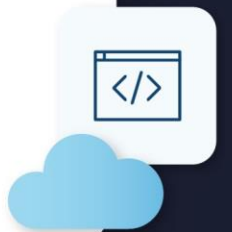




Frictionless Technology for Happier, Healthier Humans



Co-designing Innovative Technology in Collaboration With Healthcare Providers



Kia ora 🖐️ I'm Blake



Kia ora 🙌 I'm AI



We're Webtools

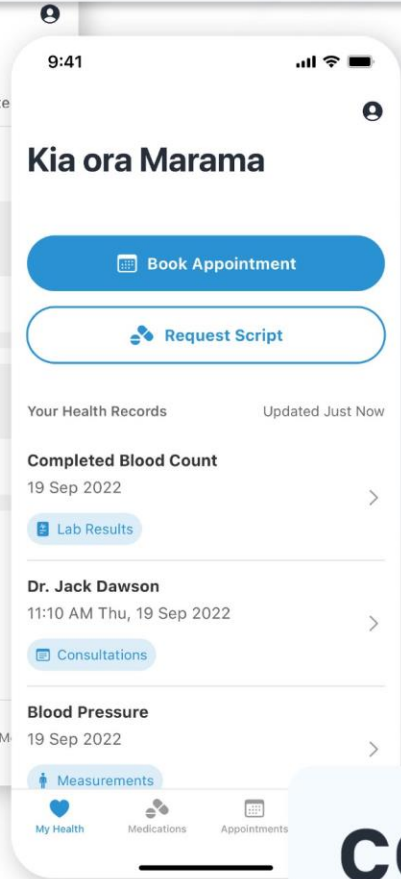
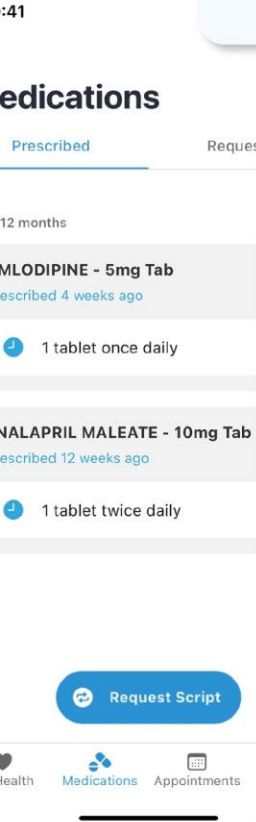
We're a tight-knit team
based in Ōtautahi
Christchurch.

Collaboration is at the
core of what we do.

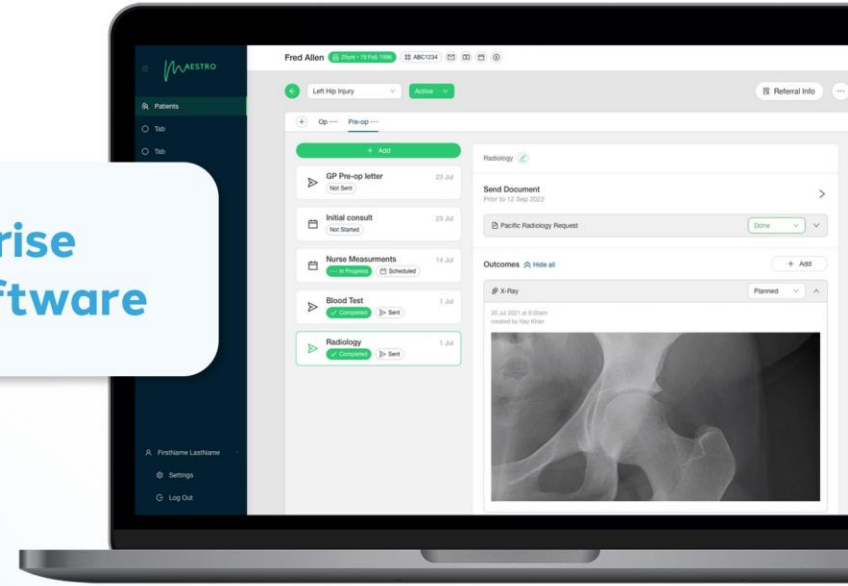


Frictionless technology for
happier, healthier humans.

