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Frictionless Technology for Happier, Healthier Humans

Designing Patient Technology That Works for You

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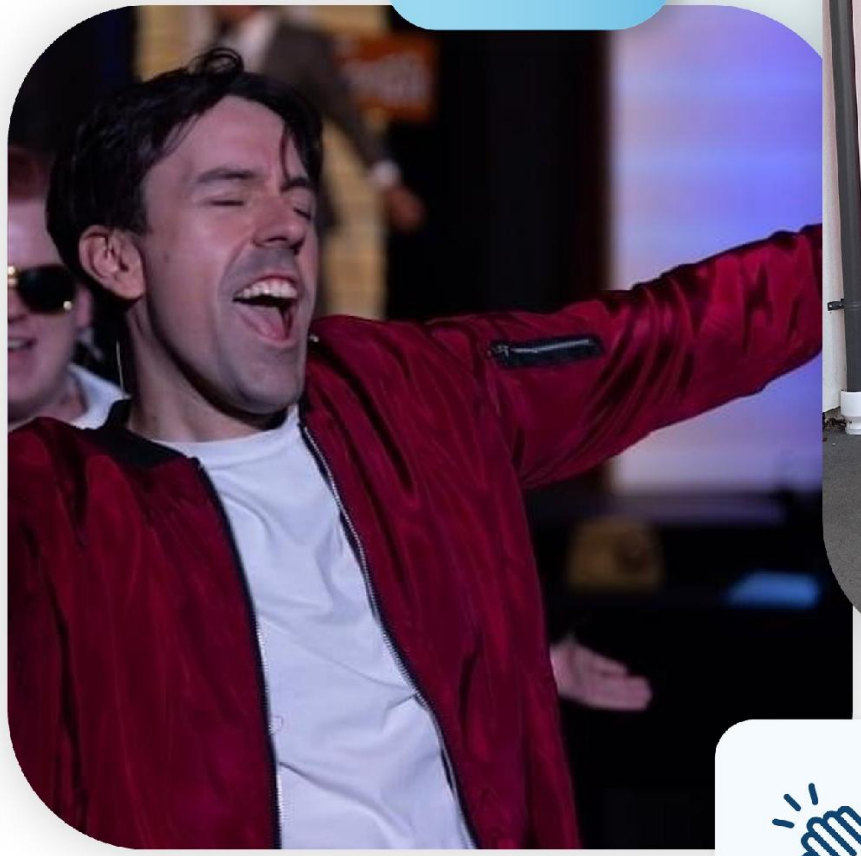
Kia ora 👋 I'm Blake



