



Health Provider Lookup (HPL)

Wireframes v1.0

Digital User Experience
Marc Becquey

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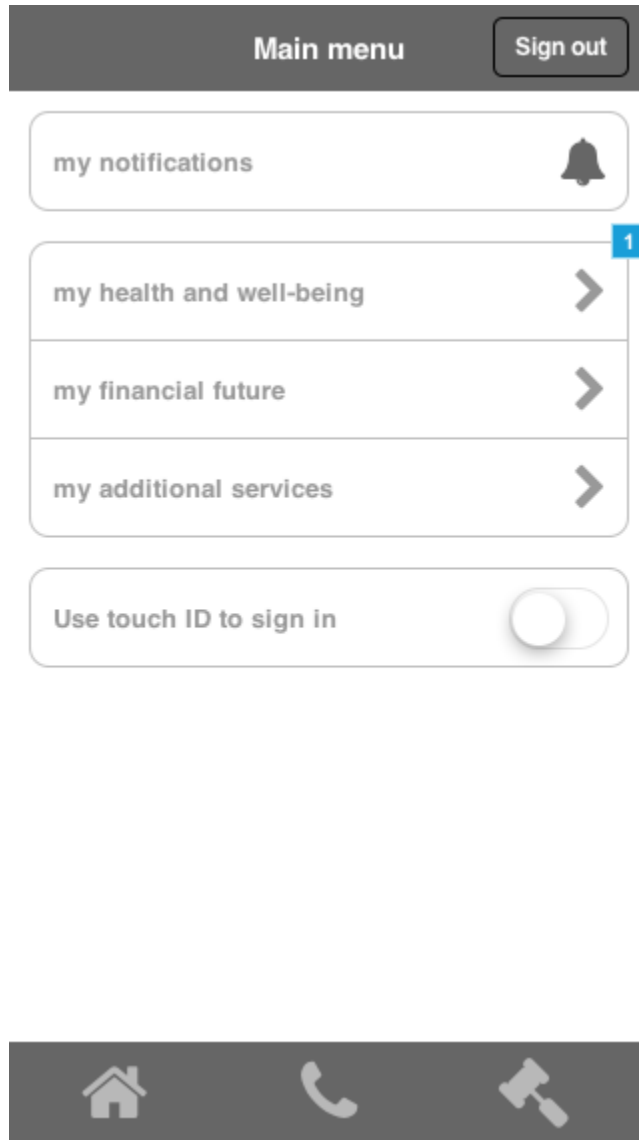
Pages

Page Tree

- Main Menu
- Main Menu Expanded
- Search
 - Search - Additional information
 - *Search - No Provider Type Selected Alert
 - *Search - Turn On Location Services Alert
 - *Search - Use Current Location Alert
 - *Search - No Results Found
- List View
 - *List View - Call Alert
- Details View
 - *Details View - Call Alert
 - *Details View - Leave App Alert
 - *Details View - Contacts Alert
- Change Tracking

