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TH_NK

'The objective is to significantly increase xxxx xxxx xxxxx xxxxxx'

Bupa: **Wellife Portal**

Version 3.6 (draft)

User Experience Specification

JOB NUMBER:

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DATE: 04 FEBRUARY 2009



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Summary

This document represents a user centred approach to web based projects developed over time to ensure that newly created web sites/applications are produced with the core objective of satisfying real user goals. The secret to this for the majority of websites (with the exception of entertainment type sites where the focus is more on serving on-site entertainment rather than a 'complete task and go' approach) is to allow the user to accomplish the specific task that they have come to site to achieve in the quickest and easiest manner possible. This approach is the essence for creating a positive user experience.

Personas

During discussions about site and page structure, especially in terms of considering new or alternative approaches, the project team should turn back to the personas and ask themselves, 'what would be the best approach to help this user type achieve his or her core goal(s)?' If it turns out that a particular feature being debated does not help to optimise a user's experience when seeking to completing a core goal, then there is often a strong case for the feature to be dropped and efforts refocused on helping the user to achieve their core objectives.

User goals to journeys to site map

The user goals identified for each persona lead us to consider the user journeys that would best satisfy these goals. Once the journeys are defined we are then in a position to think about a site structure that would support these journeys and this leads to the creation of a site map.

Wireframes

Once a site map is in place the final task is to create pages (wireframes) that optimise the users' experience in the pursuit of achieving a goal.

Wireframes are simplified representations of schema for a digital interface or product. Wireframes show the (functional and informational) components of a web page or interface, their relationship to each other, and how they will work from the users' perspective.

Wireframes are intended for discussion amongst the user representatives, business stakeholders, business analysts, designers and developers. Their development is iterative, with feedback being incorporated into subsequent, more detailed versions which often form specifications for development.

Wireframes do not necessarily represent full visual design (e.g. the exact layout, colour schemes, imagery, graphics), however the layouts have been proposed with much thought given to towards ensuring that each page provides the user with the right information, in the right place, in the right time, in the right way.

Strong deviation from these layouts is not recommended as it can have a negative impact on the usability of the pages and so hinder the users' ability to complete a task. This would result in a marked decrease in the usefulness of the site to it's user base, the consequences of which can be conclusive.

Copy

The copy applied to these pages is not meant to be the final copy used, however it is applied to steer the website copywriter towards the kind of sign posting and messaging that will ensure that the users of the site can achieve their goals through easy comprehension.

An exception to this is the navigation labels – these should remain as proposed within this document unless a strong reason arises that suggests a need for a change. Proposed changes should be discussed with the author of this document if possible, as the labelling already proposed will have been chosen after much thought given to a range of important factors.

Geoff

Online Health Risk Assessment (B2C)



Setting the scene

About Geoff

- 38 years old
- Stocker broker.
- Single

What's his main driver?

For the past 2 months Geoff has been feeling almost permanently tired and is worried that his highly stressful job combined with long hours and hectic social life could have taken it's toll on his health overall.

He never seems to have time to visit his doctor, but has heard something from an equally busy friend about an online health assessment that he can do via the Bupa website.

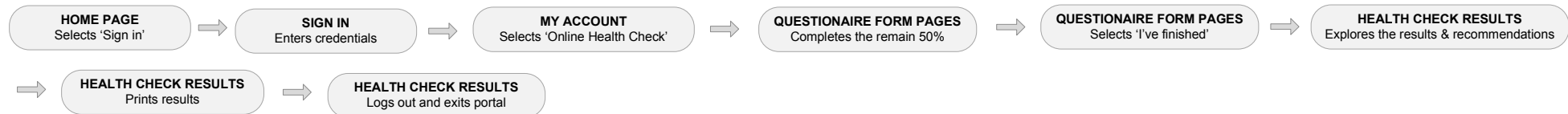
He's also interested in trying to start exercising again, ideally getting himself back into a good level of fitness with the ultimate goal of entering a Bupa running event before the end of the year.

Goals & journeys

Goal 1 – find a way to get a quick snapshot of his health online.



Goal 2 – come back to the portal 2 days later and complete the online health check

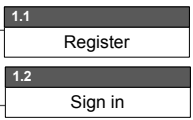
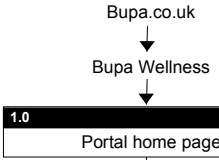


Goal 3 – return to the portal 2 months later and update the data held from his previous online health check and view the new (hopefully improved) assessment results

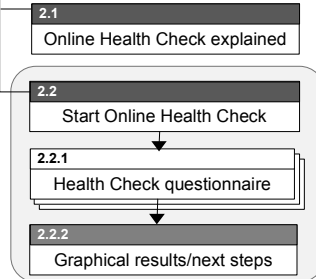


Additional pages (accessed via footer):

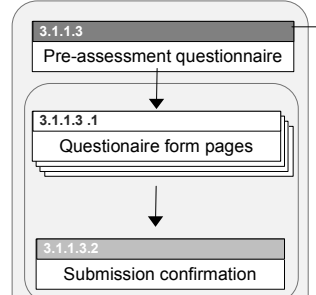
- Privacy policy (7.0)
- Accessibility policy (8.0)
- Legal notices (9.0)



2.0 Online Health Check



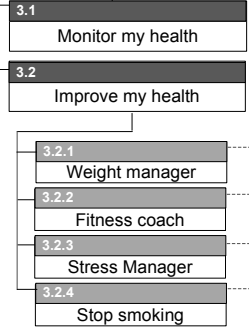
Secure area requiring user sign in/register. User can save incomplete questionnaire, exit and return later (to section 3.1.1) to complete and submit the form.



Secure area requiring user sign in / register and enter unique assessment ref number. User can save incomplete questionnaire, exit and return later to complete and submit the form.

