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Frictionless Technology for Happier, Healthier Humans

Co-designing Innovative Technology in Collaboration With Healthcare Providers

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PHOENIX HEALTHCARE

Kia ora 👋 I'm Blake

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Kia ora 👋 I'm Al

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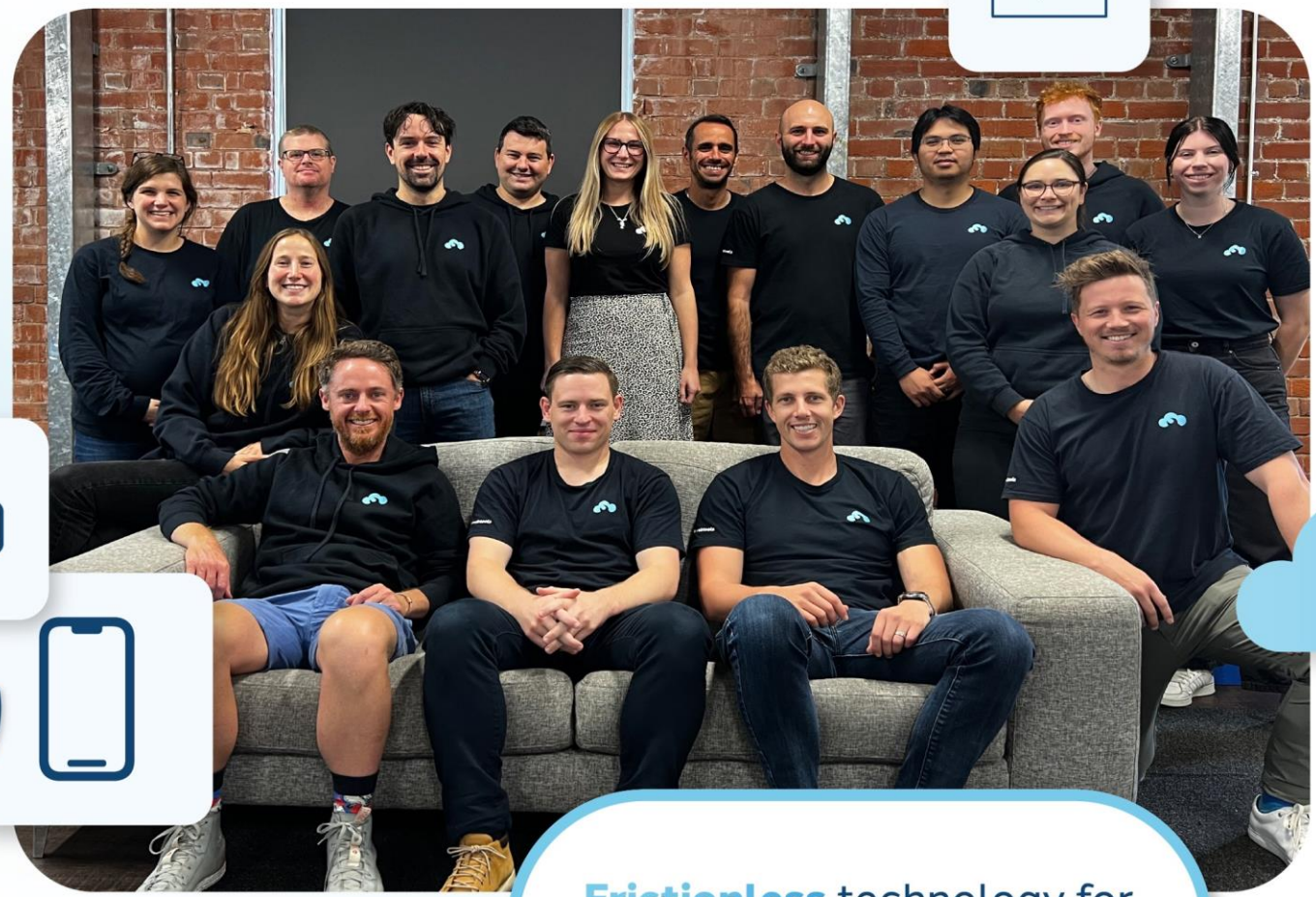
We’re Webtools

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.