Next-gen patient portal



Enterprise health software



What we do...

End-to-end partnership

- Research
- Design
- Develop
- Implement
- Support

Kia ora 🖐️ I'm Chenoa



What we're doing at Phoenix



2022

City Centre



**Occupational
Health**




**Home &
Community**




2025

Rolleston



**What are you hoping to get out
of this session?**

**What are some of the biggest
pain points at your practice?**



Why Co-design?



Why co-design?

Understanding the needs of end-users

1 Generic inbox types (admin & clinical) + Attention/ATTN patient's registered GP in Medtech

2 Directly message Medtech users by name This would still be a shared inbox so practitioners could respond to each other's messages if needed

Maybe these inbox names are customisable

Manage all your available inboxes and their individual settings

E.g. configure similarly to appointments

Customisable Message Inboxes

We've designed inboxes to be highly customisable to cater for as many practices as possible.

Create Inbox

Available to Patients Available

Name
This name will be displayed to patients
Nurse Sarah

Type
This will be used to group inboxes in the app.
 Team Inbox Person Inbox

Access
Choose which Wall console users can view and reply to messages in this inbox.
Admin X

Provider Inbox Notifications
Receive notifications in the Meditech Provider Inbox when patients send a new message.
 Enabled

Receive Messages
Who would you like to receive messages from?
 Any Patient Own Patients Only

Medtech User Link
To receive provider notifications and/or to receive messages from own patients only, you must link to a Medtech user.
Location: Webtools Health | Practitioner: Dr. Amanda Adams

