



# CO-V HEALTH

## PROJECT PROPOSAL

Answering your Covid questions



# PROJECT GENRE

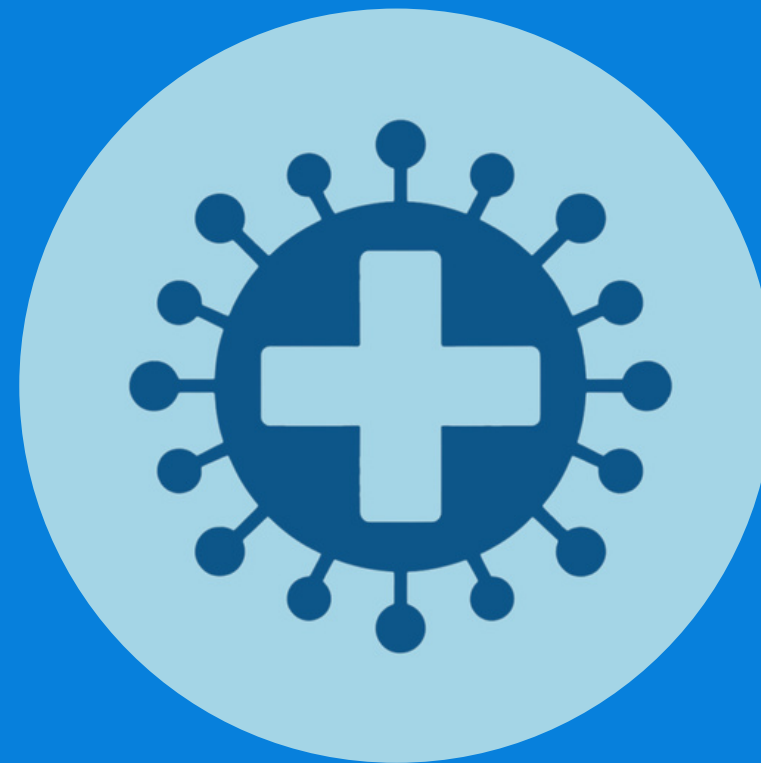
The genre of the project is a healthcare app, partnering with Local GP offering support to the local area.

The app will utilise digital tools to fulfil the client brief. It will offer advice, statistics, guidance and further services such as the ability to order PPE supplies, and book vaccinations and tests.



**WORKING TITLE**

**“CO-V HEALTH”**



Logo Design: Created by me in Microsoft Image Creator, colour and graphic edited in Photoshop.

# PROJECT PURPOSE

The purpose of the project is to help users access the information they need about COVID-19 quickly and collate all of it in one place.

Reduces pressure on GP surgeries.

Reduces patient anxiety: Up to date information, no call wait times, accessible.



# PROJECT PURPOSE + INSPIRATION

## RESEARCH ANALYSIS

- Project Purpose:
  - From my research in scientific journals, I found that there were links of stress and anxiety with disease outbreaks (Santabarbara, et.al, 2021).
  - This informed my decision to make a platform to easily convey information for the public in one place following guidance of the brief given by the doctors surgery.
  - I did additional research on mental health apps, which have grown in popularity in recent years, supporting my decision to make a phone app as a platform.(ECHAlliance, 2023).

