

Process Reflection for Draft Usability Report

Dan Bai

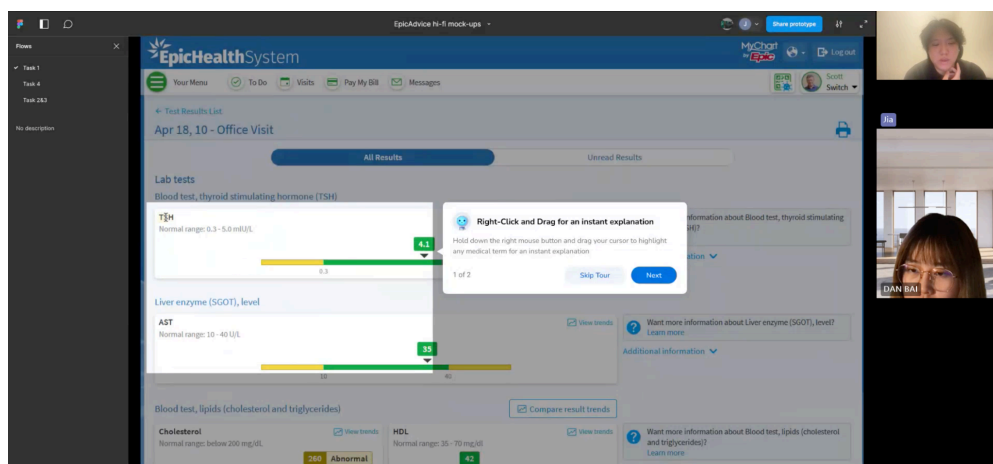
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To complete the Pilot Usability Test for the Vita extension of Epic MyChart, I conducted remote usability tests with three participants. These sessions were held via video calls, allowing participants to share their screens while interacting with the prototype. This setup made it easier for me to observe their navigation, document usability issues, and record their feedback in real time. By asking participants to think aloud, I was able to gain insights into their thought processes and identify areas for improvement.

Most participants appreciated the extension's ability to simplify medical terminology, and two indicated they would use it regularly. However, one participant mentioned they might disable the floating assistant after becoming familiar with MyChart, as they found the floating icon distracting during regular use. This feedback suggested that while the assistant is useful for new users, its relevance might diminish over time. Another challenge was the visibility of key features like "Ask a Question" and "Summarize This Page," which are currently tucked away within the assistant's icon. Participants suggested surfacing these features in specific scenarios, such as when reviewing long medical notes, to make them easier to find and use.

A recurring theme was trust in the AI assistant. For example, one participant questioned whether the care plan was created by a doctor or generated by AI, expressing hesitation about fully relying on it. Another participant shared that, despite the availability of note summaries, they would still read the full text for reassurance. This highlighted the need to clarify the origins of information presented by the extension and to better support users in making informed decisions.

Overall, the test provided valuable insights into both the strengths and limitations of the current design. It reinforced the importance of improving feature discoverability and addressing user trust. These findings will guide future iterations of the extension and underscore the value of continuing to test with a broader range of participants.



One participant conducted usability test