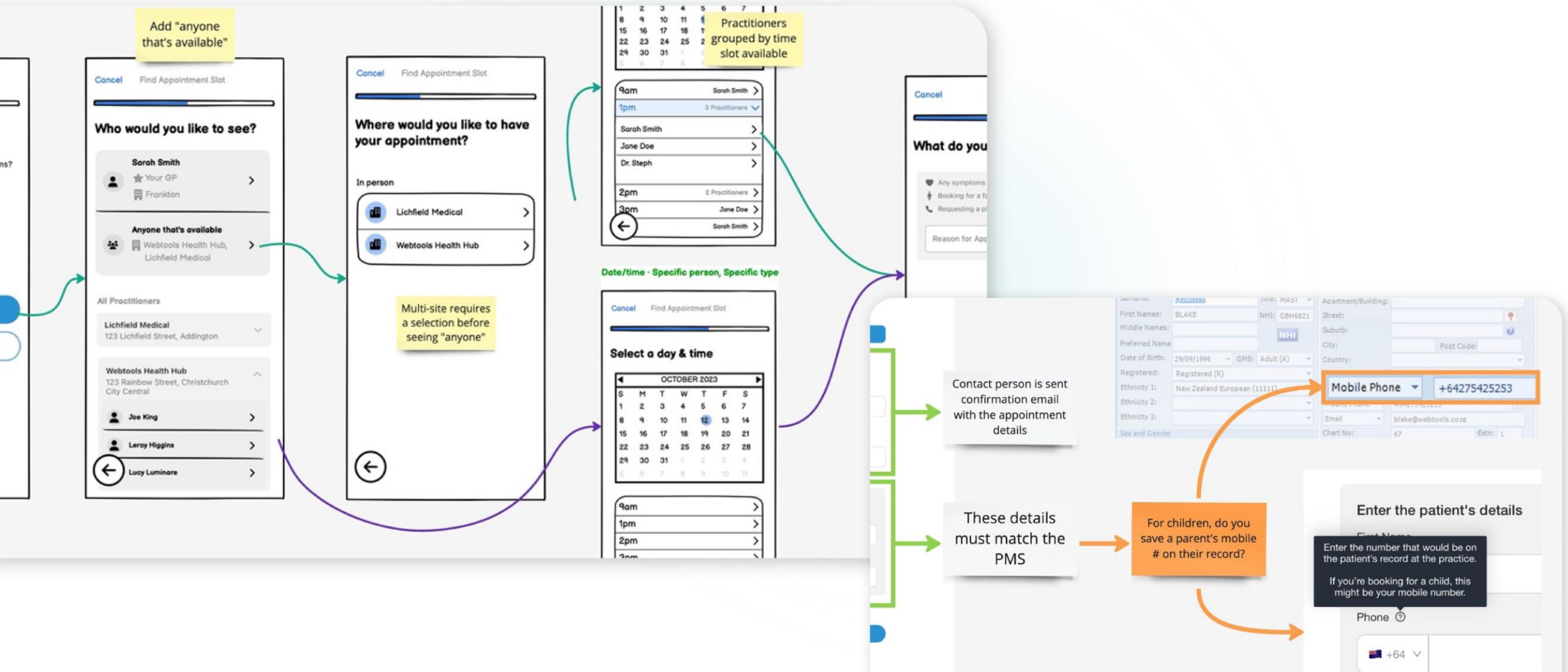
Close Create Inbox

Available to Patients	Name	Provider Inbox Notifications	Receive Messages
<input checked="" type="checkbox"/>	Reception Inbox Admin	<input checked="" type="checkbox"/> Enabled	All Patients
<input type="checkbox"/>	Webtools Health Admin	<input type="checkbox"/> Disabled	All Patients
<input checked="" type="checkbox"/>	Dr. Alice Rutherford Clinical	<input checked="" type="checkbox"/> Enabled	Own Patients Only
<input checked="" type="checkbox"/>	Dr. Jack Dawson Clinical	<input checked="" type="checkbox"/> Enabled	Own Patients Only
<input checked="" type="checkbox"/>	Nurse Joy Admin	<input checked="" type="checkbox"/> Enabled	All Patients
<input checked="" type="checkbox"/>	Dr. Peter Chapman Clinical	<input checked="" type="checkbox"/> Enabled	Own Patients Only

Code	System Administrator
ADH	System Administrator
DL	Ria Ratana (Left)
FK	Dr. Frank Lee
FT	Dr. Sean Flutter
GP	Robyn Banks
JD	Jack Dawson
N1	Urgent Care
NA	No Appts
NUR	Practice Nurse
PEL	Phillipa Bucket (Left)

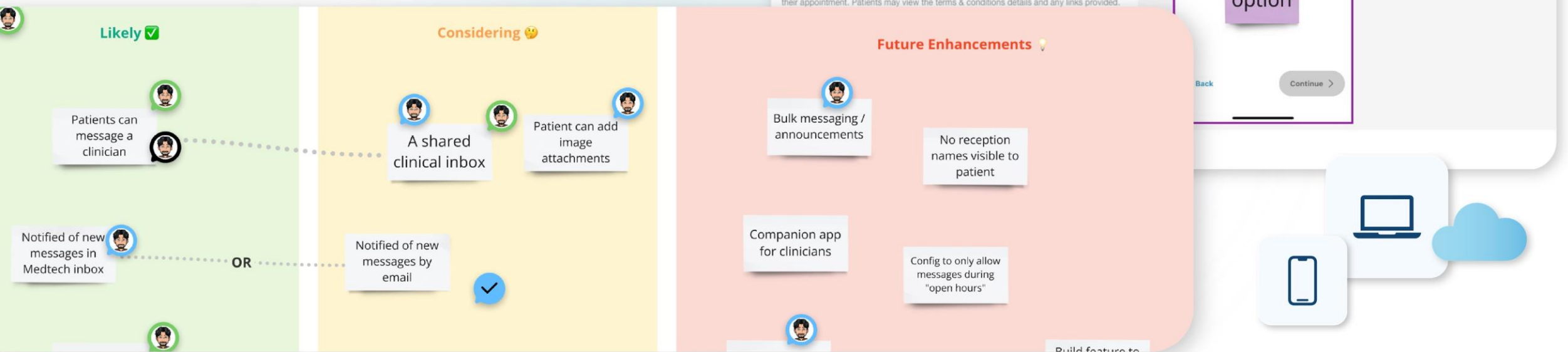
Why co-design?

Understanding scenarios & processes



Why co-design?

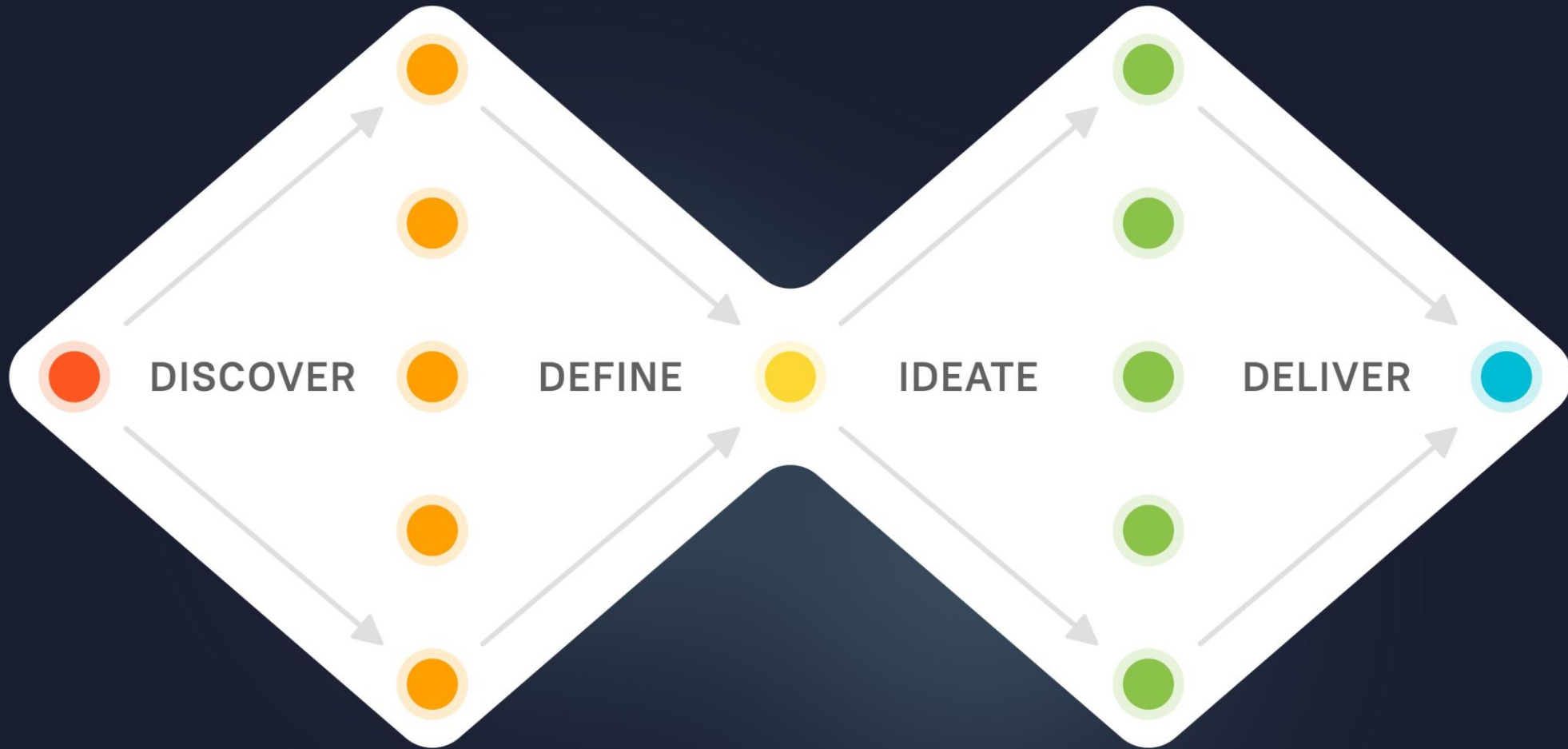
As a participant: Collaborating on solutions



Why co-design?

