

Help me decide: {Re Design}

by Ryan, Edgar, Elijah, & Jibrial

For Baylor Scott & White Health

Problem space.

People facing symptoms want relief from the uncertainty of what is causing their illness.

To deal with this uncertainty they reach out to search engines or AI chatbots, however this tools have the potential to deliver false diagnosis which can then cause users to be in a more agitated state than they previously were.

Help Me Decide already offers care-navigation guidance within MyBSWHealth. The challenge is helping people find it, understand its purpose, and feel confident taking the next step.

Why do users turn to Search Engines/AI despite these problems?

- Low friction
- Immediacy
- Calm the fear of the unknown

How might we guide users to care access while building trust, ensuring safety and transparency?

The focus.

People who are unsure where to begin, including older adults, people with accessibility needs, and people with less confidence using digital health tools. Consider both new and returning patients.

Identify barriers

Competitor Analysis

Prototype Evaluation

Storyboarding & Wireframing

Prototyping & Usability Testing

Barriers into oppurtunities.

Target Users

- Older users
- People with disabilities
- New and returning users
- Low technical proficiency

Storyboarding & Ideation.

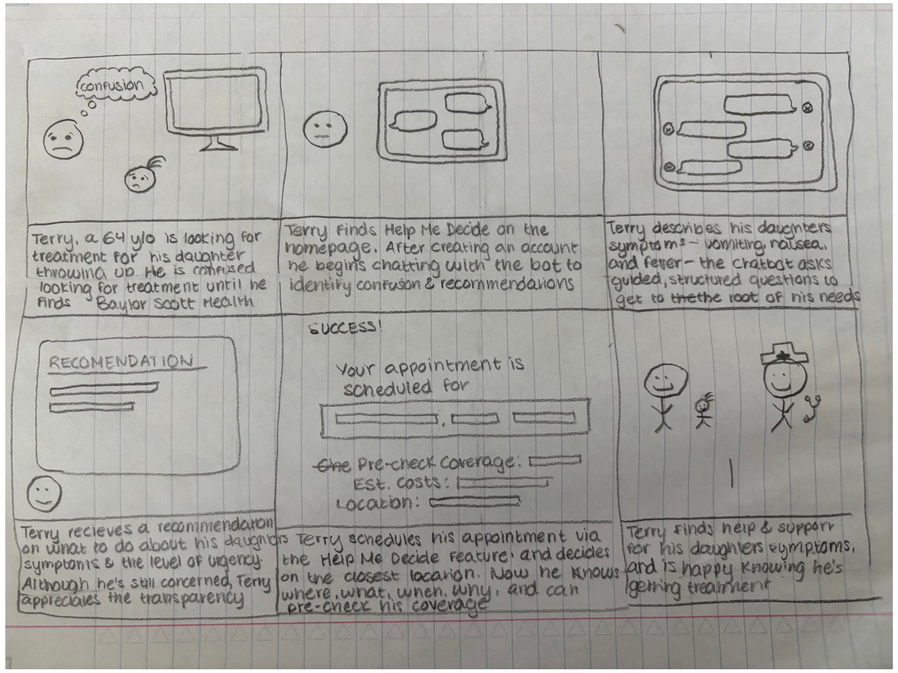


Fig 01. Storyboarding

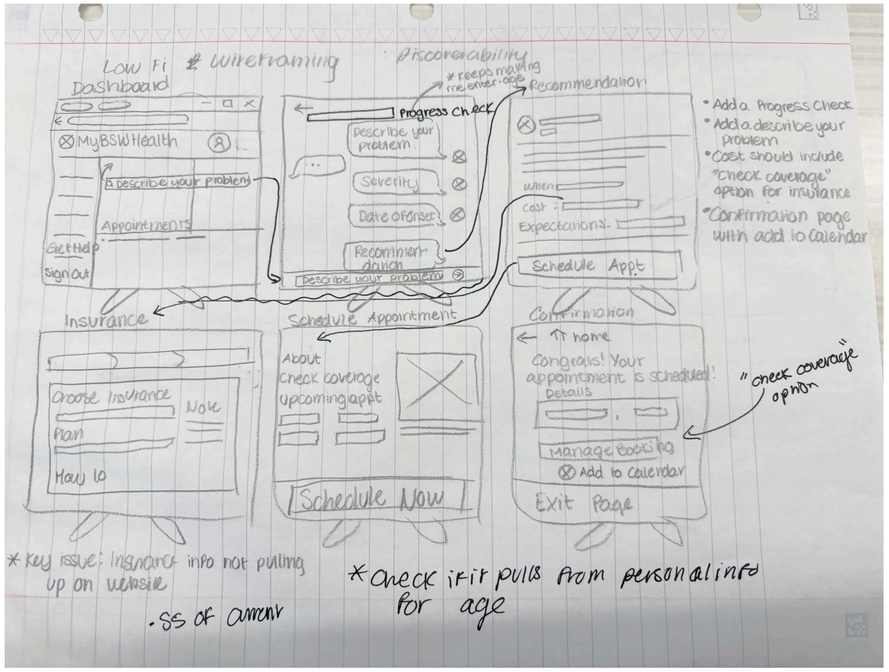


Fig 02. Low Fidelity Wireframing

Discoverability of Help Me Decide Tool

Our team identified that the Help Me Decide feature can be challenging for first-time users to navigate.

In order to improve feature visibility, task efficiency, and accessibility, the default search bar and Help Me Decide features were integrated in Figma.

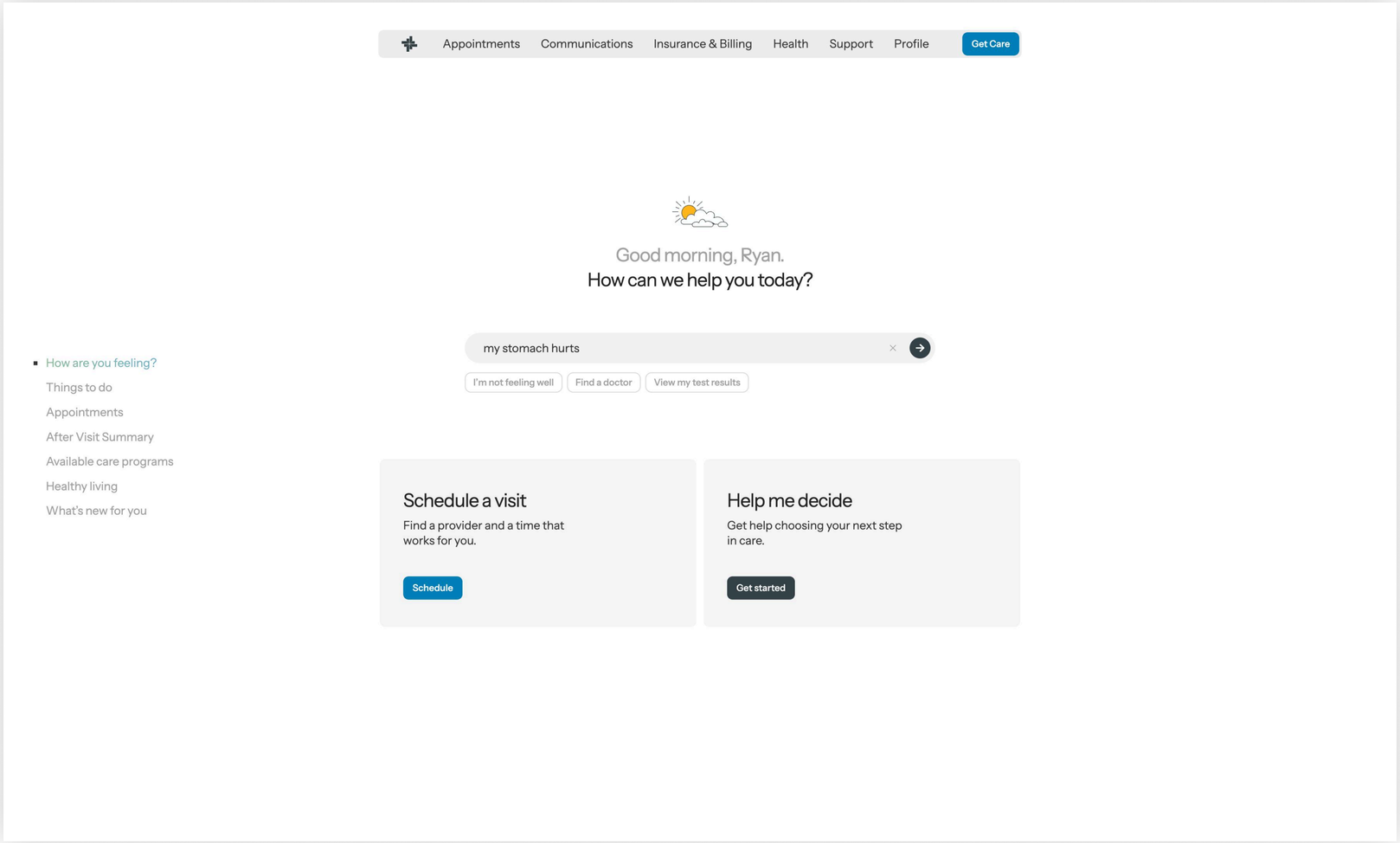
May affects task completion, efficiency, and accessibility for new users.

