

Usability Testing

Pill Box Care Medication Management App

#	Issue	Description	Severity	Solution
1	Hard-to-understand dosage info	Ambiguous dosage display — e.g. 500 g shown as 2 pills of 250 each, or 1000 mg? Users can't tell which unit is correct.	High	Adjust copy for clarity — show dosage unit consistently and explicitly (e.g. "2 × 250 mg = 500 mg total").
2	Cannot log a dose taken after missing it	"What if I took the pill but forgot to add it in the app? Can I add it after I missed a dose?" No clear way to retroactively log.	High	Add an 'Update missed dose' CTA on the missed dose entry, allowing backdated logging with a timestamp.
3	Report download scattered across sections	"I need to download a report in one place, not go to each separate section." Downloading requires navigating multiple areas.	Light	Add a single 'Download Report' CTA with a section selector. Rename the 'Progress' nav item to 'Reports' for clarity.
4	Cannot send notifications to partial-access user	"For partial access — can I send this person notifications?" Caregivers with partial access have no way to nudge the patient.	Medium	Add a feature allowing caregivers with partial access to send reminders/notifications to the patient.
5	Missed dose not visible at a glance	"I need to easily know I missed a dose." The missed dose count is not prominent on the home screen.	Medium	Display number of missed doses in the first fold of the home screen — always visible without scrolling.
6	Cannot link symptoms to a specific medicine	"I wouldn't know if the side effects or symptoms I experience are from that specific medicine."	High	Add symptom logging without mandatory medicine connection — just timestamps. Doctor can analyse and decide the link.
7	No alert for potentially problematic medicine combinations	"For my mix of medicine, can I get an alert if it could be a problem, to check with my doctor?"	Light	AI notification: '2 potential medicine interactions detected — ask your doctor.' Non-diagnostic, advisory only.
8	Success rate display unwanted by some users	"I don't like to see my success rate." Medication adherence success rate is always visible with no option to hide it.	Light	Remove overall medication adherence success rate or make it toggleable/customisable in Settings.
9	No time-based alert intensity control	"I need a feature per alert mode to change alert sound or intensity at night or when I am at work."	High	Add day-time / night-time settings per alert mode. Include time slots for subtle alerts (e.g. during work hours).
10	Patient data loss if caregiver removes them	"If the full-access caregiver deletes everything, the patient should have a backup somewhere."	High	Caregiver can remove patient from their view but this does not delete patient history — data is stored in a database accessible via patient credentials and transferable to another caregiver.