Main Menu

User Interface



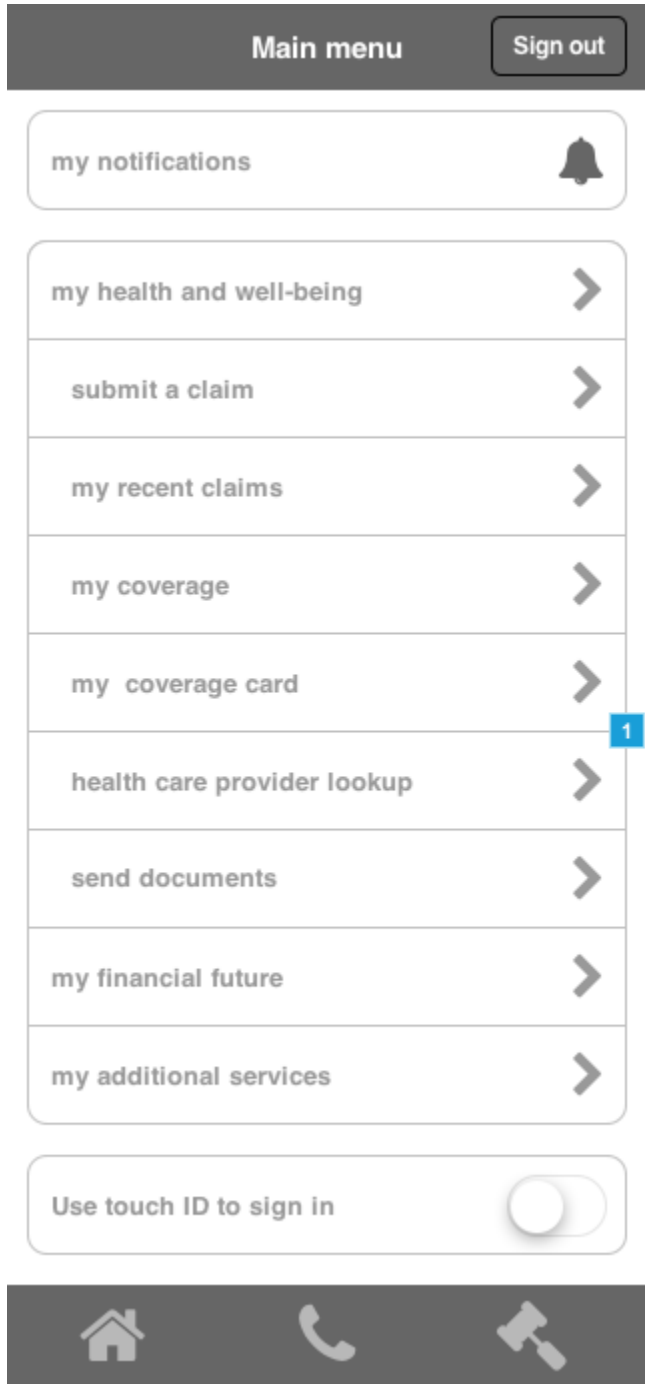
Widget Table

Footnote	Name	Type	General Description
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Footnote	Name	Type	General Description
1	My health and well-being	Button	<p>User taps "my health and well-being" button.</p> <p>Accordion opens up (slides down) and displays the following buttons:</p> <ul style="list-style-type: none"> - submit a claim - my recent claims - my coverage - my coverage card - health care provider lookup - send documents <p>"health care provider lookup" will appear below "my coverage card".</p> <p>"send documents" may not appear on the list.</p> <p>On tap, the "my health and well-being" right-facing chevron points down.</p> <p>If accordion is expanded, on tap, accordion closes (slides up) and the "my health and well-being" down-facing chevron points right.</p> <p>State changes to "Main Menu Expanded" screen.</p>

Main Menu Expanded

User Interface

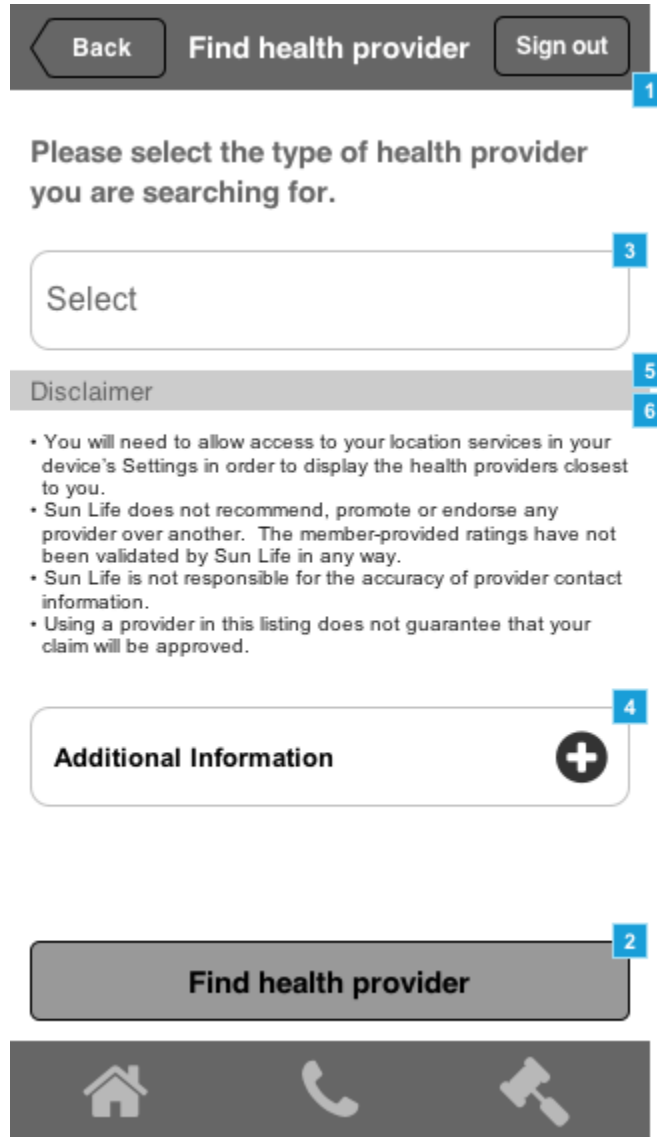


Widget Table

Footnote	Name	Type	General Description
1	My health and well-being	Button	User taps "health provider lookup" button. User navigates to "Search" screen.

Search

User Interface



Widget Table

Footnote	Name	Type	General Description	Requirements Reference
1		Text	Search directions	GB_PL_Content

Footnote	Name	Type	General Description	Requirements Reference
2	Find Health Provider Button	Button	<p>Find health provider button remains static (docked to footer) when "Additional Information" accordion is expanded.</p> <p>User taps "Find health provider" button.</p> <p>User selects a health provider type.</p> <p>If user has not selected a provider type from the dropdown list, the "Select Provider Type Alert" will appear on the screen. (See "**Search - No Provider Type Selected Alert" screen).</p> <p>If user has global Location Services turned off (iOS), the "Location Services Alert" will appear on the screen (See "**Search - Turn On Location Services Alert" screen).</p> <p>If user has global Location Services enabled but Location Services is not enabled at app level, the "Use Current Location Alert" will appear on the screen (See "**Search - Use Current Location Alert" screen).</p> <p>User navigates to "List View" screen.</p>	GB_PL_Search_Button
3	Provider Type Dropdown	Dropdown List	<p>User selects Provider Type.</p> <p>Options are:</p> <ul style="list-style-type: none"> - Select - Acupuncturist - Chiropractor - Chiropractor - Massage Therapist - Naturopath - Osteopath - Physiotherapist - Podiatrist - Psychologist <p>(List terms are not final, please refer to content document)</p>	
4	Additional Information Accordion	Accordion	<p>User taps "Additional information" accordion.</p> <p>Additional Information accordion expands. See "Search - Additional Information" screen.</p>	GB_PL_Legal/Disclaimer_Additional_Information_Button
5	Disclaimer Header	Text	Disclaimer Header	Title of the Legal/Disclaimer Text Field

Footnote	Name	Type	General Description	Requirements Reference
6	Disclaimer Content	Text	Disclaimer content	GB_PL_Legal/Disclaimer_Text_Field

Search - Additional information

User Interface

Back **Find health provider** **Sign out**

Please select the type of health provider you are searching for.