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Kia ora 👋 I'm Al

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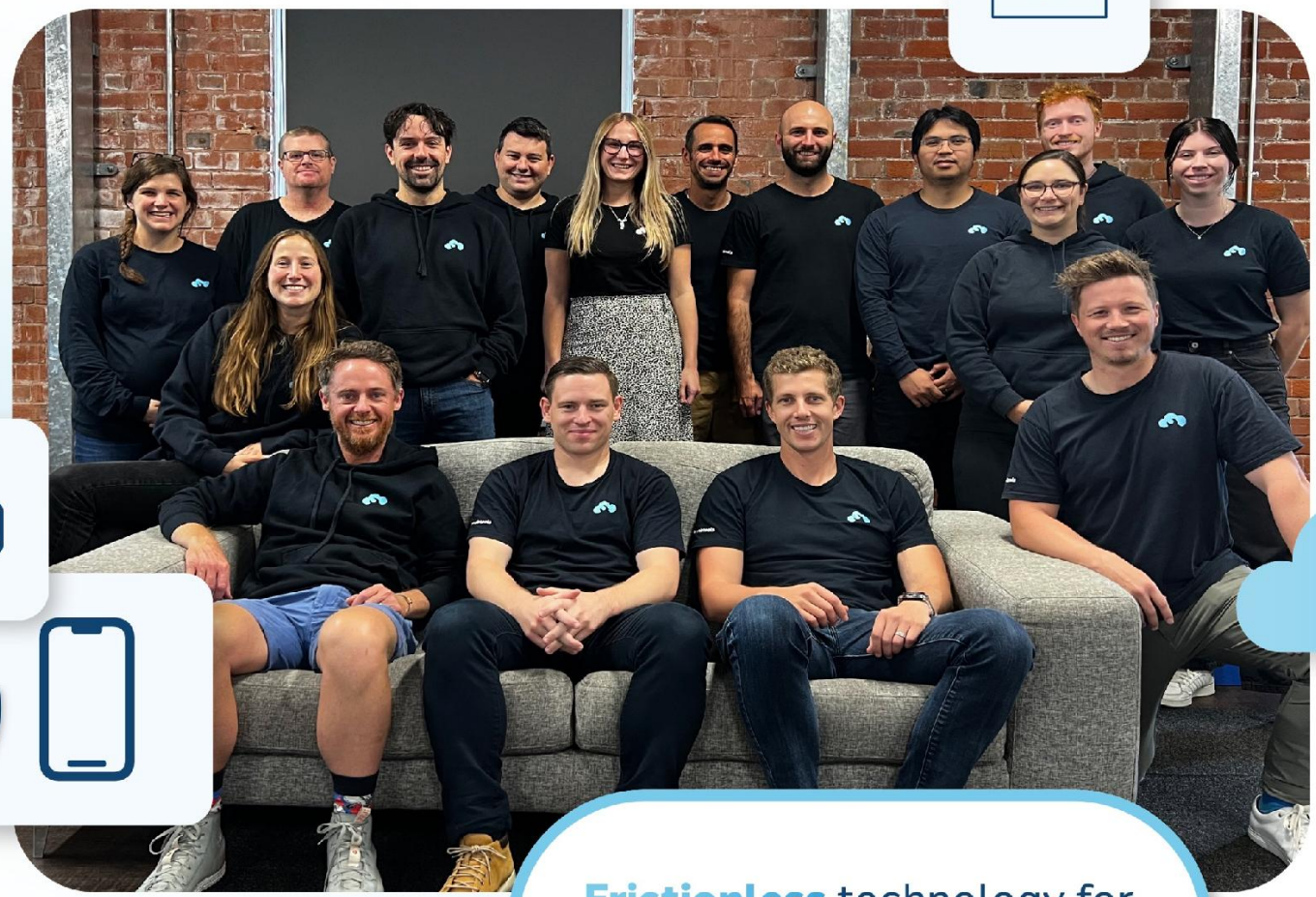
We're Webtools

We're a tight-knit team of 30 based in Ōtautahi Christchurch.

Collaboration is at the core of what we do.



Frictionless technology for happier, healthier humans.

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What are you hoping to get out of this session?

