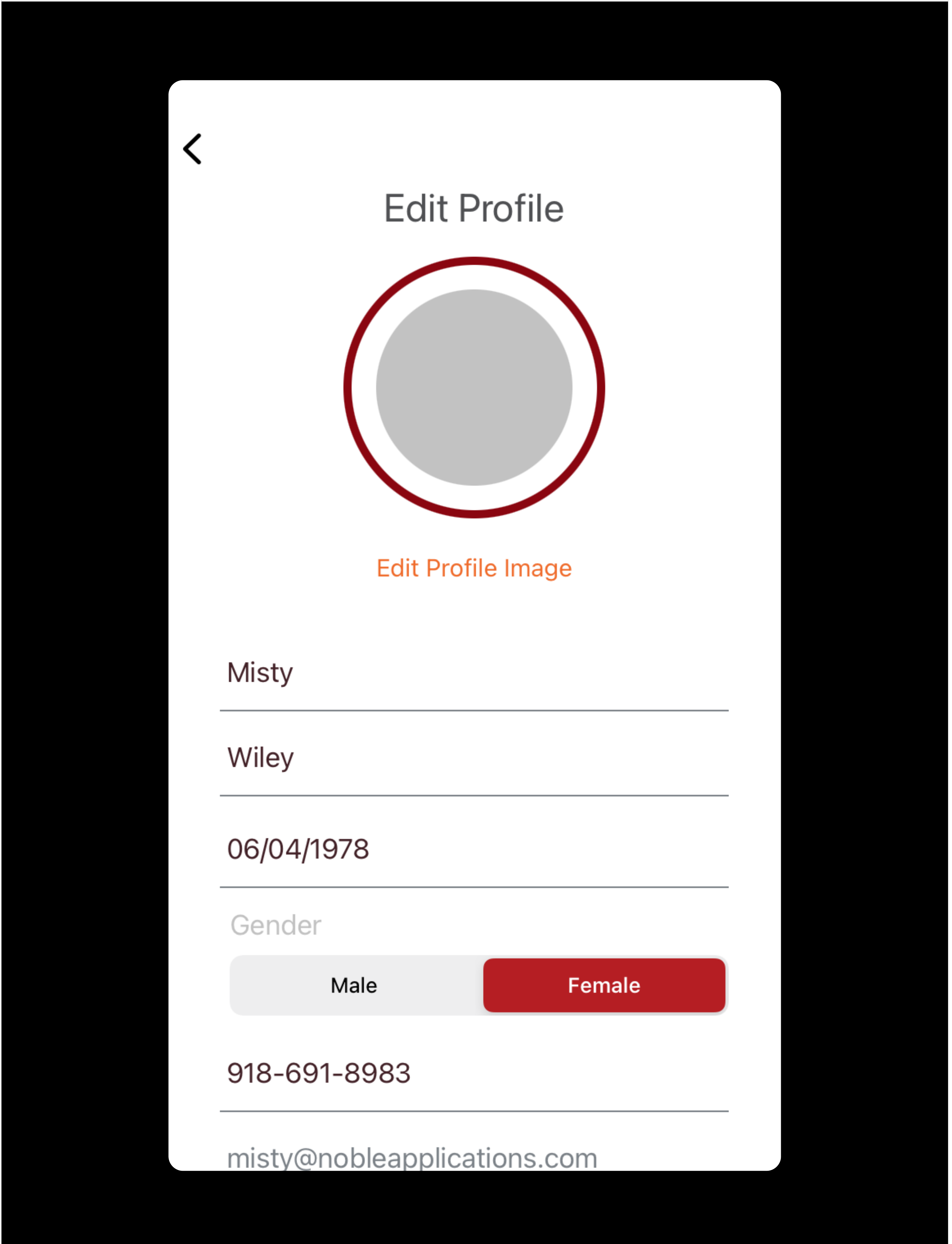


Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 **No violations found**
- 1 **Cosmetic problems only:** fix issues if time is available
- 2 **Minor usability problems:** fixing issues is low/med priority
- 3 **Major usability problems:** fixing issues is high priority
- 4 **Usability catastrophe:** product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	Overall typography and spacing issues.	Address text styling overall	2
5. Error prevention Good error messages are important, but the best designs prevent problems from occurring in the first place.	Not clear what is and isn't required until you skip a field and get an alert modal.	Add (*Required) to fields that are required	2
7. Flexibility and efficiency of use Shortcuts – hidden from novice users – may speed up the interaction for the expert user.	Profile picture isn't tappable to edit.	Make profile picture tappable	2
8. Aesthetic and minimalist design Interfaces should not contain information which is irrelevant. Every extra unit of information in an interface competes with the relevant units of information.	Gender label large - it's the only label - is this label needed?	Remove label	2