# INSPIRATION

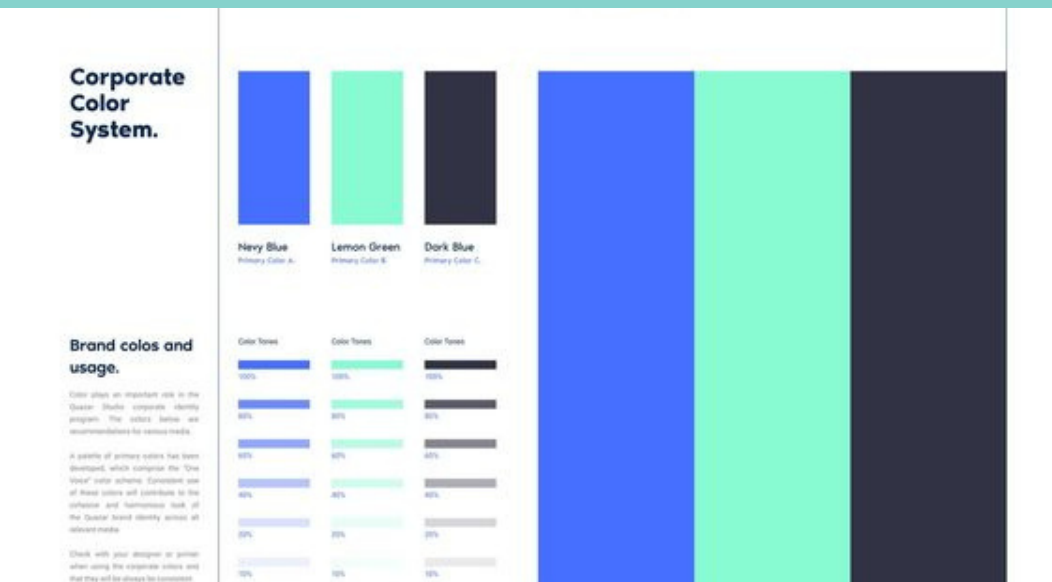
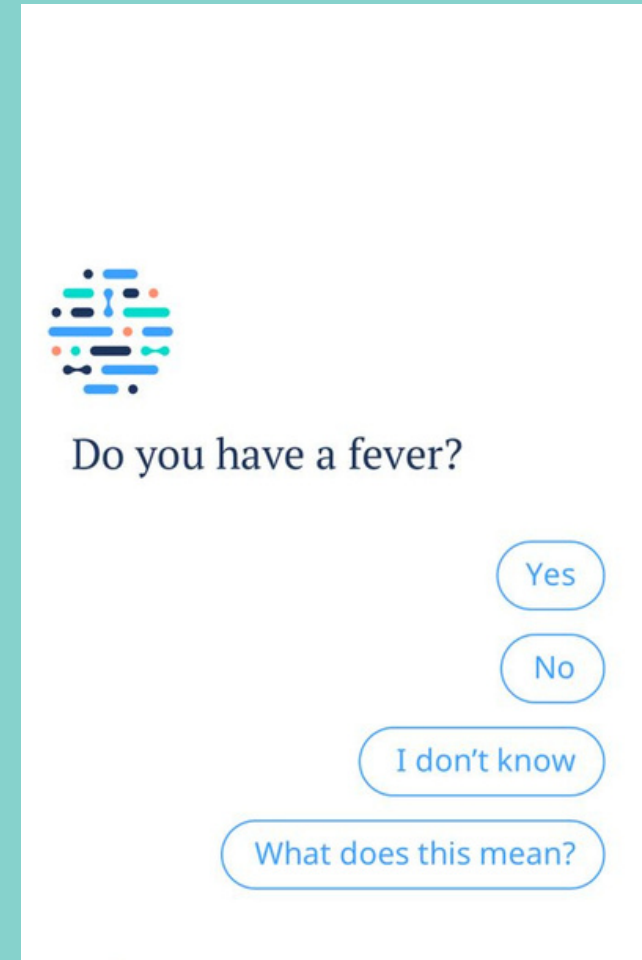
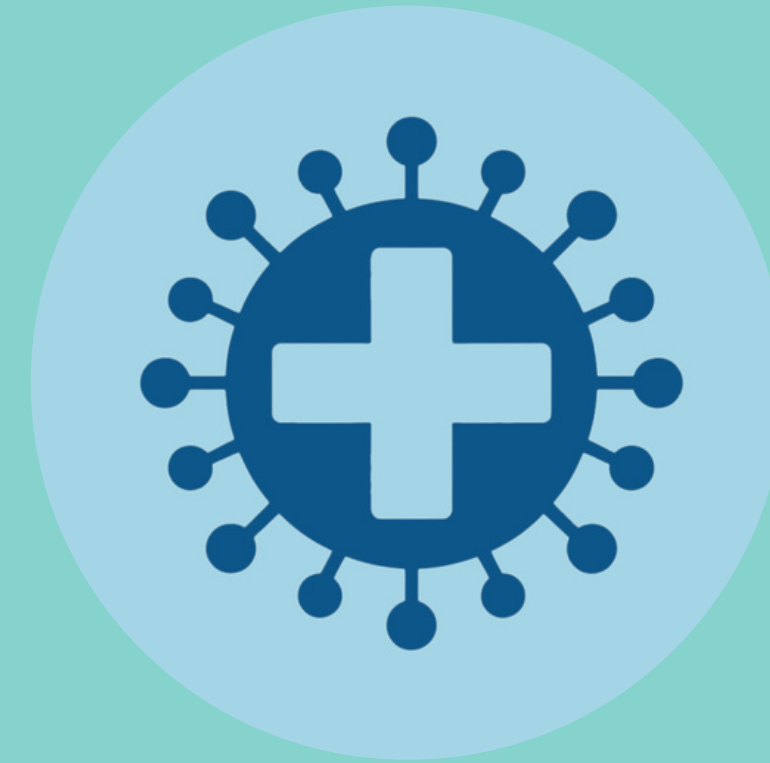
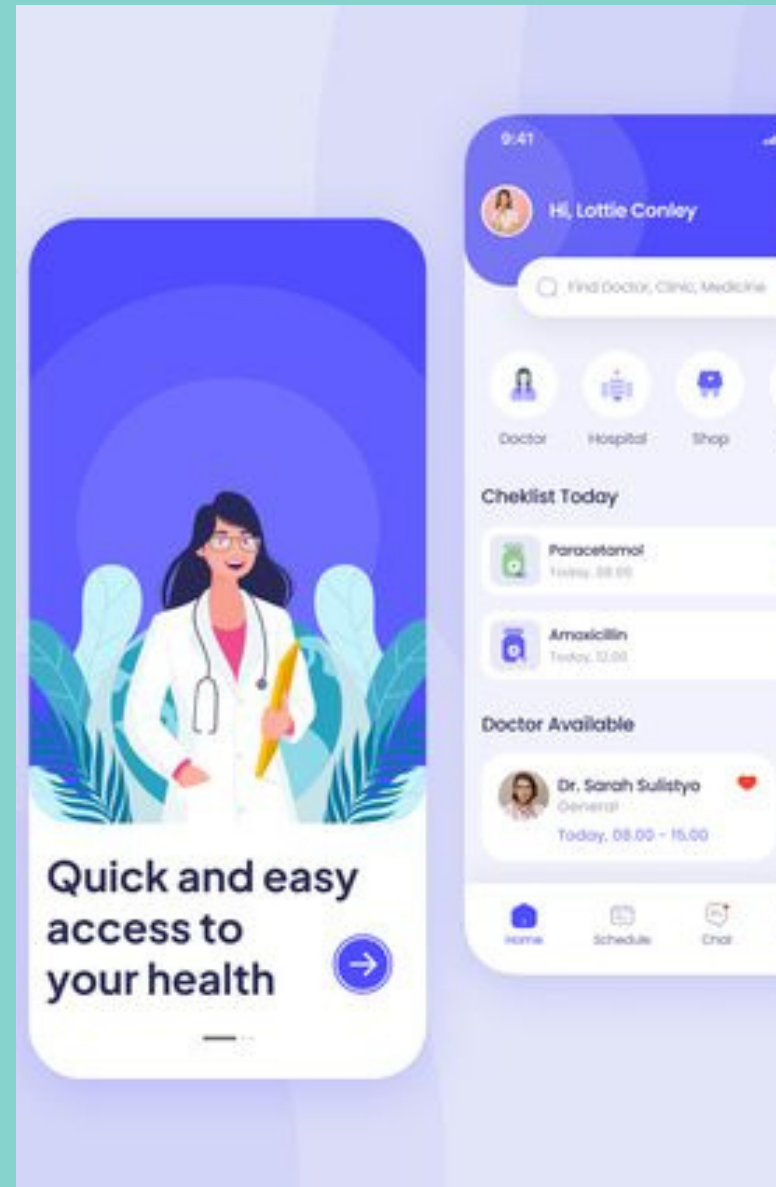
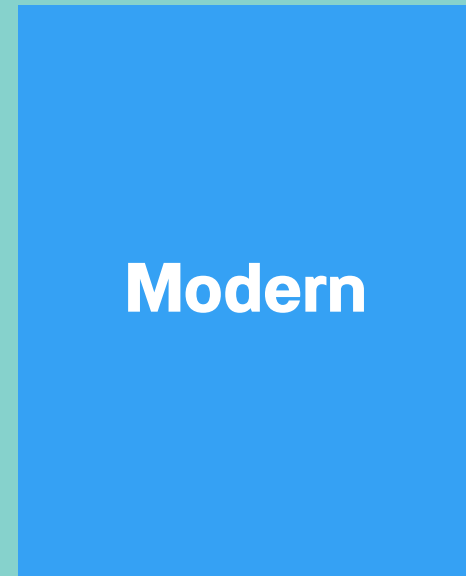