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

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centrik

your platform for
connected care

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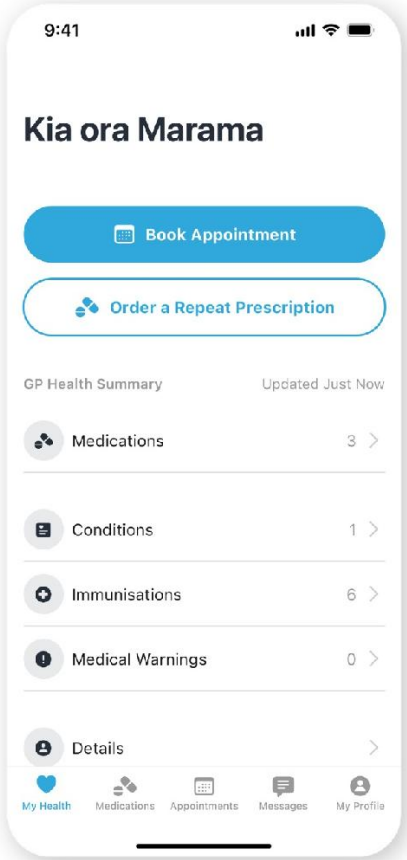
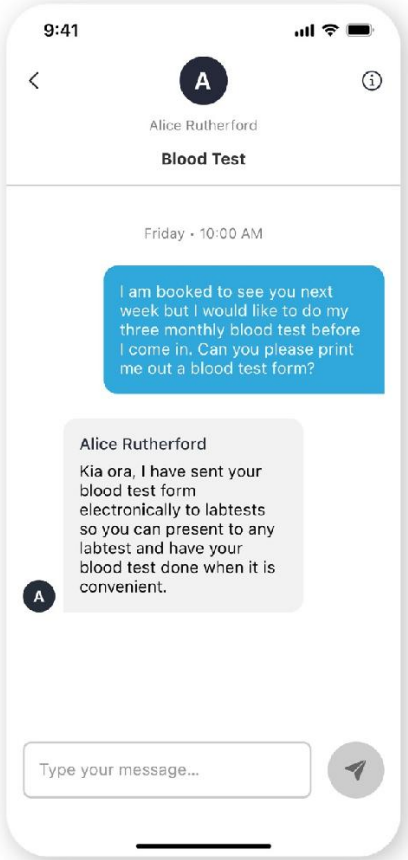
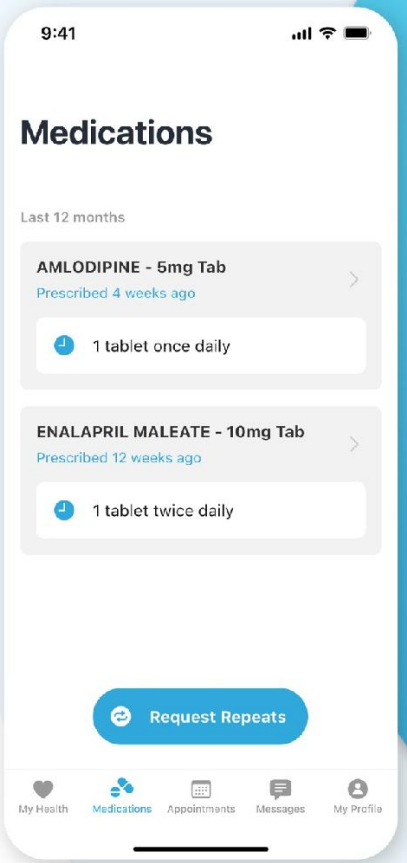
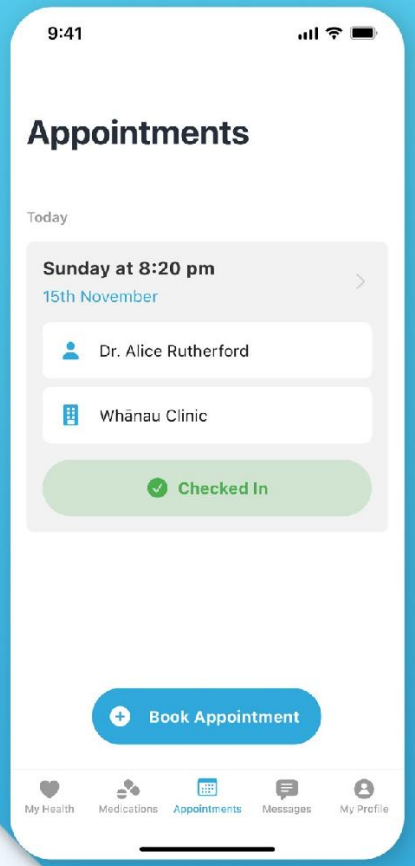
what we're doing with centrik









The context... life is tough right now...

- 😬 Stretched
- 😳 Fatigued
- 😐 Understaffed
- 🚨 Low margins
- 🚧 Funding model constraints
- 😷 Protecting staff

~5,500
GPs provide around
13,840,796
patient consultations
per year.