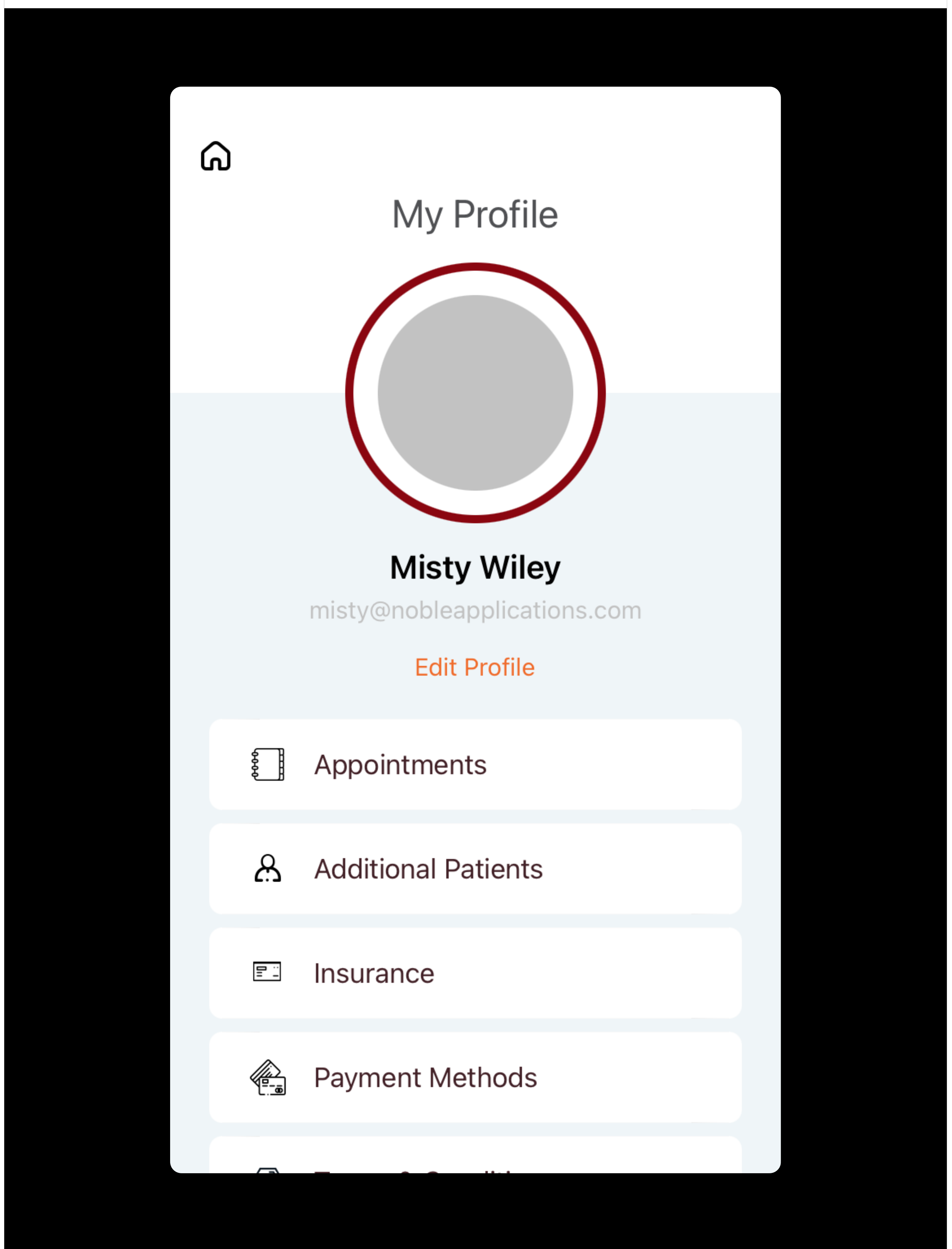


Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

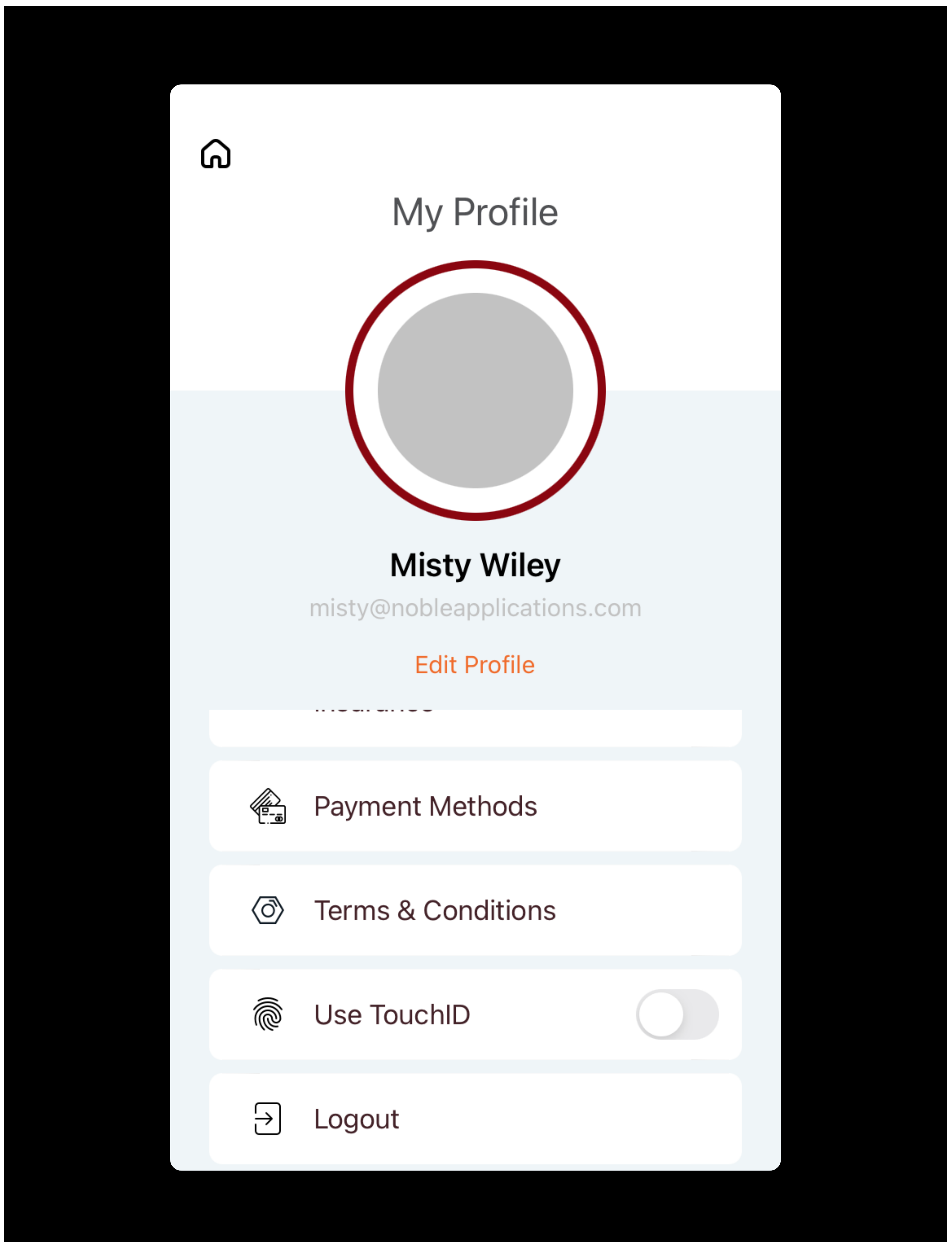
Legend:

- 0 No violations found
- 1 Cosmetic problems only: fix issues if time is available
- 2 Minor usability problems: fixing issues is low/med priority
- 3 Major usability problems: fixing issues is high priority
- 4 Usability catastrophe: product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	Profile email address doesn't pass readability, it is too light.	Adjust colors for readability	2



1. Visibility of system status Designs should keep users informed about what is going on, through appropriate, timely feedback.	When user selected "Terms and Conditions," they are taken out of the app and brought into their web browser to view this information.	Present Terms and Conditions in a web view	2
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	Log out button needs space underneath it, it is too close against the bottom of the screen.	Add additional space below button to allow it to scroll fully into frame	2

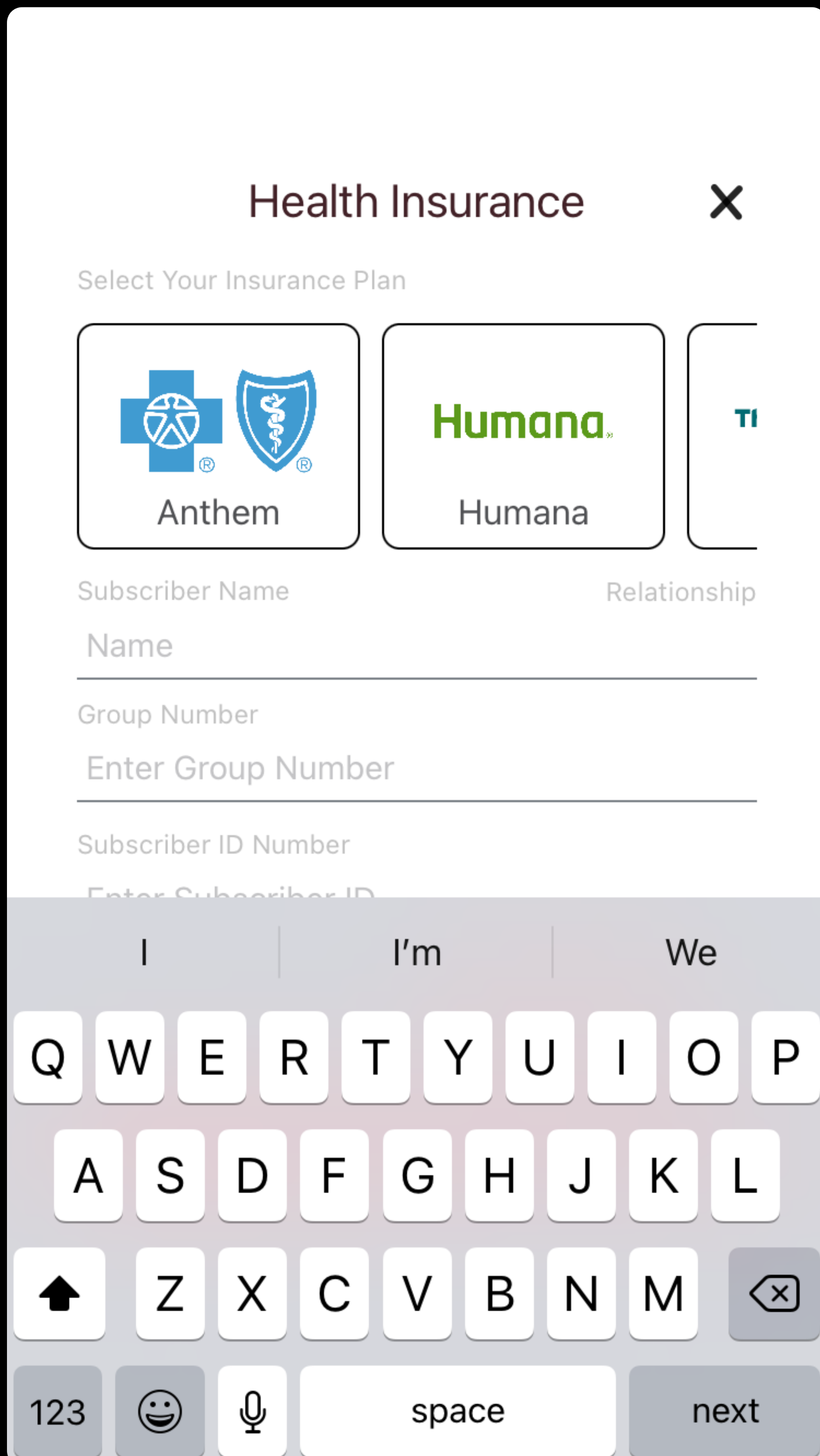


Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 **No violations found**
- 1 **Cosmetic problems only:** fix issues if time is available
- 2 **Minor usability problems:** fixing issues is low/med priority
- 3 **Major usability problems:** fixing issues is high priority
- 4 **Usability catastrophe:** product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
3. User control and freedom Users often perform actions by mistake. They need a clearly marked "emergency exit" to leave the unwanted state.	The "relationship" has no way to back out. The user is stuck until they select an option - same if the user selects an insurance card, they have no way to back out if they've accidentally selected the wrong card.	Add a close button and/or close the "modal" when user taps outside of the "modal"	2
3. User control and freedom Users often perform actions by mistake. They need a clearly marked "emergency exit" to leave the unwanted state.	When selecting an insurance provider, user is asked to chose a 'relationship' to the subscriber. A user cannot close out of this modal until they select a choice. After selecting the 'relationship' to the subscriber, users can then change the insurance provider.	Add a close button and/or close the "modal" when user taps outside of the "modal"	2
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	Health Insurance Entry - Subscriber and Relationship on same line - confusing with two seperate tap areas.	Move Subscriber and Relationship to separate lines	1



Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 **No violations found**
- 1 **Cosmetic problems only:** fix issues if time is available
- 2 **Minor usability problems:** fixing issues is low/med priority
- 3 **Major usability problems:** fixing issues is high priority
- 4 **Usability catastrophe:** product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
------------	-----------	----------------	----------