Secure area (part of 3.1.1).

3.0 Manage My Health



3.1.1 Monitor My Health (My Account)

Secure area requiring user to sign in/register. User can view dashboard and influence results by editing data within form fields.

Notes
If user signs in but has no dashboard content a hyperlinked list of services is presented encouraging the user engage with one in order to populate the dashboard.

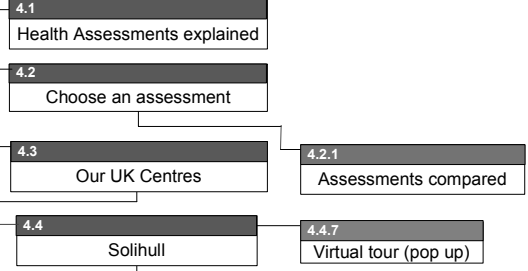
Data from the Online Health Risk Assessment and the Full Health Assessment (Solihull only for phase 1) should be viewable (graphically) & editable. For Solihull users (phase 1) their report will also be uploaded in PDF format.

Ideally as the site is developed data from more and more health management tools can be presented and edited from here.

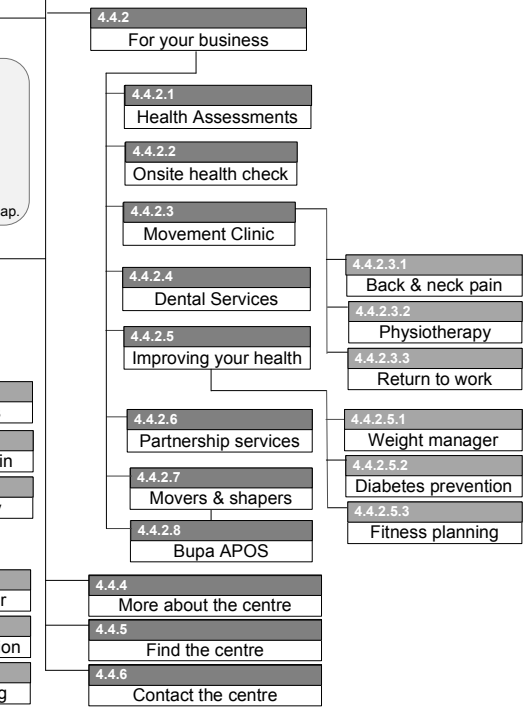
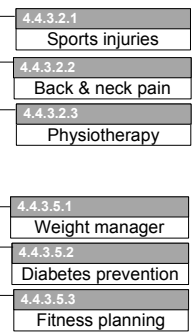
This area will be the default area for a signed in user. It will provide access to new or partially completed online health checks and pre-assessment questionnaires.

Secure area (part of 3.1.1).

4.0 Full Health Assessment



1) Confirmation email sent immediately.
2) Instructional email with assessment ref sent asap.
Secure area requiring sign in/registration.



Solihull users

Bupa Health Navigator

Guiding you towards a healthier life ¹

HOME | ONLINE HEALTH CHECK | MANAGE MY HEALTH | FULL HEALTH ASSESSMENT | FAQs

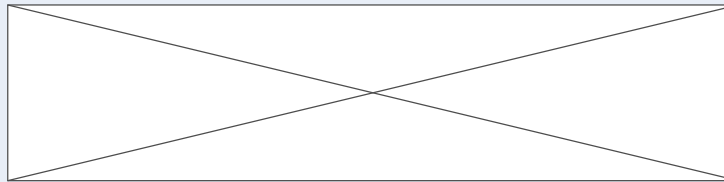
Introductory copy to summarise the proposition in 1 or 2 short sentences.

The key messaging needs to be around the 3 sections of the site and how they fit together to provide a service where you can monitor, manage and improve your health from one single point.

- Quis nostrud exerci tation ullamcorper suscipit lobortis
- Nisl ut aliquip ex ea commodo consequat.

Animation/graphic presenting the proposition ²

One life, one health, one place to sort it out...



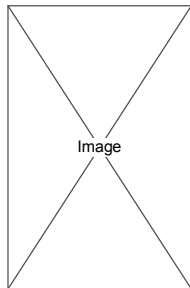
Let us help you find your way to a longer healthier life...

Online Health Check

Introductory sentence summarising section.

- Key feature/benefit
- Key feature/benefit
- Key feature/benefit

[Online Health Check](#)

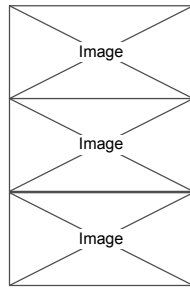


Manage My Health

Introductory sentence summarising section.

- [Monitor my health](#)
- [Improve my health](#)

[My Health](#)

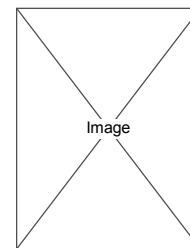


Full Health Assessment

Introductory sentence summarising section.

- [Health Assessments Explained](#)
- [What's best for you?](#)
- [A brand new centre](#)

[Full Health Assessment](#)



Key considerations for this page

- 1) Must introduce site concept in a concise easy to understand way.
- 2) Answer the user questions:
 - What's this all about?
 - Is there anything here for ME?
 - I'm interested, where shall I go next?
- 3) Encourage engagement with the site as a health management proposition via registration.
- 4) Visually strong and yet light and uncluttered
- 5) Keep core messaging above a 580 px fold.
- 6) Introduce core sections (x3) and allow direct access to key subsections.

¹ Strap line - I've shown an idea of the kind of thing we could use to immediately give a new user an idea of what the portal is all about. The final strap line would require consideration from the Think Creative Team and input from Bupa.

² Animation/graphic – We should use this area to further support the messaging behind the concept overall. Please bear in mind that further down in the hierarchy there will be visuals such as '5 steps with videos' feature and also 'Here's our brand new centre' so would rather avoid focusing too much on these items on this page.