Connecting with peers





Problem Statement

Needs, Pain Points, Opportunities

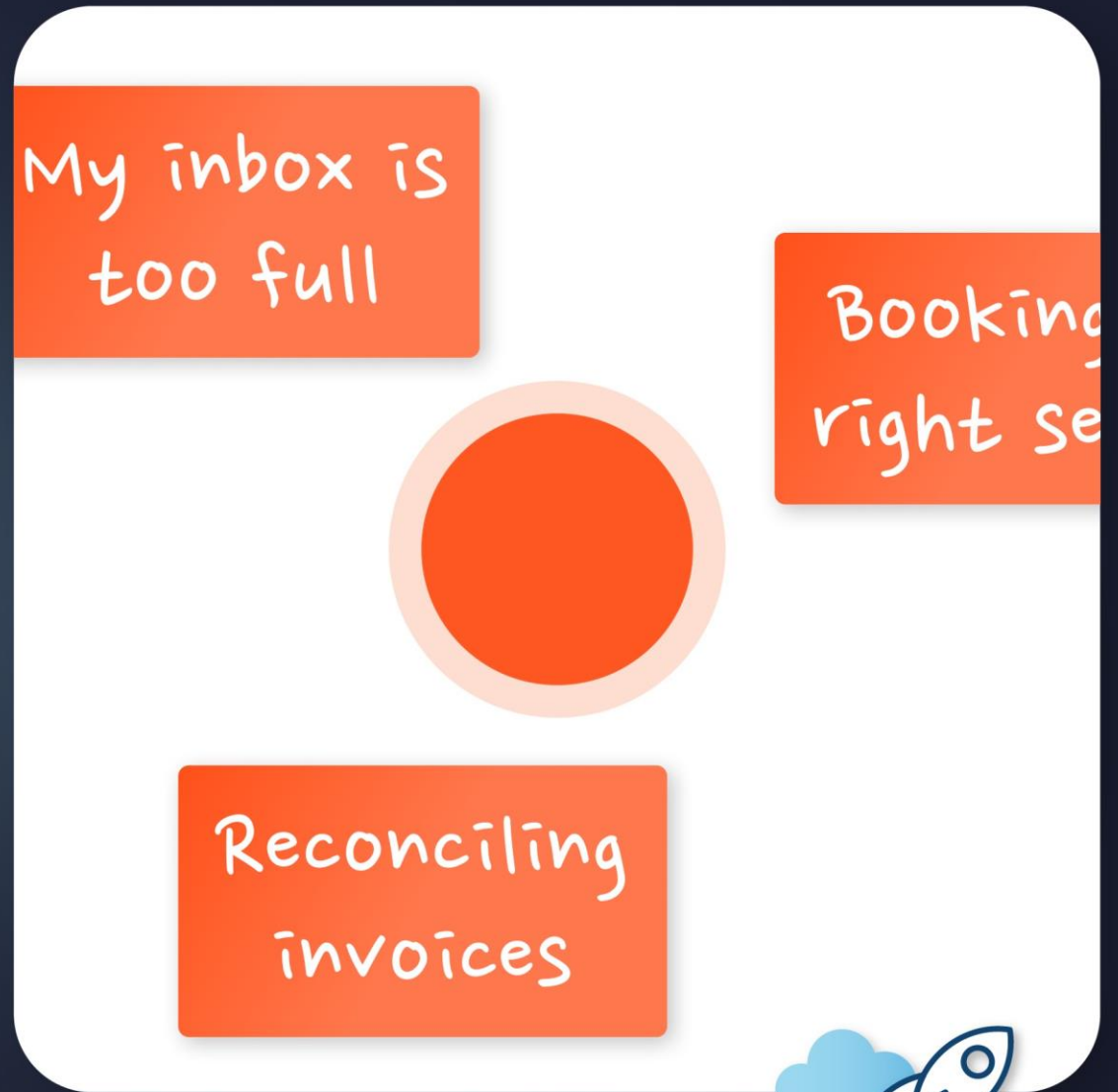
Specific Problem

Iterative Wireframes, Flows, Prototypes

Specific Solution

Problem statement

