11 Tips for Better User Experience with Online Applications

1. Know your audience. Hold focus groups with clients or providers.
2. Design for mobile. Integrate mobile camera, geo-location and date pickers.
3. Avoid excess scrolling.
4. Create faster loading webpages so that people don’t quit in the middle.
5. Design for color blind users. Be aware of contrast on mobile.
6. If you have to use a pinkie to click a button – the button is too small!
7. Only ask for the data you need and will use. Strip everything else out.
8. Use expandable questions.
9. For faster completion, align boxes to the left, with labels on the top or left.
10. Don’t validate when system can autocorrect. For example, coding can change telephone numbers to your preferred format.
11. Test on different browsers and phones.

Use badges to reinforce positive behaviors for clients AND staff.

Rethink Client messages:
“Thanks for helping us get to zero new infections by submitting your labs.”

“This year we paid for $6,472 of your meds. Thanks for turning in your paperwork on time so that we can serve you.”
Using a Web Application to Enter and Process Application Data

Eligibility Staff

- Staff enter eligibility information into a browser interface that connects to CAREWare. The web app helps staff update client eligibility, enter/check referrals and run reports.

Web Application

- Providers can access updated data through the CAREWARE.

CAREWare

- Web Apps can be used for setting eligibility, auto calculating eligibility start/end dates, reporting, faster client looks up and monitoring staff activity/case loads.

What can a web application do?

Use web apps to update/verify client eligibility. When staff clicks "submit", the code checks the data entered:
- Is proof of HIV uploaded?
- Is income below 400% federal poverty level?
- Does the client live in Arizona?
- Does insurance qualify client for ADAP?

If the data is solid, the web app updates the eligibility status. If not, web app can prompt a message or highlight potential issues, or set an "Ineligible" status.

Benefits?

- 300 calls a day to <50 calls a day.
- Countless coding options
- Improved data quality for reports
- Validate data as it’s being entered (red and green boxes)
- Quicker client look up
- Custom field arrangement
- Add code to confirm/verify and update eligibility
- Proactively compare eligibility to billed client services

Cautions?

- Staff can be resistant to change.
- Be very specific. Often, programmers will provide ONLY what you ask for.
  - Do you want to be able to manually overrides hard coded decisions?
  - Should some fields be locked down – eligibility statuses or referral dates?
  - What sort of reports would you want to include? If tracking timing, will need to add time stamps.

Requirements:

1. .Net programmer (JSON)
2. Recommend front line staff to inform the design
3. Solid vision of what you would like the web application to accomplish.