



FUSE[®]

a Patterson Technology

Rule of Five Studies for Fuse

Clinical Notes

Treatment Plans

Perio Chart

Preferences Study

Patient Management

Notes

Usability studies were hindered by load time of application, and bugs in the Treatment Plan section.

Data involving how long it took for users to accomplish tasks was not relevant due to load times in excess of 30 seconds.

Clinical Notes Rule of Five study

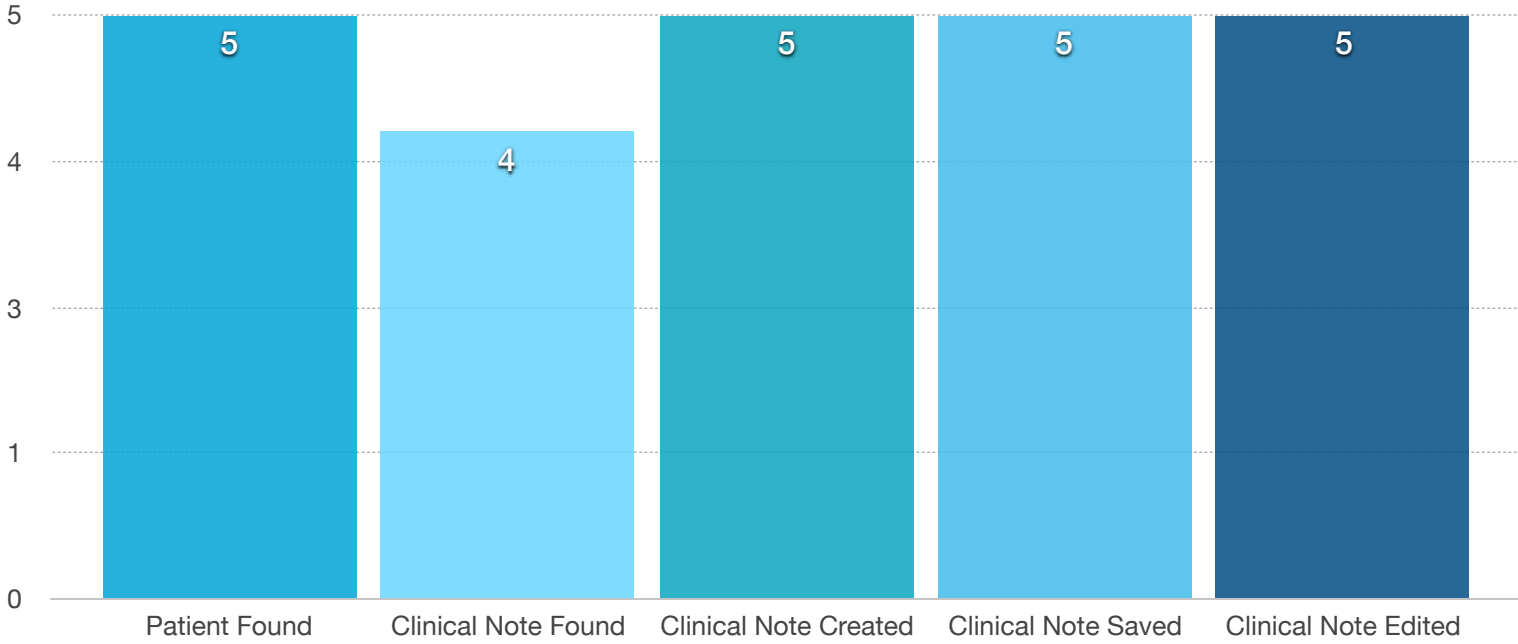
Users were asked to find:

- A patient
- Clinical Notes
- Create a Clinical Note
- Save a Clinical Note
- Edit and Clinical Note

Clinical Notes Results

TASK	USERS COMPLETED
Patient Found	5
Clinical Note Found	4
Clinical Note Created	5
Clinical Note Saved	5
Clinical Note Edited	5