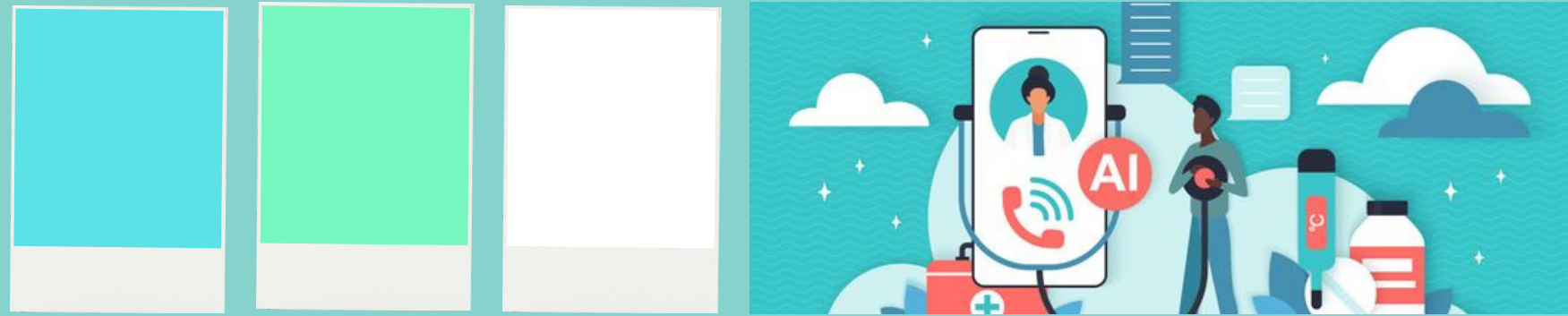
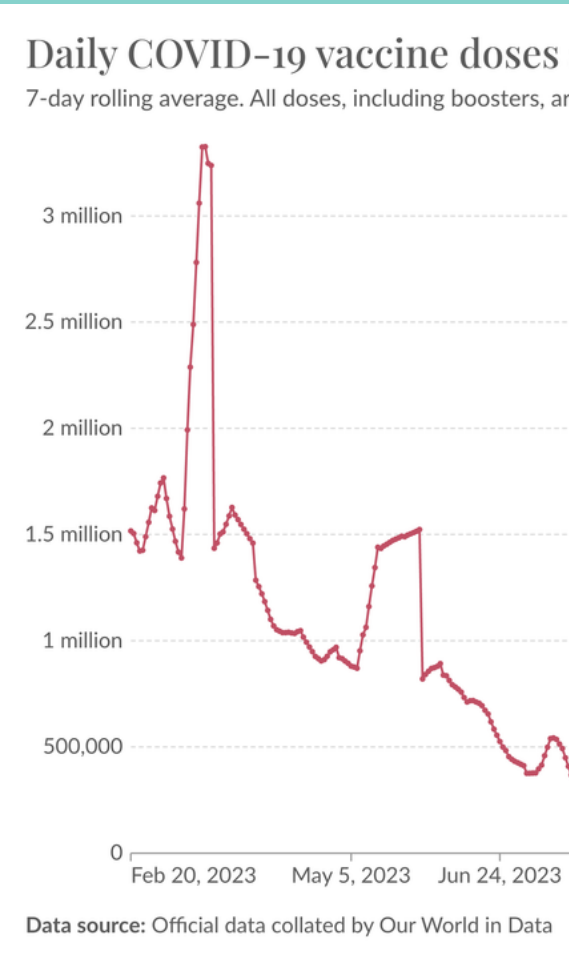
The inspiration for the “CO-V HEALTH” App project was inspired by stressors linked to disease outbreaks as highlighted by Santabara et al. (2021).