Select

Disclaimer

- You will need to allow access to your location services in your device's Settings in order to display the health providers closest to you.
- Sun Life does not recommend, promote or endorse any provider over another. The member-provided ratings have not been validated by Sun Life in any way.
- Sun Life is not responsible for the accuracy of provider contact information.
- Using a provider in this listing does not guarantee that your claim will be approved.

Additional Information

- Providers displayed will vary depending on your location when you make the search and the mobile carrier or Internet service you use.

Find health provider

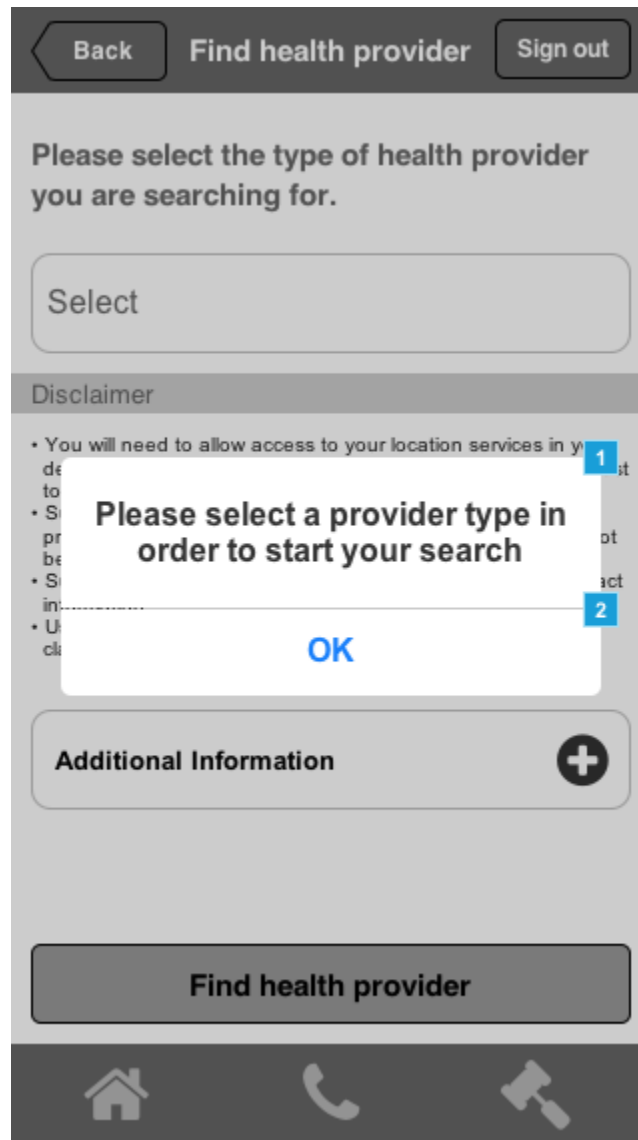
Home Phone Hammer

Widget Table

Footnote	Name	Type	General Description	Requirements Reference
1	Additional Information Accordion	Accordion	User taps "Additional information" Accordion. Accordion collapses. See "Search" screen.	
2	Find Health Provider Button	Button	Find health provider button remains static.	GB_PL_Search_Button

*Search - No Provider Type Selected Alert

User Interface



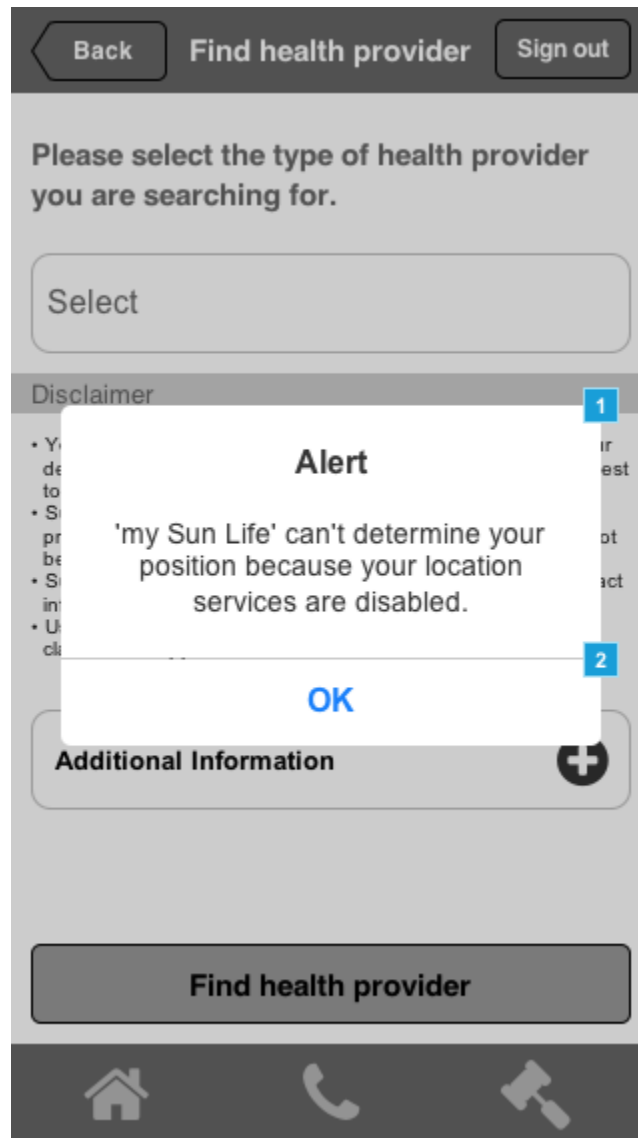
Widget Table

Footnote	Name	Type	General Description	Requirements Reference
1	Select Provider Type Alert	Modal (pop-up)	Alert notifying the user that they must select an option from the dropdown list in order to perform a search. [PLEASE REFER TO CONTENT DOCUMENT]	GB_PL_AM1_Content

Footnote	Name	Type	General Description	Requirements Reference
2	OK Button	Button	User taps "OK" Button. "Select Provider Type Alert" disappears.	GB_PL_AM1_OK_Button

*Search - Turn On Location Services Alert

User Interface



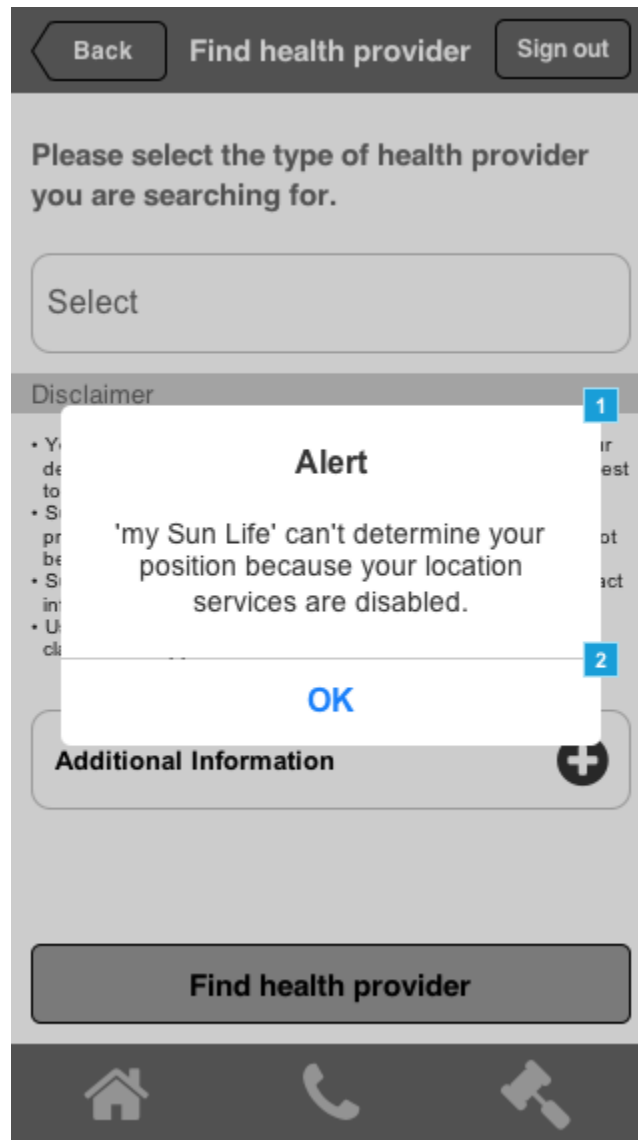
Widget Table

Footnote	Name	Type	General Description
1	Location Services Alert	Modal (pop-up)	Modal "Location Services Alert" appears notifying the user that Location Services must be turned on in order for Sun Life to be able to determine the user's location. [CONTENT DETERMINED BY OS]

Footnote	Name	Type	General Description
2	Cancel Button	Button	User taps "OK" Button. "Location Services Alert" disappears.

*Search - Use Current Location Alert

User Interface



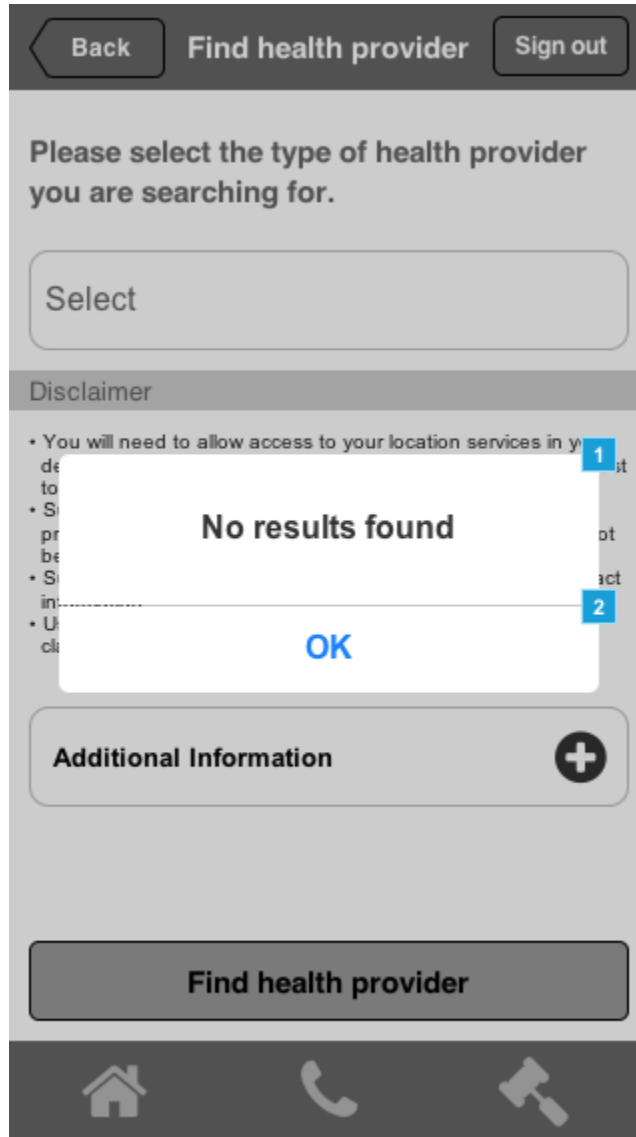
Widget Table

Footnote	Name	Type	General Description
1	Current Location Alert	Modal (pop-up)	Modal "Current Location Alert" appears notifying the user that Sun Life would like to use their current location. [CONTENT DETERMINED BY OS]

Footnote	Name	Type	General Description
2	OK Button	Button	User taps "OK" Button. "User Current Location Alert" disappears.

*Search - No Results Found

User Interface



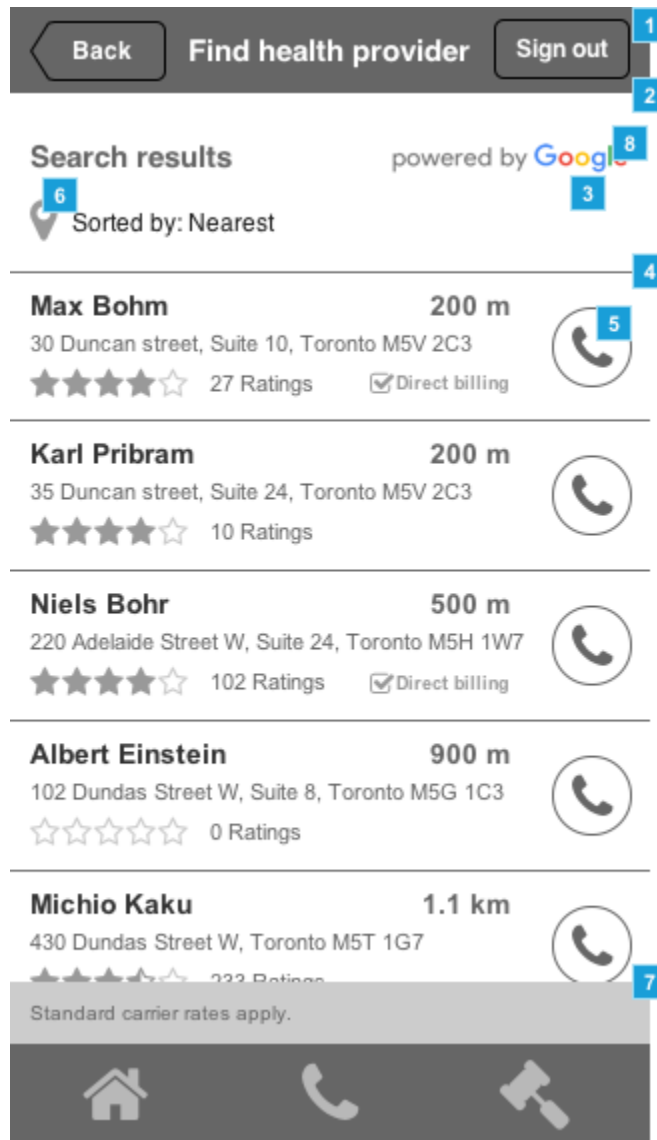
Widget Table

Footnote	Name	Type	General Description	Requirements Reference
1	No Results Found Alert Text	Modal (pop-up)	Content advising user that no results were found. [PLEASE REFER TO CONTENT DOCUMENT]	GB_PL_AM2_Content

Footnote	Name	Type	General Description	Requirements Reference
2	OK Button	Button	User taps "OK" Button. "No results found" alert disappears.	GB_PL_AM2_OK_Button