580 px fold

Register

Complete this short form for access to all areas of the site and start managing your health online today!

Required fields

- 1 **Title:**
 ✔
E.g. Mr, Mrs, Dr.
- 2 **First name:**
 'First name' must be text only
- 3 **Last name:**
 ✔
- 4 **Email:**
 ✔
Please type this in carefully as you will need to enter this to sign in.
- 5 [Why do Bupa need this?](#) We need your email address for several reasons. Firstly it will be used as your username in the future when you sign into the site..... Close
- 6 **Password:**

Must be between 8 and 12 characters and include at least 1 number and 1 letter.
- 7 **Re-type password:**

You cannot paste into this field.
- 8 I accept the Bupa Health Navigator website [terms and conditions](#)

In this example the user has successfully completed 3 out of the first 4 form fields. A successfully completed form field is signified by a green tick.

Optional fields

Keep me updated about Bupa products and services designed to help me improve, monitor and manage my health.

Register now

Please be assured that Bupa will not share your data with anyone. View Bupas' [Privacy Policy](#)

Register (1.1)

- 1 Title – required field allowing between 2 and 50 characters (letters, hyphens and spaces only).
- 2 First name – required field allowing between 2 and 50 characters (letters, hyphens, spaces only).
- 3 Last name – required field allowing between 2 and 50 characters (letters, hyphens, spaces only).
- 4 Email – required field allowing between 2 and 60 characters. Must be a valid email address including name, '@', domain, domain type (e.g '.com').
- 5 [Why do Bupa need this?](#) – should render an inline div (shown as selected on the wireframe) which explains the fact that the users' email address is needed at 'sign in', will also be used to communicate any vital site updates, and also confirm that it will not be passed on to other organisations.
- 6 Password – required field allowing between 8 and 12 characters including at least 1 number and 1 letter.
- 7 Re-type password – required field as per item 5 above. This field should be coded so that the user cannot paste into it.
- 8 Terms and conditions – required field.

Form validation

If the user enters invalid values into form fields error messaging should render inline as show on point 2 on the wireframe. All form fields should also be validated when the user selects the submit button and the error messaging should render as follows:

Please review the fields highlighted below:

Title:
 Please enter your title
E.g. Mr, Mrs, Dr.

First name:
 Please enter your first name

Password reminder


Please confirm the email address you used when you first registered and we'll send you a reminder of your password:

Send password reminder

1

1 Placeholder for confirmation/error message.

Confirmation message

 **Thank you** – we have sent you a password reminder

Error message

Sorry – we don't recognise this email address.
Please [contact us](#) for help with your password.

580 px fold

Online health check

Introductory copy to summarise the proposition in 1 or 2 short sentences.

The messaging needs describe the benefits of an online health check and that the process is free, saves time, results are given straight away, and allows ongoing management of their health online.

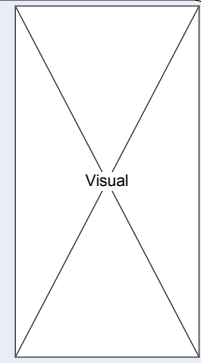
- Quis nostrud exerci tation ullamcorper suscipit lobortis
- Nisl ut aliquip ex ea commodo consequat.

View [Online Health Check explained](#) for more detail.

[Start your online health check today](#)

“Did you know?” - animation/graphic

- “Early detection of cancer improves the survival rate by ‘x’ %.
- 30 mins exercise 3 times a week can reduce your risk of developing heart disease by ‘x’ %.
- Small improvements in diet now can extend your life by ‘x’.

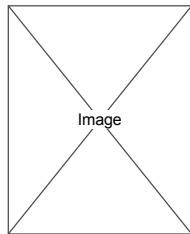


3 steps to get your health on track and keep it there

Step 1 – Discovery Where we find out a bit about you

Introductory sentence summarising discovery stage.

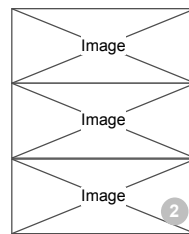
- Process description 1
- Process description 2
- Process description 3



Step 2 – Report back We show you how you’re doing today

Introductory sentence summarising graphical report.

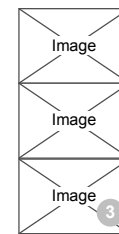
- Report description 1
- Report description 2
- Report description 3



Step 3 – Recommend & manage Suggested steps to improve your health and a place to monitor & manage it.

Introductory sentence summarising recommendation & ongoing management.

- Recommend description 1
- Recommend description 2
- Monitor & manage



[Step 1 - Discovery](#)

Key considerations for this page

- 1) Must introduce Online Health Check in a concise easy to understand way.
- 2) Sell the benefits of participation.
- 3) Get the user to think of providing form data as a positive thing (ie. “find out a bit about you”).
- 5) Introduce the easy to interpret nature of the graphical report.
- 6) Introduce the fact that the user can use the portal to manage their health into the future.

1 Animation/graphic – this page element should present some of the core reasons why an online health check is such a worthwhile proposition eg. early detection increases your chances for surviving ‘x’ cancer by ‘y’ %.

2 Module images – should show the graphical nature of the report.

3 Module images – should show the graphical nature of the dashboard/account management (3.1.1).

4 Call to action

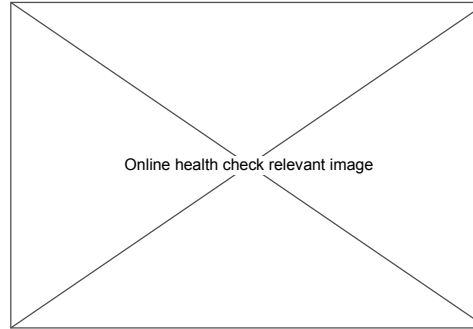
580 px fold

Start Online Health Check (2.2)

Start Online Health Check

Introductory copy to summarise the proposition in 1 or 2 short sentences. For detailed background please see the [Online Health Check explained](#) page.

