IOT Prototype Challenge: INSULIN PUMP

Story

Jennifer Steele is a type I diabetic patient who needs 4 shots of insulin per day and monitors the glucose level at least 3 or 4 times a day. She currently uses insulin injections and the blood glucometer to monitor her sugar levels. This is quite a hindrance to her current life style. She is in need of an equipment that can inject insulin automatically into her body depending on her glucose levels, monitor the glucose levels and request a new stock of insulin when the stock level drops below a threshold value.
Persona

JENNIFER
Diabetic with a busy lifestyle

“I would like the insulin intake process to be as transparent as possible.”

About
- 42, married, diabetic for past 30 years
- Works as a Sales Representative with need to travel frequently
- Needs to monitor glucose levels minimum 3 to 4 times a day
- Needs to take 4 insulin injections per day to maintain the glucose level

Responsibilities
- I am responsible for working with customer to find what they want, create solutions and ensure smooth sales process
- I spend more than half of my time outside the office meeting with the customers
- I am responsible for taking care of the house and kids

Main Goals
- Better management of the glucose levels
- Better process for insulin intake

Needs
- I need to monitor the sugar levels so they do not go high or low and cause complications
- I need to take insulin shots so the glucose level is maintained in the body
- I need one system that can monitor glucose level as well as inject insulin

Pain Points
- Need to find a private place to inject insulin.
- Need to prick a finger every time the glucose level needs to be taken
- Need to order insulin once the stock reaches below a certain threshold point
Point of View

As a diabetic patient, I need a way to continuously monitor the glucose level in my body and intake insulin accordingly so that it does not go high or low and cause any complications.
## UX Journey

| ACTIONS | Get the lancet and lancing device  
Get the test strip  
Get the blood glucometer | Switch on the blood glucometer  
Wash and dry hands  
Using the lancing device and new lancet  
get drop of blood from the fingertip  
Apply blood drop to the test strip to begin the test | Wait  
Read the results | If glucose level is high then get the insulin injection | Find a private area to inject insulin  
Inject insulin using the injection | If insulin injection stock is low, place an order for more |
|---|---|---|---|---|---|---|
| MINDSET | Aahh , I have to gather all the devices | Oh no, not again, I hate to prick my finger | Will the glucose level be high?  
Will I need to take insulin injection? | Need to find a private area  
Once again I will have to take the insulin shot | Oh I going to hurt | Need to call or order online |
| FEELING | 😊 | ☹ | ☹ | | | |
| TOUCH POINTS | Lancet  
Lancing device  
Blood glucometer  
Test strip | Washroom  
Private area | Blood glucometer  
Results display | Area where insulin is stocked | Private area  
Insulin injection | Phone  
Laptop |
Mockup Screens

Screen 1 – Launch Page
Click on the Launch Page to access Insulin Pump details

Connected Goods

Insulin Pump

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NOTIFICATION

Needs Attention
Screen 2 – Main Page
Main page displays insulin pump details like glucose level of the patient, stock level, insulin intake time and when the order was placed.
When The Notify Button is clicked the pop up screen to send email to the Contact person is displayed

All notifications are displayed when the See All link is clicked

Link to the Study

https://standard.build.me/user-research/fa9d02b4cdcc32750e1fd93b/participant/5c32d9c0d364fa0c0e204814