Clinical Notes Study Results Graph

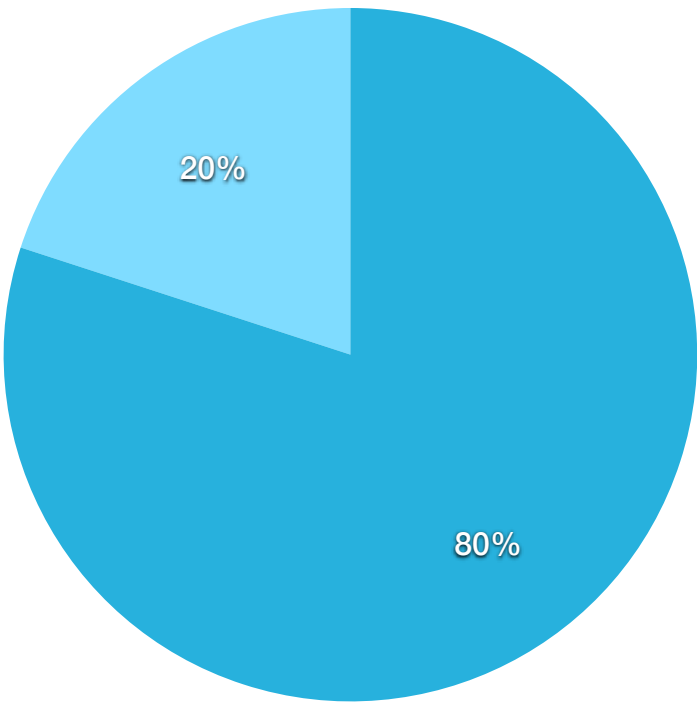


Observations

For the only failed task the user was unable to find the Clinical Notes section, because of the filter for timeline with duplicate name Clinical Notes.

All users found patients via clicking on the navigation bar and going to Patient Management.

Found Clinical Notes Did not Find Clinical Notes



Find Clinical Notes

STATUS	# OF USERS
Completed Task	4
Incomplete	1

Suggestions

Make it clearer that filters are not navigational. Possibly hide filters

Keep a close eye on how users are navigating to patients in future studies.

Treatment Plan Rule of Five study

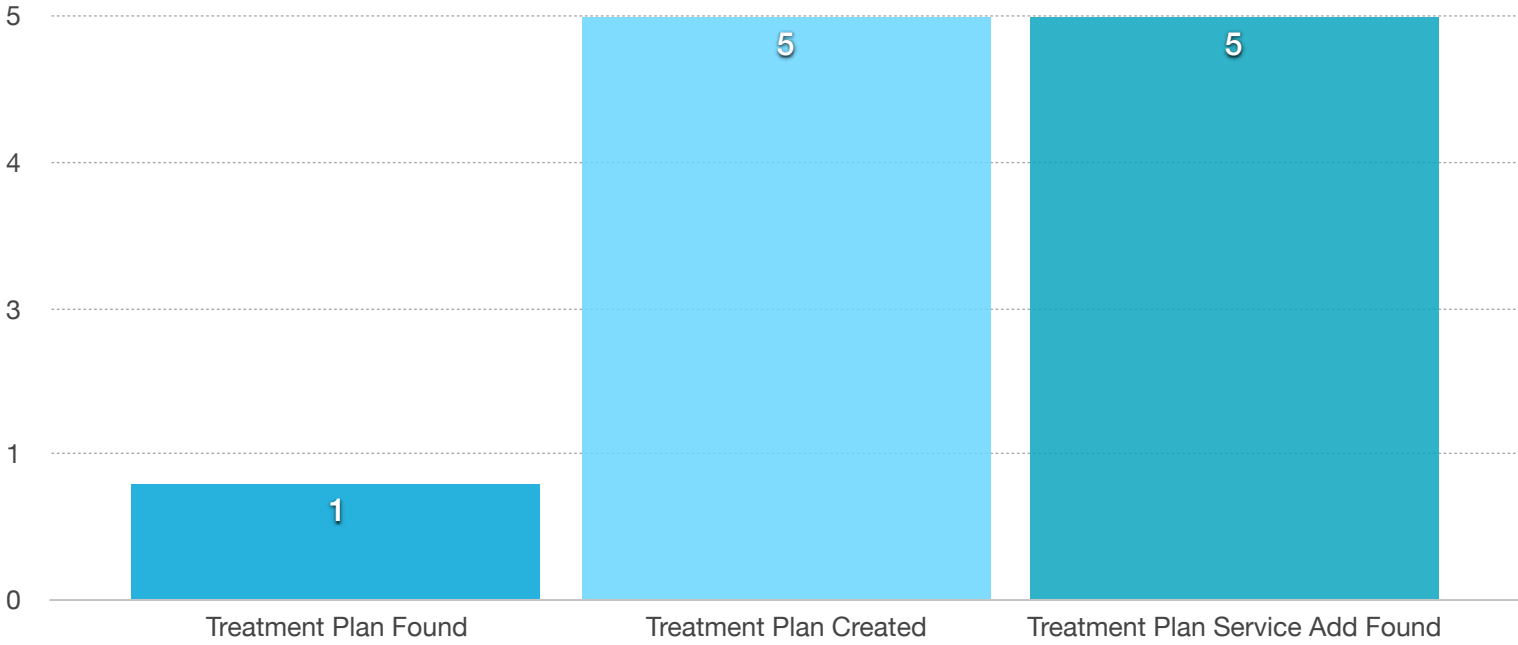
Users were asked to:

- Find Treatment Plans
- Create a Treatment Plan
- Find the button to add a service

Clinical Notes Results

TASK	USERS COMPLETED
Treatment Plan Found	1
Treatment Plan Created	5
Treatment Plan Service Add Found	5

Clinical Notes Study Results Graph



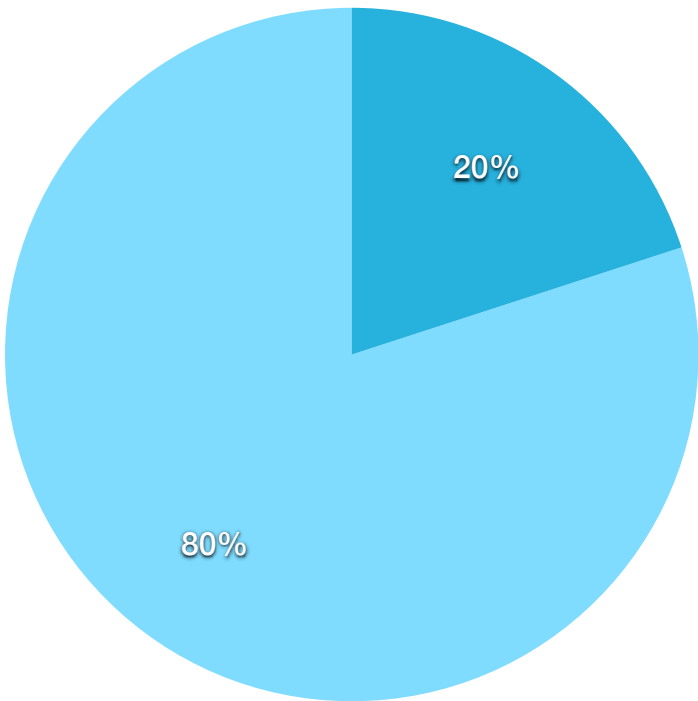
Observations

Only 1 user could identify that Tx Plan meant Treatment Plan, these were not Dental Practice Software experts.

1 user identified Tx Plans, but in the filters section, not the navigation.

The errors in the treatment plan section and slowdown issues made this unusable for testing.

Found Treatment Plans Did not Find Treatment Plans



Find Treatment Plan

STATUS	# OF USERS
Completed Task	1
Incomplete	4

Suggestions

Make it clearer that filters are not navigational. Possibly hide filters.

Be very sure that Tx Plan is common industry language for treatment plan, possibly put the word treatment plan in navigation rather than Tx Plan.

