



## Color User

Primary Color  
#008A86



Secondary Color  
#38CDC4



Text Color  
#015B5A

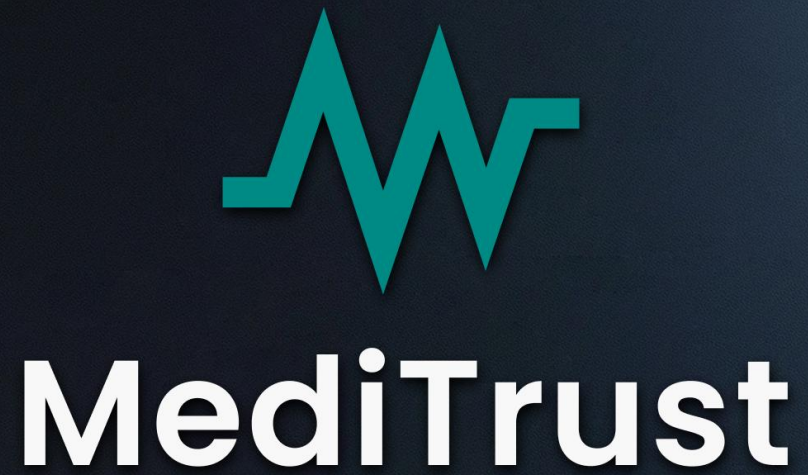


Text Color  
#000000




BG Color  
#F3F3F3





# MediTrust



Name \_\_\_\_\_ Date: 25/08/2025

Note:

Node

Node


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Position:




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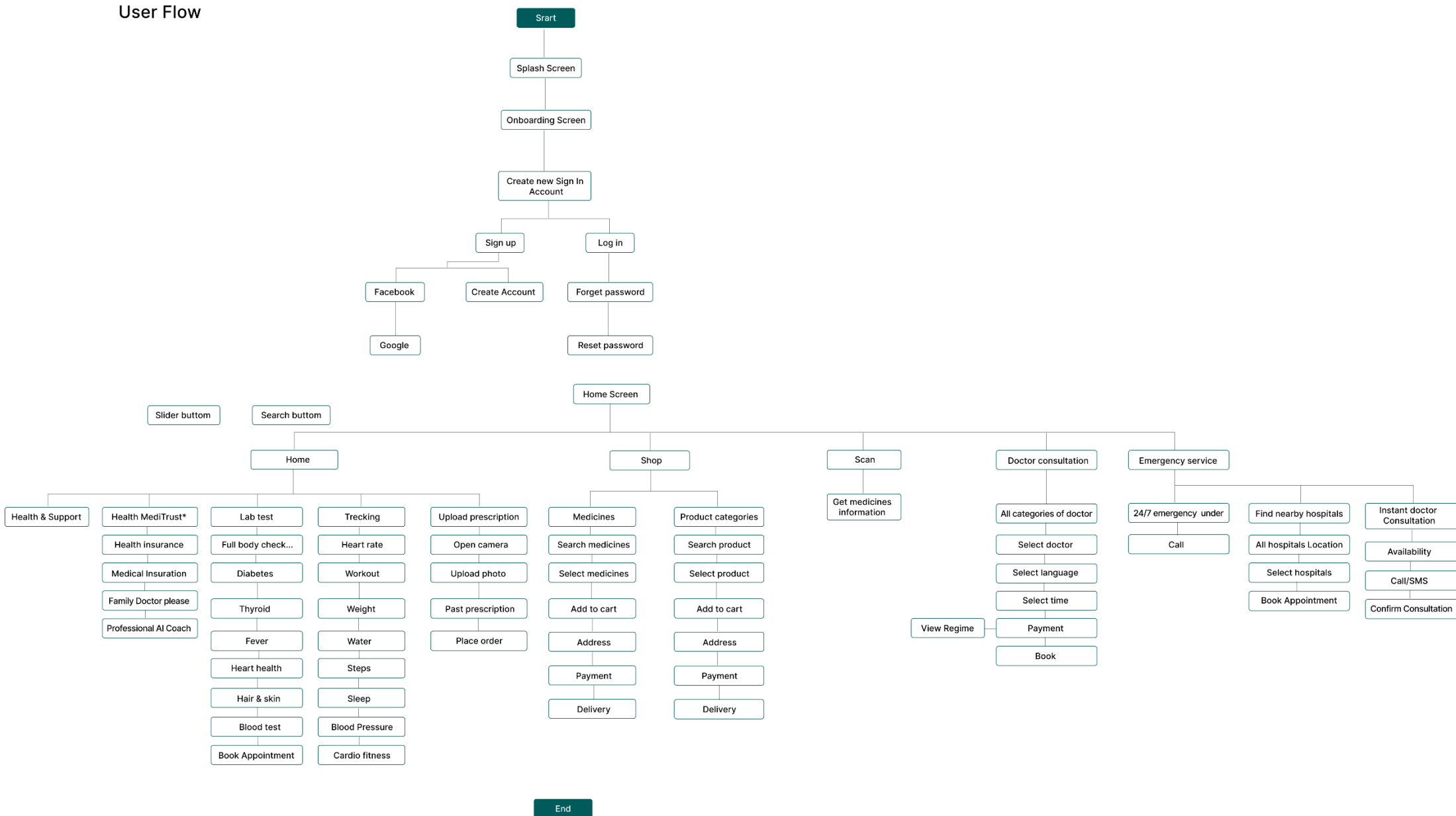


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## User Flow





# Health MediTrust

## Your Digital Health Care Partner

## Problem Statement

Many people use healthcare apps for ordering medicines, consulting doctors, and tracking health. But delivery is often late, booking appointments is difficult, and doctors don't have full health details. There's also no clear way to see past reports or insurance info. Because of this, users feel confused and can't fully trust the app in important times.

## Problem Solution

To solve these problems, the app should give real-time tracking for medicine delivery, make doctor booking smooth and fast, and allow doctors to see the full health history during consultations. It should also show past reports and insurance details clearly, so users feel safe, informed, and can trust the app in emergencies.

## Target Audience

Age 18 to 60

- Patients
- Healthcare Providers
- Young/Adults man and woman's
- Hospital & Staffs
- Family members

## Tha Approach

I started by understanding real user problems through reviews and feedback. Then I created user personas to know different needs like emergency help, fast delivery, and easy doctor booking. I designed simple user flows and wireframes to fix issues like tracking, missing records, and insurance confusion. I added features like AI chat, reminders, and hospital finder. Finally, I tested the design with users and improved it based on their feedback.