I aim to address the unpredictable nature of COVID-19 by creating a platform that streamlines information and services for COVID-19 through open-source data and GP surgery.

By having a simple platform that users can easily understand and use they will have their worries alleviated.

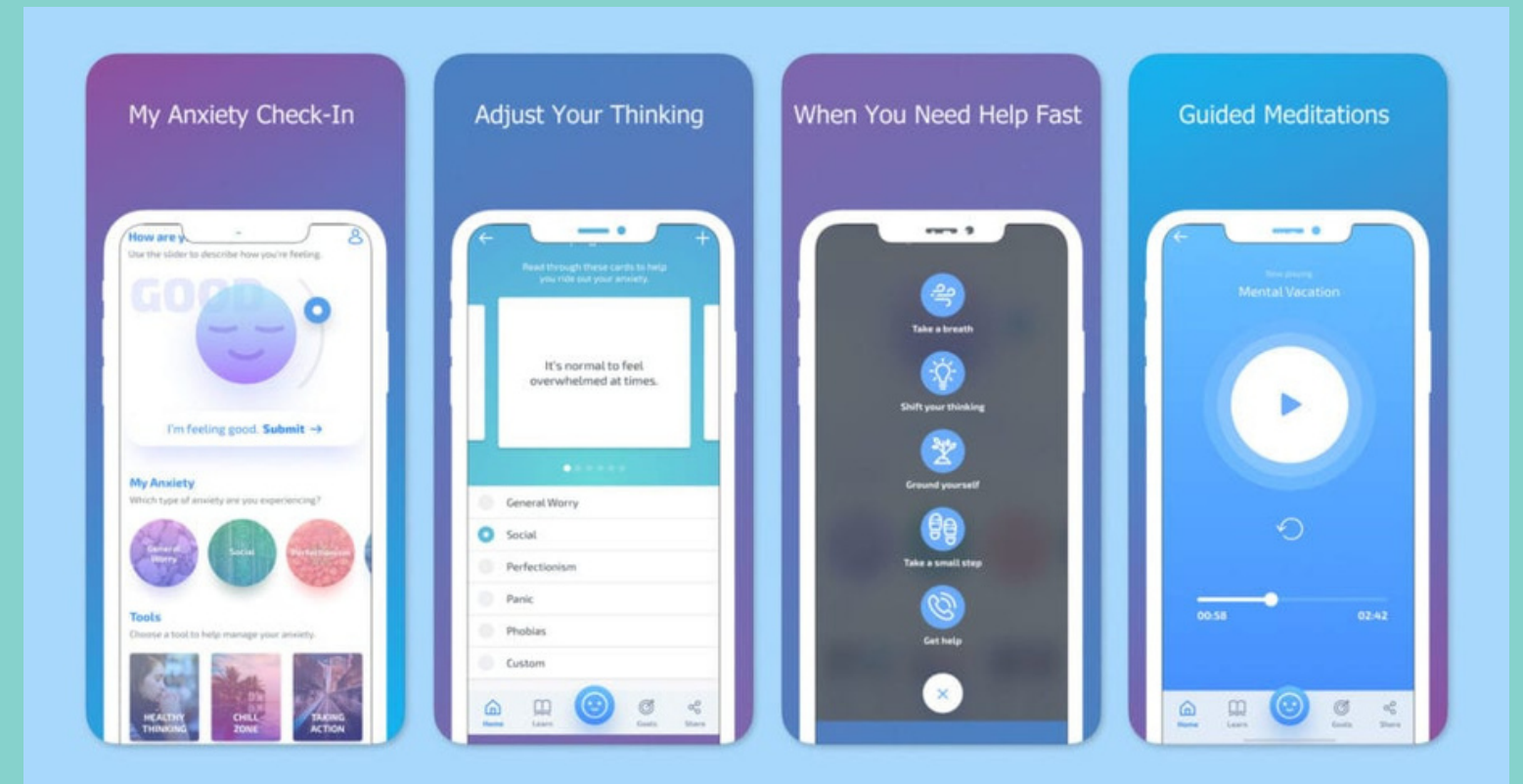


# INSPIRATION-BRAND DESIGN



# DESIGN RESEARCH ANALYSIS

- Design Research:
  - The brand moodboard was informed by my research in colour theory and healthcare brand.
  - My research told me that it had been noted that hospital rooms with blue walls are considered less stressful than other colours. (REHMAN KHATTAK, et al., 2018).
  - Research on healthcare branding emphasized creating a “meaningful connection between, mission, values and people you serve”,(Qualtrics, 2023)
  - Hence my decision to incorporate NHS and GP surgery branding to build trust with customers and also to incorporate customer service capabilities.



Source: (onemindpsyberguide.org, 2023)  
Example of mental health app “Mindshift” with blue interface design.



# DESIGN RESEARCH: ACCESSIBILITY

- My research into design accessibility was due to the client brief to ensure accessibility.
- I found that using common UI elements is recommended so that users can learn the navigation quickly.
- Consistency and simplicity can improve accessibility.
- My research from The Web Content Accessibility Guidelines(WCAG) 2.0 explains:
  - Laying out the legal guidelines for creating accessible content.
  - (Gov.uk, 2023) It is suggested by WCAG guidelines to make content accessible by screen readers, this can be achieved by writing content as clear and simple as possible.
  - Additionally, when writing the code of the pages, by using semantic HTML, descriptive text for images, and allowing keyboard navigation the screen reader can effectively function.

