

HEURISTIC EVALUATION SUMMARY

HealthConnect Appointment Booking System - Group 4

Heuristic Evaluation Summary Table

Evaluator	Heuristic Issue Identified	Recommended Improvement
Jezel Dominguez	<i>H5: Error Prevention</i> Weak confirmation process before final booking may lead to accidental submissions.	Add a confirmation dialog with clear "Confirm" and "Cancel" options before finalizing appointments.
	<i>H7: Flexibility & Efficiency of Use</i> System not fully responsive across devices.	Implement responsive design to ensure smooth access on desktop, tablet, and mobile devices.
	<i>H10: Help & Documentation</i> No Help or support section available.	Develop a searchable Help Center or FAQ section with step-by-step guidance.
Jessica Vipinoso	<i>H2: Match Between System & Real World</i> Use of complex medical jargon in doctor specializations may confuse general users.	Replace technical terms with simpler language and add visual icons for easier recognition.
	<i>H7: Flexibility & Efficiency of Use</i> Lack of mobile optimization reduces efficiency for frequent users.	Improve mobile layout and optimize interactive elements for smaller screens.

	<p><i>H10: Help & Documentation</i></p> <p>Absence of in-system guidance for new users.</p>	Provide onboarding instructions or a Help page for first-time users.
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Earl Francis Salvo	<p><i>H7: Flexibility & Efficiency of Use</i></p> <p>System not adaptable across various screen sizes.</p>	Apply responsive web design principles for consistent usability across devices.
	<p><i>H10: Help & Documentation</i></p> <p>No support documentation for technical issues.</p>	Add FAQ and troubleshooting section for common booking and login concerns.
Jomel A. Pahuwayan	<p><i>H2: Match Between System & Real World</i></p> <p>Technical system labels may not align with everyday user language.</p>	Simplify terminology and include tooltips for unfamiliar medical terms.
	<p>Mobile usability limitations affect accessibility.</p>	Enhance mobile responsiveness and adjust layout proportions.
	<p><i>H7: Flexibility & Efficiency of Use</i></p> <p>Lack of support section limits error recovery assistance.</p>	Introduce Help and contact support features.
	<p><i>H2: Match Between System & Real World</i></p> <p>Unclear labels such as "Consultation Type" may</p>	Add brief descriptions or examples below unclear fields.

John Michael S. Belmonte	confuse first-time users.	
	<i>H5: Error Prevention</i> Required fields are not clearly marked, increasing risk of incomplete submissions.	Add asterisks (*) and realtime validation messages.
	<i>H7: Flexibility & Efficiency of Use</i> Limited mobile responsiveness affects accessibility.	Optimize interface scaling and improve touch-friendly design.
	<i>H10: Help & Documentation</i> No Help or Support feature available.	Provide accessible Help Center and contact option.

Analytical Summary

- The group's heuristic evaluation of the HealthConnect System identified several recurring usability concerns, particularly under the heuristics of Flexibility & Efficiency of Use, Help & Documentation, Match Between System & Real World, and Error Prevention. This significantly affects accessibility and efficiency, especially for users who rely on mobile devices. Additionally, the absence of a Help or FAQ section limits user support and error recovery, potentially reducing user confidence. Minor issues were also noted in terminology clarity, where technical medical terms and unclear labels may increase cognitive load for first-time users. Addressing these concerns through responsive design improvements, simplified

language, stronger validation feedback, and integrated user support would substantially enhance overall system usability and user satisfaction.