# My Role

Design Strategy

Problem Solution

Information Architecture

Empathy Mapping

Usability Testing

User Flow

Prototyping

Wireframes

Competitive Analysis

Visual Design

User Research

User Percona

# Design Thinking Process

First, I empathized by understanding user' needs and pain points. Then, I defined the main problems and ideated solutions like tracking and easy booking. After designing the app, I tested it with users and improved it based on their feedback.



## Empathize

User research  
User Interview  
Entrant Analysis



## Define

User Percons  
User Jouney Map  
Goal Statement  
Empathy Map



## Ideate

Brainstorming  
Card Sorting  
User Flow



## Design

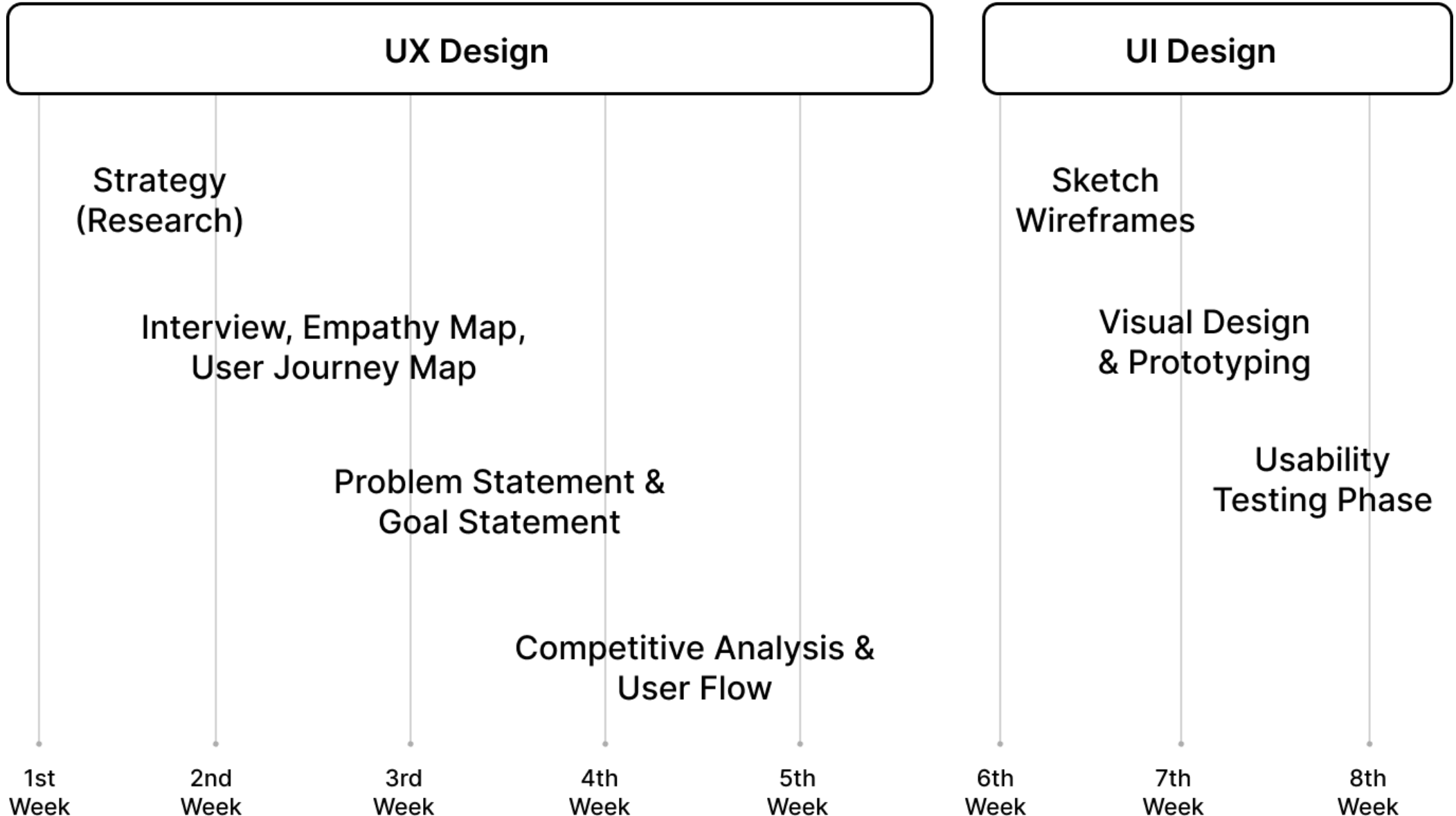
Paper Wireframes  
Visual Design  
Prototype



## Test

CheckUsability  
Survey Insight  
Improvements

# Project Timeline



# Emphasize Phase

## Qualitative Research

I talked to users and asked about their background, how often they use the app, and which device they use. I listened to their experiences and problems, like booking doctor appointments and medicine delivery. This helped me understand what users really need and how to make the app better for them.

## Interview Questions

- What is your name?
- What is your background?
- Can you describe your first experience using the health app?
- What device do you use to access health apps?
- How often do you use health or medical apps?
- What types of issues have you faced while using the app?
- Have you faced any problems with appointment scheduling or confirmation?
- What problems did you experience with medicine delivery through the app?

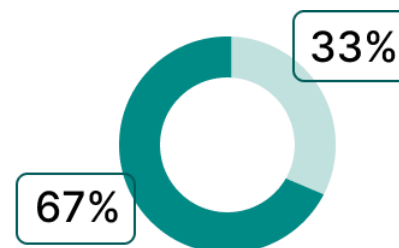


## Key Insight Derived

- 30-minute medicine delivery with real-time tracking so users know exactly when their order will arrive.
- Easy and reliable doctor appointment booking with confirmation and status updates.
- Smooth online doctor consultation with access to health history.
- Clear health record management so users can view and download their past reports.
- Payment options including credit card EMI plans.
- Emergency contact features and AI health assistant for quick support.

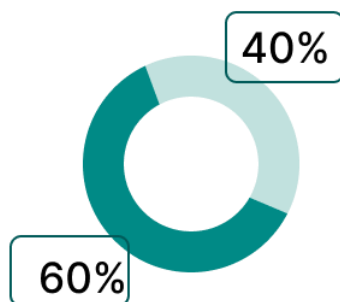
Do you use health or medical apps regularly?

☐ Yes ☐ No



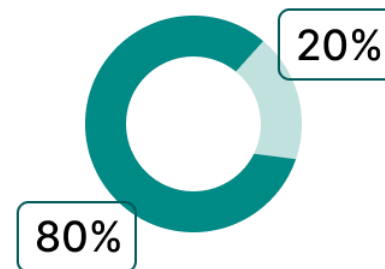
Have you faced any issues while using the health apps?