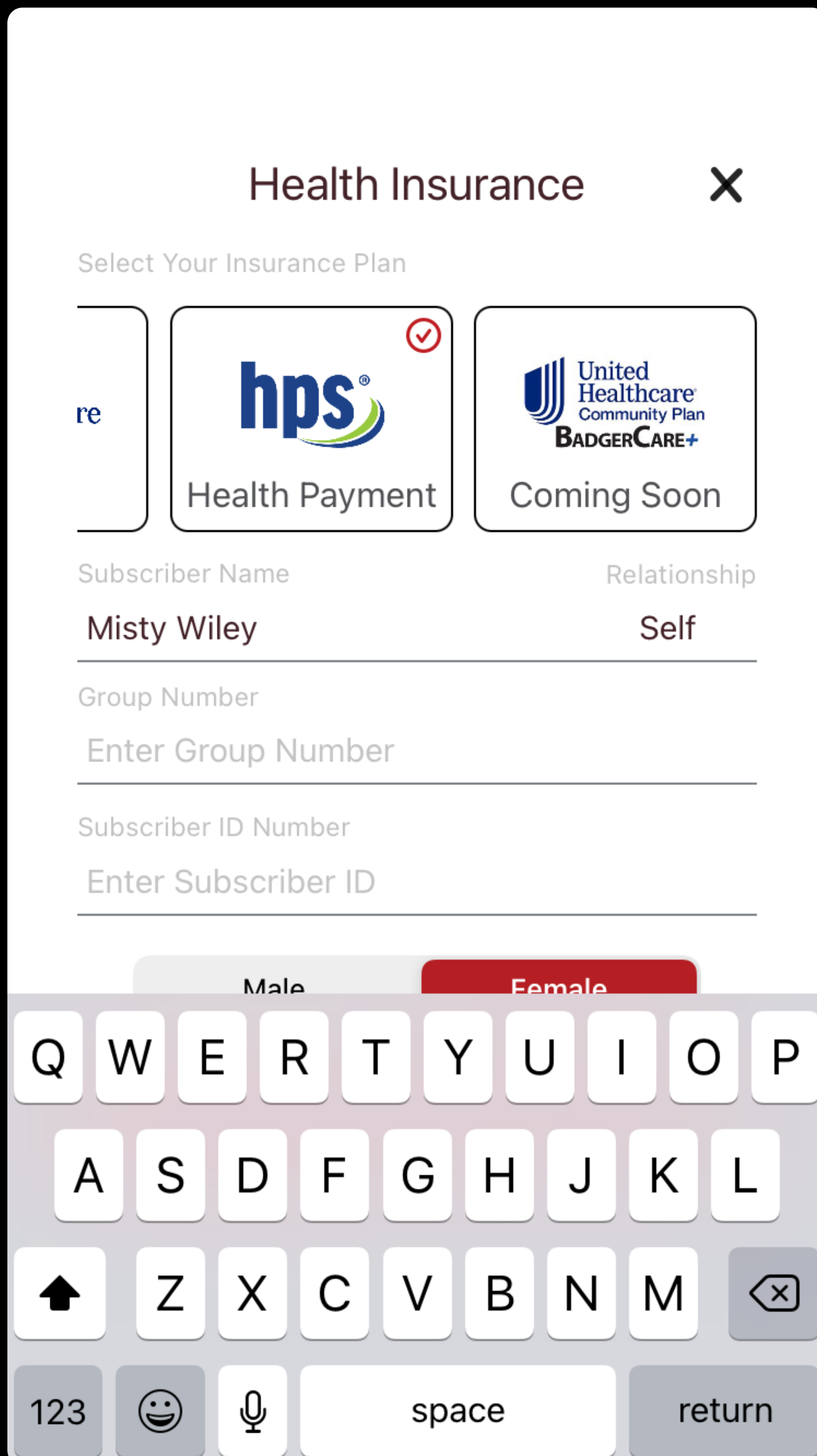
4. Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

United Health 'coming soon' card seems to be an active card which is also selectable.

It should be grayed out or given another visual treatment, so it does not feel like a choice.

2

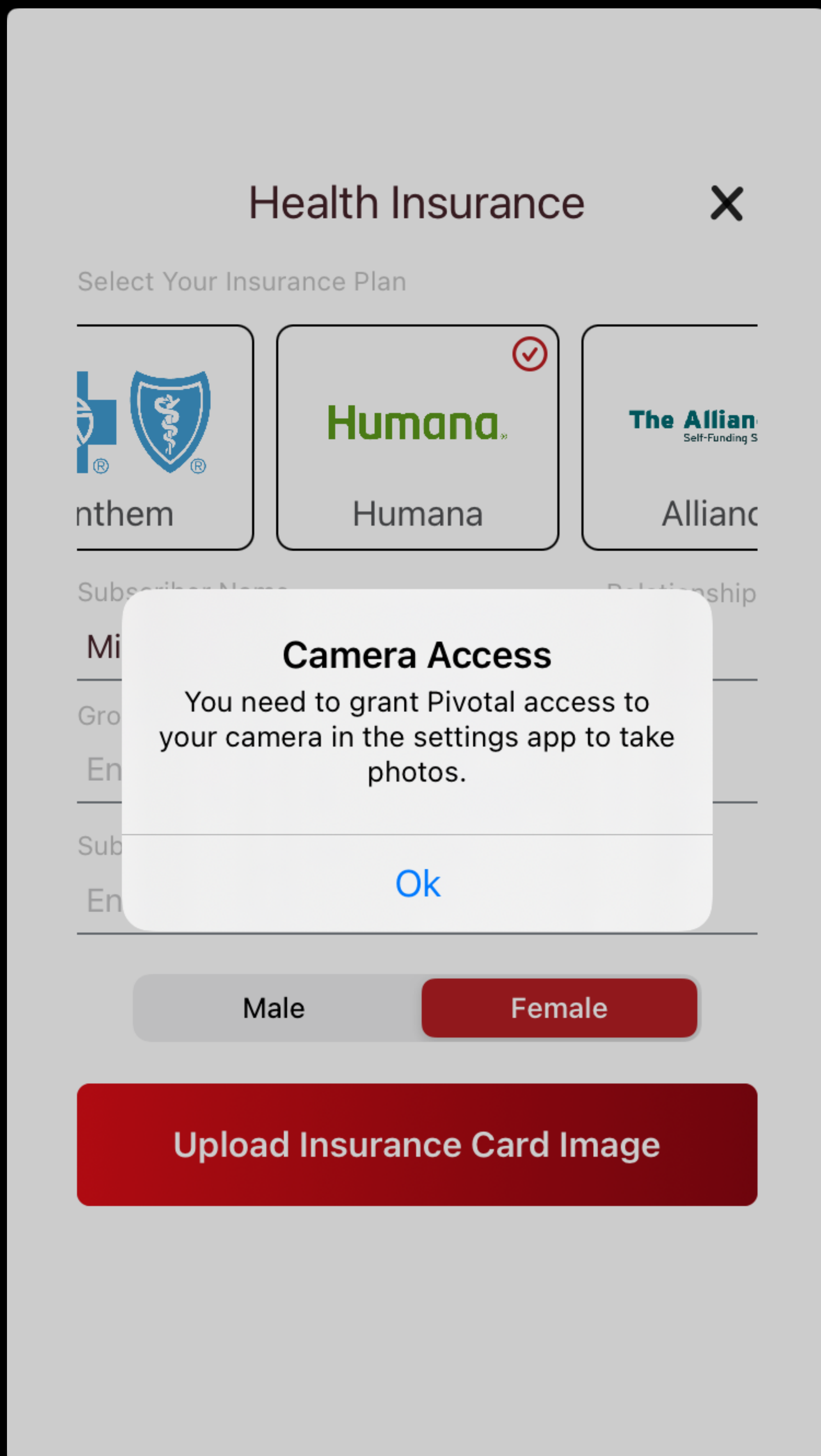


Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 No violations found
- 1 Cosmetic problems only: fix issues if time is available
- 2 Minor usability problems: fixing issues is low/med priority
- 3 Major usability problems: fixing issues is high priority
- 4 Usability catastrophe: product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	When selecting Upload Insurance Card Image, when choosing 'Camera,' the user receive an alert modal for camera access. When the user clicks "OK," the camera never opens.	Enable camera to work when user selects that option	0



Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 No violations found
- 1 Cosmetic problems only: fix issues if time is available
- 2 Minor usability problems: fixing issues is low/med priority
- 3 Major usability problems: fixing issues is high priority
- 4 Usability catastrophe: product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
------------	-----------	----------------	----------

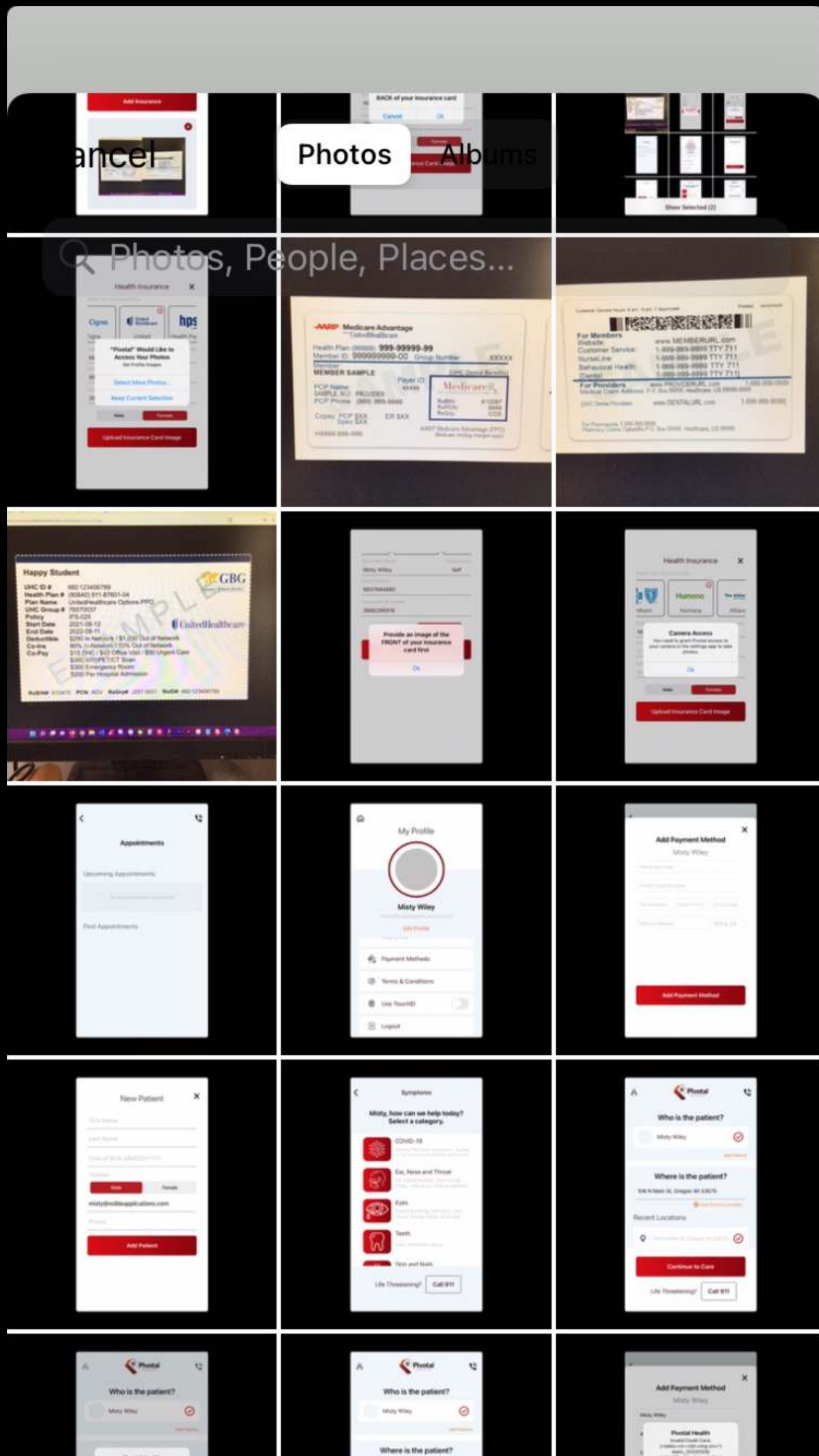
4. Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