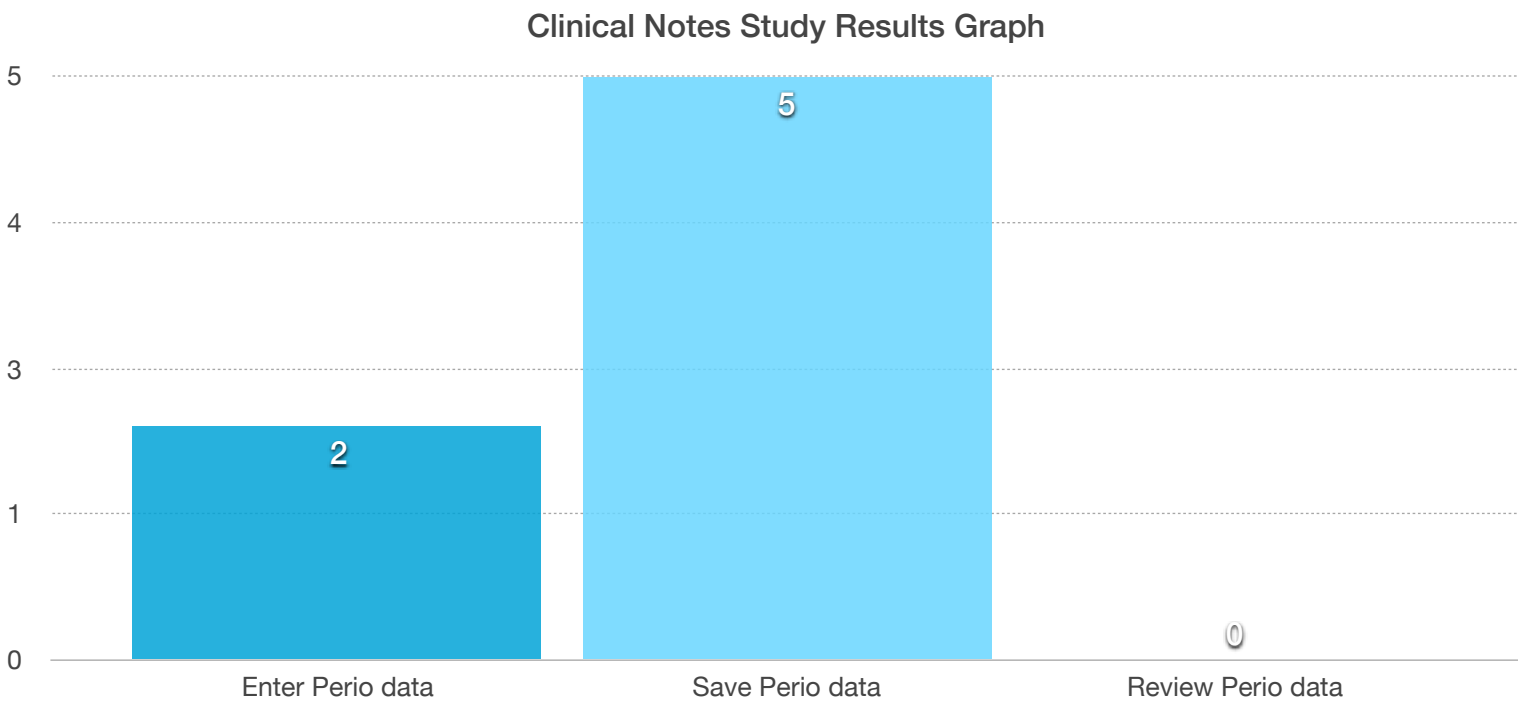
Perio Chart Rule of Five study

Users were asked to:

- Enter Data into a Perio Chart
- Save Perio Chart Data
- Review a Perio Chart

Perio Results

TASK	USERS COMPLETED
Enter Perio data	2
Save Perio data	5
Review Perio data	0



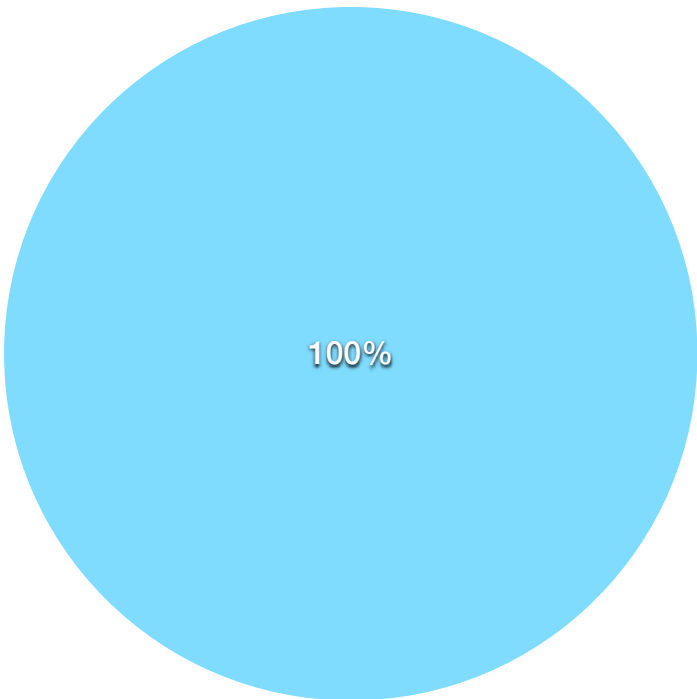
Observations

Users were unable to determine where to go to review Perio data.

Users were confused by the data entry panel for Perio being on the right side, and thought they could enter data directly into the chart, this confused them quite a bit.

Users were unsure what the difference was between Save a Perio chart and Complete a Perio chart.

