



Telehealth Lab Test

Home Mar 1

You just finished the telehealth appointment with your doctor on PocketDoctor.



**You interact with the phone
app**

https://e042fb0b-00ff-40a2-b244-c2c1120899b5.usrfiles.com/ugd/e042fb_0774c61205fa4045944443bb85a16ff4.pdf

Home Mar 25

You received a notification reminding you of your lab test tomorrow.



Street Mar 26

You go to the clinic.



Labcorp Mar 26

You check in at the kiosk in the hall.



**You interact with the kiosk
interface**

https://e042fb0b-00ff-40a2-b244-c2c1120899b5.usrfiles.com/ugd/e042fb_d7ce1bb790dd463e8105416b77d854a2.pdf

Home April 5



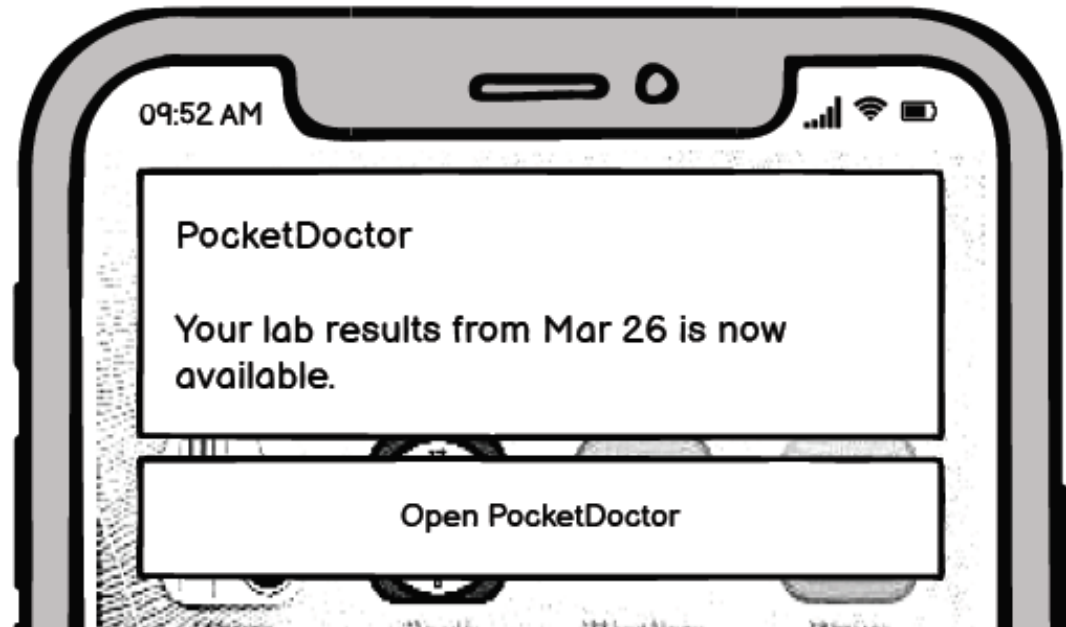
You received a notification from PocketDoctor via an email as well as an app notification.



PocketDoctor

> Your lab results from Marc... 12:47 PM

No preview is available.



You open the app.

https://e042fb0b-00ff-40a2-b244-c2c1120899b5.usrfiles.com/ugd/e042fb_004bb055d1104db4b0eb87214b4d03dc.pdf

Survey

1. Rate process convenience: (Inconvenient) 1 – 7 (Most convenient)

2. Rate app experience: (worst) 1 – 7 (Best)

3. Rate kiosk experience: (worst) 1 – 7 (Best)

4. Rate brand image of PocketDoctor: (least) 1 – 7 (best)

5. Rate brand image of Labcorp: (least) 1 – 7 (Best)

6. Rate privacy and security: (least) 1 – 7 (Most private and secure)

7. Rate trust for PocketDoctor platform: (worst) 1 – 7 (best)



1



2



3



4



5



6



7