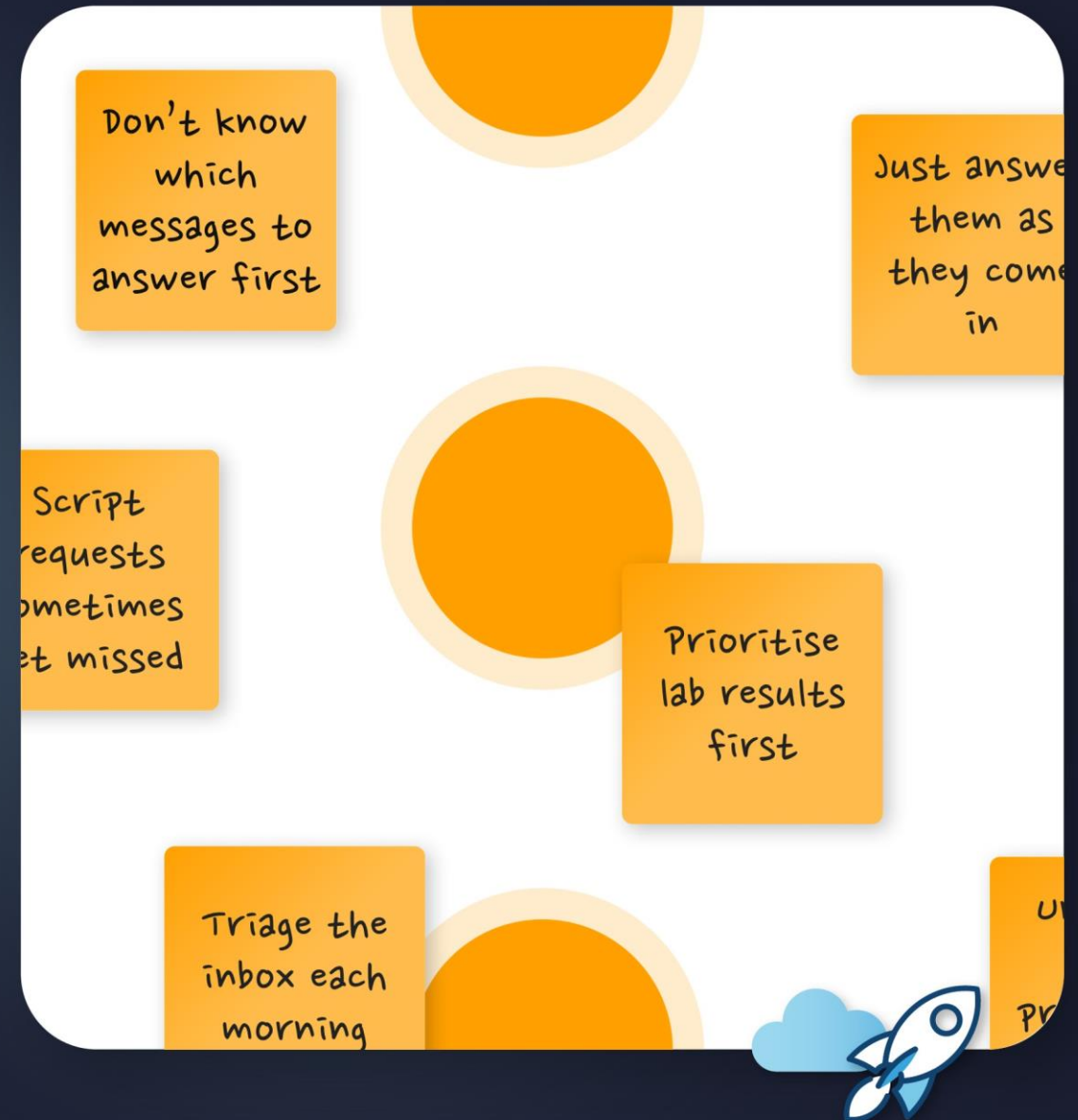
- Which processes or workflows at your practice could be improved?
- Where are you putting a lot of time or energy?
- What paper processes could be improved with something digital?



