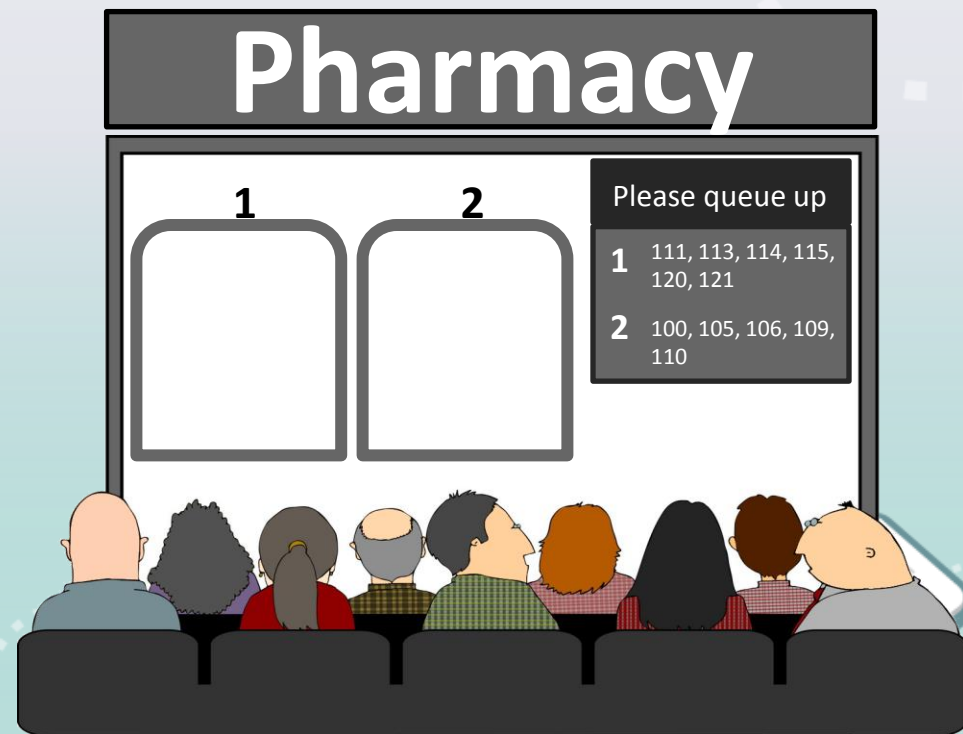
- Pharmacies' medicine collection statuses
- Notification alert
- Pharmacies and medicines information



出藥一叮  
by UCH  
at 2011



TouchMed  
by CPO  
at 2014

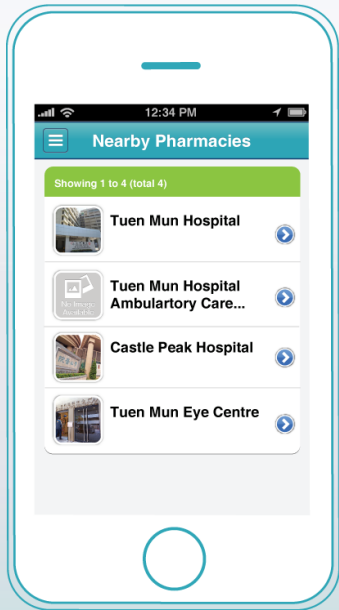


# Usability Expert Review – enrich overall user experience through better mobile application design

## Barcode scanners



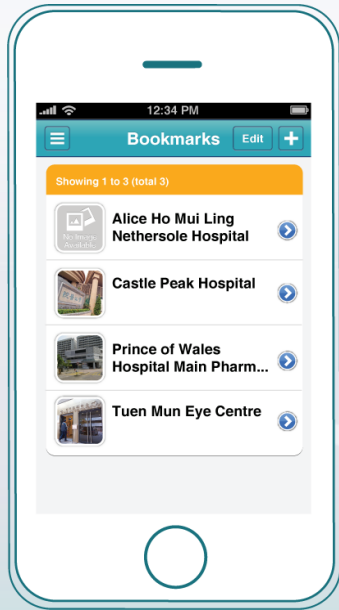
## Location services



## Maps



## Bookmarks



Health informatics professionals



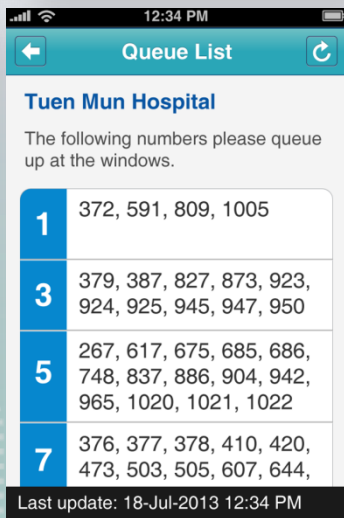
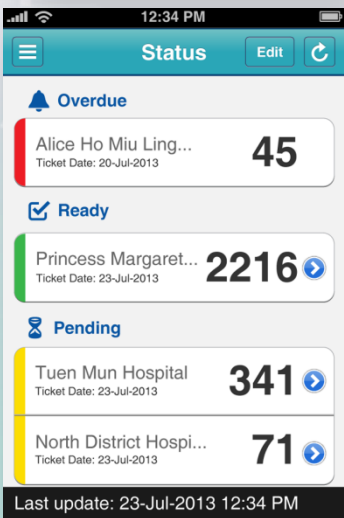
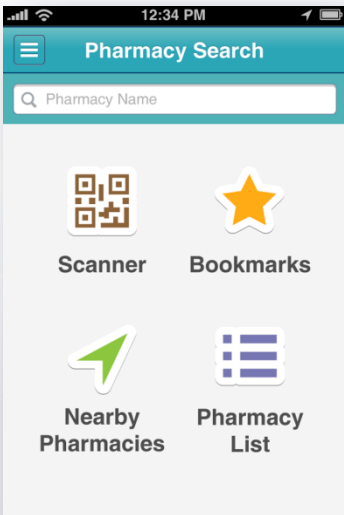
Usability designers



Application developers



# Results



Pharmacists



Clinicians



Dispensers



Nurses

# THANK YOU

Kwan Po Yi

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