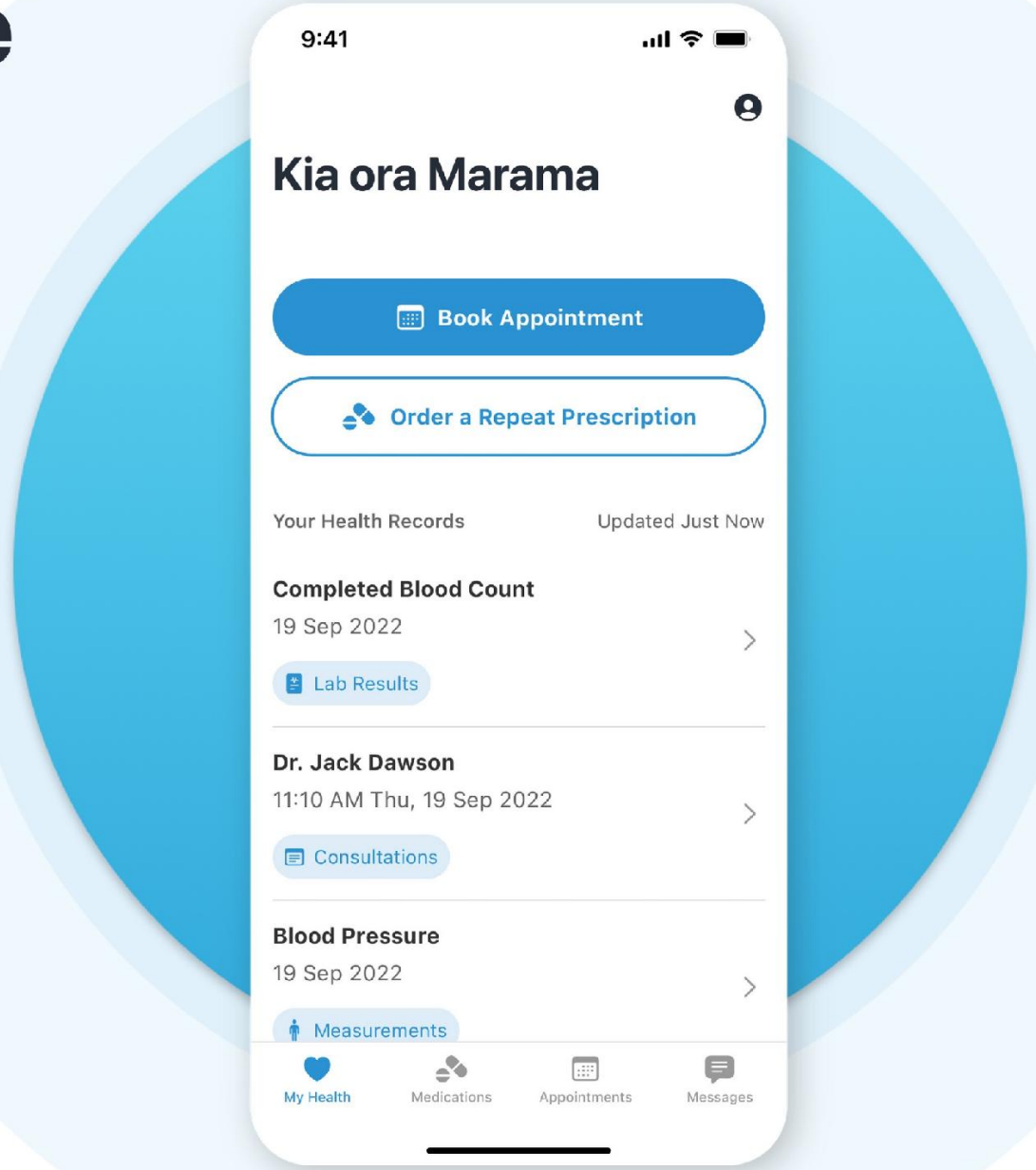
(Ministry of Health website, 2020)

… and tech is not making life easier …

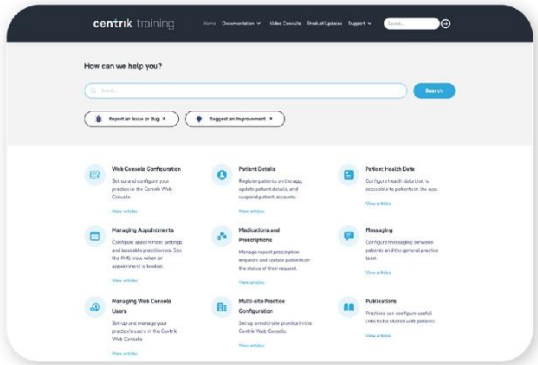
- 📺 Old technology
- 🙉 Vendors calling the shots
- 🔐 Wedded systems & data
- 🤷‍♀️ Disjointed user experience
- 📉 Poor uptake
- 💸 Low value

… so, here's what we've done with centrik

- 🚀 Modern tech
- 🤐 Doesn't store data from your PMS
- White labels
- 🕵️ Patient & practice research
- 😁 Frictionless user experience
- 📈 High uptake

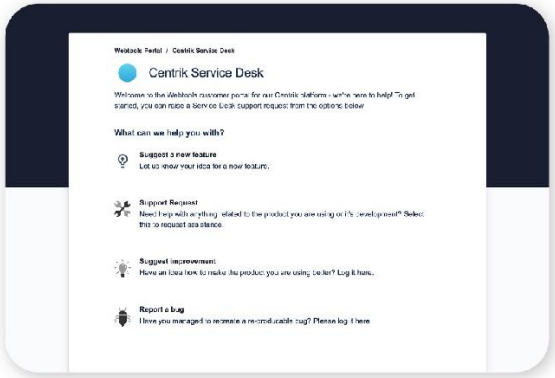


Some of the services we provide



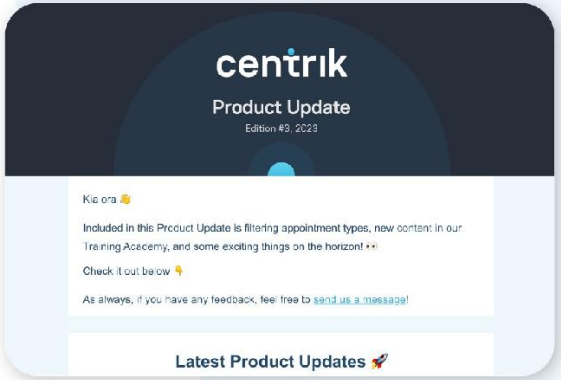
Training Academy

Available via Web Console to all users.



Service Desk

Available via Training Academy to all Web Console users.

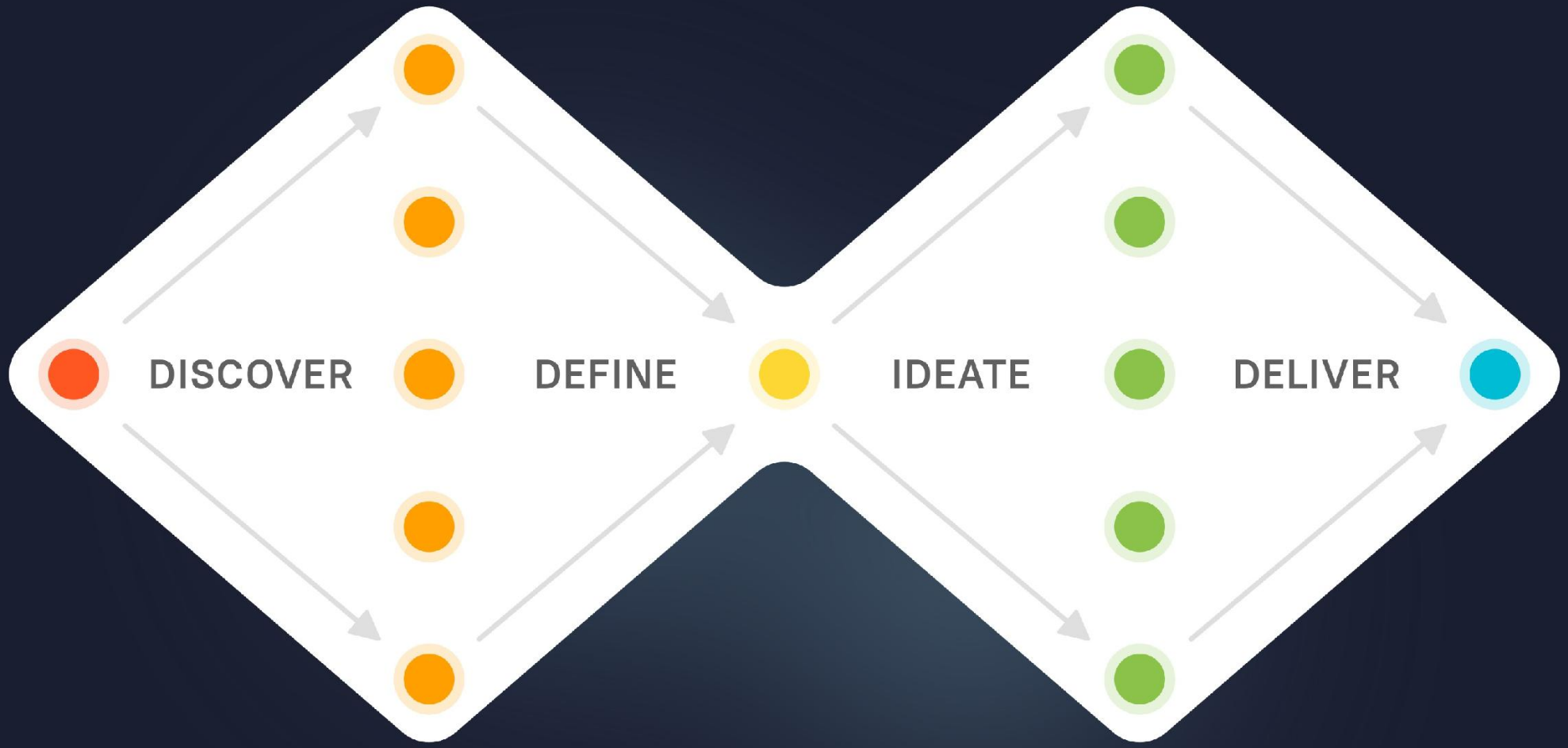


Product Update Email

Fortnightly email bulletin to all Web Console users sharing latest product updates.

Co-Design Club

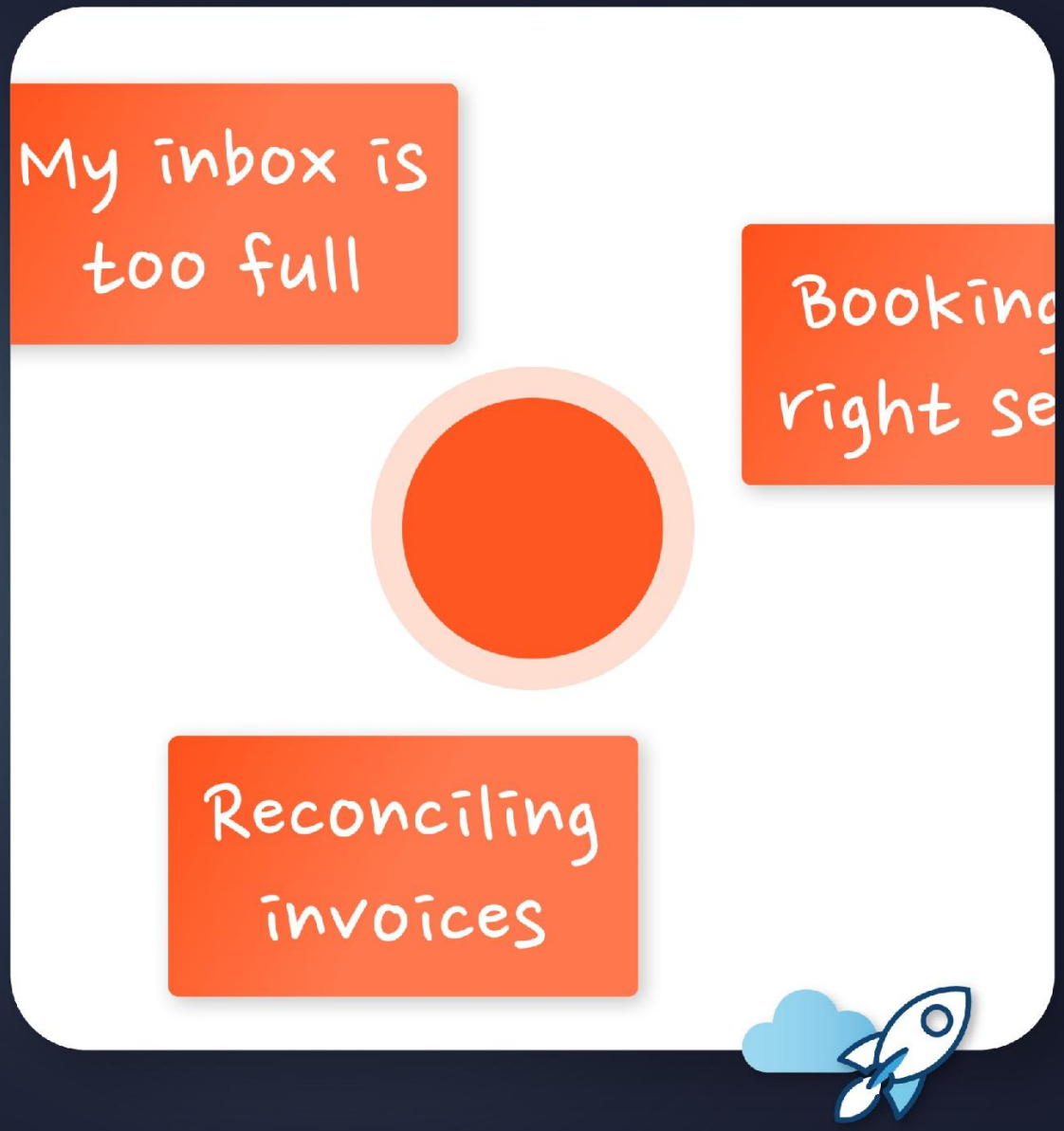
Fortnightly email bulletin to co-design stakeholders & video feedback session with Product team.