You can save this Online Health Check part of the way through and come back to it later. To access it again just sign in to this site. **1**



Required field = *

1) Please confirm who this online health check is for:*

John Smith

2 Guest (if not the person named above)

3 2) Age and gender of participant:

Your gender*

Male Female

Your date of birth*

Day Month Year

Online Health Check is only available to persons aged 18 and over.

4 [Why do I need to be 18 to do an online health check?](#)

3) Please choose which Online Health Check you'd like to do:*

5 **Full health check**

Consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. (usually takes between 15 – 20 minutes).

Wellbeing check

Consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. (usually takes between 10 – 15 minutes).

Medical risk

Consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. (usually takes between 10 – 15 minutes).

Continue

6 About the health related information presented on this site

The information contained on this web site is not a substitute for advice and diagnosis by a qualified medical practitioner. You should always consult an appropriate healthcare professional if you have any questions or concerns. For further information please view the [Medical Policy](#) and our [Terms and Conditions](#).

Form field validation

Form field validation should be as per all other forms on this website (see Registration wireframe (1.1) part 2 for an example).

1 Important to inform user that this is just the start of an ongoing health management process that is offered via this website.

2 Guest option is standard functionality offered by Expert 24.

3 This is key data required by the Expert 24 application. Should this data be added into the Portal's 'light' registration page then the need to collect this data on this page from the a known user (ie. not a guest user) is eliminated. If this becomes the case then this item should ONLY render if the user has chosen the 'Guest' option. (If these fields remain on this page as standard then they should be pre-populated where this data is known e.g. if a Full Health Assessment user accesses this page).

4 Renders a short explanation inline (see Registration wireframe (1.1) part 2 for an example).

5 Full health check is the default selection.

580 px fold

6 Standard Expert 24 content. The pages that are accessed via the hyperlinks should maintain the same branding as this page and be written in a way that considers the fact that the user is signed into a Bupa site.

Bupa Health Navigator

Guiding you towards a healthier life

HOME | **ONLINE HEALTH CHECK** | MANAGE MY HEALTH | FULL HEALTH ASSESSMENT | FAQs

1 Full Health Check

Your progress through the sections

- Family history ✓
- Medical conditions ✓
- Race or ethnicity ✓
- Medications ✓
- Living arrangements/support ✓
- Tobacco ✓
- Diet ✓
- Exercise ✓
- Occupations & exposures ✓
- > Prevention
- Alcohol
- Drugs
- Sleep
- General
- Relationship
- Financial stress
- Work stress
- Vital signs
- Physical findings
- Review answers
- Health check results

Prevention Dental prevention

Do you brush your teeth at least twice a day with a flouride based tooth paste?

Please choose your answer

- Yes
- No
- Not applicable

[Bupa Privacy Policy](#) [Print this page](#)

32% completed



[Back](#) [Review / change my answers](#) [Save & exit](#)

2

Sample Online Health Check question (2.2.1)

Form field validation

Form field validation should be as per all other forms on this website (see Registration wireframe (1.1) part 2 for an example).

In this example there is no form field validation, however some other question do require it.

1 Shows the user how far they are progressing (by way of a green tick) through the various sections of the health check.

Ideally (if technically feasible) the sections shown as completed should also be clickable to allow the user to move backwards directly to a desired section (if this is implemented then the completed section title labels should be styled as per standard site links).

2 Save and exit – saves all data entered and re-directs user to My Account page (3.1.1).

580 px fold

[Privacy policy](#) | [Legal notices](#) | C Bupa 1996-2008

Bupa Health Navigator

Guiding you towards a healthier life

HOME | **ONLINE HEALTH CHECK** | MANAGE MY HEALTH | FULL HEALTH ASSESSMENT | FAQs

Title

Introductory copy to summarise the meaning of the following graphical representation of the user's wellbeing and risk. It's important to remind the user that they can return to this site to update their online health check and monitor and manage their health online.

<h3>My Wellbeing profile</h3> <p>Overall wellbeing</p> <p>Bad Ok Good Ideal</p> <p>Fitness </p> <p>Diet </p> <p>Habits </p> <p>Exercise </p> <p>Health </p> <p>Select Health Recommendation check boxes to update these results</p> <p>My Wellbeing Profile explained ²</p>	<h3>My Risk profile</h3> <p>Show me the risks of getting the following before the age of: <input type="text" value="65"/></p> <p>Heart disease </p> <p>Lung cancer </p> <p>Diabetes </p> <p>Prostate cancer </p> <p>Stroke </p> <p>Select Health Recommendation check boxes to update these results</p> <p><input type="checkbox"/> = risk due to unchangeable factors <input checked="" type="checkbox"/> = added risk due to lifestyle</p> <p>My Risk Profile explained ³</p>
--	---

Next steps

- 1. Review your Wellbeing and Risk profiles**
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat
- 2. Choose which Health Recommendations you want to focus on as your goals**
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat
- 3. Consider Bupas' Health Programs as structured paths to improve your health more quickly**
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat
- 4. Use this site to Monitor and manage your health over the years to come**

Further information

[Consider being screened for diabetes](#)
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna.

[Review your health risks at least 5 yearly](#)
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.

[Prostate cancer screening is controversial](#)
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.

⁴

Health Factsheets

[Cholesterol](#)
[Diabetes](#)
[Heart Health](#)
[Lung cancer](#)
[Prostrate cancer](#)
[Stroke](#)
[Weight loss](#)

View all [Health Factsheets](#) ⁵

100% completed

[Back](#) [Review / change my answers](#) [Save](#)

Health recommendations ¹

Choose a maximum of 3 recommendations to work on over the next 3 months

[Loose weight](#)
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore.