☐ Yes ☐ No



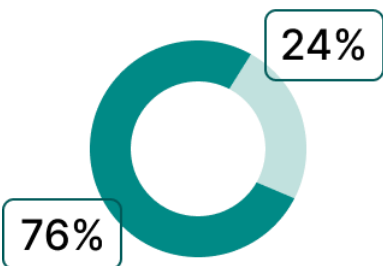
Is 30-minute instant medicine delivery important to you?

☐ Yes ☐ No



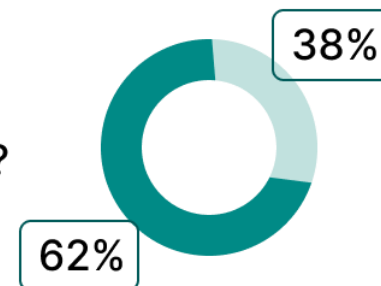
Do you use apps to store you health records or history?

☐ Yes ☐ No



Would you use an emergency contact feature linked to your profile?

☐ Yes ☐ No



## Key Insight Derived

- 30-Minute Medicine Delivery: Fast delivery with real-time tracking.
- Doctor Appointment Booking: Easy scheduling with status updates.
- Health Record Management: Store and access medical history securely.
- Emergency Contact Feature: Quick access to emergency support.
- AI Health Assistant: Instant answers to health-related questions.

## Define Phase

### User persone

We made user personas to understand what people really need from a healthcare app. These are common user like office workers, elders, and parents who use the app in daily life. By knowing their problems and what they expect, we can design the app in a better and useful way



#### Tran Thi Hong Anh

Age	27
Education	Olalaco Company
Status	Single
Occupation	Occupation Management
Location	District 3, HCMC

#### Goals

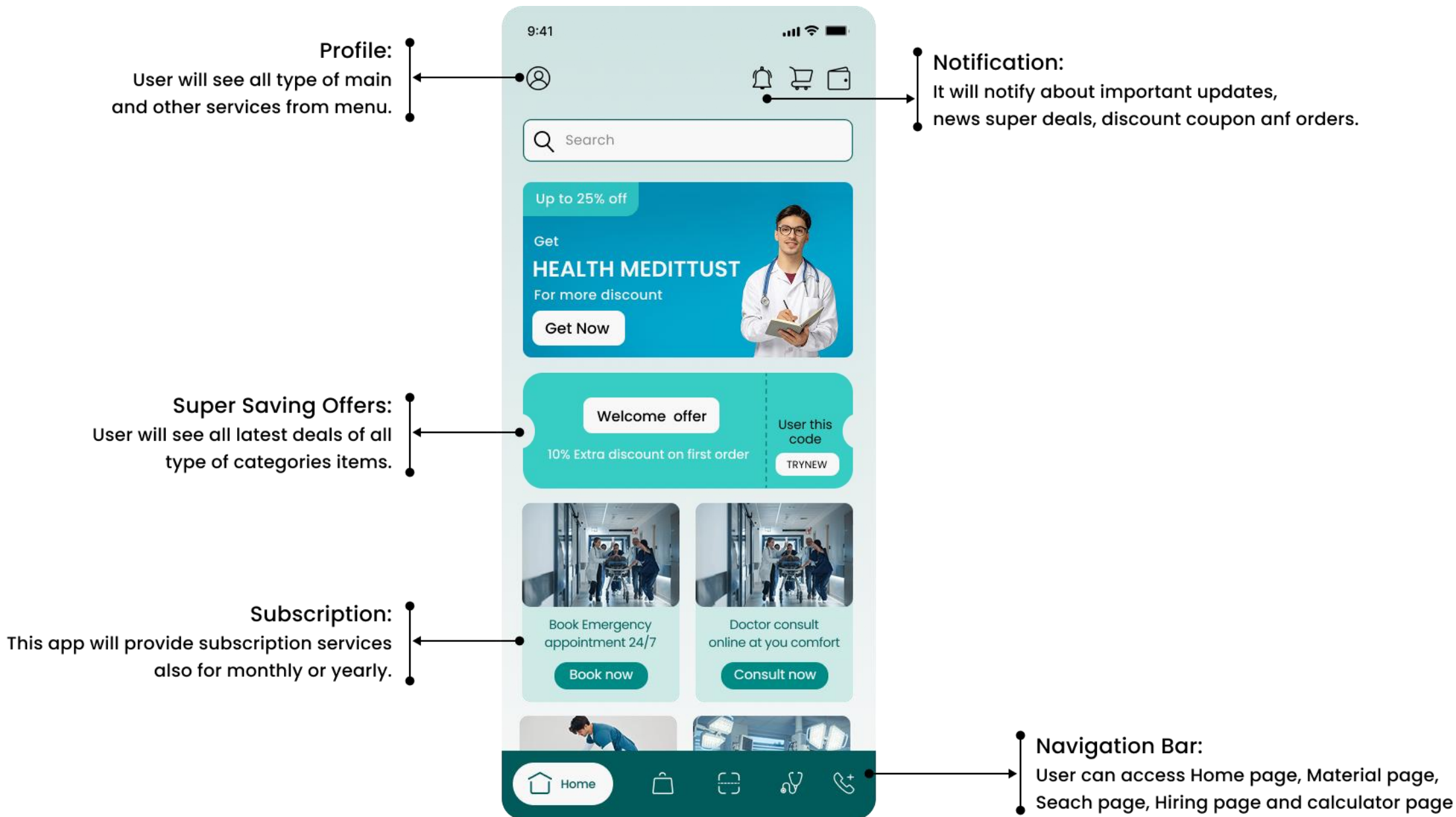
- Efficient management of student health and attendance records
- Seamless coordination between staff, students, and parents

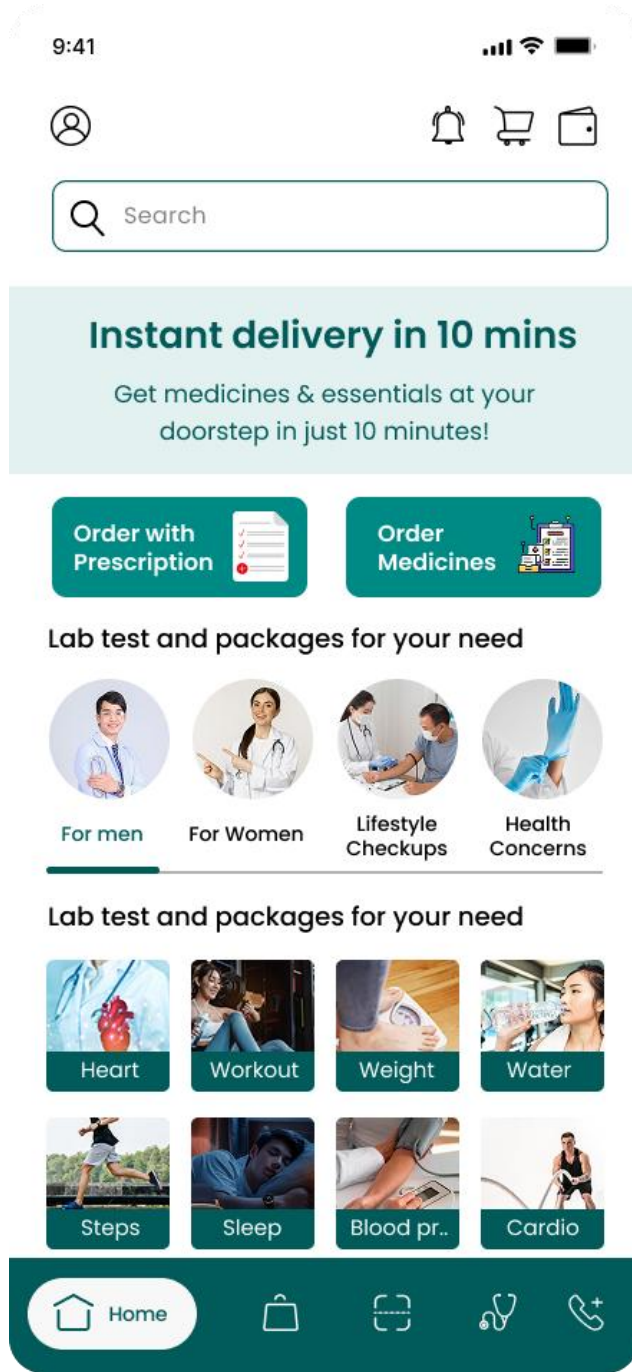
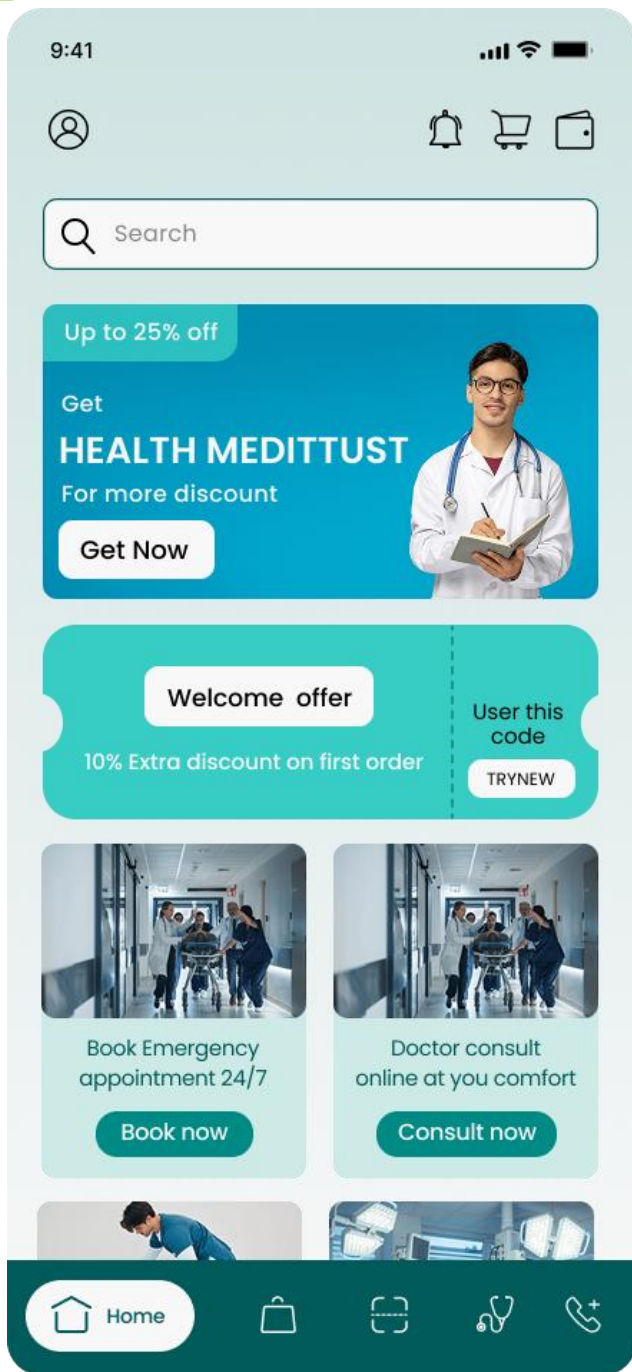
#### Frustrations

- As a busy person, I find scheduling systems slow and complicated, causing delays and stress. The app does not connect to my health insurance or doctor's records.

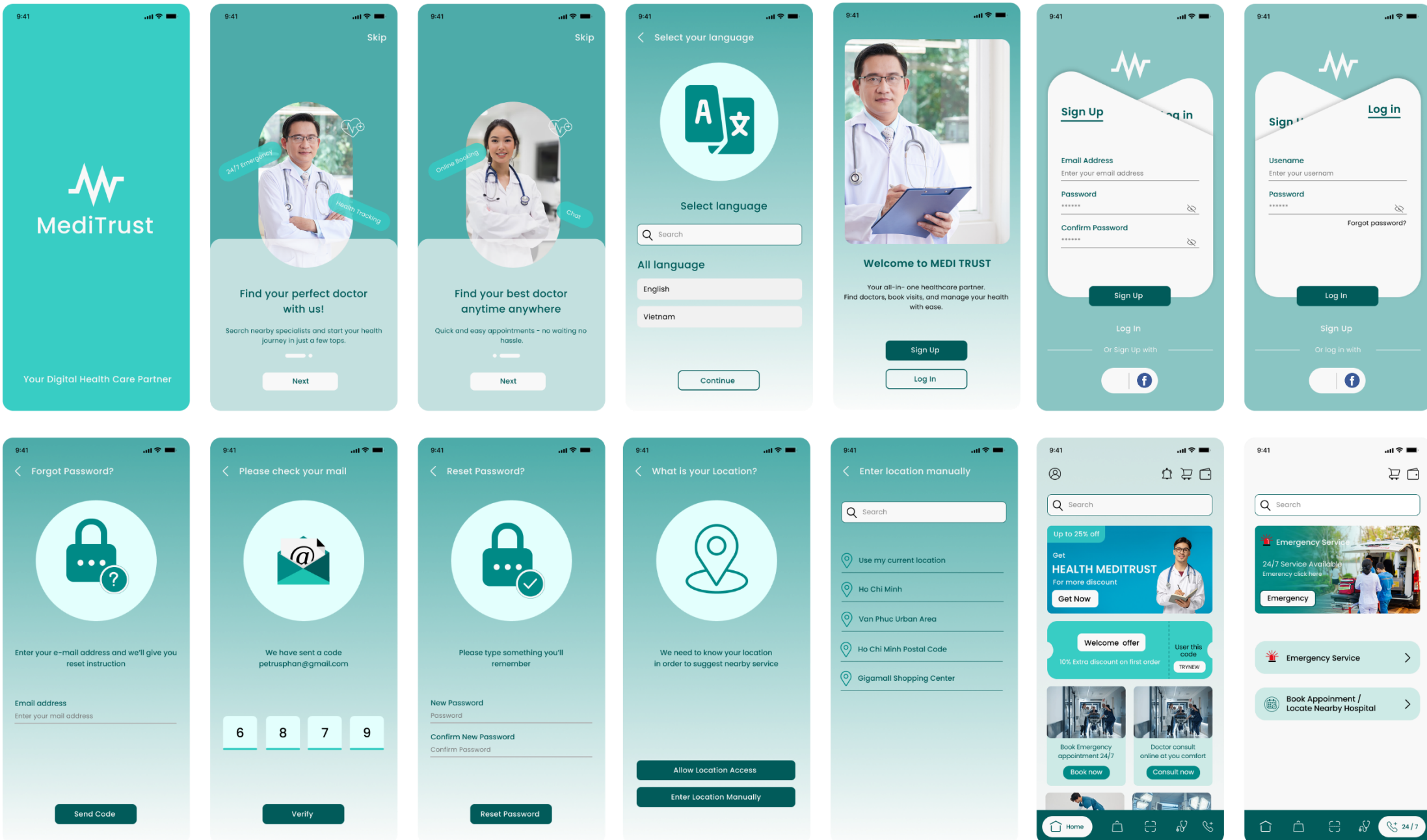
## Low-Fidelity Wireframes

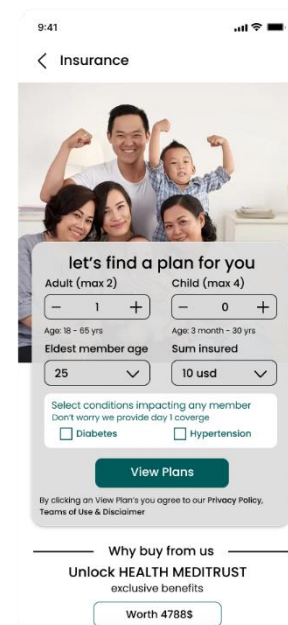
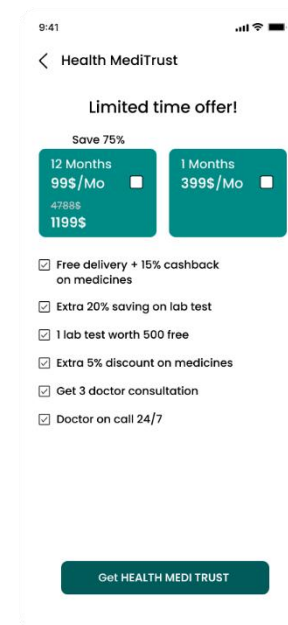
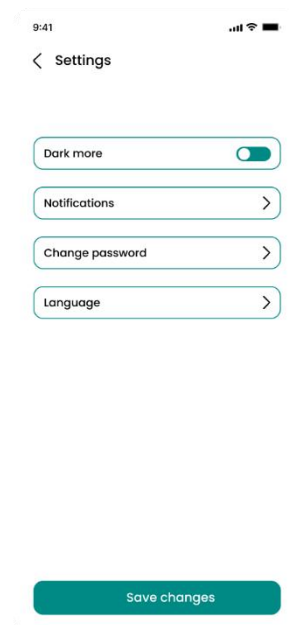
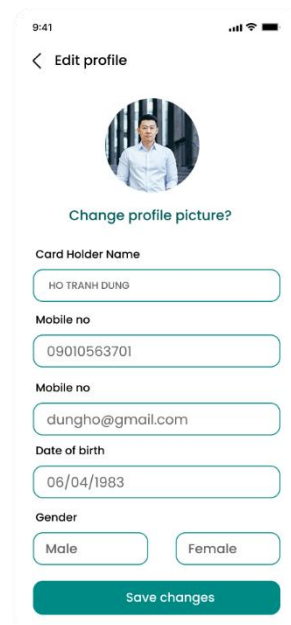
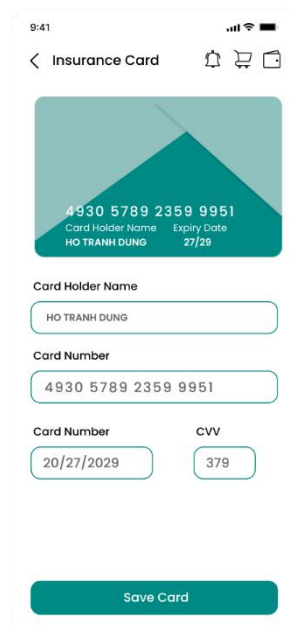