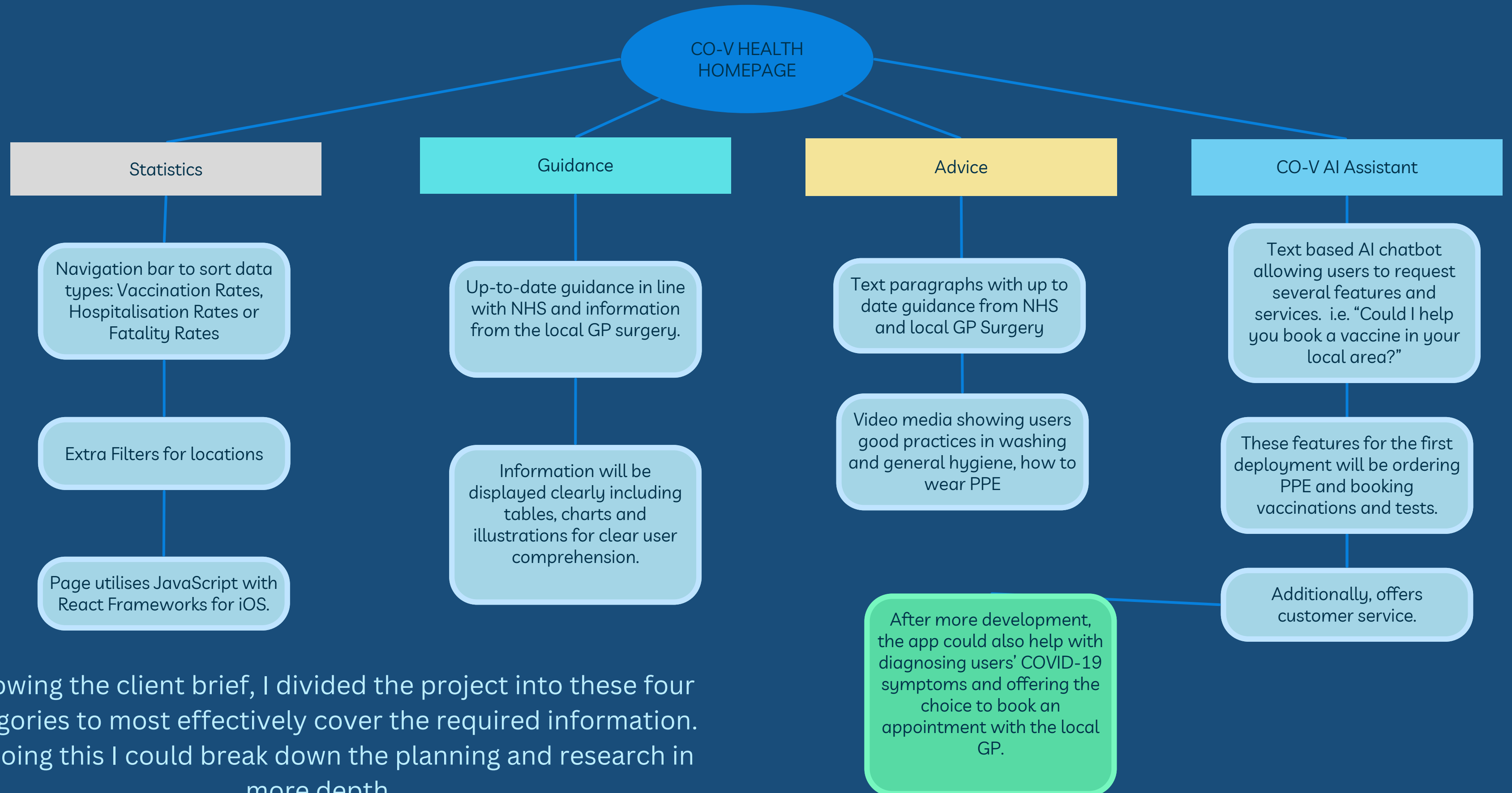


## Designing for users of screen readers



Do...	Don't...
describe images and provide transcripts for video 	only show information in an image or video 
follow a linear, logical layout 	spread content all over a page 
structure content using HTML5 <code>&lt;h1&gt;</code> <code>&lt;nav&gt;</code> <code>&lt;label&gt;</code>	rely on text size and placement for structure <b>36pt, bold Header</b>
build for keyboard use only 	force mouse or screen use 
write descriptive links and headings <a href="#">Contact us</a>	write uninformative links and headings <a href="#">Click here</a>

# PROJECT CONTENTS



Following the client brief, I divided the project into these four categories to most effectively cover the required information. By doing this I could break down the planning and research in more depth.

# RESEARCH

STATISTICS

GUIDANCE

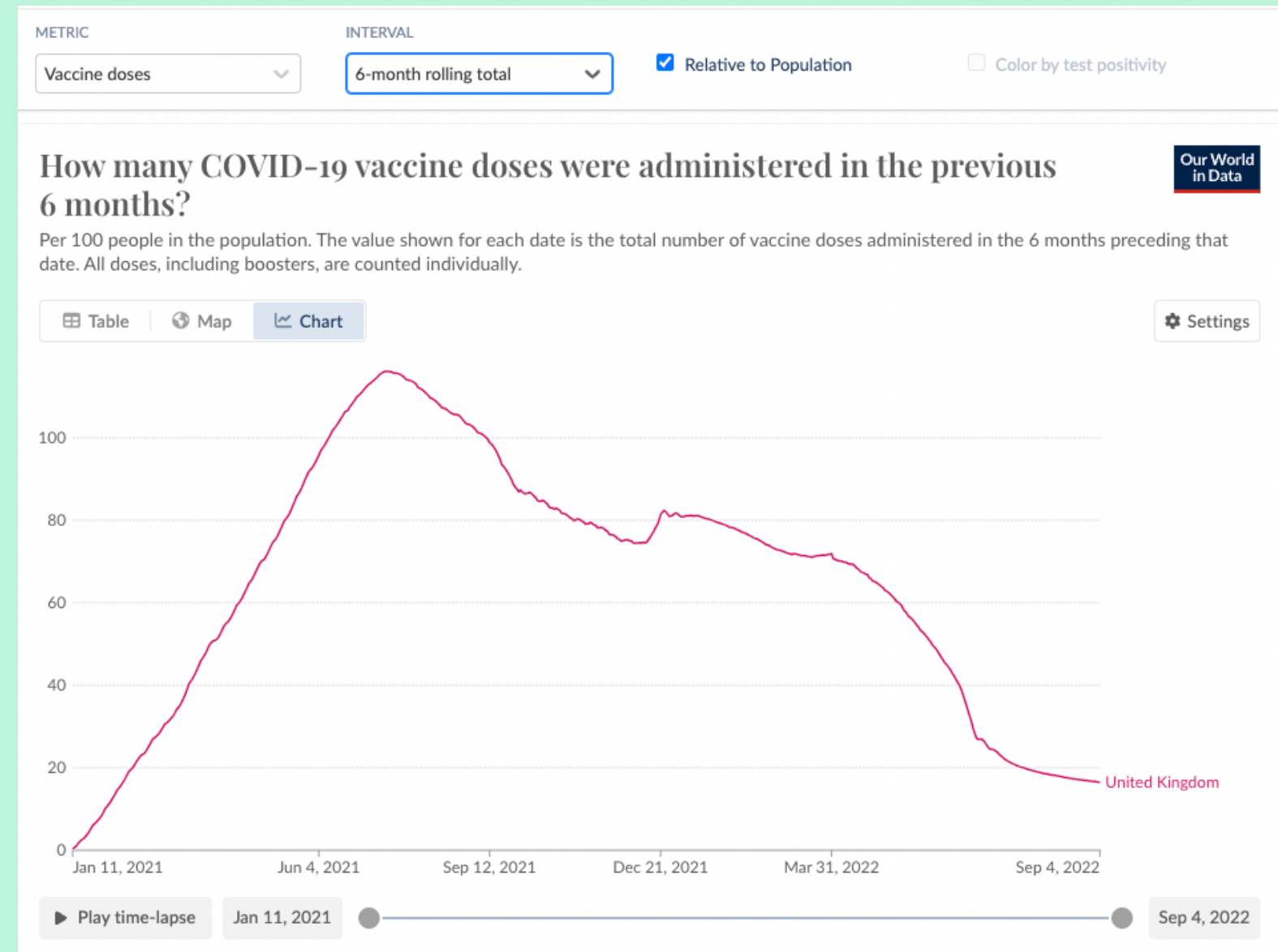
ADVICE

AI ASSISTANT

By using data provided by Our World in Data which is open source and updated daily.