[Stop smoking](#)
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore.

[Lower cholesterol](#)
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore.

[Exercise more](#)
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore.

[Reduce stress](#)
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore.

[Manage chosen health factors](#)

Results/next steps (2.2.2)

- Expert 24s' health recommendations module.
- Provides inline explanation of this profile type (ie. closable pop up div).
- Provides inline explanation of this profile type (ie. closable pop up div).
- Links point to Expert 24 informational pages.
- Links should load the relevant factsheet (into a pop-up window) from within Bupa.co.uk's Health Fact Sheets section. The current 'print-friendly' versions within Bupa.co.uk would be ideal as they are designed to render in a pop-up window and any impact resulting from page design differences would be greatly reduced.

This module should also include a link to [Bupa Health factsheets](#) starting page.

If technically feasible (unlikely for phase 1), the factsheets should match the items identified as relevant to the user based on the answers they gave during the Online Health Check.

580 px fold

Bupa Health programs

This module has been removed from the page as it is planned that these health programs (where relevant based on user data) will feature within the 'Health Recommendation' module.

Bupa Health programs

[Stress management](#)
Nonummy nibh euismod tincidunt ut

[Diet discipline](#)
Nonummy nibh euismod tincidunt ut

View all [Bupa Health programs](#)

Manage my health
Monitor My Health
- My account
- My Health Profile
- Update personal details
Improve My Health

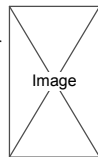
Monitor my health – My account

Introductory copy to summarise the proposition in 1 or 2 short sentences.

The messaging needs summarise the key concept of the My Account section which is to facilitate the managing of the users' health from one location.

My Health Profile

If you've completed a [Full Health Assessment](#) you've got all the information you need to create your very own online Health Profile from which you can monitor your key health indicators.

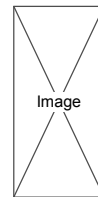


Even if you haven't yet had a full assessment, why not populate the profiler with the key information that you do know and start monitoring your health today.

[My Health Profile](#)

My personal details

Bupas' [Privacy Policy](#) ensures that all of the information we hold about you is managed carefully and kept safe.

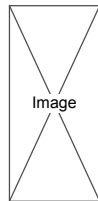


In this section of the site we present to you all the information you have given us and give you the option to update that information.

[My personal details](#)

Online Health Check summary

Completing an Online Health Check has given you access to a range of online health management tools.



Manage your chosen health goals and start work on some of the other health recommendations we've suggested to ensure your reach and stay in optimum health.

[Online Health Check Summary](#)

Bupa health programs

We've teamed up with the leading providers of private health programs to provide you with options to help keep you in tip top shape.

Stress management

Consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut



Diet discipline

Consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut



My full assessment forms

[Pre-assessment questionnaire](#) (50% complete)

[New pre-assessment questionnaire](#)

My documents

[Full Health Assessment 12/11/06](#) (PDF 4.5MB)

My health programs

[Fitbug](#)

My appointments

[Full Health Assessment 10/11/08](#)

Key considerations for this page

This page/section must be equally appealing to HRA and Full Health Assessment customers (as well as users who wish to use the dashboard without engaging with anything else). Therefore care must be taken in how and when certain features and functionality is presented.

- Module should only render if the user has completed an Online Health Check.
- For phase 1 release it is likely that this module will NOT be dynamically populated based on user data but in fact will show generic programs. It is envisaged that for later releases back end systems will allow for intelligent population of this module based on user data.
- Module gives the the user access to a new PAQ as well as to any partially completed (if applicable). The user should also have editable access to any PAQs they have submitted where the appointment has not yet occurred. (eg. [Submitted pre-assessment questionnaire \(12/08/08\)](#))
- Module gives the user direct access to the pdf detailing a previous health assessment. Selecting the link should open the pdf (handling of the pdf should be as per Bupas' standard policy re the rendering of pdf documents).

This module should only render in instances where the user has completed a full assessment and Bupa do have a pdf version to render.
- Module gives the the user direct access to their 3rd party programs (ie. selecting this link will take the user to a 3rd party domain).

This module should only render if the user has engaged with a health program(s).
- Module gives the the user access to a simple div (as shown) that presents the key appointment details back to the user. Clicking on the centre name should load the 'Find the centre' page (4.4.5). Module should only render if user has a booking.

Your booking details

Booking ref: ABC123

Attendee: Mrs Mary Smith
Assessment type: Classic
Additional items: Mammary check
Bupa centre: [Solihull](#), address goes here,
Doctor: Dr Smith
Date: Saturday 9th December 2008
Time: 9.30 am

Total paid: £690

[Print](#) [Close](#)

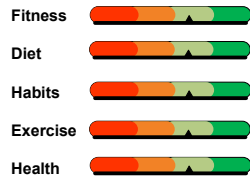
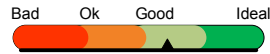
- Manage my health**
- Monitor My Health
- My account
- My Health Profile
- Update personal details
- Improve My Health

Online Health Check summary

This page presents the results from your most recent online health check which was completed on Saturday 26th November 2008.

My wellbeing profile

Overall wellbeing

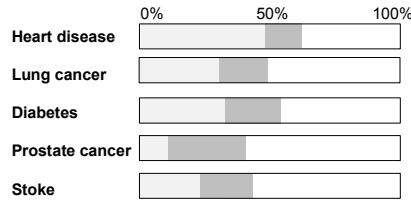


Select Health Recommendation check boxes to update these results

[My Wellbeing Profile explained](#) ³

My risk profile

Show me the risks of getting the following before the age of:



Select Health Recommendation check boxes to update these results

= risk due to unchangeable factors
 = added risk due to lifestyle

[My Risk Profile explained](#) ⁴

[Update my Online Health Check](#)

[Print friendly version of this page](#) ⁵

My health goals

You can have a maximum of 3 goals

- [Loose weight](#)
- [Lower my blood pressure](#) ¹

My health recommendations

- [Stop smoking](#)
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore.
- [Lower cholesterol](#)
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore.
- [Exercise more](#)
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore.
- [Reduce stress](#)
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore.

[Add to My Health Goals](#)

You can add 1 more to your health goals ²

FAQs

- [How often should I do an online health check?](#)
- [What is the difference between an Online Health Check and a Full Health Assessment?](#) ⁶

View all [Online Health Check FAQs](#)

Online Health Check summary (3.1.1c)

Key considerations for this page

This page will only exist for those users who have completed or at least started an Online Health Check (HRA).

The main page content represents the users' results from their most recent Online Health Check and so, along with the content within the 'My Health Goals' and 'My Health Recommendations' modules, is populated by the Expert 24 application.

Should the user wish to interact with the Expert 24 application they need only select one of the relevant links on this page to be redirected to a Bupa branded version of the Online Health Check application.

¹ Links in this module relate to Online Health Check generated health improvement goals that the user has selected. These goals were previously shown to the user as 'Recommendations'. The current default is to allow the user to work on a maximum of 3 recommendations as their chosen goals).

² The user is entitled to add 1 more 'recommendation' to their goals module (item 1 above).

³ Provides inline explanation of this profile type (ie. closable pop up div).

⁴ Provides inline explanation of this profile type (ie. closable pop up div).

580 px fold

⁵ Loads a version of the current page that ensures ease and clarity of printing. The page should print onto an A4 sheet without any data being lost width wise. The print friendly version should feature print friendly colouring where possible.

⁶ These FAQs links should open within a pop up window or in a div so that the user is not taken away from this page.

Clicking on 'View all [Online Health Check FAQs](#)' should redirect the user to the relevant part of the main FAQs page (5.0).

Manage my health

Monitor My Health

- My account

- My Health Profile

- Update personal details

Improve My Health

Update personal details

Title:*

Mr

E.g. Mr, Mrs, Dr.

First name:*

John

Last name:*

Smith

Email:*

john.smith@hotmail.com

Please type this in carefully as you will need to enter this to sign in.

[Why do Bupa need this?](#)

1 Update password

I accept the Bupa Health Navigator website [terms and conditions](#) *

Keep me updated about Bupa products and services designed to help me improve, monitor and manage my health.

Address (line 1)*

42 Green Lane

Address (line 2)

Town

County

Post code*

SW19 4RD

Country

Home phone number (or main contact number)*

0778 654 8126

Work phone number

Required fields = *

2

Update personal details (3.1.1.2b) (book and pay registrant)

Page notes

Form field validation and error messaging is as per the registration page (1.1)

Required fields will be pre-populated by default. Other fields may not be (depending on whether the original user entered data). Successful submission of the page will load the 'Confirmation' page (3.1.1.2c)

1 Update password - selecting this link renders the following fields. Selecting '[Keep existing password](#)' re-hides the fields.

Update password

Enter current password (if you want to change it):*

Enter new Password:*

Must be between 8 and 12 characters and include at least 1 number and 1 letter.

Re-type new password:*

You cannot paste into this field.

[Keep existing password](#)

2 To see the additional form elements that have been cut off from this view please see the 'Booking registration (Full version) page (4.4.1b)

The submit button at the bottom of this form should be as follows (as per 3.1.1.2):

Submit changes

Please be assured that Bupa will not share your data with anyone. View Bupas' [Privacy Policy](#)

Bupa Health Navigator

Guiding you towards a healthier life

HOME | ONLINE HEALTH CHECK | **MANAGE MY HEALTH** | FULL HEALTH ASSESSMENT | FAQs

1 Pre-appointment questionnaire

Your progress through the sections

- > Your details
- Keeping your GP informed ✓
- Monitoring further action
- Information sheets
- Your general health
- Yourself and your family
- Your job history
- Your lifestyle
- Your medical history
- Your wellbeing
- About your work
- Health questions for men

Review answers
Completion

Online Pre-appointment Questionnaire

Bupa Premier Health Assessment

2% completed

◀ Back [Review / change my answers](#) Forward ▶

The Bupa Premier Health Assessment has been designed.... (continue with summarised web friendly copy from 1st para of paper version).

Don't worry if there are questions you can't answer, only a few of the questions are 'required'. Also, please be assured that all the information you give us will remain confidential, our [privacy policy](#) explains how we keep your personal information safe.

Got a question?
0800 747 1300
Call us Mon to Sat, 8am – 10pm
Or
visit the [contact us](#) page

Your details (section 1 of 12)

2 **IBS number:*** [Where can I find my IBS number?](#) Required field = *

Title:* E.g. Mr, Mrs, Dr.

First name:*

Last name:*

Previous name (if applicable):

Date of birth*

Address (line 1)*

Address (line 2)

Town

County

Post code*

Country

Home phone number (or main contact number)*

Work phone number

Mobile telephone number

Email*

Are you covered by private medical insurance? No Yes

Is your employer paying for this assessment? No Yes

NHS number

3 **Save and exit** 4 **Continue**

5 [Bupa Privacy Policy](#) 6 [Print this page](#)

PAQ – step 1 for online booker (3.1.1.3.1)

Form field validation, error messaging, and inline help messaging

This page should use the same approach as per the registration page (1.1).

Pre-population

All fields should be pre-populated where data is known.

Assessment type

By the time a user reaches this page the system will know which assessment type the user has purchased.

