Contribution ID: **12** Type: **Abstract for Poster**

User Interface Design Issues and Challenges Preventing Effective Communication of Personal Health Information to Non-Medical Users

Tuesday, 15 October 2019 11:25 (15 minutes)

There is an increasing drive for people other than health care professionals, to participate in the management of their own health and well-being, whether patient or non-patient. The third sustainable development goal concerns good health and well-being, and governments across the world are making efforts to achieve this goal. For instance, the Trump administration started a MyHealthEData initiative that aims to empower patients to take control of their personal health information (PHI). The Kenyan government is also making strides towards the same direction e.g the implementation of the Open source electronic Medical records system (OpenMRS) in public hospitals. These are efforts aimed to improve the quality of health care systems. People will first require access to their PHI in order to participate in the management of their health e.g communicate their health status clearly to relevant people, share their health information with relevant people, make shared-decisions concerning their health care etc. However, this participation might be hindered due to lack of medical knowledge or medical training background and therefore they might not easily make sense of their data; or due to inappropriate presentation of their data on the user interface of the PHI systems which may lead to wrong interpretations and as a result unintended consequences. Therefore, this research seeks to examine the context-of-use of user interface design of PHI systems, in order to identify issues and challenges that prevents effective communication of PHI to non-medical users. A contextual inquiry research method will be carried out to achieve this objective, and the findings of this study is expected to inform the design of a framework that will guide designers of PHI systems in designing user interfaces that will effectively communicate PHI to non-medical users.

Keywords

User Interface Design. Non-medical Users. Personal Health Information Systems

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Track Classification: Emerging and Cross Cutting Issues in Computing and Information Systems.