We can add this data to the app and add sort filters of:

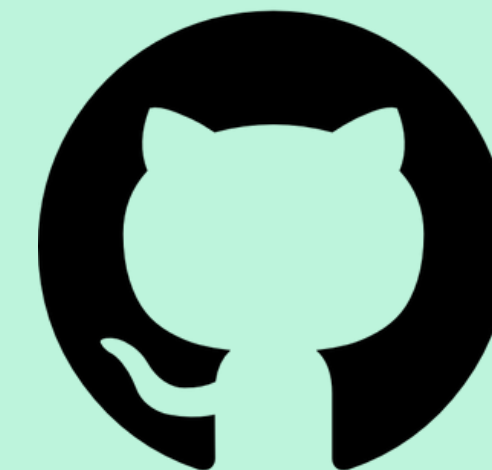
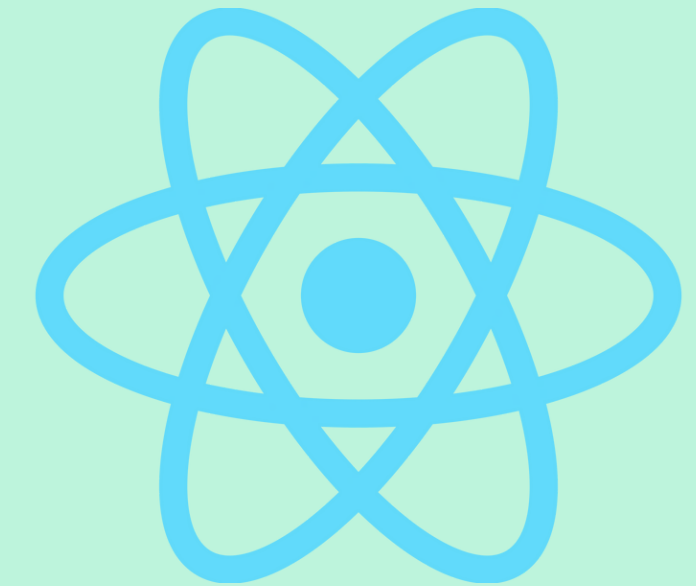
- Vaccination rates
- Hospitalisation rates
- Fatality rates.



“Our goal at Our World in Data is to make data and research accessible so that we can achieve progress against the world’s largest problems.”

# RESEARCH ANALYSIS : STATISTICAL DATA

- My decision to utilise open source data was informed by my research on technologies and the requirement from the client brief to provide the “latest information” on Covid Statistics.
- By building the app using React Native frameworks (Native, n.d.) and JavaScript I could use the REST API provided by GitHub to call data directly into the app and sort it to the users needs. (GitHub, 2024)



JavaScript, React and  
GitHub Logo.

# RESEARCH

## GUIDANCE

Do you or your child have any of the following symptoms?

- High temperature or shivering
- New, continuous cough
- Shortness of breath
- Feeling tired or exhausted
- Aching body, headache, sore throat, blocked or runny nose, loss of appetite, diarrhea, feeling sick or vomiting

YES

Do you or your child have symptoms and either:

- Have a high temperature
- Do not feel well enough to go to work, school, childcare, or do your normal activities

YES

Try to stay at home and avoid contact with other people

NO

Most people feel better within a few days or weeks of their first COVID-19 symptoms and make a full recovery within 12 weeks. For some people, it can be a more serious illness and their symptoms can last longer.

NO

Do you feel well enough to do your normal activities?

YES

Carry on with your normal activities

NO

Stay at home until feeling better

## GUIDANCE: CONTINUED

YOU ARE NO LONGER REQUIRED TO DO A COVID-19 RAPID LATERAL FLOW TEST IF YOU HAVE SYMPTOMS. HOWEVER, PLEASE SEE FOLLOWING ADVICE OPTIONS:

If you are eligible for treatments for COVID-19, you should take a rapid lateral flow test as soon as you get symptoms. Check if you are eligible here.

But if you or your child have tested positive for COVID-19:

- try to stay at home and avoid contact with other people for 3 days after the day the test was taken if you or your child are under 18 years old – children and young people tend to be infectious to other people for less time than adults
- try to stay at home and avoid contact with other people for 5 days after the day you took your test if you are 18 years old or over
- avoid meeting people who are more likely to get seriously ill from viruses, such as people with a weakened immune system, for 10 days after the day you took your test

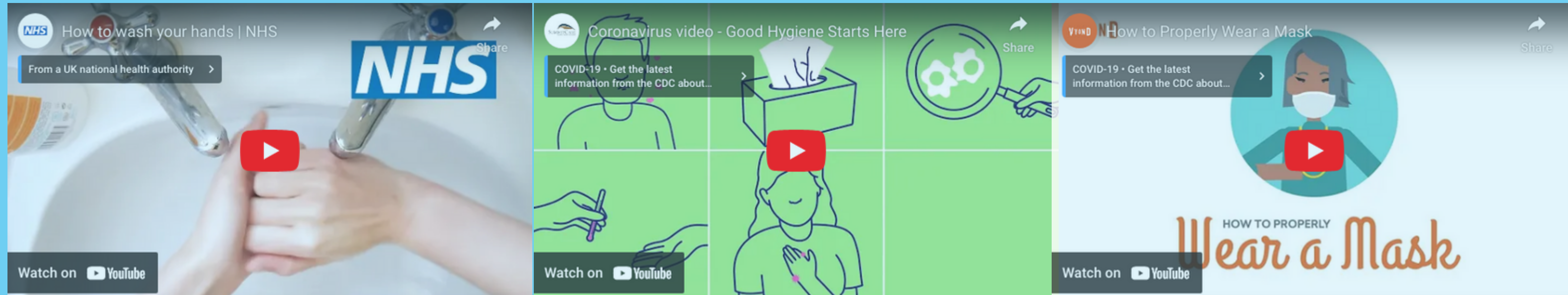
## EMERGENCY ADVICE

Ask for an urgent GP appointment or get help from NHS 111 if:

- you're worried about your or a child's COVID-19 symptoms or are not sure what to do
- the symptoms are getting worse or are not getting better
- you or a child have other signs of illness, such as a rash, loss of appetite, or feeling weak
- a child under 3 months old and has a temperature of **38C** or higher, or you think they have a high temperature
- a child 3 to 6 months old and has a temperature of **39C** or higher, or you think they have a high temperature

It's particularly important to get help if you're at increased risk of getting ill from COVID-19, such as if you're pregnant, aged 60 or over, or have a weakened immune system.

