Skinsure - Testing Script v2

Introduction

I'm designing an app that helps users like you with skin problem get diagnosis and treatment (for the problem area), and I'd like to gather some feedback from you so that I can improve on the design.
This is not a test of your ability, so feel free to let me know whenever you are confused so that I can improve the design.
This is also a prototype with limited functionality, so not all things may work. The goal is to illustrate the main features of the app. Please feel free to ask me any questions if the prototype itself doesn't make sense.

Scenario

You've discovered a rash on inner side of your elbow which is itchy, painful and has got red. You want to get it diagnosed, find a doctor nearby, schedule appointment and see appointment history.

[Hand the user the mobile app prototype]
https://www.sketch.com/s/2d8f215e-9b79-407a-9535-032f111e1c97/a/jAzZ3b/play
Please think aloud as you go through the app so that I can understand what makes sense and what doesn't.

Tasks

1. Look at on boarding instructions and get diagnosed. Answer questions to chatbot regarding symptoms, mark location of rash on body map and submit pictures of rash.
[Notes]

2. Sign Up or log if needed.
[Notes]

3. After getting diagnosis, find a doctor nearby, select their profile and schedule an appointment.
[Notes]

4. View appointment history and profile settings.
[Notes]

Follow-up Questions

1. Would you prefer using the app for preliminary diagnosis or in-person consult with a doctor/dermatologist only? Why?

2. What is your favorite part of the app, if any? Why?

3. What is your least favorite part of the app, if any? Why?

4. Any critical functionalities you see missing that would otherwise help you better get diagnosed and treated?

5. Once the functionalities of the app have been finalized, would you use it in place of existing apps like Tibot/ SkyMD to help your diagnosis & treatment? Why?