Discovery & research

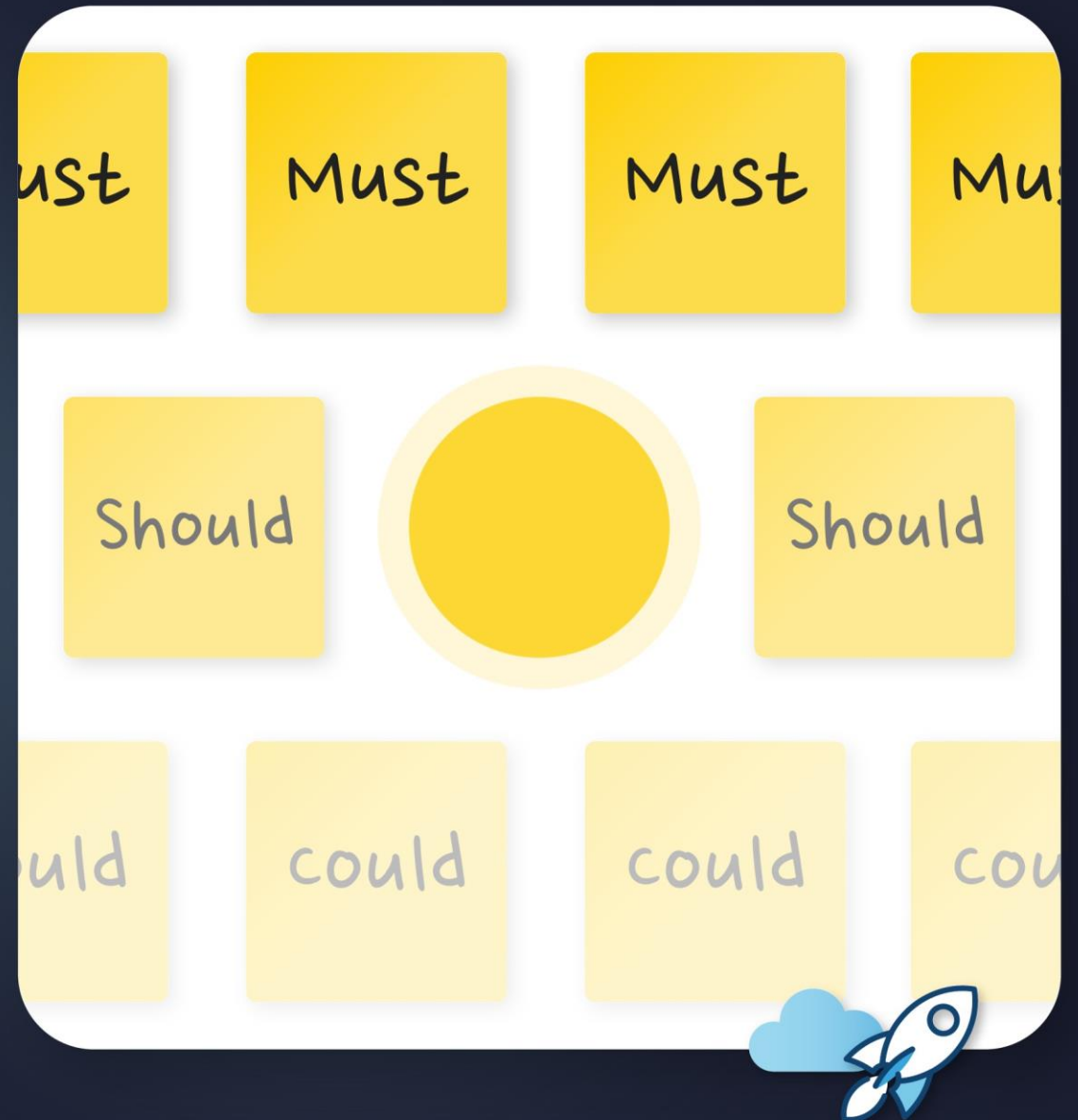
- What's your current process?
- When does that process differ?
- How much time do you spend on each step?
- Any specific pain points?