## ADVICE



The advice page will contain a mixture of text provided by the local GP surgery and illustrative videos on:

- Good hygiene
- how to wash hands,
- How to wear a mask(PPE).

The videos will be from approved medical sources or new videos will be created using illustration techniques.

Sources left to right:

- [https://www.youtube.com/watch?v=d3EPLfzNM\\_Q](https://www.youtube.com/watch?v=d3EPLfzNM_Q)
- <https://www.youtube.com/watch?v=gt65qzpzmqU>
- <https://www.youtube.com/watch?v=u2f-OEMUcTQ>

## AI ASSISTANT

An AI Assistant will fulfill several requirements for the app. The text-based app will prompt users to answer questions directing them to the information they require.

### Customer Service

- Research has shown users are more likely to use an app with excellent customer service.
- Reduces the need for dedicated customer service and will reduce phone calls to the GP Surgery.
- Can direct users to relevant pages and answer FAQs.

### Order Supplies

- Directs users to approved retail partners where they can order supplies such as PPE.
- Users can feel confident that the PPE will be an approved quality due to the recommendation by the GP.

### Book Vaccinations + Tests

- Following clicking on the list of initial prompts or requesting information about vaccines.
- Users will be offered a list of vaccination centres in the local area.
- If eligible they will be able to book covid tests.

### Further Expansion

- The AI chatbot could be extended to offer limited medical advice and to book appointments with doctors on non-covid-related issues.



# RESEARCH ANALYSIS:

## AI ASSISTANT

- My research on Artificial Intelligence technology informed my decision to integrate it into the app platform.
  - It will allow the app to provide customer service and can help build a personalised customer experience. (Microsoft, 2024)
  - AI Technology in the medical field is fast expanding and can be utilised to expand the capabilities of the app in the future. (Bulla, et al., 2020)



Image Source: Canva

# MORE ABOUT AI HEALTH CHATBOTS



The image shows a YouTube video player interface. At the top left is a circular profile picture of a man with glasses. The video title is "How Can A Chatbot Help Deal With My Sore Throat? - T...". To the right of the title is a share icon and the text "Share". Below the title is the logo for "TMF THE MEDICAL FUTURIST". The main video frame shows a man with glasses and a blue shirt sitting at a table, looking at a smartphone. A large red play button is centered over the video. At the bottom of the player, there is a dark blue banner with the text "CHATBOTS" on the left and "ASSISTANTS" on the right. Below "CHATBOTS" is a black box containing the text "Watch on" followed by the YouTube logo and the word "YouTube".

How Can A Chatbot Help Deal With My Sore Throat? - T...