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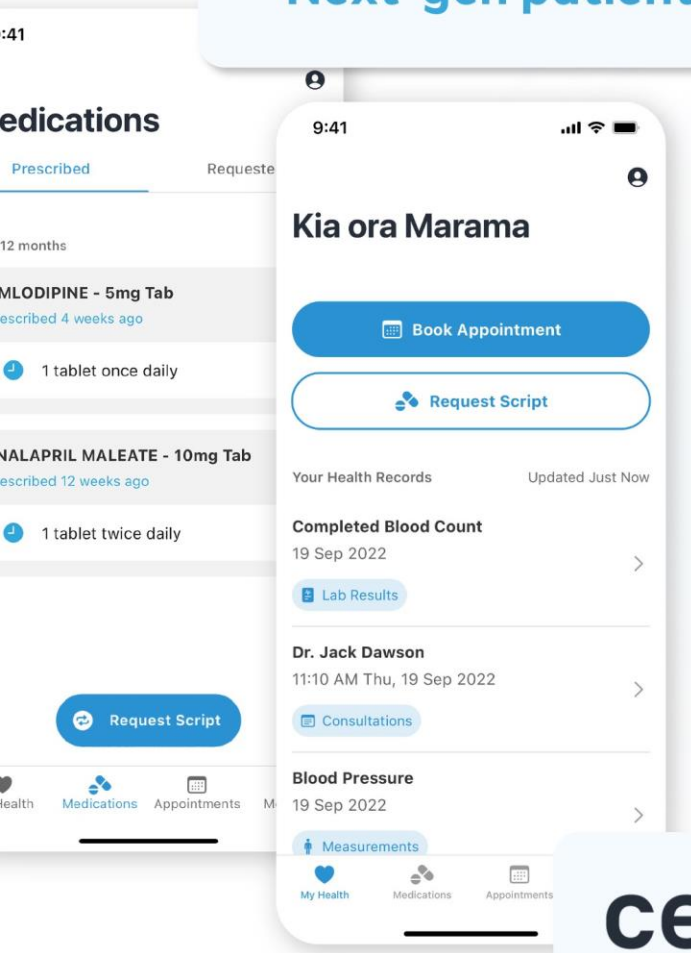
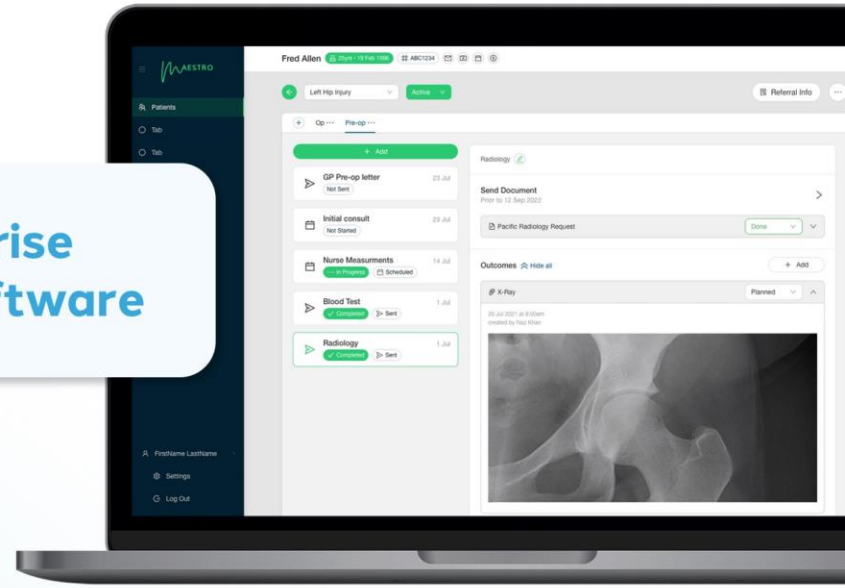
Next-gen patient portal



centrik

Enterprise health software

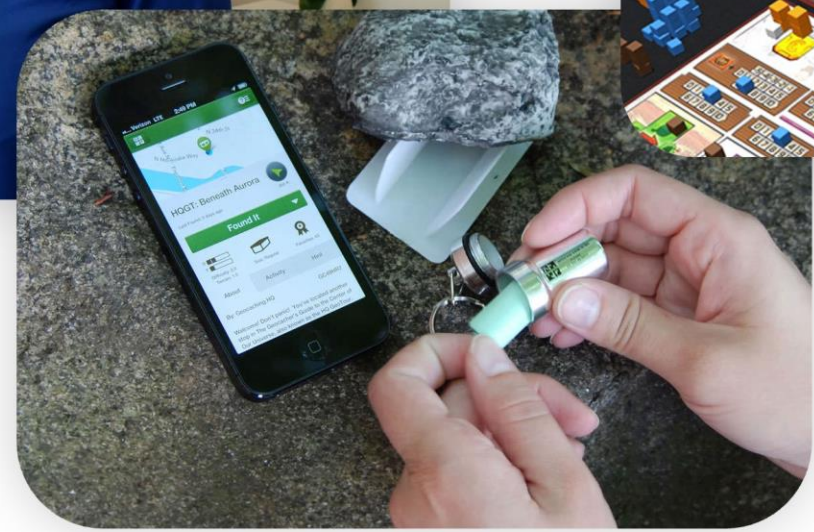


What we do...

End-to-end partnership

Research
Design
Develop
Implement
Support

Kia ora 👋 I’m Chenoa



PHOENIX HEALTHCARE

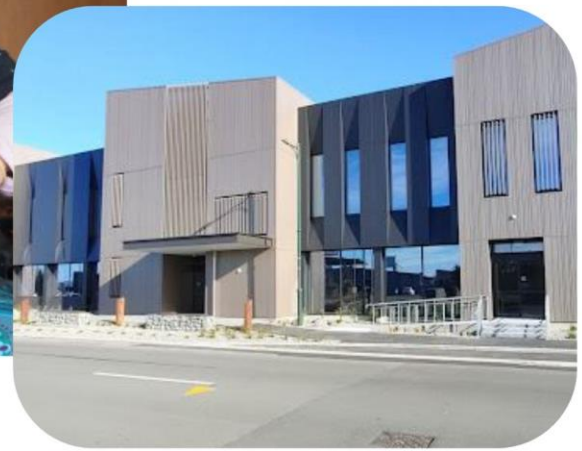
What we're doing at Phoenix

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?

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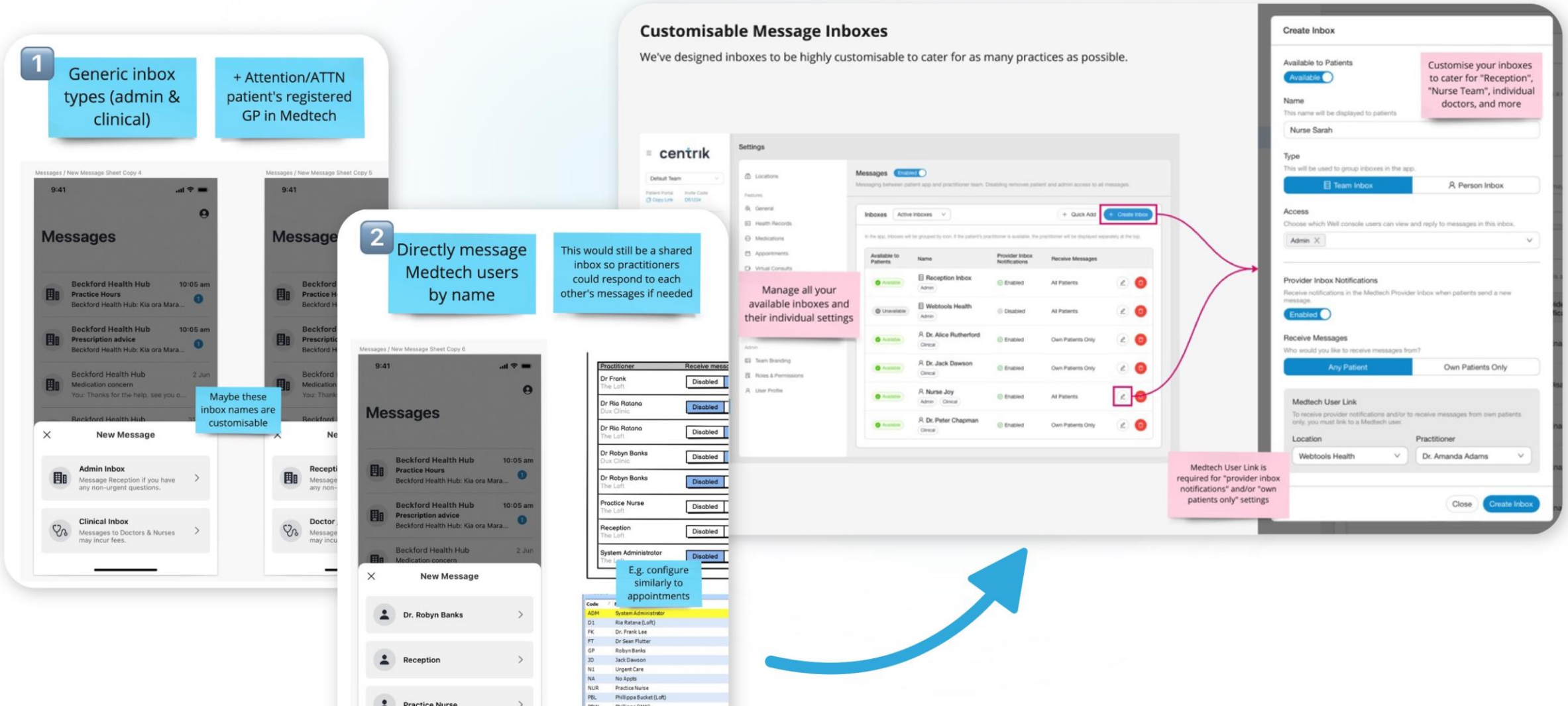
Why Co-design?

