

RESEARCH



Literature review **CHAPTER 1**

User research **CHAPTER 2**

Observations Interviews Facebook analysis

Synthesis **CHAPTER 3**

Three opportunity areas

Sharing knowledge Sharing situation and values Sharing interpretation complaints

Ideation **CHAPTER 4**

Creative session students Session RISC Group

Three design directions

Feeling an expert Feeling seen and heard Feeling inquisitive

Design brief **CHAPTER 5**

Design goal Interaction vision List of criteria

Conceptualisation **CHAPTER 6**

Iteration 1 Iteration 2 Iteration 3

Final design **CHAPTER 7**

Evaluation study **CHAPTER 8**

with patients with physicians

Conclusions & recommendations **CHAPTER 9**

DESIGN



EVALUATE