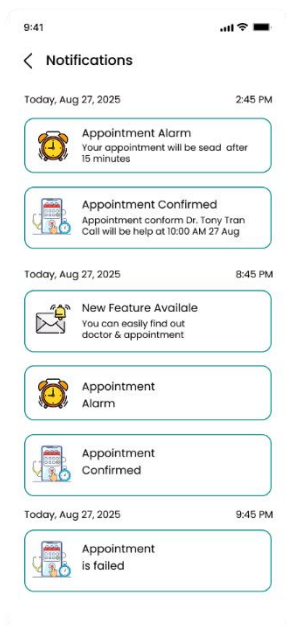
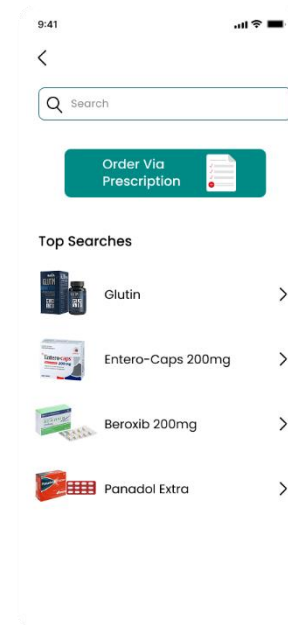
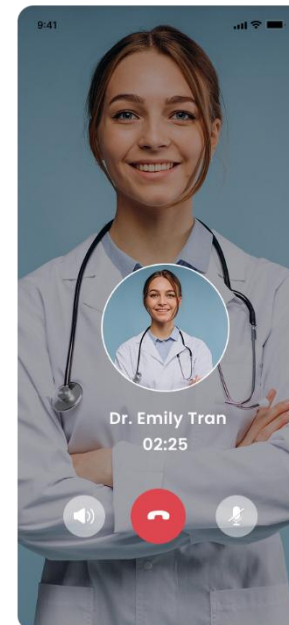
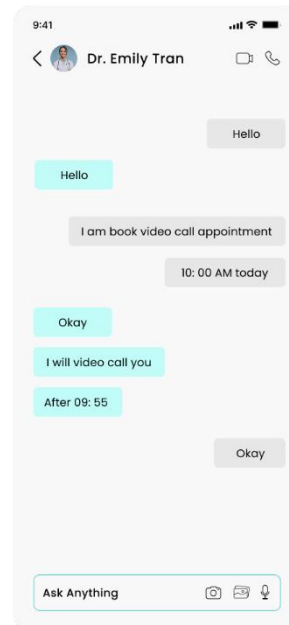
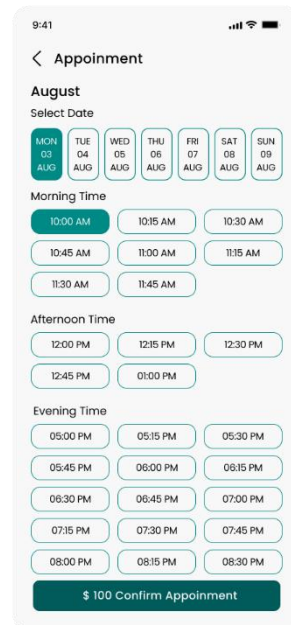
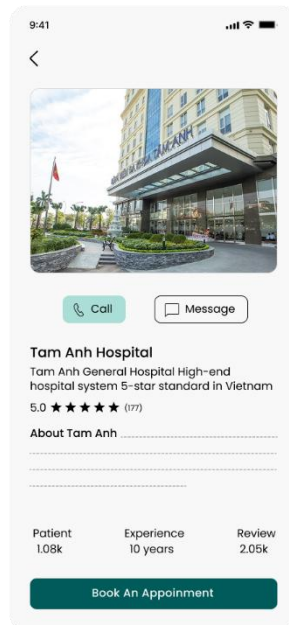
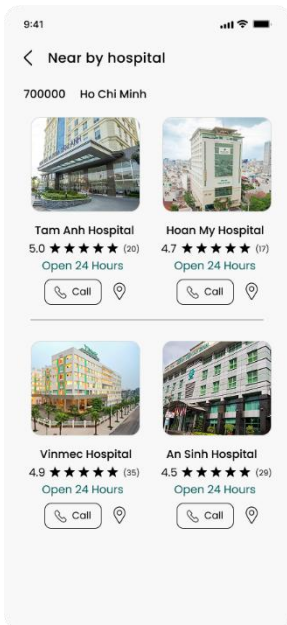