List View

User Interface



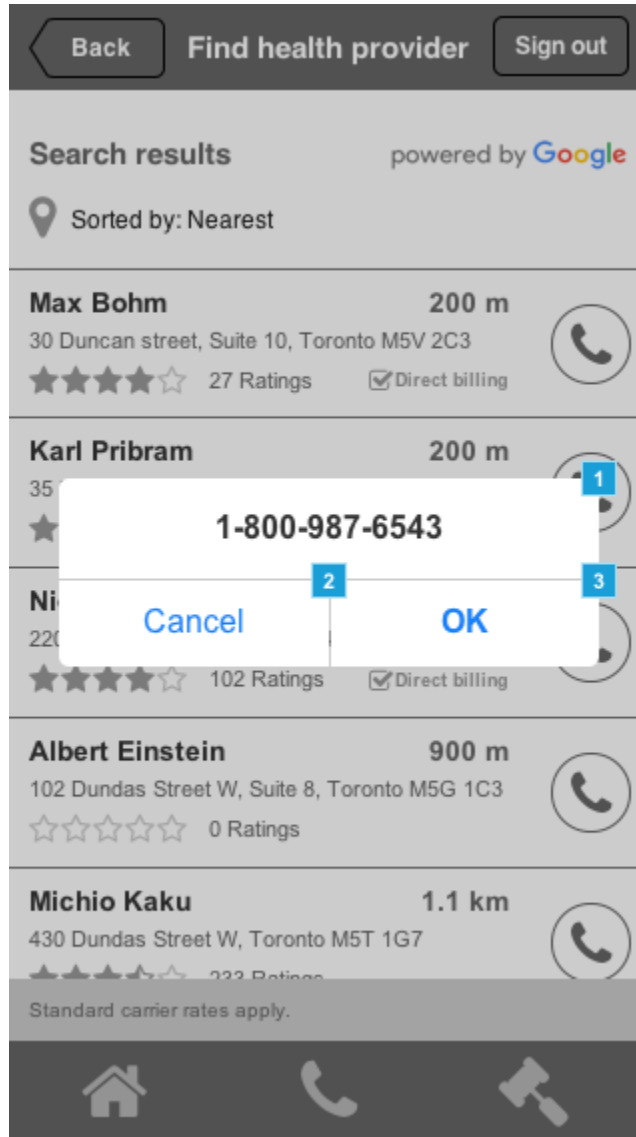
Widget Table

Footnote	Name	Type	General Description	Requirements Reference
1	Header			GB_LV_Screen_Title
2	Search Results Label	Label		GB_LV_Search_Results_Label

Footnote	Name	Type	General Description	Requirements Reference
3	Sorting	Text	Text stating that list is sorted by nearest.	GB_LV_Location_Label
4	Health Provider List Row	Button	User taps Health Provider List Row. User navigates to "Details View" screen. See "Details View" screen for content details.	GB_LV_Location_Search_Results_List, GB_LV_Search_Results
5	Phone Icon	Icon	If user taps on the Phone Icon, "Tap To Call Alert" dialog appears (See "List View - Call Alert" screen).	GB_LV_Call_Button or GB_LV_Phone_Number
6		Icon	Pin Icon to symbolize map location	
7		Text	Sticky Footer (above footer) containing text stating that standard charges apply. [See content document for exact text]	GB_LV_Carrier_Charges_Text_Box
8	Powered by Google	Image	"Powered by Google" Logo	GB_LV_Powered_Google

*List View - Call Alert

User Interface



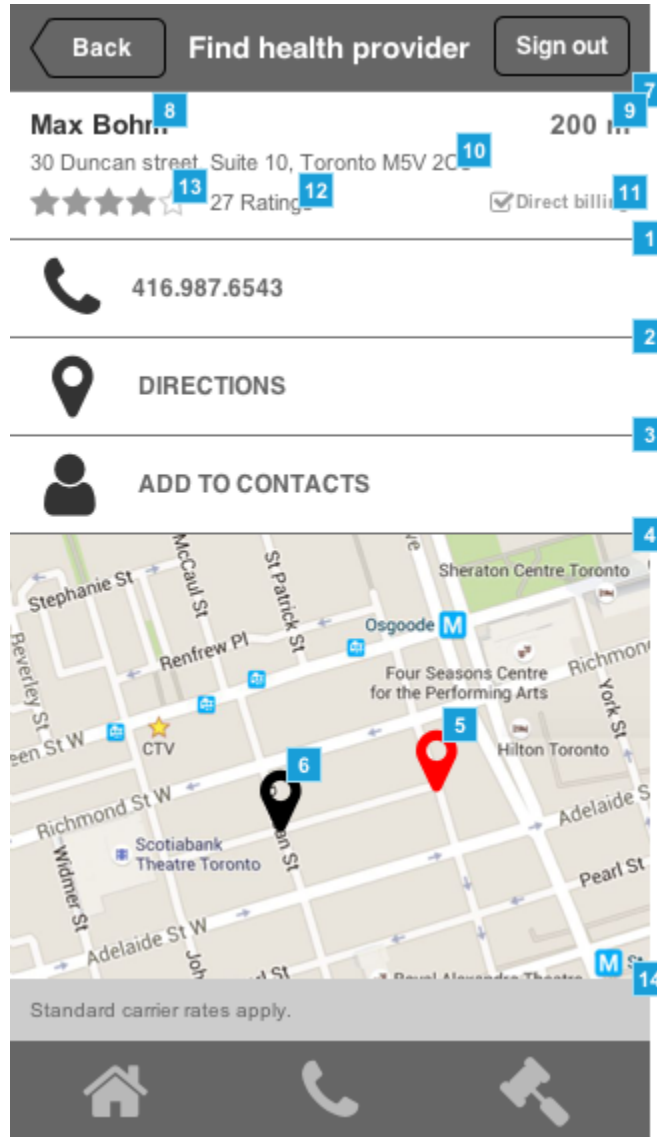
Widget Table

Footnote	Name	Type	General Description	Requirements Reference
1	Tap to Call Alert	Modal (pop-up)	Modal "Tap To Call Alert" appears allowing the user to call specified phone number. [CONTENT DETERMINED BY OS]	[Requirements ID needed]

Footnote	Name	Type	General Description	Requirements Reference
2	Cancel Button	Button	User taps "Cancel" Button. "Tap To Call Alert" modal disappears, user remains on current screen.	[Requirements ID needed]
3	OK Button	Button	User taps "OK" Button. User navigates to device phone screen.	[Requirements ID needed]