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

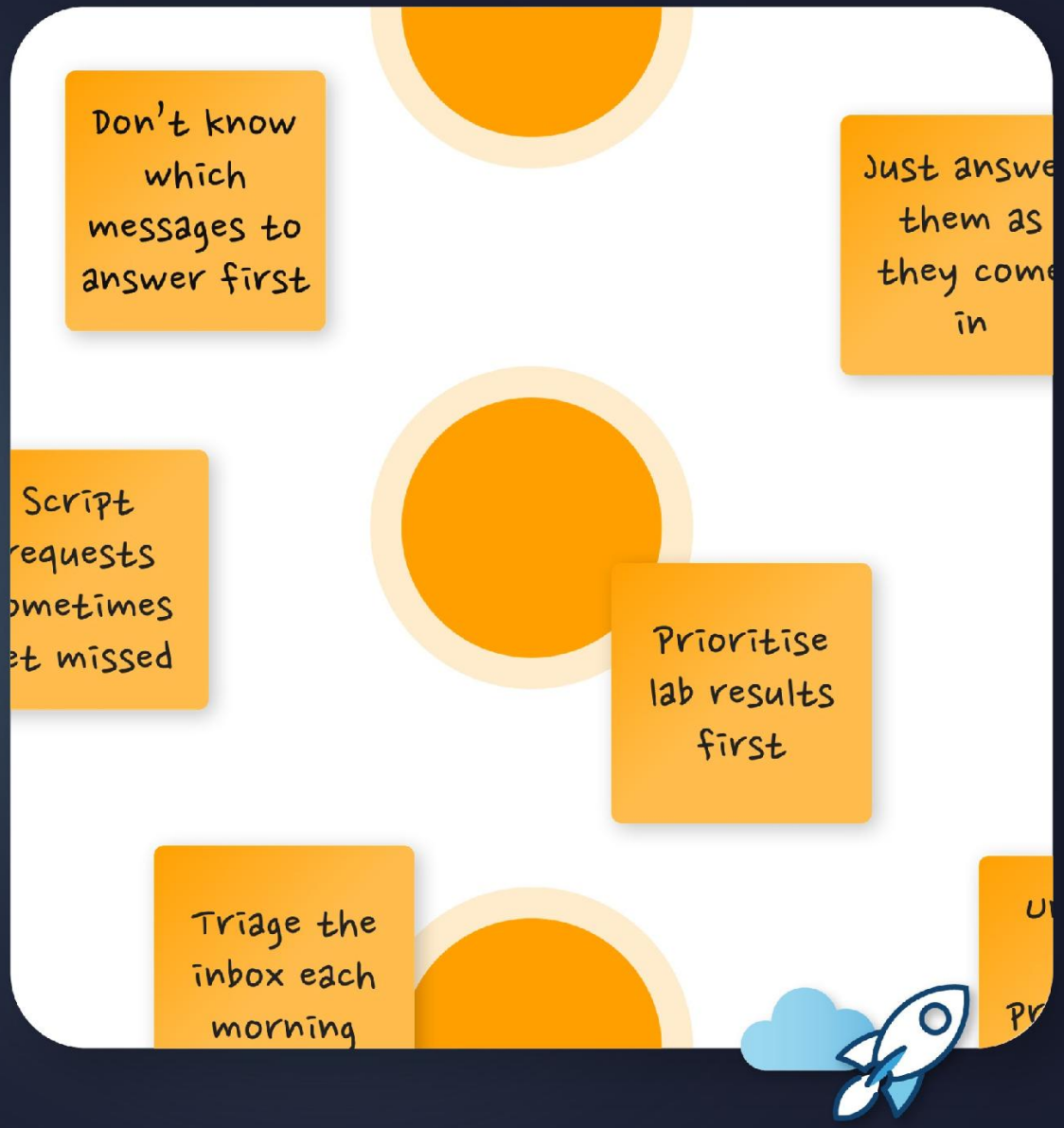
Problem statement

- The practice inbox is overcrowded with messages of varying urgency.
- Patients are booking the wrong practitioner and/or slot duration for the service they require.
- Reconciling invoices with bank statements at the end of the week/month is time consuming.



