

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
- Activities and homework are 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 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

Business needs

- Acquire therapists customer pool to develop future (AI) products
- Launch product to demonstrate value to investors in terms of
 - Product development capability

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)
- Telehealth
 - Video call clients
 - Schedule appointments
 - Share Screen
 - End Call
 - Mute mic
 - Stop video

- Chat
 - Test audio / video
- 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