Details View

User Interface



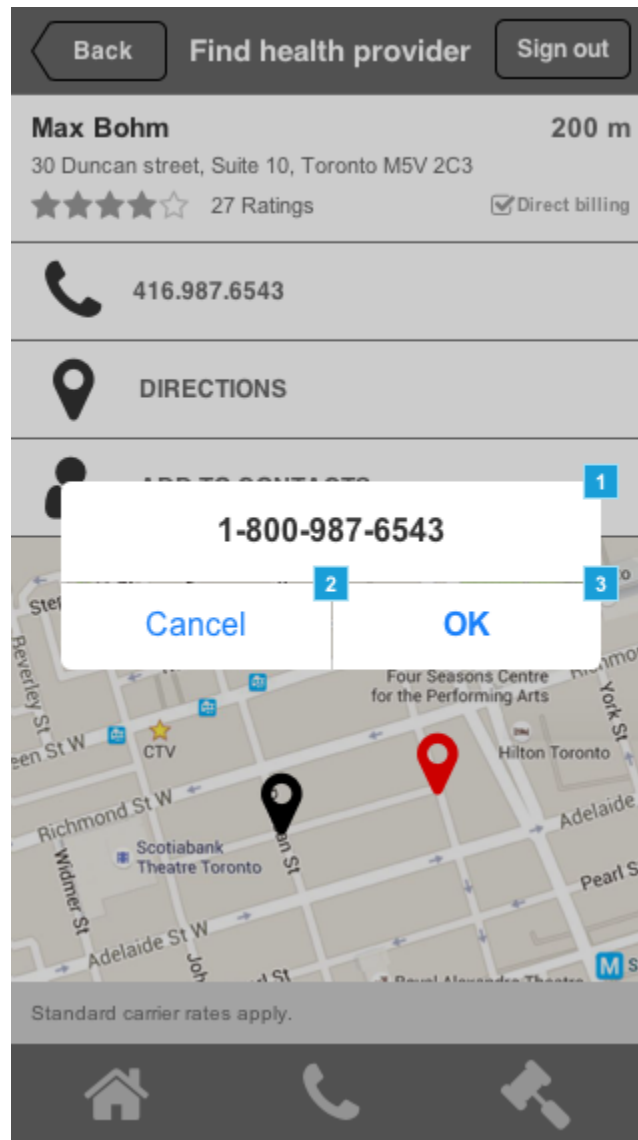
Widget Table

Footnote	Name	Type	General Description	Requirements Reference
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Footnote	Name	Type	General Description	Requirements Reference
1	Tap to Call Button	Button	User clicks on Call Button. "Tap to Call Alert" appears. See "**Details View - Call Alert" screen.	GB_PD_Phone_Button
2	Directions Button	Button	User taps Directions Button. "Leave App Alert" modal appears. (See "**Details View - Leave App Alert" screen)	GB_PD_Directions_Button
3	Add to Contacts Button	Button	User taps "Add to Contacts" Button. "Contacts Alert" Modal appears. (See "**Details View - Contacts Alert" screen)	GB_PD_Contacts_Button
4	Map	Map	Google Map. User may pan the map or pinch to zoom in and out.	GB_PD_Map
5	User Location Marker icon	Icon	Place marker at user's current longitude/latitude. (Display only)	GB_PD_User_Location_Marker
6	Provider Location Marker Icon	Icon	Place marker at provider's longitude/latitude. (Display only)	GB_PD_Provider_Location_Marker
7	Details View Content	Mixed Content		GB_PD_Search_Result
8		Text	Provider's First and Last Name	
9		Text	Distance from device's longitude/latitude.	
10		Text		
11	Direct Billing	Icon	Text or icon showing that provider does Direct Billing.	
12	Number of Ratings	Text		
13	Star Rating	Icon	Star rating in the form of icons/images. (Display only)	
14		Text	Sticky Footer (above footer) containing text stating that standard charges apply. [See content document for exact text]	GB_PD_Carrier_Charges_Text_Box

*Details View - Call Alert

User Interface



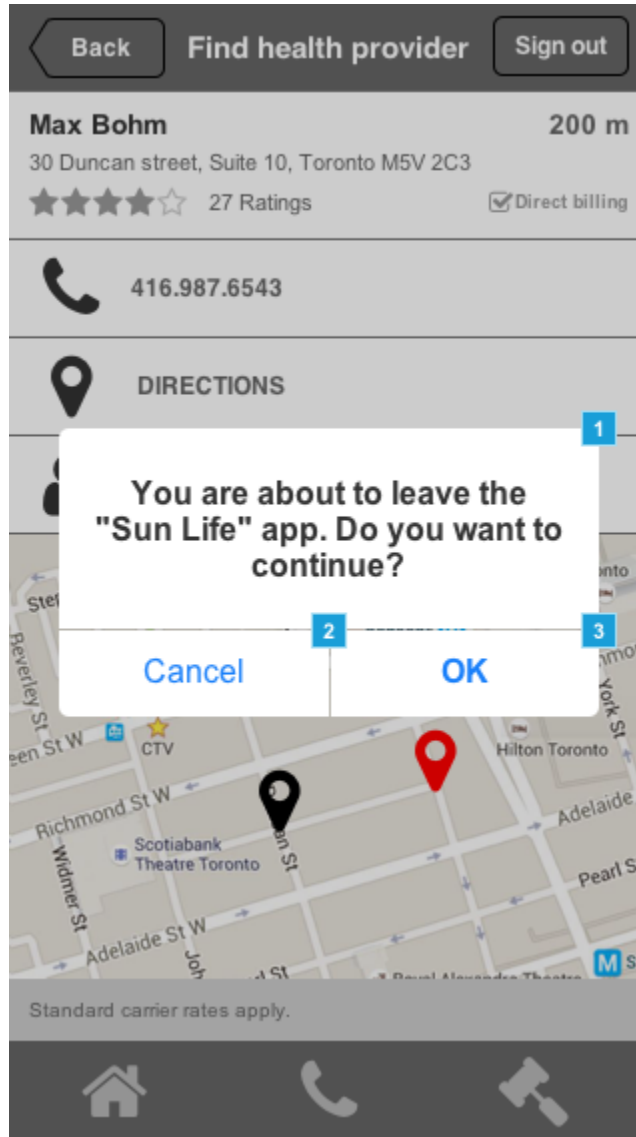
Widget Table

Footnote	Name	Type	General Description
1	Tap to Call Alert	Modal (pop-up)	Modal "Tap To Call Alert" appears allowing the user to call specified phone number. [CONTENT DETERMINED BY OS]