When a user is uploading a photo of their insurance card, and they chooses to select an image from the library, when they begin to scroll the sheet the images are making the controls difficult to see.

Add a background to the top controls that contain 'cancel' and the search field.

3



Heuristic Evaluation

Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 No violations found
- 1 Cosmetic problems only: fix issues if time is available
- 2 Minor usability problems: fixing issues is low/med priority
- 3 Major usability problems: fixing issues is high priority
- 4 Usability catastrophe: product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	The button for 'Add Insurance' should be under the image upload.	Add insurance button should show after card upload thumbnail	2
5. Error prevention Good error messages are important, but the best designs prevent problems from occurring in the first place.	A user cannot delete a single uploaded card image, they have to delete both if one has an error.	Allow user ability to delete one or both images	2

Subscriber Name: Misty Wiley

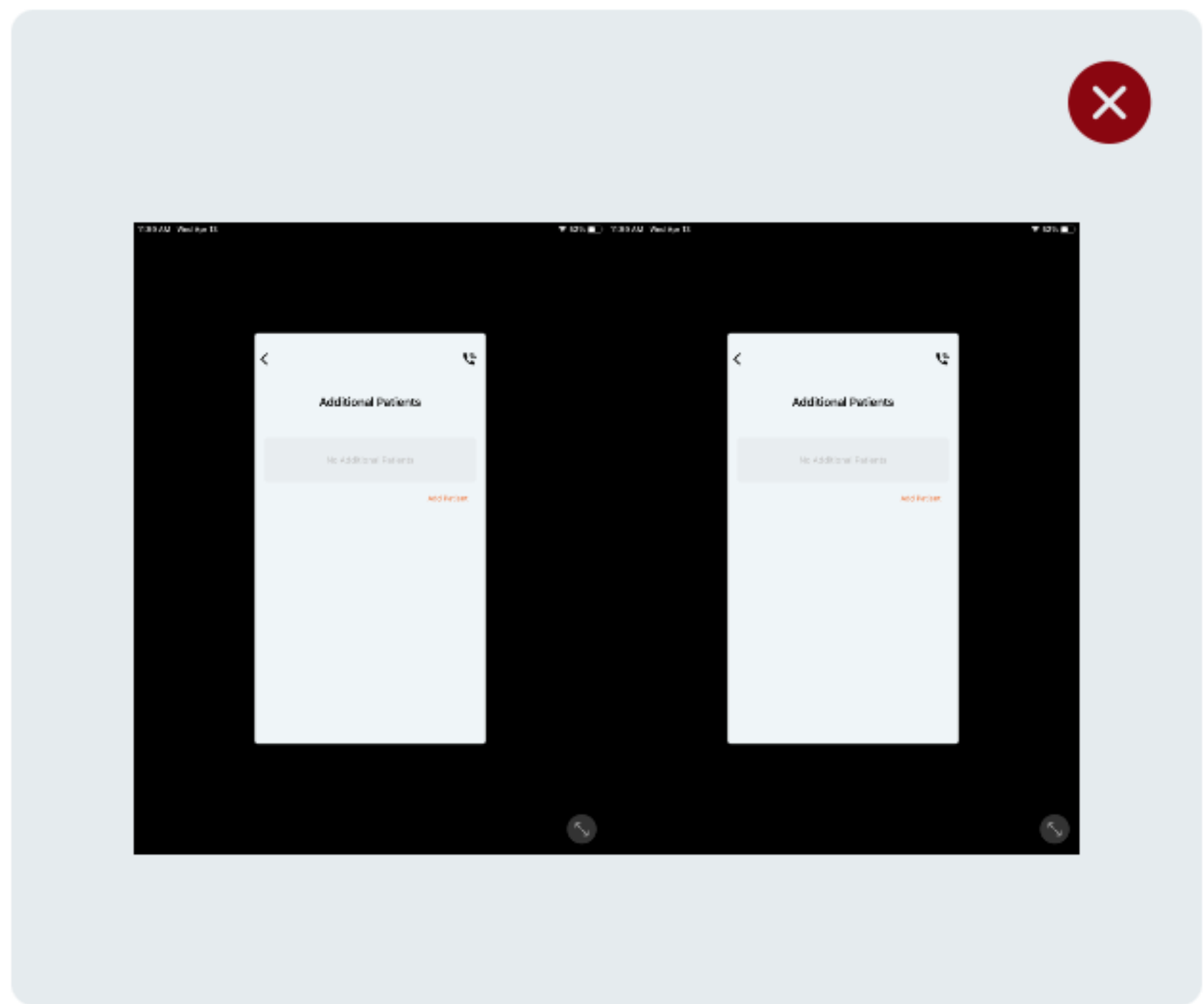
Relationship: Self

Group Number: FYGDSWRWQ WE CHITCXZX 👍

Subscriber ID Number: ZCVCCXXSDGVVJHGCDSSTRYGTRDTUGF...

Male Female

Add Insurance

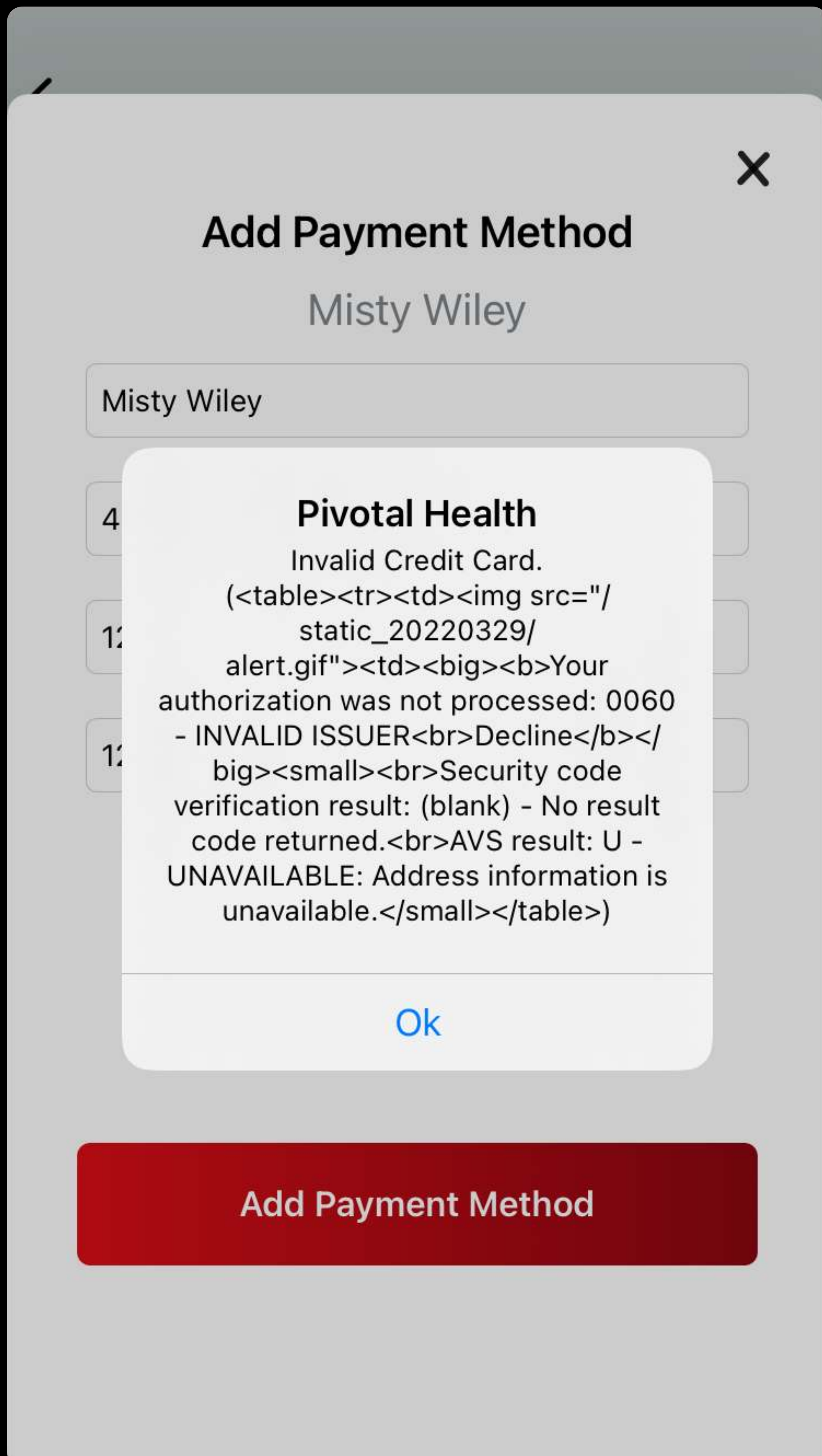


Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 **No violations found**
- 1 **Cosmetic problems only:** fix issues if time is available
- 2 **Minor usability problems:** fixing issues is low/med priority
- 3 **Major usability problems:** fixing issues is high priority
- 4 **Usability catastrophe:** product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	In the 'Add Payment Method' flow, the input option does not have city or state. (It appears to be zip code driven, but the experience for the user is non-standard.	Allow users to input City, State, and/or	2
9. Help users recognize, diagnose, and recover from errors Error messages should be expressed in plain language (no error codes), precisely indicate the problem, and constructively suggest a solution.	Invalid Credit Card number alert has HTML code in the alert.	Review code base to find where app is breaking and causing this to appear	3

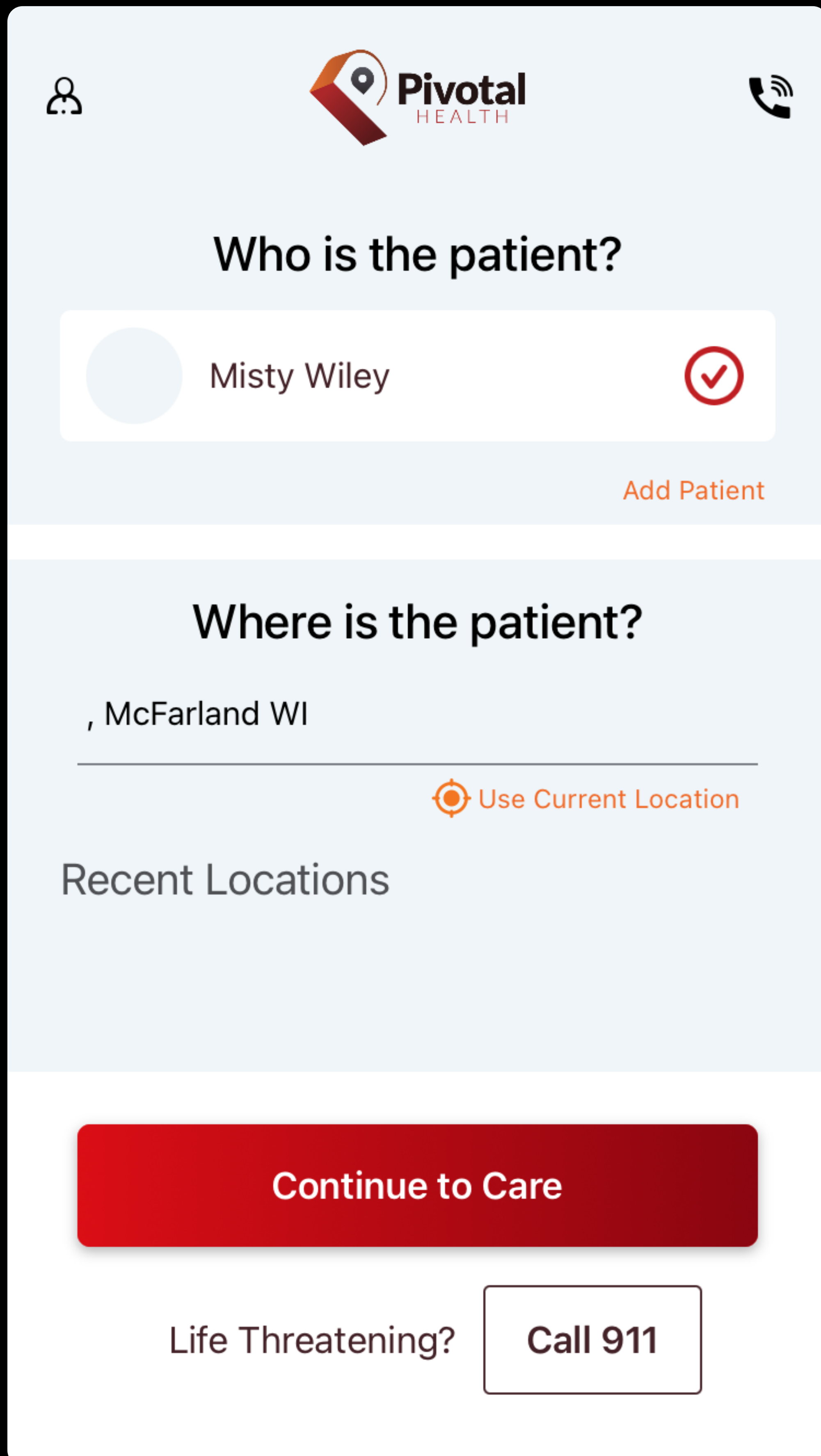


Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 **No violations found**
- 1 **Cosmetic problems only:** fix issues if time is available
- 2 **Minor usability problems:** fixing issues is low/med priority
- 3 **Major usability problems:** fixing issues is high priority
- 4 **Usability catastrophe:** product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	Within the "Where is the patient" section, when entering a zip code the result shows ",City <space> state", eg. ", McFarland WI", instead of "McFarland, WI".	Remove confusing or problematic text from location results	2



Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 No violations found
- 1 Cosmetic problems only: fix issues if time is available
- 2 Minor usability problems: fixing issues is low/med priority
- 3 Major usability problems: fixing issues is high priority
- 4 Usability catastrophe: product cannot release until fixed

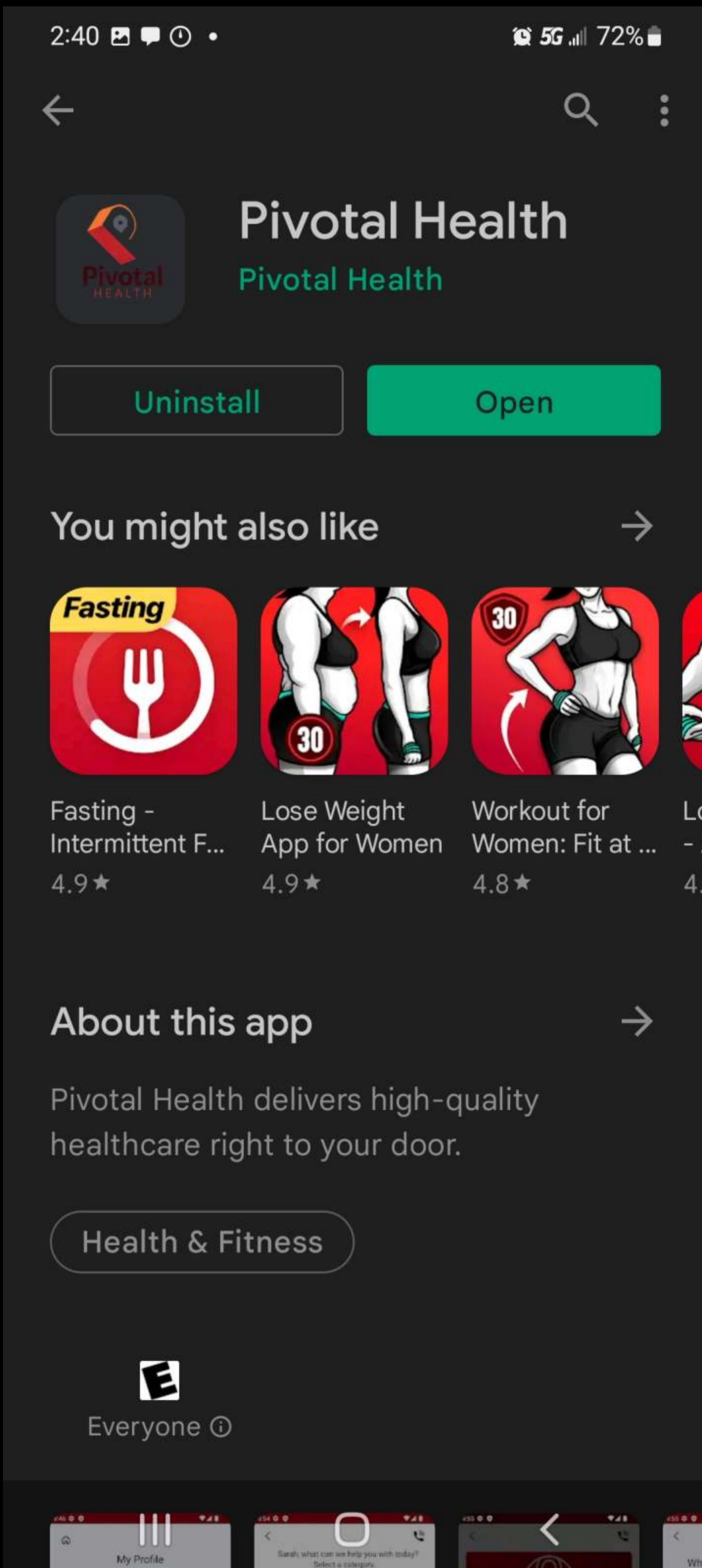
HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	UI does not match Figma prototype - address should be stacked in the card and have additional space at the bottom.	Review Figma prototype for design gaps	1

Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 **No violations found**
- 1 **Cosmetic problems only:** fix issues if time is available
- 2 **Minor usability problems:** fixing issues is low/med priority
- 3 **Major usability problems:** fixing issues is high priority
- 4 **Usability catastrophe:** product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
6. Recognition rather than recall Minimize the user's memory load by making elements, actions, and options visible. Avoid making users remember information.	In the Play Store, the Pivotal Health icon is on a transparent background, causing the black of the store UI to show through, making the logo difficult to recognize.	Adjust Google Play Store icon to include the white background	1