Since the default search bar and Help Me Decide feature are similar in function, we thought it would be easier to integrate the features on the homepage.

The dashboard

Our team identified the dashboard as a method to improve the visibility of the platform.

Integrating the chat feature with the dashboard's current search engine may also improve



Our discoverability solution

Integrating the Help Me Decide feature on the main page's dashboard will improve feature visibility, consistency, and accessibility for new and returning users.

Current Tool Limitations

- Discoverability of Help Me Decide tool inside BSWHealth portal
- Lack of accessibility features
- Difficult to find straight from a browser (Low SEO)
- Chatbot cannot handle multiple symptoms
- Chatbot does not offer explanations for certain questions
- that might seem off topic to a regular user

Emergency situations require immediate transition

Although the system is not designed to address emergency situations, not every user knows their situation is emergent. It's important for the chat feature to identify emergency situations and respond appropriately.

Scenarios

1. Emergencies
2. Seeking care for others
3. Non-emergencies

Identified common scenarios participants would be seeking support, divided into emergency and non-emergency scenarios.

Measuring time length and discussion length (measured in answered questions)

Findings

Results found that in emergency vs. non-emergency situations, the average question length differs by 4.25 queries and the average time differs by 6 seconds.

Implications

If the system takes too long to inform users that their situation is an emergency, they may experience delays in receiving life-saving care.

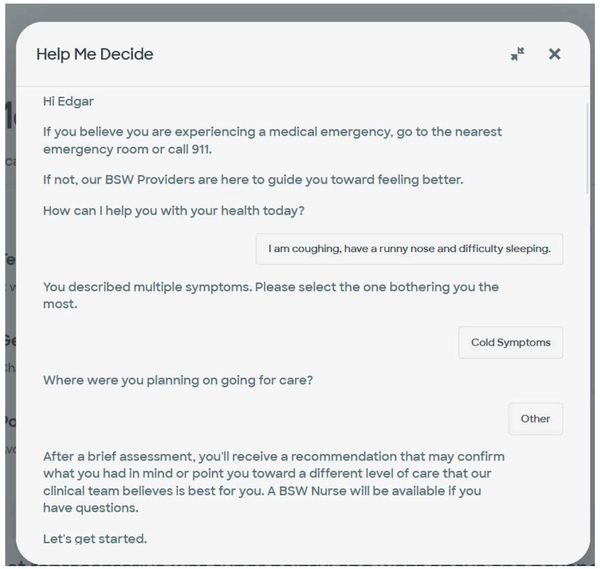
We can avoid this by integrating AI guidelines that quickly inform participants of their need for immediate care.