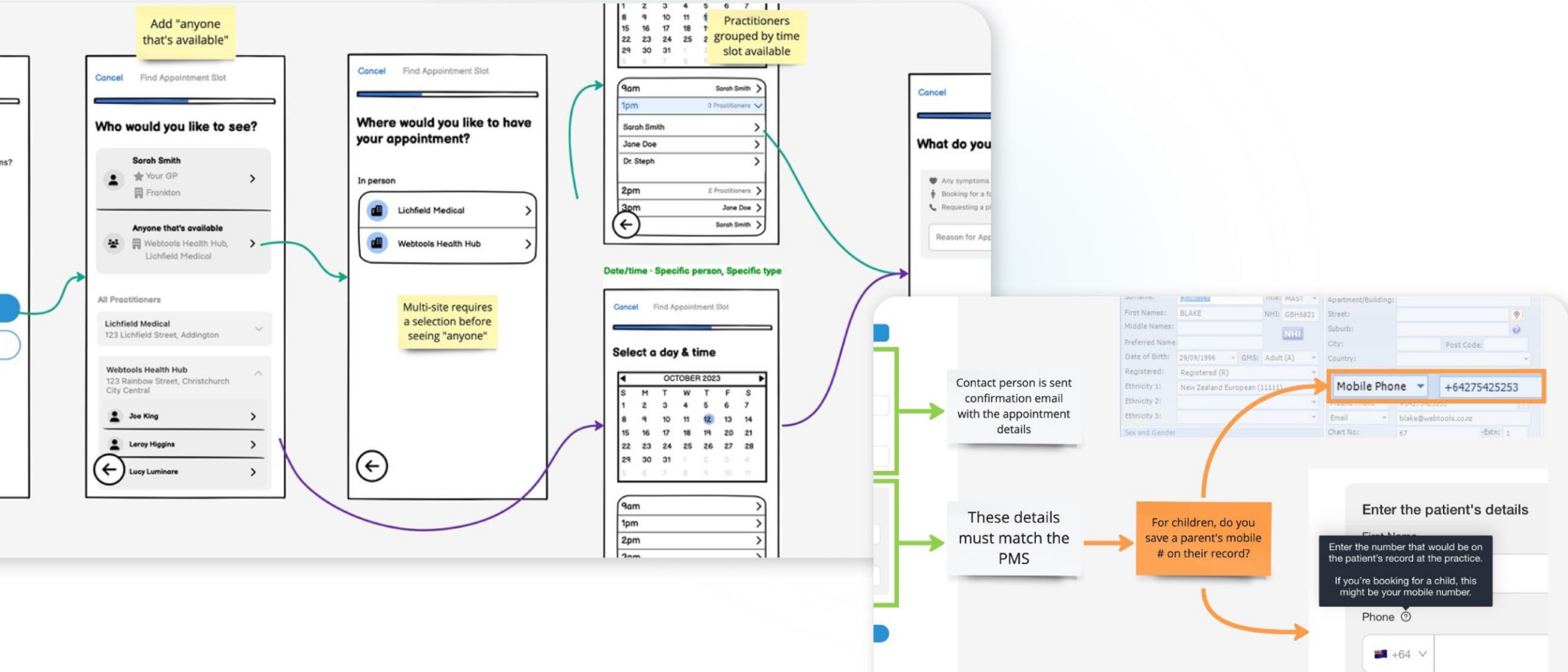
Why co-design?