Footnote	Name	Type	General Description
2	Cancel Button	Button	User taps "Don't Allow" Button. "Tap to Call Alert" Modal disappears, user remains on current screen.
3	OK Button	Button	User taps "OK" Button. User navigates to device phone screen.

*Details View - Leave App Alert

User Interface



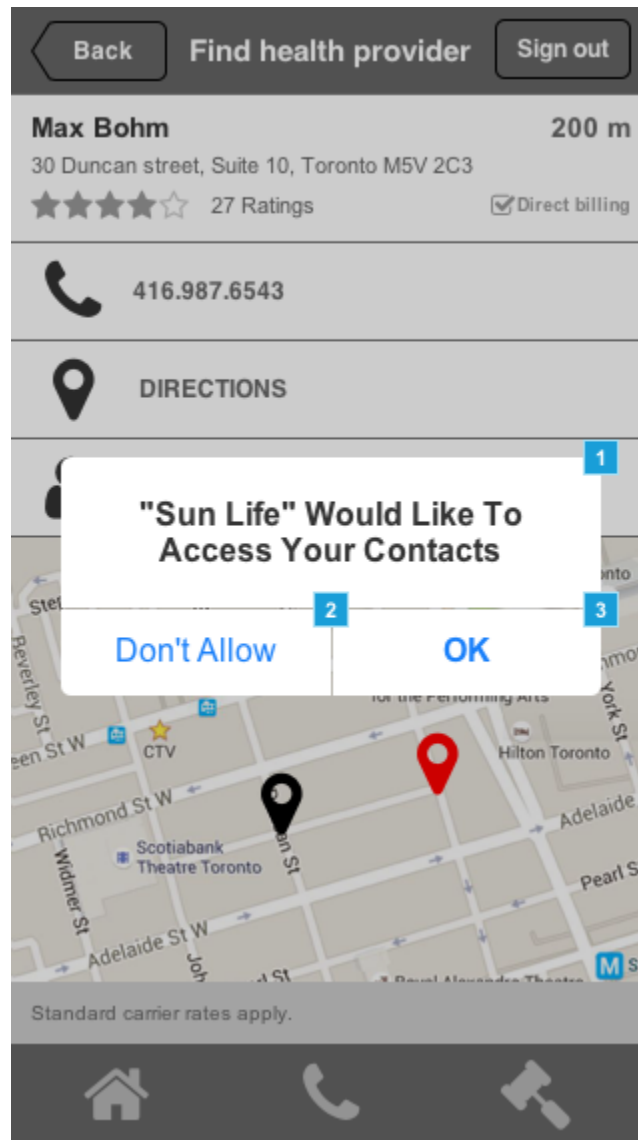
Widget Table

Footnote	Name	Type	General Description
1	Leave App Alert	Modal (pop-up)	Modal "Leave App Alert" appears notifying the user they are leaving the app. [CONTENT DETERMINED BY OS]

Footnote	Name	Type	General Description
2	Cancel Button	Button	User taps "Cancel" Button. "Leave App Alert" Modal disappears, user remains on current screen.
3	OK Button	Button	User taps "OK" Button. User navigates to device's default map application.

*Details View - Contacts Alert

User Interface



Widget Table

Footnote	Name	Type	General Description
1	Contacts Alert	Modal (pop-up)	Modal "Contacts Alert" appears notifying the user that Sun Life would like to access their contact list. [CONTENT DETERMINED BY OS]

Footnote	Name	Type	General Description
2	Don't Allow Button	Button	User taps "Don't Allow" Button. "Contacts Alert" Modal disappears, user remains on current screen.
3	OK Button	Button	User taps "OK" Button. User navigates to device's default contacts application.

Change Tracking

User Interface

Date	Description
Wednesday June 29 2016	<ul style="list-style-type: none"> - Do we need specifications for the addition of a button in the "my health and well-being" submenu? - There a are a few labels in the requirements document that may not appear on the screens. - Added Requirement IDs. Some are missing in the Requirements document, in particular for the disclaimer at the bottom of the List View and for the "Call" alert. - Will the disclaimer be pinned to bottom or appear only at bottom of list?
Monday July 4 2016	<ul style="list-style-type: none"> - Added Details View - Added Alerts - Added Annotations
Tuesday Jul 12 2016	<ul style="list-style-type: none"> - Changed e-claims to Direct Billing icon on all pages - Changed format of phone number in *Details View - Call Alert
Wednesday Aug 17	<ul style="list-style-type: none"> - Added "Powered by Google" logo to List View.
Thursday Aug 25	<ul style="list-style-type: none"> - Modified "**Search - Turn On Location Services Alert" and "**Search - Use Current Location Alert": Title: Alert: Message: 'my Sun Life' can't determine your position because your location services are disabled. Only one button: OK

Revision History

Revision #	Date	Author	Description

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