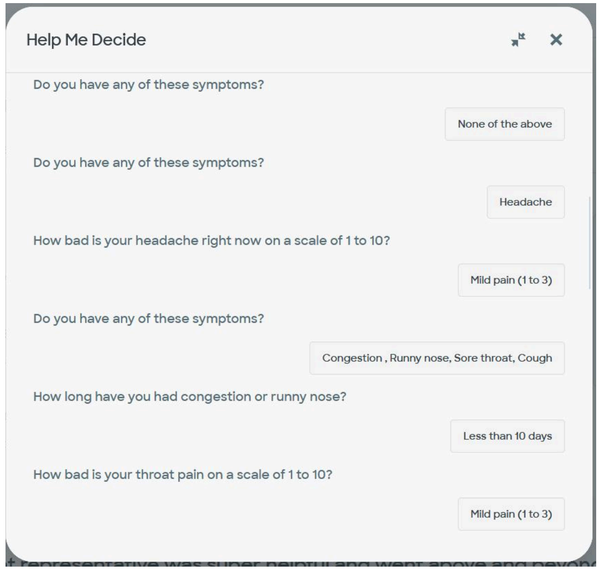
Limitations

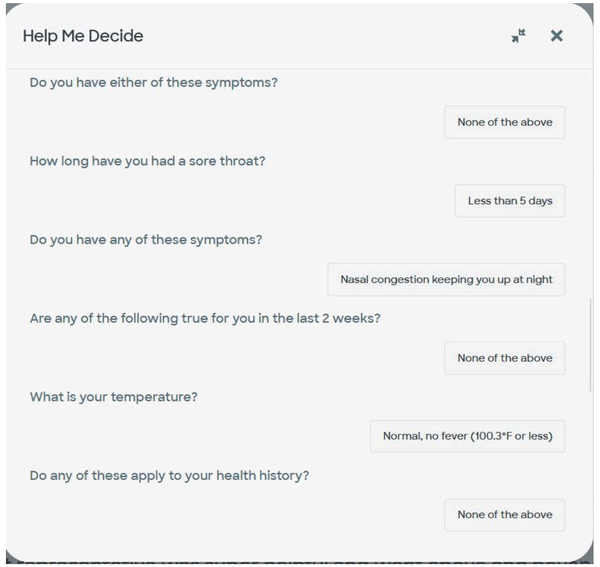
Research was conducted by the same team member multiple times, and may be impacted by practice effects.

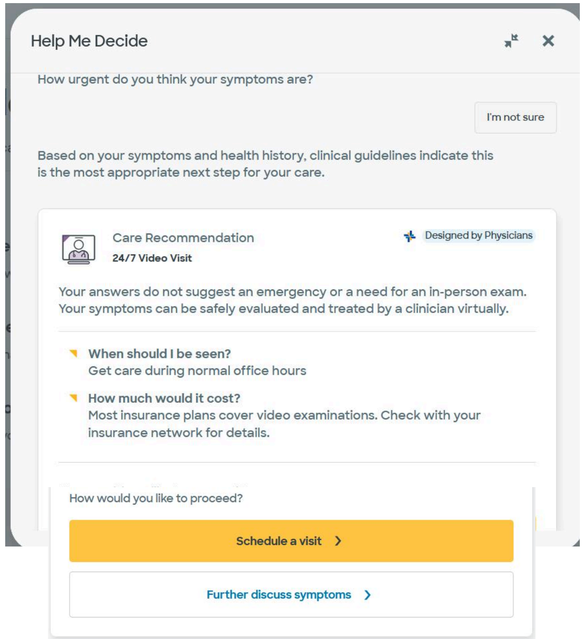
Future research can recruit a diverse population and control for practice effects by prioritizing first attempts before participants become familiar.