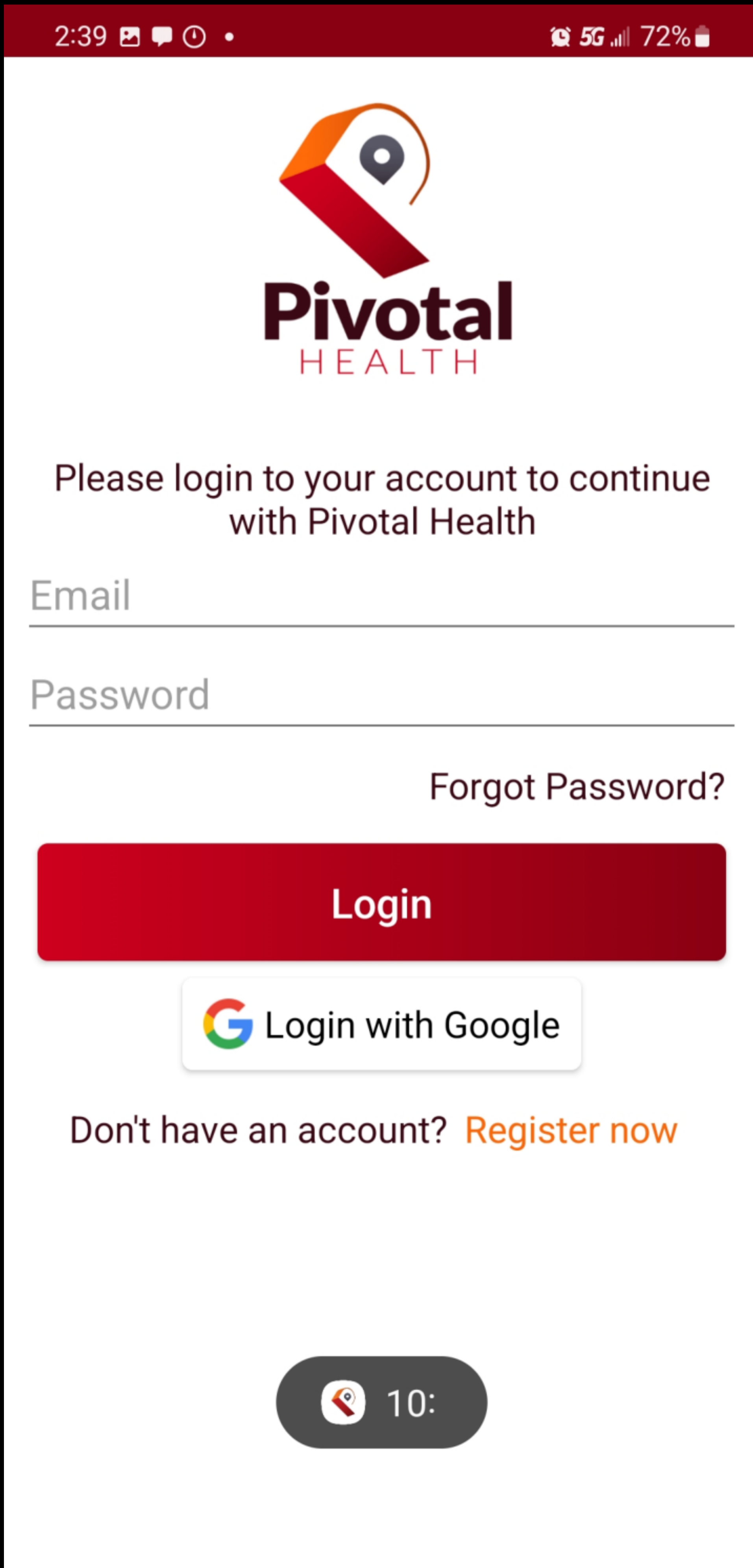
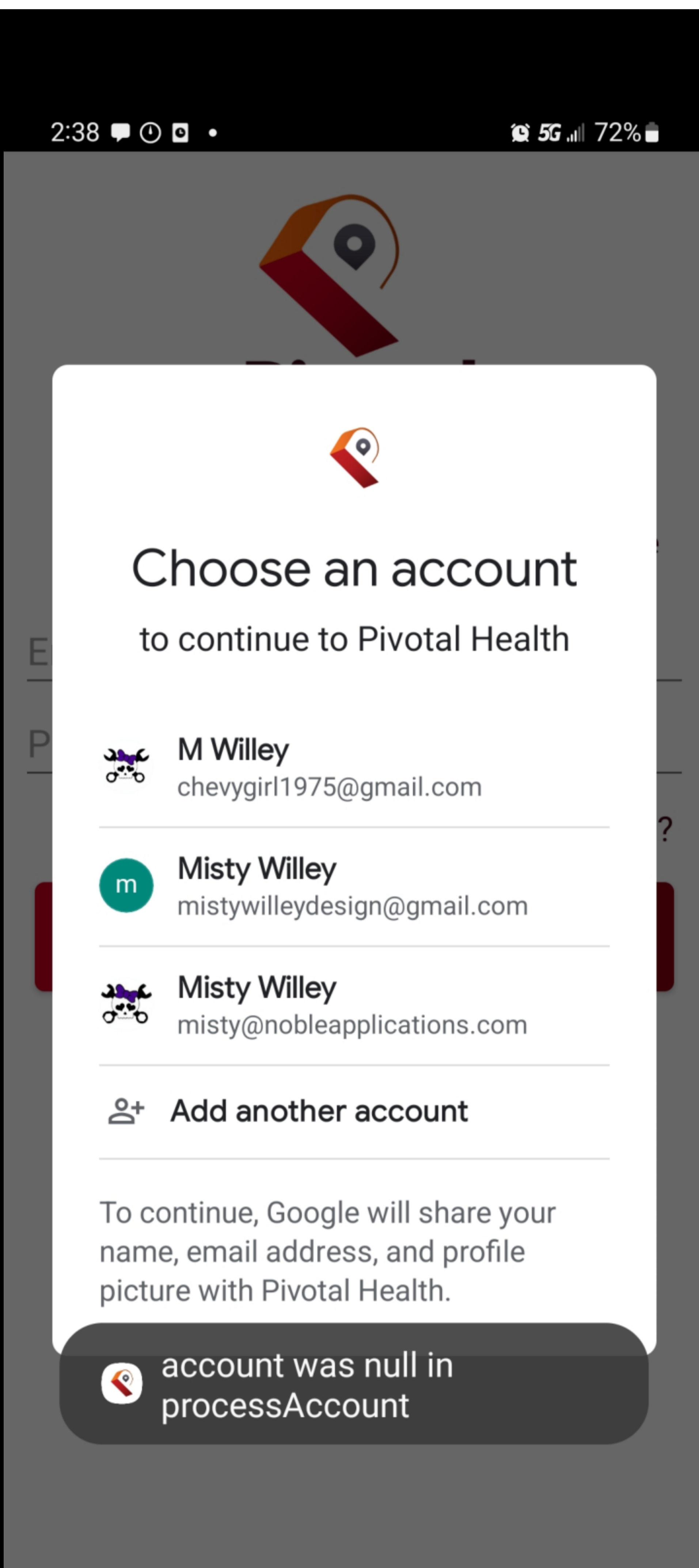


Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 No violations found
- 1 Cosmetic problems only: fix issues if time is available
- 2 Minor usability problems: fixing issues is low/med priority
- 3 Major usability problems: fixing issues is high priority
- 4 Usability catastrophe: product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
9. Help users recognize, diagnose, and recover from errors Error messages should be expressed in plain language (no error codes), precisely indicate the problem, and constructively suggest a solution.	After downloading the live app, user cannot log-in with three Google accounts used for testing. User received an error of "account was null" then another error "10".	Recommendation/s	3