Reviewed Perio Dat Were Unable to Review



Find Treatment Plan

STATUS	# OF USERS
Completed Task	0
Incomplete	5

Suggestions

Make review of Perio Charts a very clear call to action.

Consider Perio data entry panel on the left side.

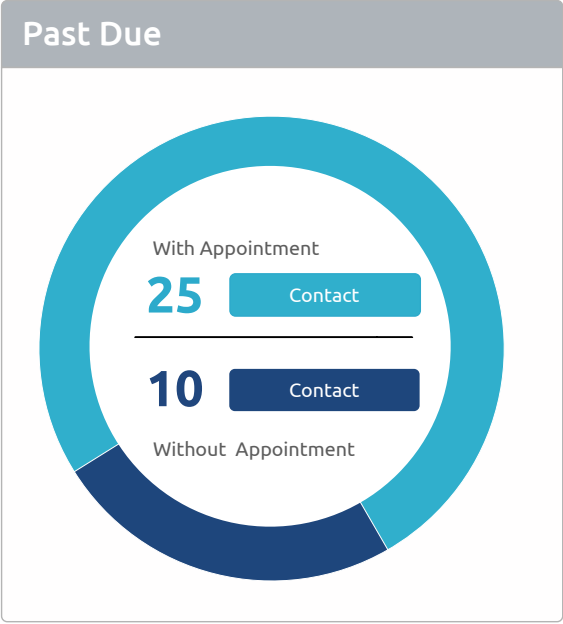
Make language for save and complete more descriptive.

Preference of donut charts versus plain numbers for Patient Management

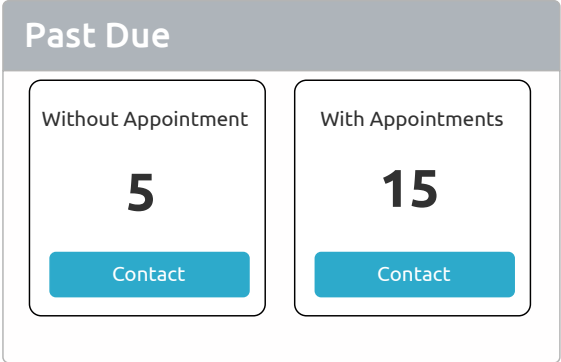
Users were asked to:

Navigate to a task in patient management using two different prototypes.
The primary difference being presentation of the task data.

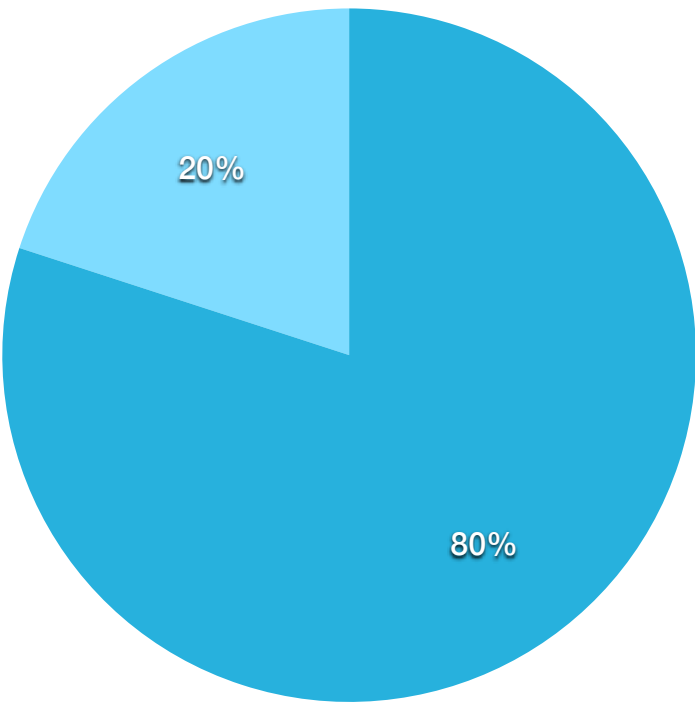
Circles Option



Numbers Option



Circles Numbers



User Preference

TYPE	# OF USERS
Circles	4
Numbers	1

Observations

All users except 1 preferred the circle presentation and were quicker to accomplish the goal of the exercise.

3 users including the 1 who preferred the numbers presentation did not like the way the data in the center of the circle was labelled.

Suggestions

Use the circles but change the data labelling presentation to match the following:

