Health initiatives are becoming a growing solution for healthcare provision in developing countries. With the purpose of helping people from underserved areas to access physicians, the University of California Irvine has designed the mobile application VirTelMed. The objective of the study was to implement a usability study of VirTelMed in South Africa, with a focus in its design, usefulness and intuitiveness. The study is based on observing how the respondents attempt to perform a series of tasks, complemented with a semi-structured interview. Namely, 16 persons were asked to test VirTelMed. In average, the respondents expressed satisfaction with its intuitiveness, usefulness and design. Remote usability studies that use methods such as participant observation and interviews allow software developers to test mHealth applications in diverse contexts, and obtain useful contributions. Participatory tools have to be featured to allow the testers to contribute remotely to the design of the applications.
Remote Usability Study on mHealth app VirTelMed in a South African Setting

Remote Usability Study on mHealth app VirTelMed in a South African Setting


Index Terms

Computer Science

Mobile Applications
Keywords
South Africa  mHealth  User Study  Qualitative  Ethnography