TMF THE MEDICAL FUTURIST

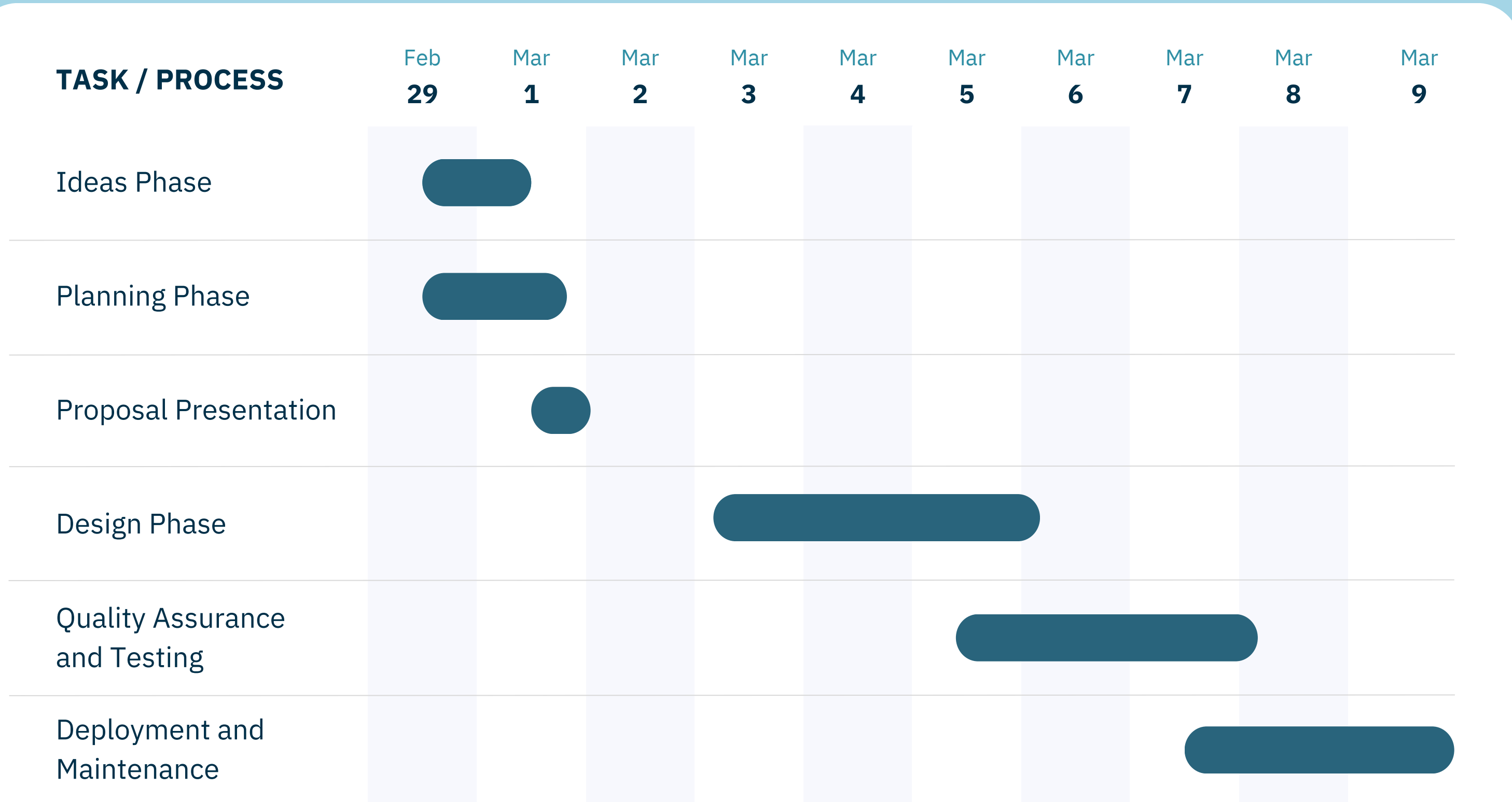
Share

CHATBOTS

Watch on YouTube

ASSISTANTS

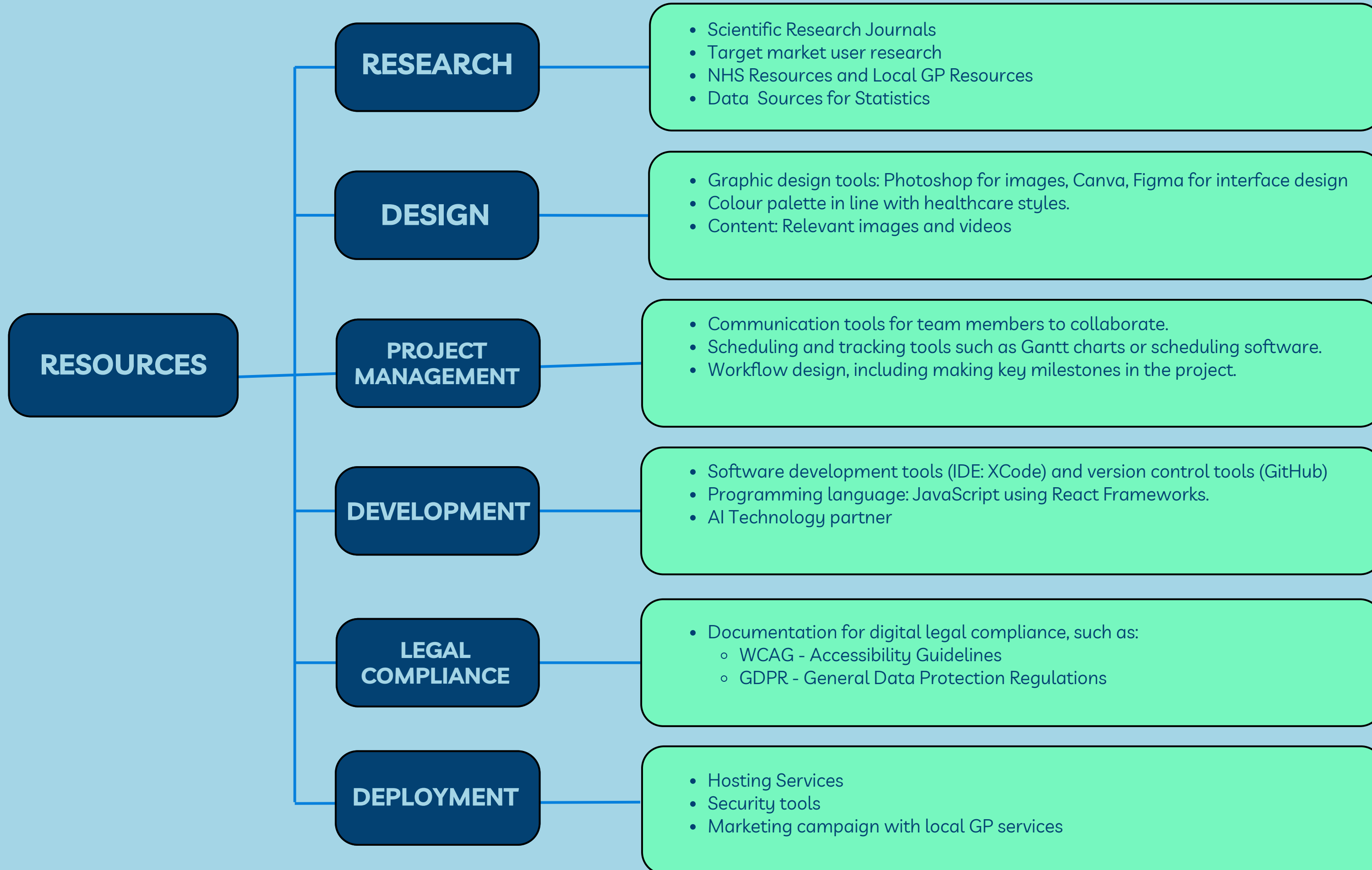
# COMPLETION TIMELINE



# PLANNING STAGES



# PROJECT RESOURCES



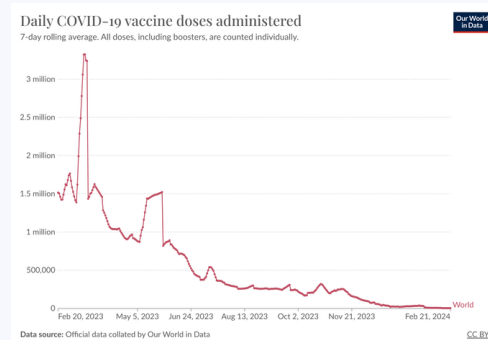
# PROJECT RESOURCES: CONTINUED

- This presentation was created in Canva.
- Digital Tools and Research to be used in this project are:

- NHS Guidance Resources



- Open source data: Our World in Data



- YouTube: Guidance videos



- Google Scholar: Scientific Research.

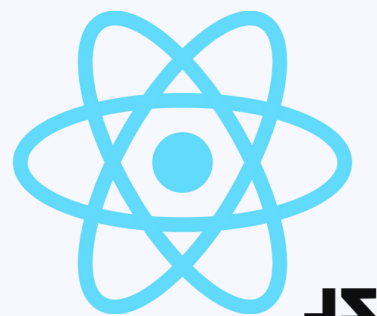


- Digital design software:  
Figma



- App Development and  
Version control tools:

- React, JavaScript,  
GitHub



- Development IDE:

