Pitch

Activity tracking app for clients with therapist oversight

- Client app (mobile)
- Therapist app (mobile, and tablet / web?)

Value for therapists:

- Increase compliance
- Increase ease of activity assignment
- Increase ease of activity review

Value for clients:

- Therapist support = more motivation
- Ease of organizing activities and tracking progress
- Ease of activity completion (some)

Target Audience

Therapists

- Clinical psychologists, especially behavioural therapists
- Private practice
- Use activities and homework as key part of therapy practice
- Engages with clients outside of therapy sessions (emails / messages / shared apps)
- Comfortable with technology, uses apps or web platforms on a daily basis
- Anti-persona
  - Engages with clients during sessions only due to time / caseload / boundaries
  - Uncomfortable with technology, pen/paper is preferred for everything

Clients

- Mobile-savvy - uses several apps daily (calendar, email, facebook)
- Makes an effort to complete activities currently, but needs help with organisation
- Anti-persona
  - Not interested in completing activities, doesn't see the point

User needs

Therapists

Overall needs

- Increase compliance
- Engage with clients in between sessions
- Protect sensitive information

Between sessions (admin time and on-the-go - web + mobile app)

- Give positive reinforcement when activities are completed
- Troubleshoot non-compliance

During session prep (web)

- Review client's activities
- Prepare one-off and recurring activities for client

During session (web on tablet and/or mobile app?)

- Review activities together with clients
    - Week on week progress for completion and goals
    - Highlight positives
    - Troubleshoot low compliance
    - Patterns
- Assign one-off and recurring activities
    - Scheduling reminder together with clients
    - Set up incentives
    - Set up accountability partner

Therapy clients

- Keep track of what activities they need to do
- Complete activities
- Review own progress
- Protect privacy
- Manage interruptions

Outline of Scope

Therapist app

Content Requirements (the user will be looking for...)

- Information on client activity
    - Missed activities
    - Completed activities
    - Client inputs (e.g. journal / text content)
    - Week on week progress - completion and goals
    - Patterns - completion and goals
- Activity templates

Functionality Requirements (the user will be able to...)

- Message clients - give encouragement or ask about issues with completion
- Edit activities
- Create activities
    - Create custom form
    - Use & edit templates
    - Save drafts
    - Schedule activity
    - Add reminders
    - Add reward
    - Add accountability partner
- View lock - when sharing screens with clients
- Client management
    - Add client
    - Invite client to download app
    - Remove client
    - Edit client details (email)
- Account management
    - Create account
    - Change Password
    - 2-factor authentication
    - Login
    - Logout
    - Forgot password

Client App

Content Requirements (the user will be looking for...)

- Next appointment details
- Scheduled activities
- Activity progress / completion rates

Functionality Requirements (the user will be able to...)

- Complete activities
    - Edit entries after completion
    - Complete activities for previous days
- Attend virtual sessions
    - Video conference
    - Share Screen
    - End Call
    - Mute mic
    - Stop video
    - Chat
    - Test audio / video
- Edit activities?
- Message their therapist
- Configure notification settings
- Review progress
- Claim rewards
- Set and receive activity reminders
- PIN lock & touch ID