- Shows progression through the form pages. When a page is completed a tick is rendered for that page.
- IBS number – this field requires entry of the correct number of characters (since validation against a database is not feasible for phase 1). Bupa will confirm what the correct number of characters is.

It's important that the inline help message that renders when the user clicks '[Where can I find my IBS number?](#)' explains when and how the IBS number will be sent to the user.
- Save and exit – saves the form data entered and returns user to 'My Account' (3.1.1).
- Continue – saves data on current form and re-directs the user to the next page.
- Loads privacy policy into a pop-up window or div.
- Loads a version of the current page that ensures ease and clarity of printing. The page should print onto an A4 sheet without any data being lost width wise. The print friendly version should feature print friendly colouring (a predominantly white page with black text)

Full Health Assessment
Health Assessments explained
Choose an assessment
Our UK centres
- Solihull

Our UK Centres

This list contains 'all 62' Bupa Centres

Aberdeen

Centre name, Street name and number, Town, County, Post code.

Services: Health Assessments

Centre phone number: 01234 123456

Appointments and enquiries: 0800 123 4567

Corporate appointments and enquiries: 0800 456 7891

[Full detail](#)

Ayr

Centre name, Street name and number, Town, County, Post code.

Services: Health Assessments

Centre phone number: 01234 123456

Appointments and enquiries: 0800 123 4567

Corporate appointments and enquiries: 0800 456 7891

[Full detail](#)

Belfast

Centre name, Street name and number, Town, County, Post code.

Services: Health Assessments

Centre phone number: 01234 123456

Appointments and enquiries: 0800 123 4567

Corporate appointments and enquiries: 0800 456 7891

[Full detail](#)

Bicester

Centre name, Street name and number, Town, County, Post code.

Services: Health Assessments

Centre phone number: 01234 123456

Appointments and enquiries: 0800 123 4567

Corporate appointments and enquiries: 0800 456 7891

[Full detail](#)

Birmingham (Edgbaston)

Centre name, Street name and number, Town, County, Post code.

Services: Health Assessments, Premier Health Assessments, Physio/muscular-skeletal, GP and Nurse, Flu Vaccines.

Centre phone number: 01234 123456

Appointments and enquiries: 0800 123 4567

Corporate appointments and enquiries: 0800 456 7891

[Full detail](#)

View: centres per page.

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [Next](#)

View Bupa assessment centres in your region

Key
Green = North
Brown = Midlands
Yellow = London
Colour4 = Region4
Colour5 = Region5

Select your region to view Assessment Centres

View Bupa assessment centres by post code

Enter your post code (first half only):

E.g. RH1 or SW18

Featured centre

Solihull – a brand new centre

In hac habitasse platea dictumst.

- Maecenas porttitor ornara
- Neque integer at ligula
- Pulvinar dui bibendum lao
- Maecenas porttitor ornara
- Neque integer at ligula

Find out more about our [Solihull Centre](#)

Our UK Centres (4.3)

1 [Full detail](#) link – links to relevant description page on Wellness site.

2 View Bupa assessment centres in your region module:

1) Clicking on a region on the map (or a region name in the key which is partly there to provide an accessible option) should reload the list of centres in the main content area of the page to show only those centres within that region.

2) If a region is selected within the module then the sentence at the top of the list of centres (in the main content area of the page) needs to change also. For example:

"This list contains '8' out of a total of 62 Bupa Centres".

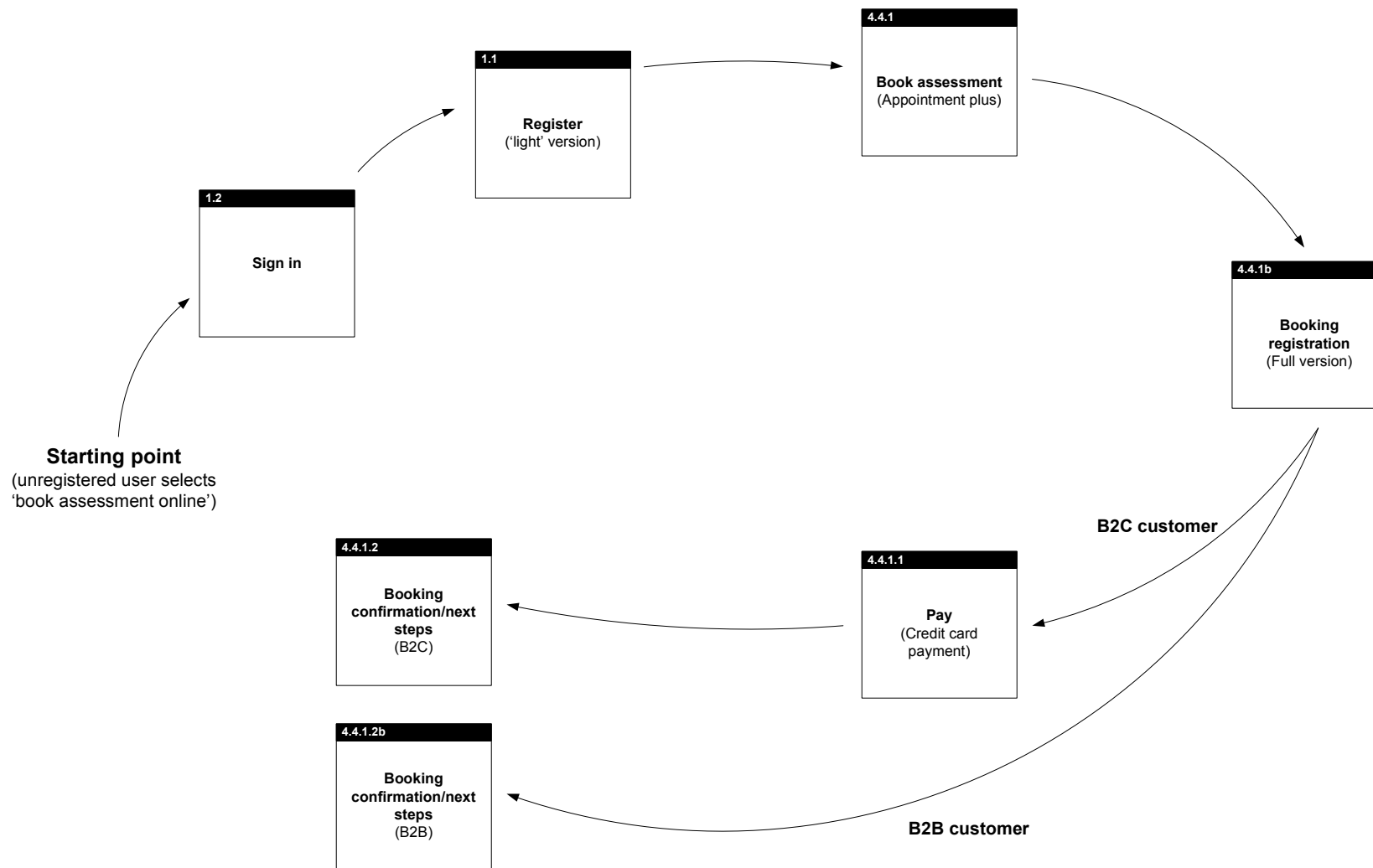
3 View by post code module – typing in the first half of a user's Post code and selecting 'Go' should reload the list of centres within the main content area of the page.