Understanding the needs of end-users



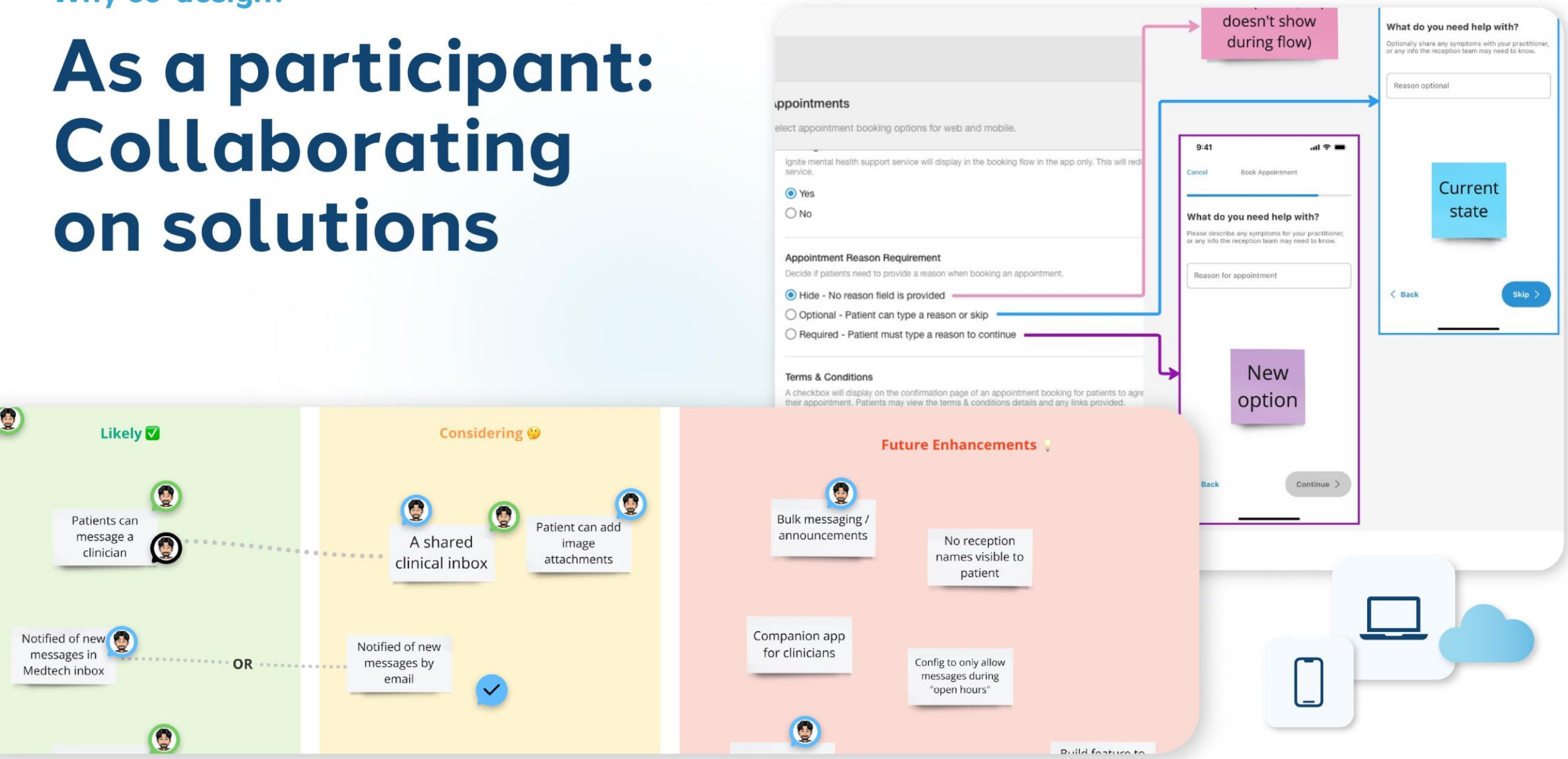
Why co-design?

Understanding scenarios & processes



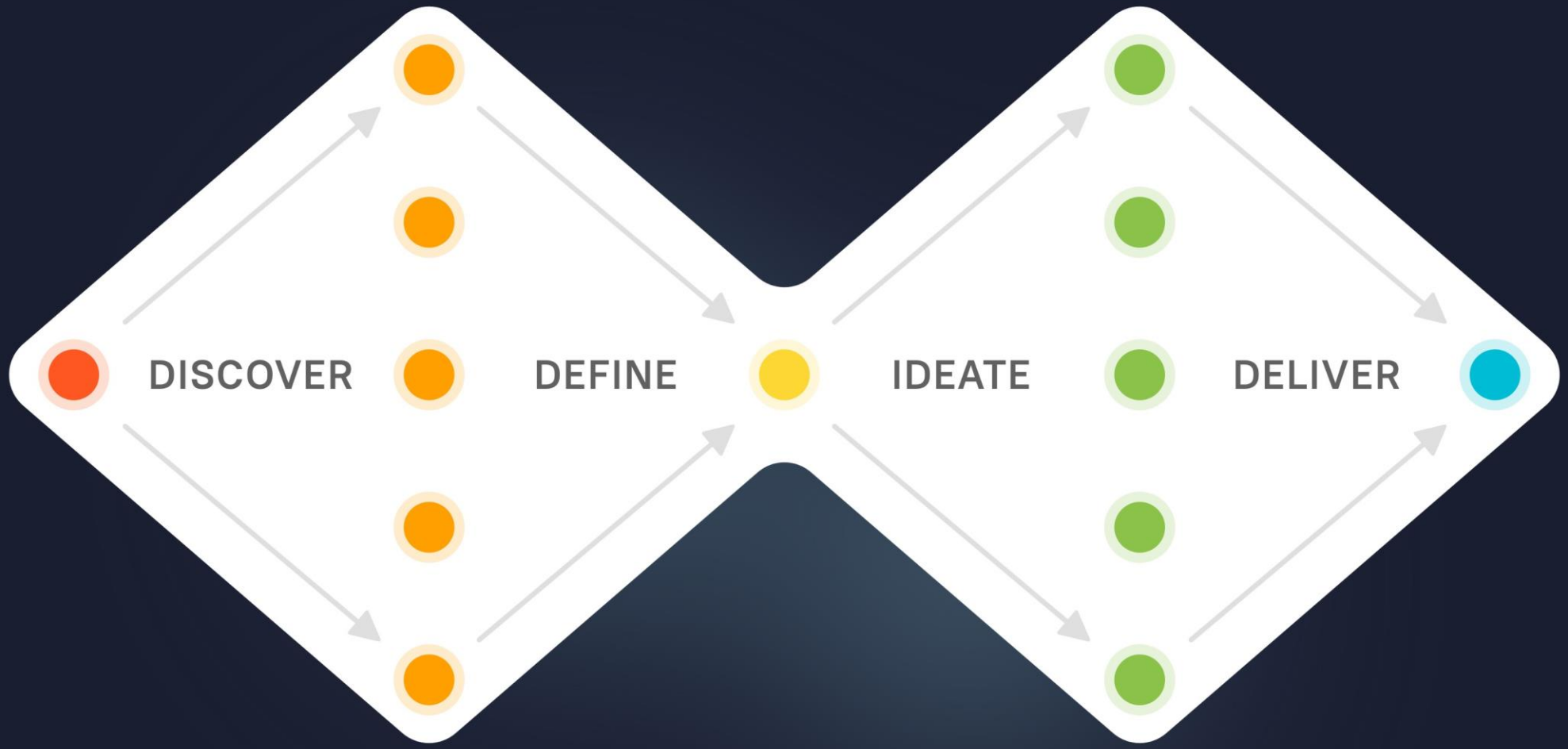
Why co-design?