Current Questionnaire Structure







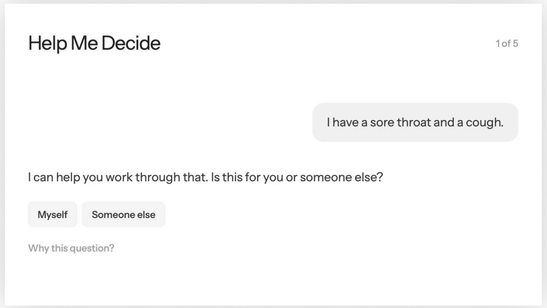


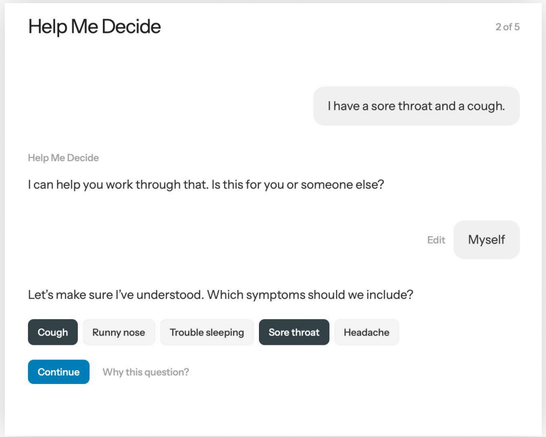
1.) Prompt user of how they can be helped

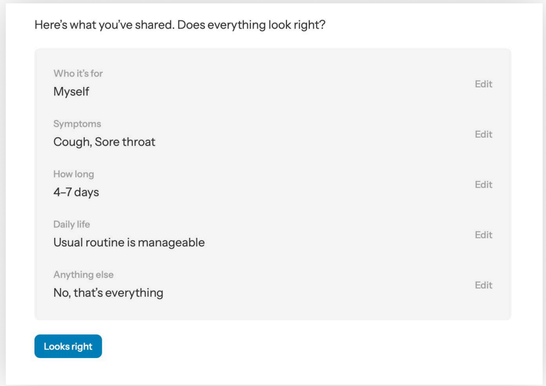
2.) Ask user multiple choice questions based on first prompt

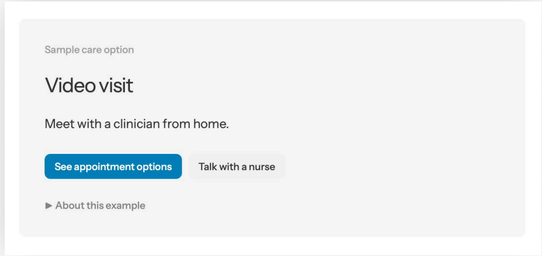
3.) Ask user what they are planning on doing

4.) Offer recommendation









Our Questionnaire solution

Why our AI solution is different than the rest.

- Our AI guides the structured questionnaire if needed, not replace it.
- It will allow for
  - Handling multiple symptoms
  - Accessing care for others
  - Integrating both generic search and symptom evaluation
  - Explain questions that might seem unrelated at first
  - Conversational tone to foster user trust

Our Predicted Impact

- By introducing a nicer tone, shorter questions length and more relevant questions we expect an increase in users tool engagement , which would then lead to more consultations.
- More consultations being completed means more people receive the care they need and revenue for the hospital

Future research should focus on

- Inviting user feedback after conversation is complete (within the chat portal instead of through email)
- Prototype evaluation with diverse participants, measuring task completion, confusion, and/or stress levels during the process
- Search Engine Optimization (SEO) so users can find the product easily via Google or other search engines

Questions?

In conclusion, our research found that

Users may struggle with finding the Help Me Decide portal, and moving it to the dashboard may increase visibility and accessibility.

AI-lead conversations should use conversational railings to make the questionnaire adaptable, notifying participants of their progress via progress bars.

If users express emergency situations that require immediate care, the conversation should quickly notify users of the urgency of their situation and who they need to contact.