The list should still contain all the Bupa centres but should now be sorted to show those centres closest to the post code higher up the list (so an exact match would appear at the top). By re-sorting rather than presenting only exact matches the user will never get a 'nil' result.

4 Number of centres in the results list – the list should default to 10 centres per page. The user can change this by using the drop down list at the foot of the page which should have the following options:

- 10 (default option)
 - 20
 - 40
 - All
- 580 px fold

5 Pagination



Thank you – you have booked the following assessment

Your booking details

Booking reference: ABC123 ¹**Attendee:** Mr John Smith**Assessment type:** Classic**Additional items:** Mammory check**Bupa centre:** Solihull**Doctor:** Dr Smith**Date:** Saturday 9th December 2008**Time:** 9.30 am**Total paid:** £690

Got a question?

0800 747 1300

Lines are open Monday to Saturday 8am – 10pm

Or

visit the [contact us](#) page

Next steps

1. Email confirmation

We will send a confirmation email to the following address: john.smith@hotmail.com ²If this is not the best email address for you please [update your email address](#) ³

2. Health Assessment Information Pack

We will send you a information pack over the next few days containing everything you need to know about your forthcoming health assessment. Some of the key elements will be:

Pre-assessment questionnaire

We'll need you to complete this document before you come in for your assessment so that we know a bit about your medical history and current state of health before the full assessment begins. We'll also provide you with a web address so that you can complete this form online if you prefer.

Fasting

Depending on the assessment you have chosen we'll need you to fast for a number of hours immediately prior to your assessment. We'll confirm the exact number of hours in the information pack.

What to bring

Again, depending on the assessment you have chosen there may be certain items we need you to bring. We'll cover this in the information pack so that you are fully prepared.

Find out about all the [health services available at this Bupa centre](#) ⁴[Print friendly version of this page](#) ⁵

B2C Confirmation/next steps (4.4.1.2)

¹ Booking reference – the ability to provide a booking reference may or may not be in scope for phase 1 of the project however from a usability perspective some form of unique reference that the user can refer back to is strongly recommended.

² The email address that user used during registration is played back to them here.

³ The user may have entered an invalid email address so we give them a chance to update our records with a valid one.

If the user selects [update your email address](#) the following text box is rendered immediately below:

Enter a new email address (this will be your new account email address):

Once the user has entered a valid email address and selected the 'Update now' button, this control should disappear and the page should return back to it's original state with the new email address shown.

Email field validation – see Register page (1.1)

⁴ Link to Solihull's 'For you' page (4.4.3)

⁵ Loads a version of the current page that ensures ease and clarity of printing. The page should print onto an A4 sheet without any data being lost width wise. The print friendly version should feature print friendly colouring (a predominantly white page with black text)

Note

Booking should populate users' 'My appointments' module on page 3.1.1.

Bupa Health Navigator

Guiding you towards a healthier life

[HOME](#) | [ONLINE HEALTH CHECK](#) | [MANAGE MY HEALTH](#) | [FULL HEALTH ASSESSMENT](#) | [FAQs](#)

FAQs

[General FAQs](#)

[Online Health Check FAQs](#)

[Manage My Health FAQs](#)

1 [Full Health Assessment FAQs](#)

[Full Health Assessment FAQ title 1](#)

[Full Health Assessment FAQ title 2](#)

[Full Health Assessment FAQ title 3](#)

2 [Full Health Assessment FAQ title 4](#)

FAQs Full Health Assessment answer 4 - consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. si enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

[Close this FAQ](#)

[Full Health Assessment FAQ title 5](#)

[Full Health Assessment FAQ title 6](#)

[Close section](#)

Question not answered?
0800 747 1300

Lines are open Monday to Saturday 8am – 10pm
Or
visit the [contact us](#) page

Default view of FAQ sections list on page load (i.e all lists are closed)

FAQs

[General FAQs](#)

[Online Health Check FAQs](#)

[Manage My Health FAQs](#)

[Full Health Assessment FAQs](#)

1 [Full Health Assessment FAQs](#) has been selected by the user so the relevant FAQs list is displayed.

2 [Full Health Assessment FAQ title 4](#) has been selected by the user so the relevant answer is displayed.

580 px fold

[Privacy policy](#) | [Legal notices](#) | C Bupa 1996-2008