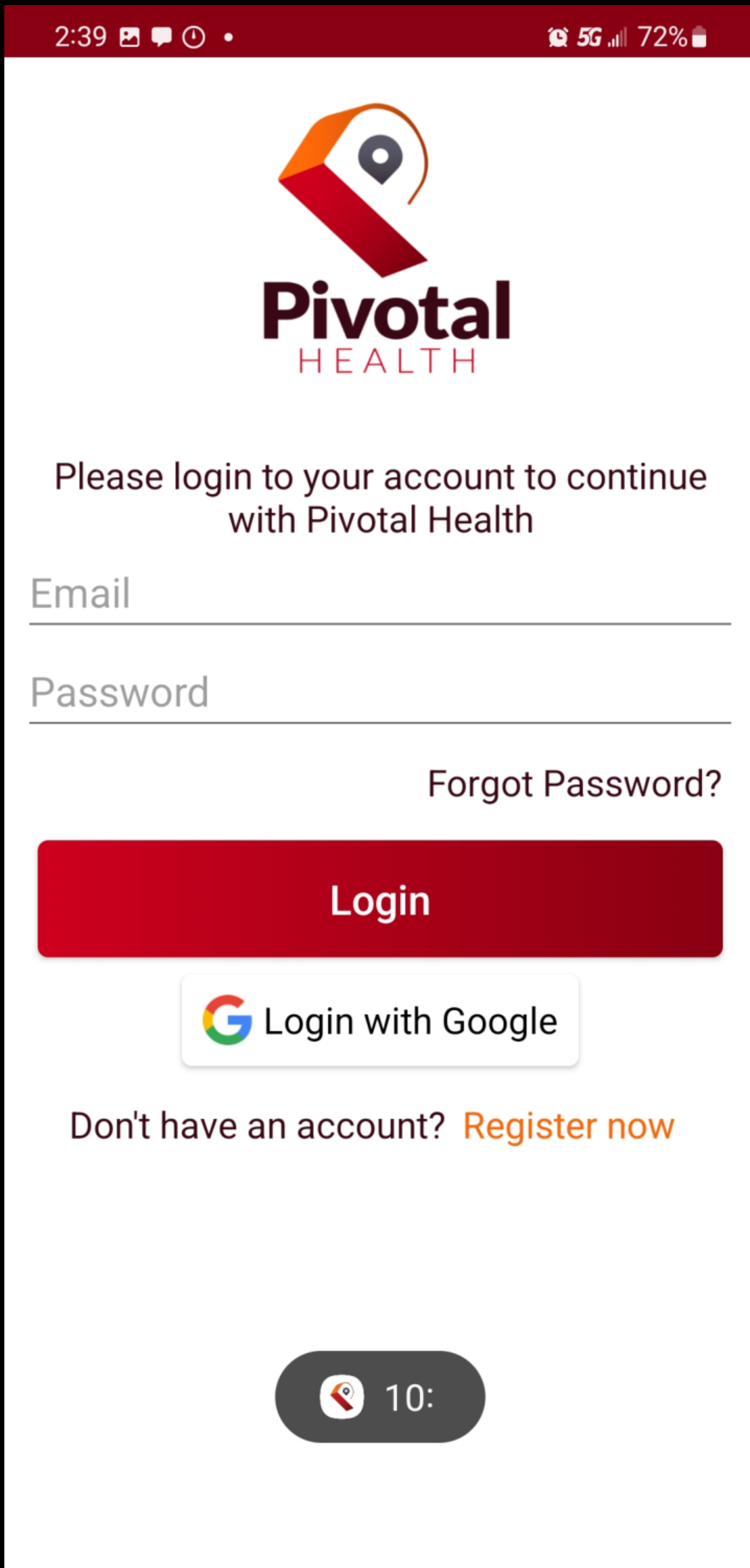


Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 **No violations found**
- 1 **Cosmetic problems only:** fix issues if time is available
- 2 **Minor usability problems:** fixing issues is low/med priority
- 3 **Major usability problems:** fixing issues is high priority
- 4 **Usability catastrophe:** product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	Main/Home screen has inconsistent spacing.	Review typography, layout and whitespace usage to create less cognitive load on the user, and prevent unintended interactions (tapping Login, instead of Log in with Google)	2