As a participant: Collaborating on solutions



Why co-design?

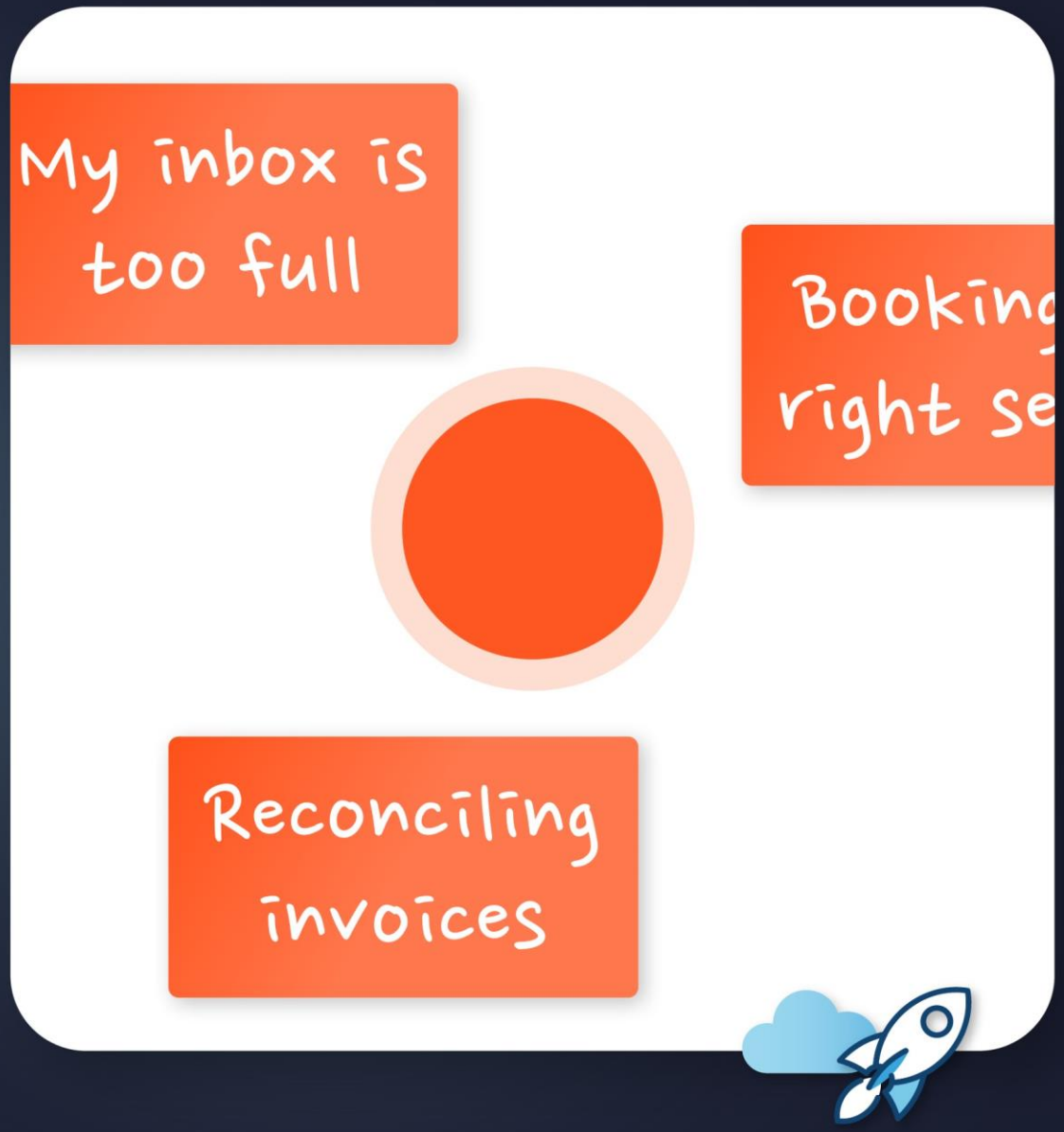
Connecting with peers



Problem Statement	Needs, Pain Points, Opportunities	Specific Problem	Iterative Wireframes, Flows, Prototypes	Specific Solution