Focus on current state! If start talking about solutions try get to the “why” behind them.



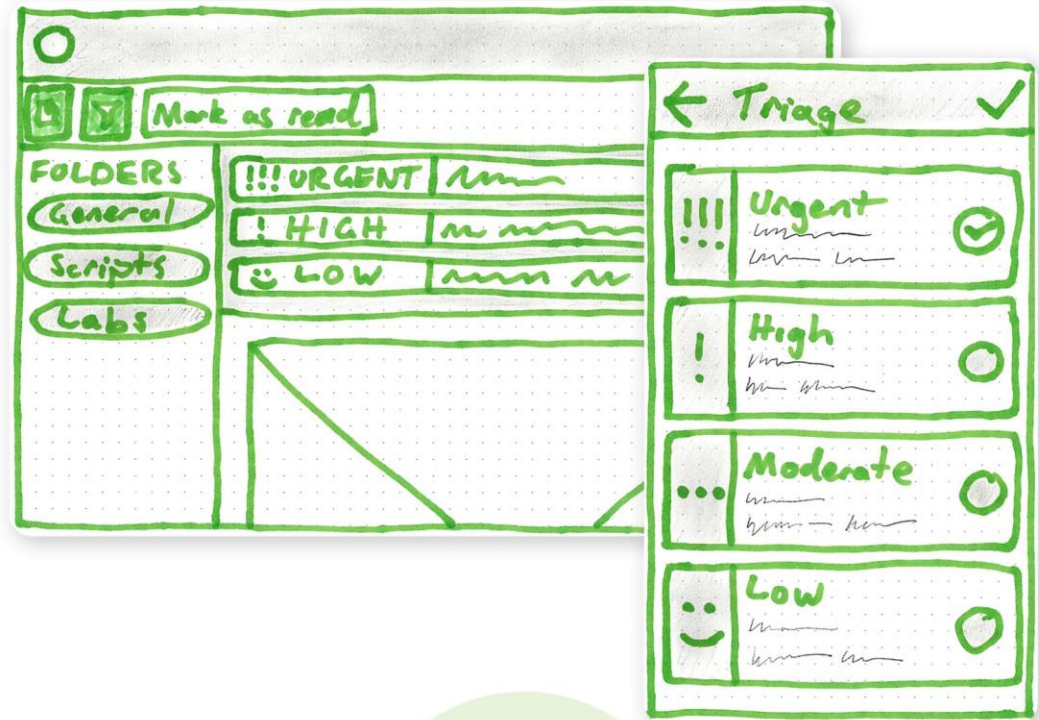
Scoping & specifying

- What has the highest value to the end user?
- Any “quick wins” or easier things to solve?
- What are some nice to haves that aren’t critical?
- Which ideas are a bit left field, less common, or complex to solve right now?



Ideation & wireframes

- Take the top priority ideas & pain points and sketch some solutions.
- No need to reinvent the wheel, use other apps as inspiration!
- Bonus: Annotate your decisions with reasoning.



Anyone keen to present? 🙄

Questions? 🤔

Thank you! 🙌



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Come chat to us at Booth 41!



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