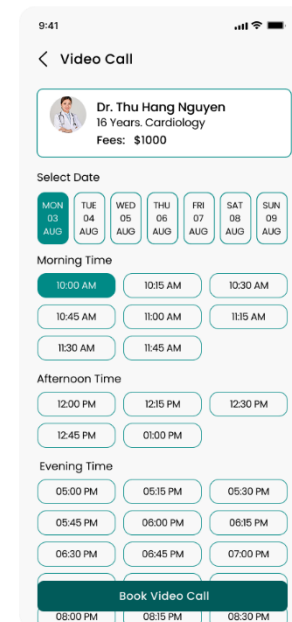
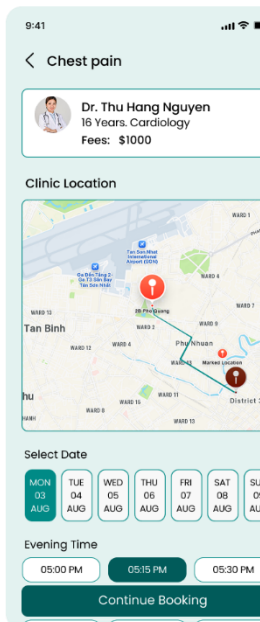
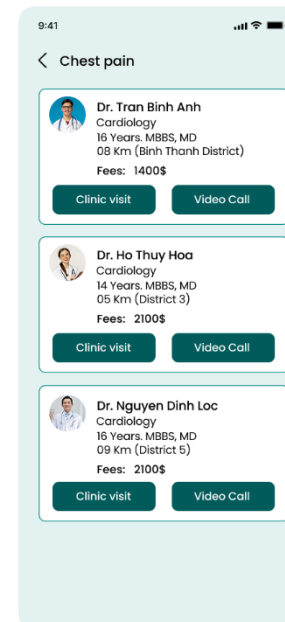
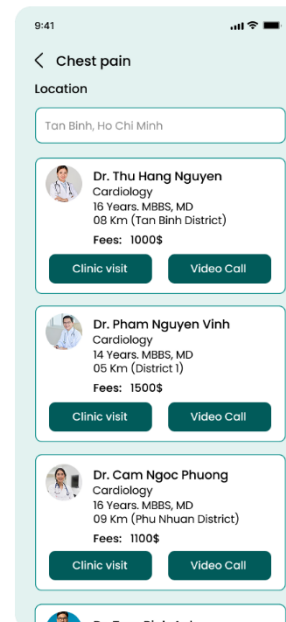
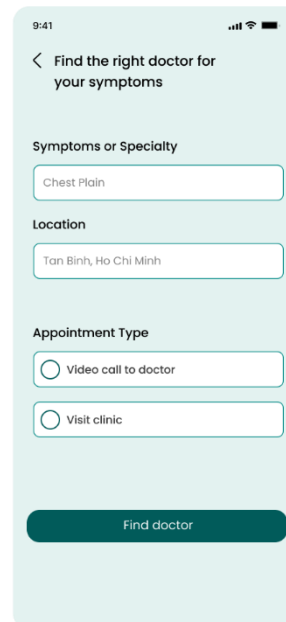
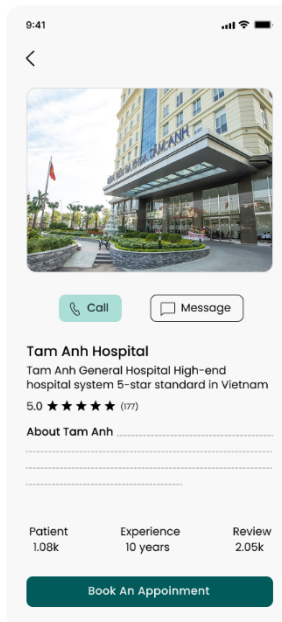
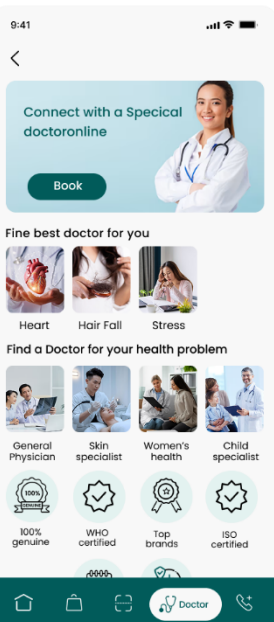
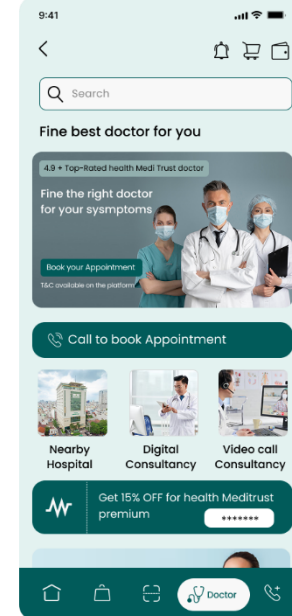
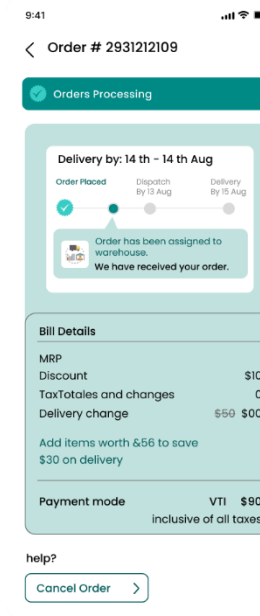
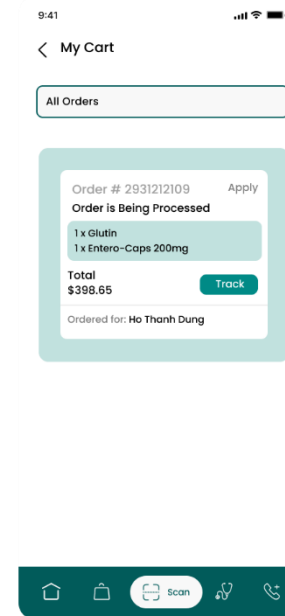
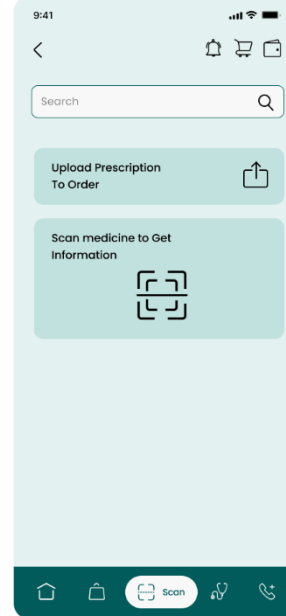
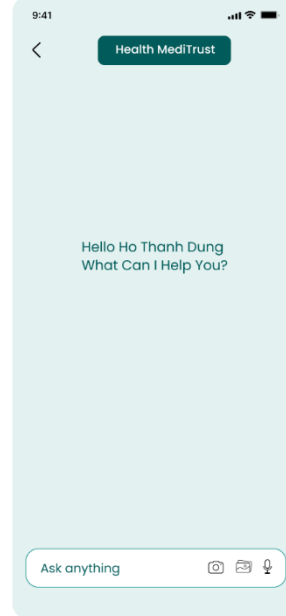
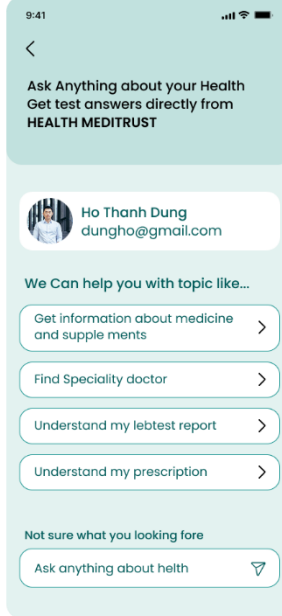
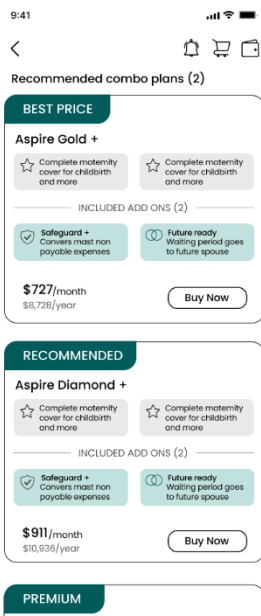