Problem statement

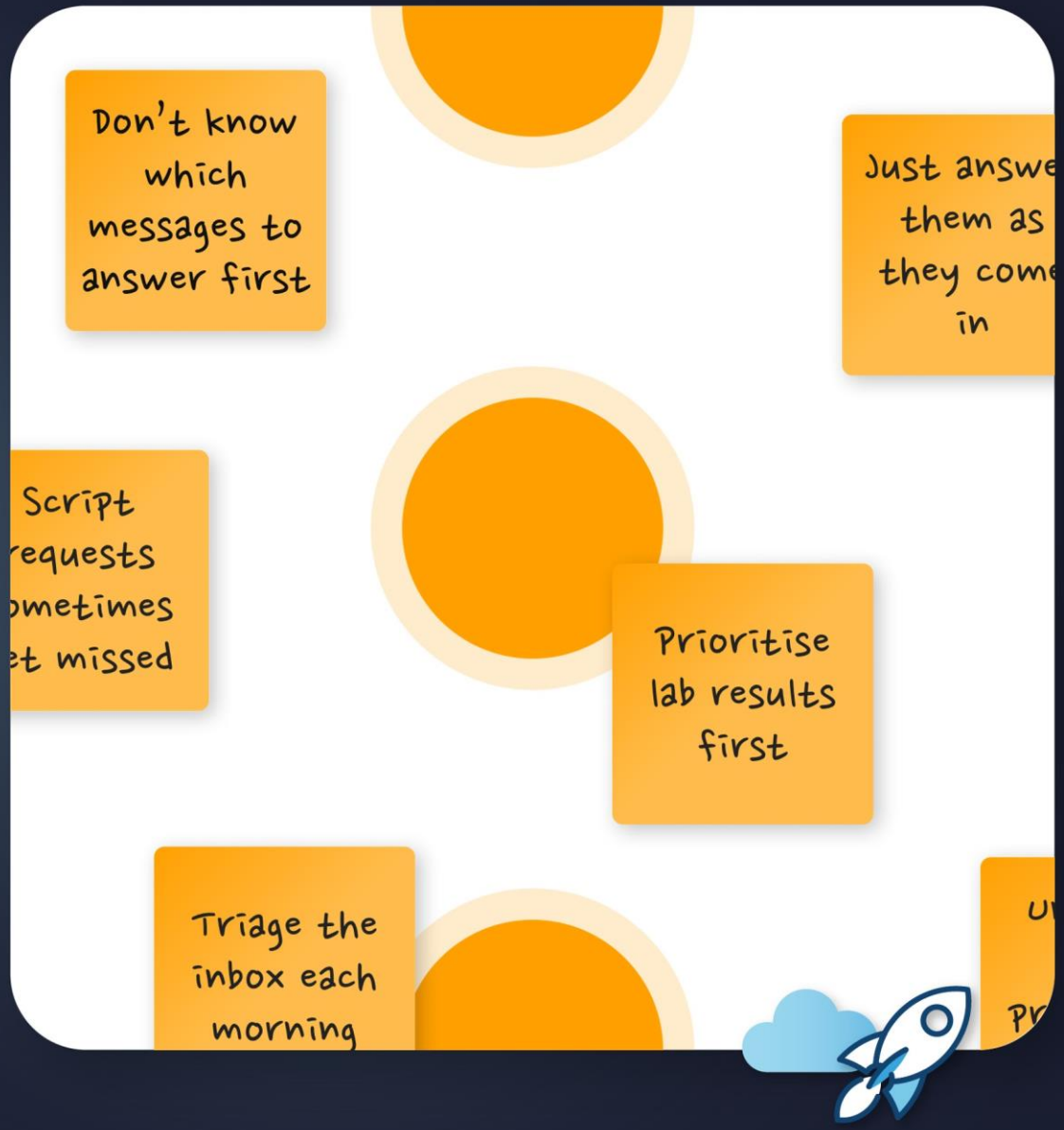
- Which processes or workflows at your practice could be improved?
- Where are you putting a lot of time or energy?
- What paper processes could be improved with something digital?