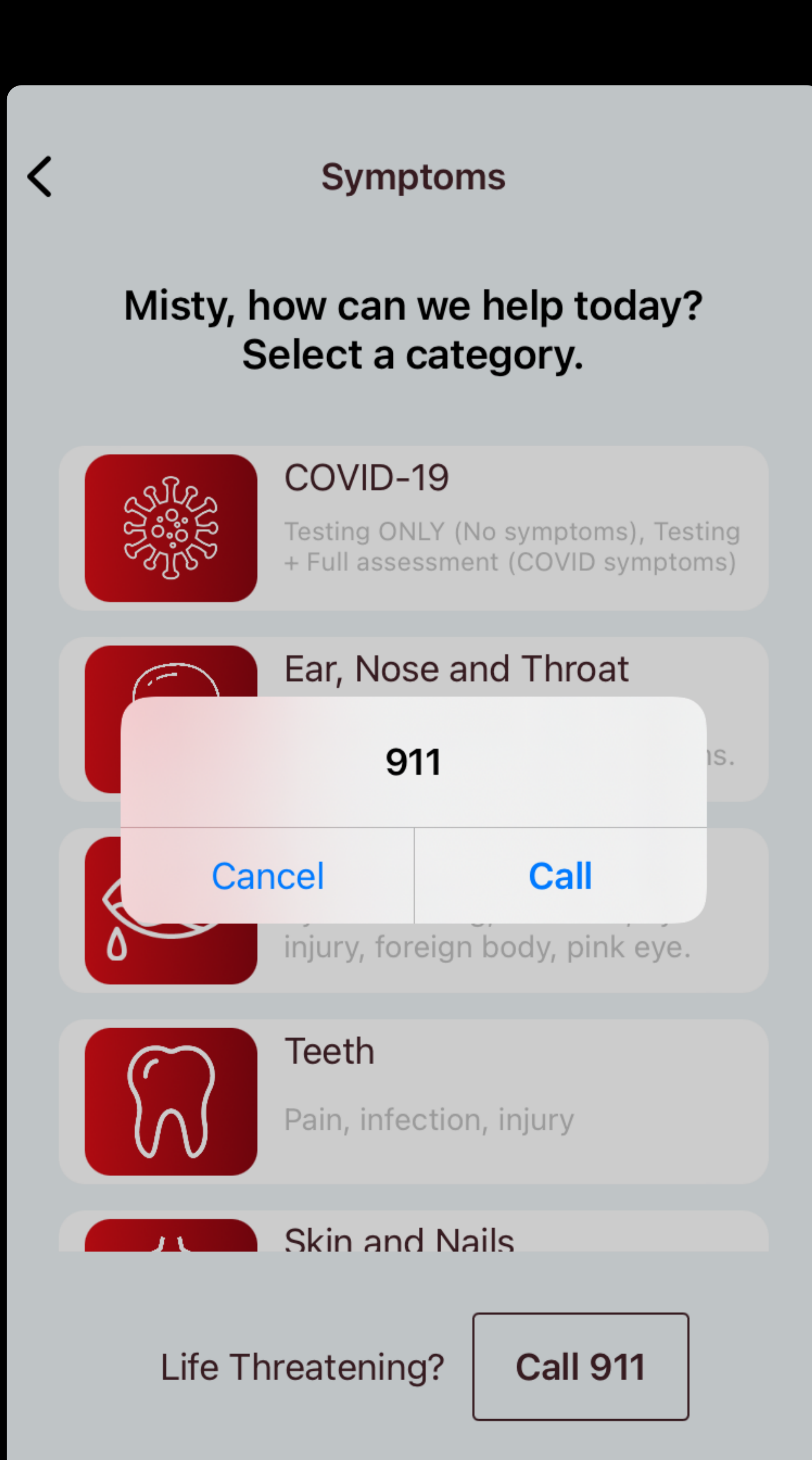
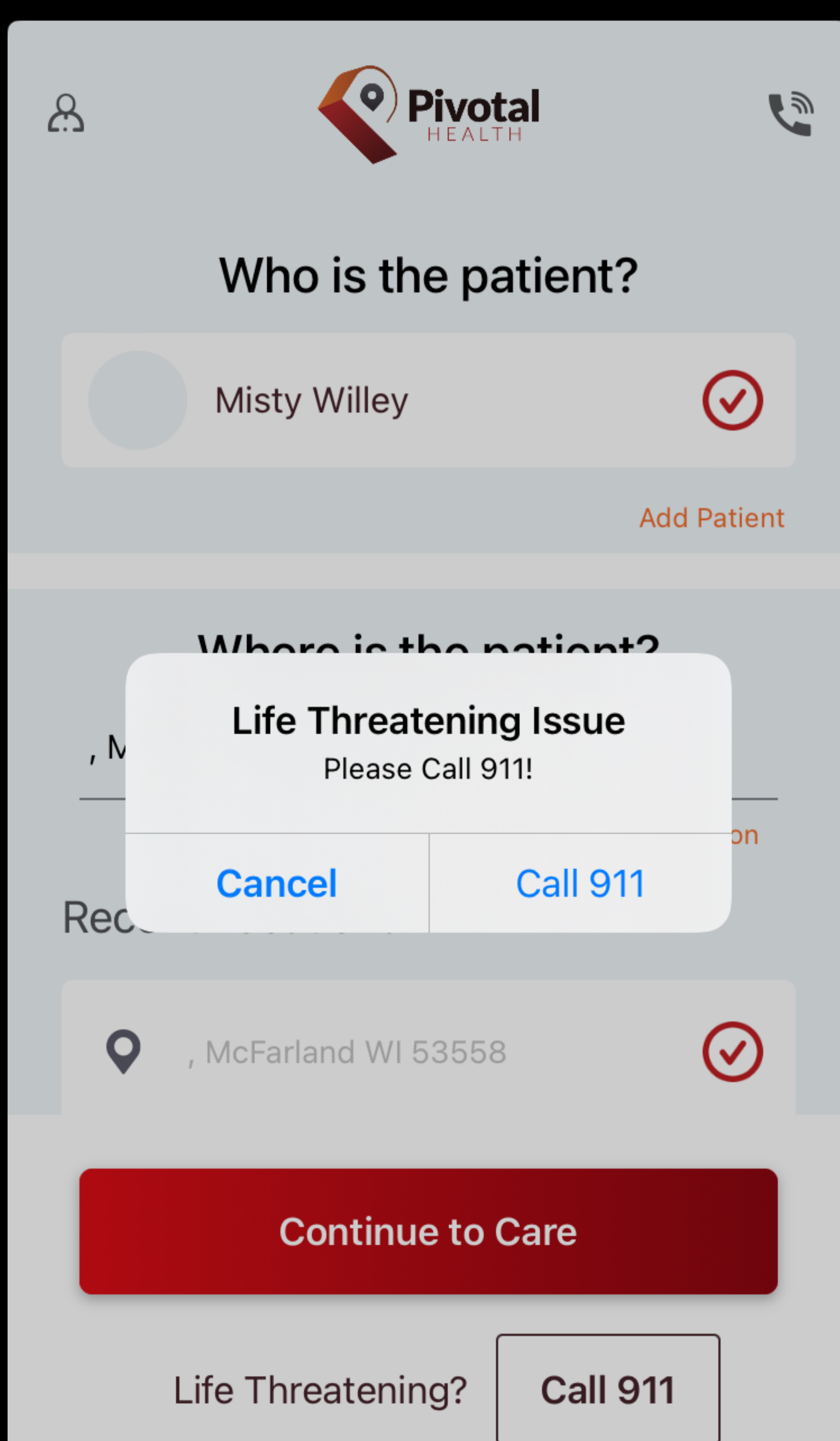
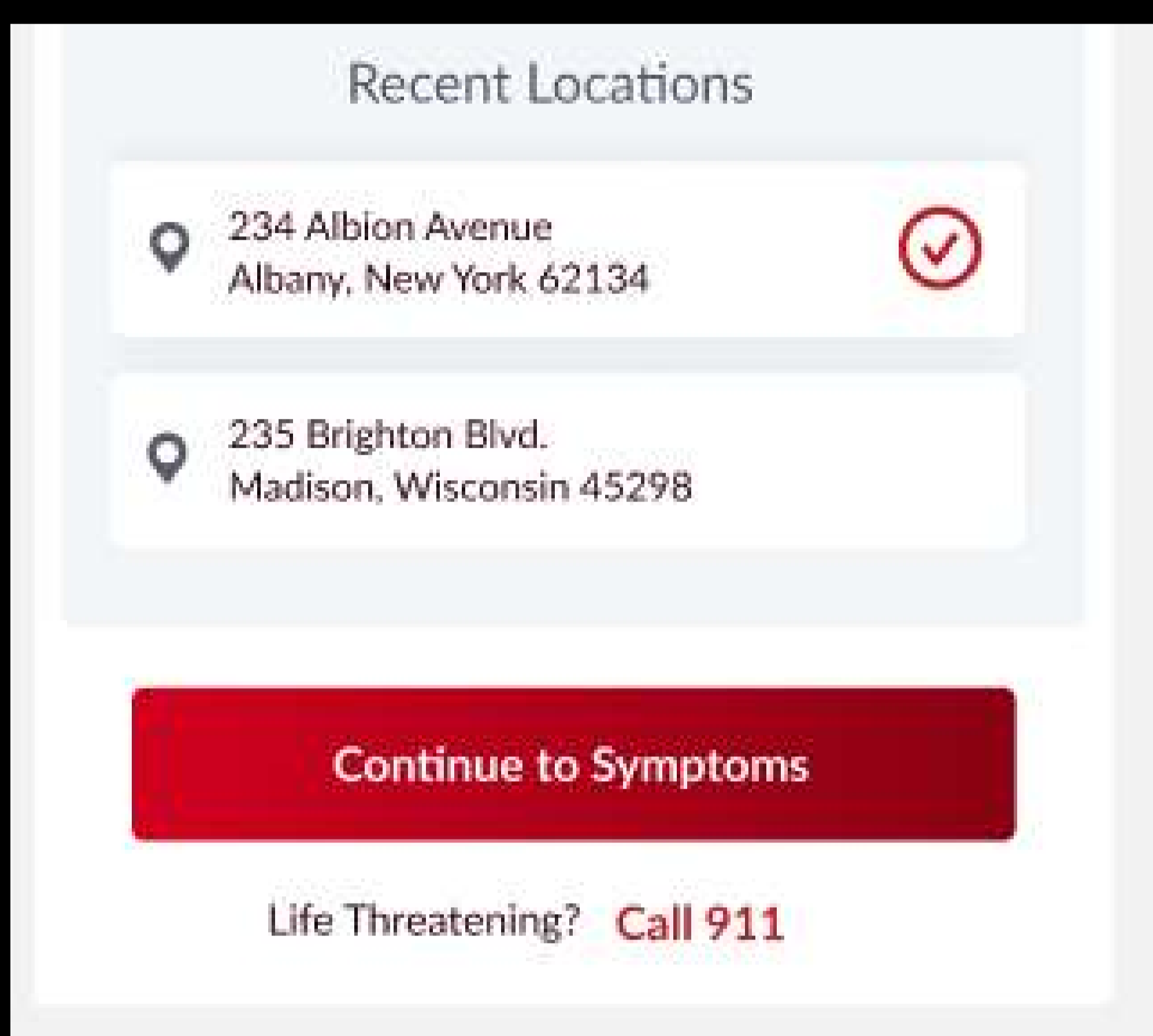
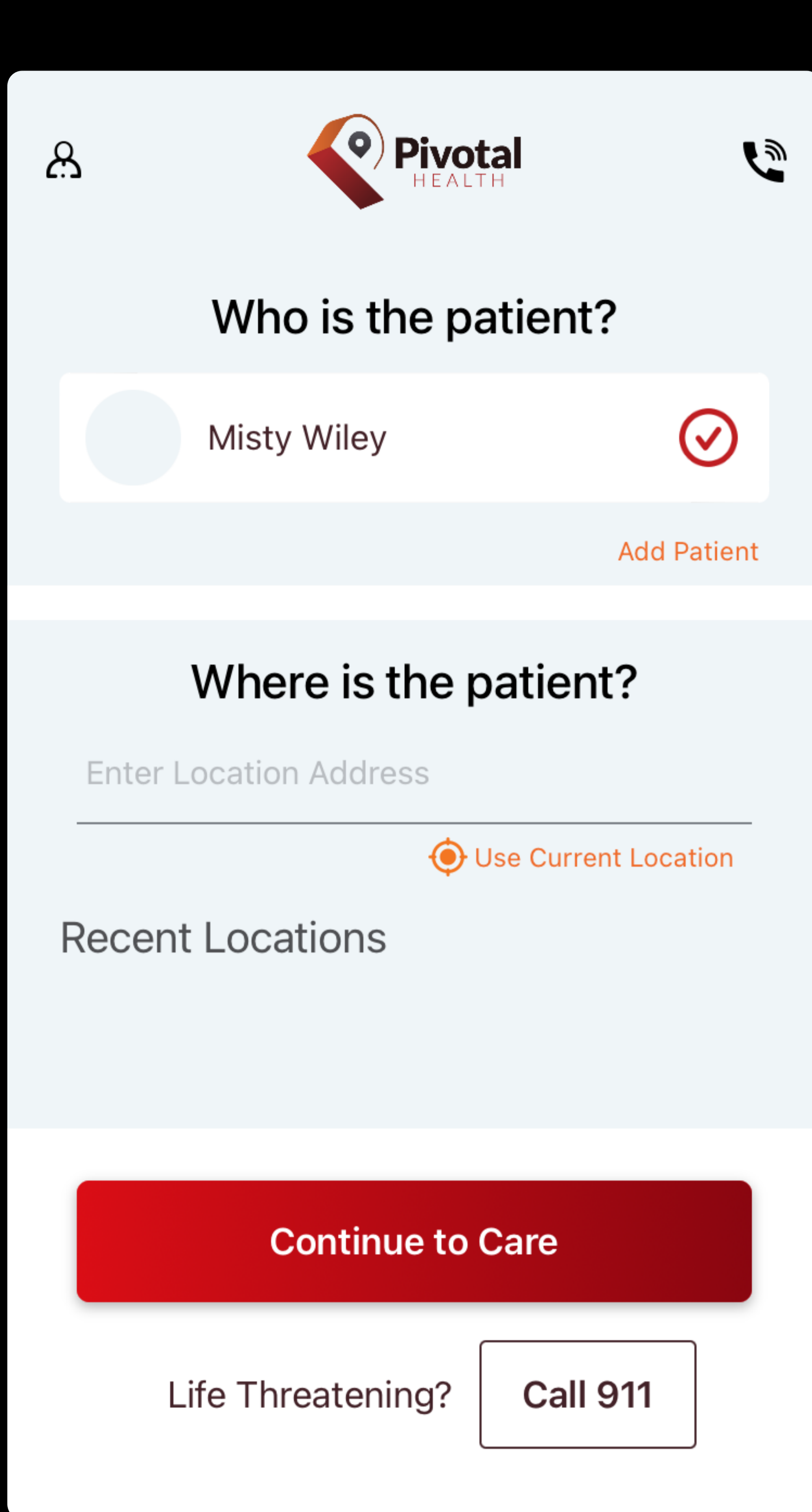


Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 No violations found
- 1 Cosmetic problems only: fix issues if time is available
- 2 Minor usability problems: fixing issues is low/med priority
- 3 Major usability problems: fixing issues is high priority
- 4 Usability catastrophe: product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	The "Life threatening" footer is very large. Between the main page of the app VS. the Care pages, the call 911 has different messages. These do not match the Figma design, nor are consistent within the app.	Adjust footer, 911 messages, and associated modals to be consistent with each other and the intended design	1



Evaluator 01: Chris
Evaluator 02: Misty
Product: Pivotal Health application
Date: 04-13-2022 – 04/15/2022
Heuristics: Nielsen's 10 principles for interaction design

Legend:

- 0 No violations found
- 1 Cosmetic problems only: fix issues if time is available
- 2 Minor usability problems: fixing issues is low/med priority
- 3 Major usability problems: fixing issues is high priority
- 4 Usability catastrophe: product cannot release until fixed

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
4. Consistency and standards Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.	Inconsistent in the sheets - "New Patient", "Add Insurance" and "Add Payment" are opening at different points along the Y axis.	Recommendation/s	0

The screenshot shows a modal dialog box titled "Add Payment Method" with a close button (X) in the top right corner. The name "Misty Wiley" is displayed at the top. Below the name are several input fields: "Name on Card", "Credit Card Number", "Month(MM)", "Year(YYYY)", "CVV Code", "Billing Address", and "Billing Zip". At the bottom of the dialog is a prominent red button labeled "Add Payment Method".

The screenshot shows a modal dialog box titled "New Patient" with a close button (X) in the top right corner. The form contains the following fields: "First Name", "Last Name", "Date of Birth MM/DD/YYYY", "Gender" (with radio buttons for "Male" and "Female", where "Male" is selected), "misty@nobleapplications.com", and "Phone". At the bottom of the dialog is a prominent red button labeled "Add Patient".