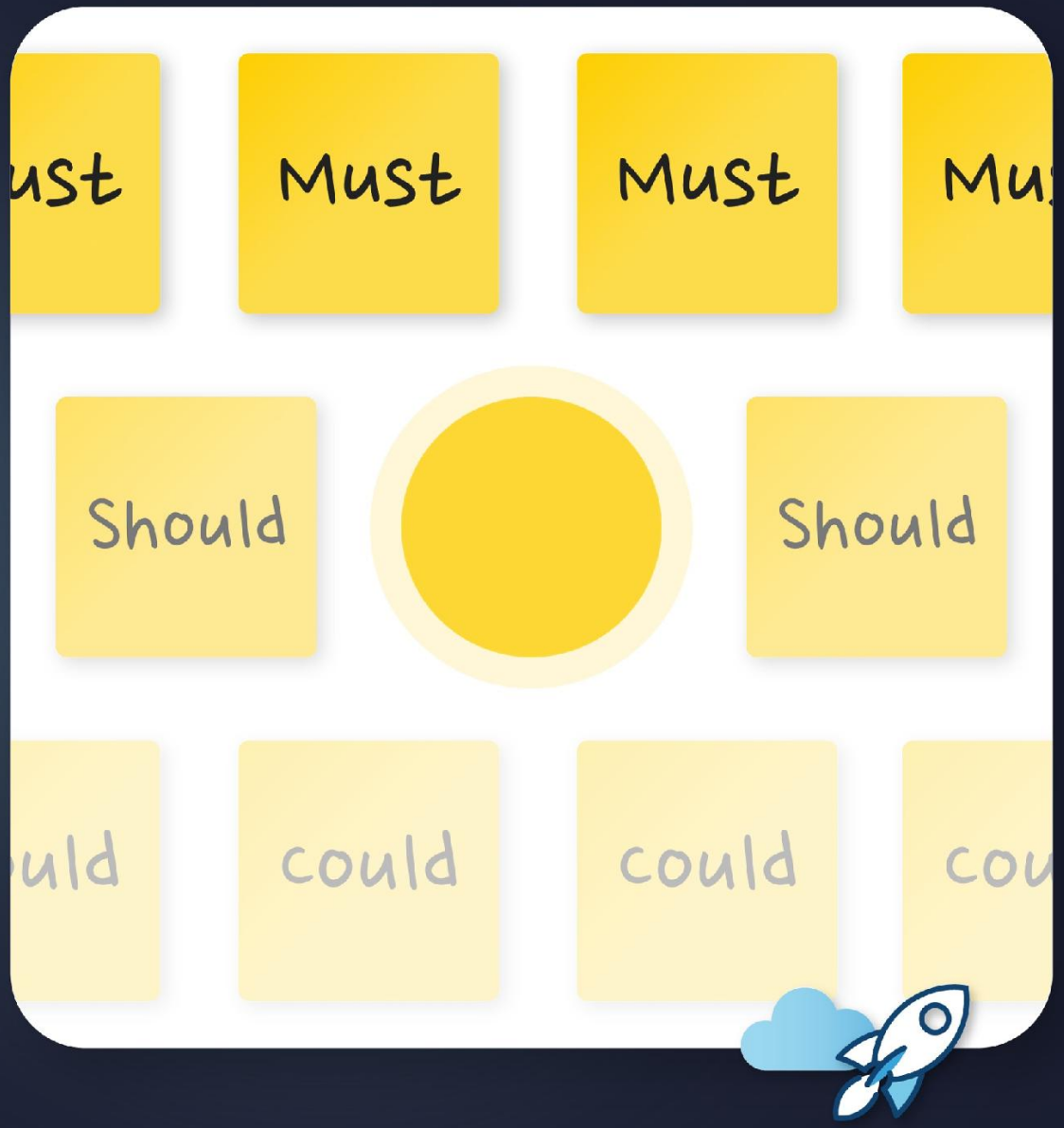
Discovery & research

- What's your current process?
- What are some examples of [problem statement]?
- How much time do you spend on each step?
- What specific pain points do you have?
- If your interviewee starts offering solutions capture them but get to "the why" behind it.



Scoping & specifying

- Rank your sticky notes: Must, Should, Could, Wont
- What has the highest value to the end user?
- What might be some “quick wins” or easier to solve than others?
- What will benefit the practice (cost savings, reusable tools)?



Ideation & wireframes

- Take your “Musts” and start sketching some solutions.
- Don’t reinvent the wheel, use other software/apps as inspiration!
- Bonus: Annotate your decisions with reasoning.

Feedback Time! 👀

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Questions? 🤔

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