9:41

< Book Video Call

Dr. Thu Hang Nguyen  
16 Years. Cardiology  
Fees: \$1000

Date Selected

AUG, 03, MONDAY | 10:00 AM

Reason

Chest Pain

Total Charges

Consultation	\$1500
Consultation	\$ 350
Pay Now	\$ 1850

\$ 1850 Booking Fees

Book

9:41

< Payment option

FLAT 25% off on first order

Estimated payable 90\$  
Amount to be paid once the order is ready for dispatch

UPI Recommended Faster checkout

MasterCard GPay VISA

By placing the order, you agree to our Terms & Conditions and Privacy policy

Wallets

ZaloPay mo mo VNPay

Net banking

ACB MB TECHCOMBANK

Pay late

Cash on delivery

Place order

9:41

Payment Successful

Your payment has successful you can have a consultation session with Your trusted doctor

Chat with Doctor

9:41

< Dr. Emily Tran

Hello

I am book video call appointment

10:00 AM today

Okay

I will video call you

After 09:55

Ask Anything

Okay

9:41

Dr. Emily Tran  
02:25

Call with Doctor

9:41

Call with Doctor

9:41

Trusted medicines, Delivered with care  
Save up to 30% on every order!

Search

Upload a prescription to place your order

No prescription? No problem, get a doctor consultation

Quick Relief Medicines

Cold & Cough Acidity Headache Muscle cramps

Dehydration Burn Care Blocked Nose Joint Pain

First Aid Essentials

Shop

9:41

First Aid Essentials

Fever Care Bandages Pain Relief Antiseptics

Dolo-650 tablet 14's 121\$ By 13 Jun

Entero-Caps h/30v 137\$ By 11 Jun

Entero-Caps tablet 200mg 125\$ By 10 Jun

The HEALTH MEDI TRUST Advantage

100% genuine WHO certified Top brands ISO certified Long expiry Secure payment

9:41

Search

Cold & Cough

Acidity

Headache

Muscle cramps

Dehydration

Vicks Cough Syrup, 100ml Bottle 90\$ 100\$ 10% off

Strepsils orange medicated lozenges, 8 count 90\$ 100\$ 10% off

Cofills ginger lemon flavour 10 lozenges 35\$ 100\$ 10% off

Dabur honitus herbal cough remedy syrup, 100ml 98\$ 100\$ 10% off

Ascoril LS expectoran 100ml 98\$ 100\$ 10% off

Shop

9:41

Search

Vicks Cough Syrup, 100ml Bottle

90\$ 100\$ 10% off  
100 ml Syrup 0.90/ml (Inclusive of all Taxes)

Congratulations! You've Unlocked 14% off View Offers (2)

Available offers (2)

EXTRA100 Get RS.100 off on orders > \$1500

EXTRA100 Get RS.100 off on orders > \$1500

Flat 15% cashback On medicines + 1 FREE lab test Explore Now

Shop

9:41

213 Dien Bien Phu, Ward... Change

DELIVERY By See on next step.

Manufacture/Marketer HEALTH MEDITRUST Limited

Consume Type ORAL

Return Policy Non returnable

Expires on or after 31 - 1 - 2028

Country of origin Vietnamese

Manufacture/Marketer address 213 Dien Bien Phu, Vo Thi Sau Ward, District 3, Ho Chi Minh City, Vietnam

View similar product (4)

Shop

9:41

View similar product (4)

Vicks Cough Syrup, 100ml Bottle 90\$ By 13 Jun

Cofills ginger lemon flavour 10 lozenges 35\$ By 11 Jun

Dabur honitus herbal cough remedy syrup 98\$ By 10 Jun

Muscle cramp 98\$ By 10 Jun

The HEALTH MEDI TRUST Advantage

100% genuine WHO certified Top brands ISO certified Long expiry Secure payment

Select Quantity

Shop

9:41

< Coupons For You

Enter coupon Code Apply

Available Offers

FIRST24 FLAT 24% off on first order Get FLAT 24% off on MRP on select medicine for first-time users. Minimum order value Usd 1049 Terms and Conditions Apply

FIRST23 FLAT 23% off on first order Get FLAT 23% off on MRP on select medicine for first-time users. Minimum order value Usd 944 Terms and Conditions Apply

FIRST25 FLAT 25% off on first order Get FLAT 25% off on MRP on select medicine for first-time users. Minimum order value Usd 944 Terms and Conditions Apply

Shop

9:41

< Your cart

Save extra 30 on this order special offer flat 50 cashback

Joining 6 month 399\$ | 300\$

HEALTH MEDI TRUST + ADD

Delivery by 8th - 10th Jun

HEALTH MEDI TRUST Vicks Cough Syrup, 100ml Bottle 90\$ 100\$ 10% off ADD MORE TO GET 20% OFF Qty 3

Get more discount Apply coupon

Bill Details

MRP	
Discount	10\$
Tax/Totales and charges	0
Delivery charge	50\$ 00\$
Add items worth 50\$ to save 30\$ on delivery	
Estimated payable	90\$ Inclusive of all taxes

By placing the order, you agree to our Terms & Conditions and Privacy Policy

DELIVERY TO Office (7 street 14... Ho Chi Minh, Dong Nai, Vung Tau, Long An.

Total 90\$ Select payment mode

9:41

< Delivery Details

Select address + Add address

Office  
Ho Chi Minh, Dong Nai, Vung Tau, Long An.

Proceed to checkout

9:41

< Address Details

Enter Pincode

Pin code Use My Current Location

House number, Floor, Building name

House number, Floor, Building name

Street, Locality, Area

Street, Locality, Area

Landmark (Optional)

Landmark (Optional)

City state

City state

Save as

Home Office Other

Save and Continue

9:41

< Payment option

FLAT 25% off on first order

Estimated payable 90\$  
Amount to be paid once the order is ready for dispatch

UPI Recommended Faster checkout

VISA G Pay

By placing the order, you agree to our Terms & Conditions and Privacy policy

Wallets

ZaloPay momo VNPay

Net banking

ACB MB TECHCOMBANK

Pay later

Cash on delivery

Place order

9:41

Payment Successful

Your payment has successful you can have a consultation session with Your trusted doctor

9:41

< For Men

Sort By All Filter

Adult Men Senior Men Fitness

Fitness Advanced Package for Men with Smart Report  
Package, Contains 87 tests  
Report within 24 hours  
4079\$ 8158\$ 50% off

Book

Men Health Checkup Advanced with Smart Report  
Package, Contains 87 tests  
Report within 36 hours  
5040\$ 10080\$ 50% off

Book

Senior Citizen Men Health Checkup Premium with Smart Report  
Package, Contains 103 tests  
Report within 61 hours  
3999\$ 7998\$ 50% off

Book

9:41

< For Men

Fitness Advanced Package for Men with Smart Report  
12,77+Book Recently  
For Men

Earliest reports in 48 hours Contains 86 tests

4069\$ 8142\$ 50% off

Get additional 15% off Use IMGNEW at checkout

1 Patient

Know more about this test

The fitness Advanced Package for men With Smart Report is designed to examine complications arising in men due to intense physical activities. These tests help men keep a check on possible ag - See more

Samples required Blood/Urine

find out Why is this Package booked?

preparations Overnight fasting required for 8 To 12 hours

Sample Collection Who will collect your samples?

Test/Packages adds 4069\$

Go to Cart

9:41

< TM Wallet

Wallet Balance: 00.000\$

Manage your Referrals, Cashbacks and Refunds in one place and Quickly pay for your next order.

Earn TM Wallet

Refer a friend to Earn 200\$

Share Code

Frequently asked questions

What is Wallet?

How do use this amount?

How can i check my TM Wallet?

Can my balance be transferred to my blank account?

9:41

< Health tracking

Hello!  
How do you feel today?

Measure Now

Last Report: Aug 06-2025 History

Health Diary

Blood Pressure 100/75 mmHg

Blood Sugar -- mmHg

Weight & BMI

Water Reminder 0 bottles

Step Counter

Sleep

Cardio

9:41

< Report Done

Health Condition

Heart Rate 74bpm

Stress 38%

74 BPM Heart Rate Normal

60 100



✓ KHÁNH NGUYỄN MEDIA ✓ Xây giá trị - Dựng niềm tin

**Cảm ơn bạn đã xem dự án**

Hotline: **0937 39 56 79**

Email: [petrusphan@gmail.com](mailto:petrusphan@gmail.com)

Website: [www.khanhnguyenmedia.com](http://www.khanhnguyenmedia.com)