Discovery & research

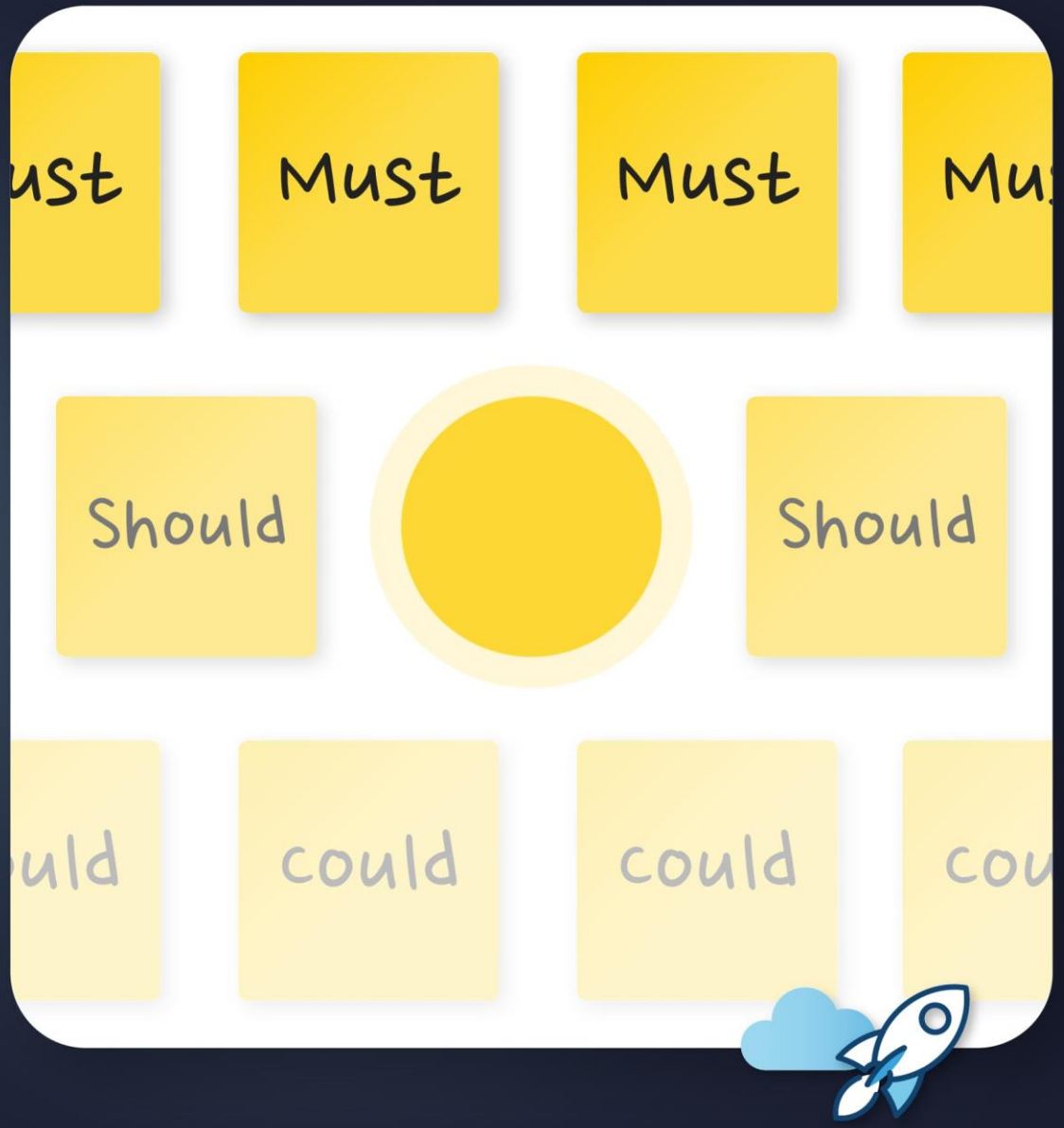
- What's your current process?
- When does that process differ?
- How much time do you spend on each step?
- Any specific pain points?

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? 🤔

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...or chat to us at Booth 41!

Thank you! 🙌

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Come chat to us at Booth 41!

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