

Toolkit Title*

CHI Website Guidelines and Examples

Purpose of Toolkit*

To ensure that digital solutions are accessible and usable by a wide range of users, enhancing overall user experience and effectiveness.

Toolkit Attachment

See attached.

Toolkit Methodology and Application

See attached.

Case Study or Example

See attached.

Acknowledgements and Sources

See attached.

Toolkit Category*

Technology-Design Guidelines

Keywords*

Technology, Digitalisation, UX Design, Website

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A stylized illustration of a person's hands holding a smartphone. The person has grey hair and is wearing a blue and white striped shirt. The background is a light grey wall.

Centre for Healthcare Innovation (CHI) Website Guidelines and Examples

Consolidated website considerations that included
the needs of senior users (age 65 and older)

Last edited 23 Oct 2022

An idea is only as good as its execution.

Ideas cannot be converted to results, if staff, patients, caregivers and the public:

- Cannot read and understand the words
- Cannot navigate the app/service
- Do not like to use certain devices
- Uninstall/abandon it due to certain issues

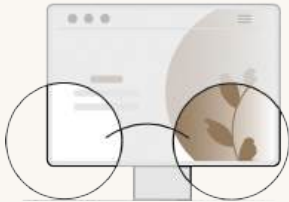


- ↓ Lower goal completion rate
- ↓ Lower customer satisfaction
- ↓ Lower adoption rate
- ↑ Higher drop-off rate

Which this document is trying to prevent.

The document contains recommended digital UX guidelines for website*, meant to maximise accessibility and usability for users of all ages, including senior users aged 65 and older.

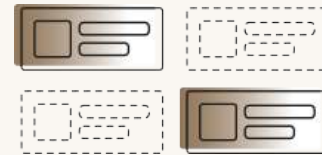
It also addresses users with:



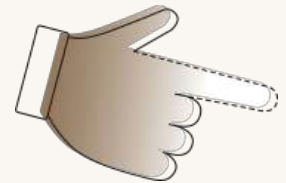
Declined vision



Failing memory



Slower information processing



Dexterity issues

*Website guidelines are applicable to Intranet and Internet, content and services.

The Tan Tock Seng Digital UX guidelines aligns with the Digital Service Standards¹ released by GovTech² Singapore and is referenced from Nielsen Norman Group³: UX Design for Seniors (Ages 65 and older), 3rd Edition⁴.

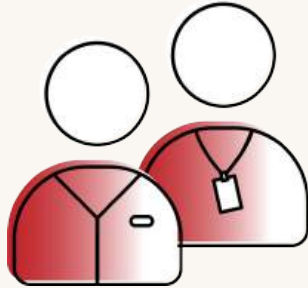
¹The [Digital Service Standards \(DSS\)](#) is a set of standards for agencies to implement their digital services with the goal of delivering digital services that are easy, seamless and relevant for citizens and businesses.

²GovTech, or Government Technology Agency of Singapore is a statutory board of the Government of Singapore, aiming to empower the nation with possibilities through Infocomm Technology and related Engineering Technology.

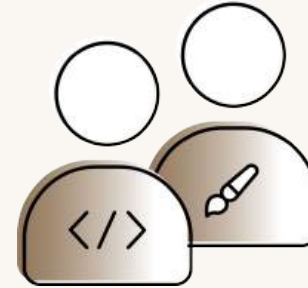
³Nielsen Norman Group is a UX research and consulting firm trusted by leading organizations worldwide to provide reliable guidance on user experience.

⁴The guidelines are based on research studies; in-person usability tests, focus groups and contextual inquiry sessions, with 123 seniors from the United States, Canada, Australia, Germany, Japan and the United Kingdom.





All staff is advised to be at least familiar with the [5 general considerations \(page 7 - 18\)](#)



All vendors/developers/designers are advised to begin their project with all the listed guidelines as a foundation, on top of the other considerations they may have.

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General

Considerations

Consideration 01

Prioritise content accessibility.

Do consider:

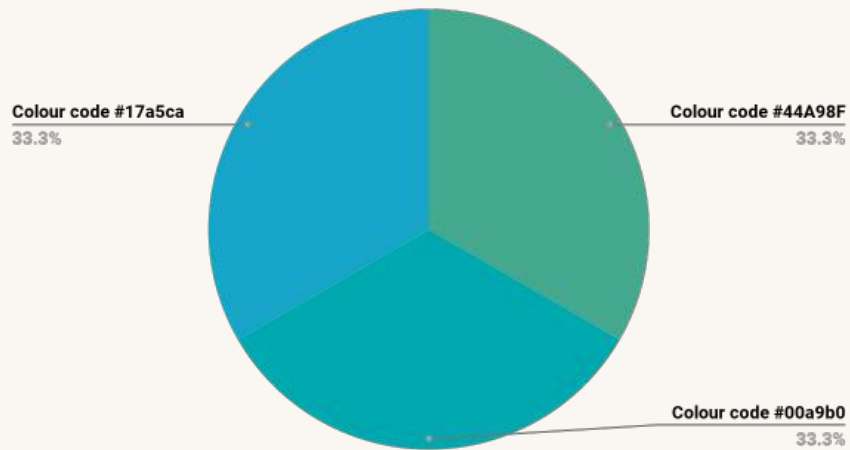
- Displaying important content in large fonts for users (minimum 16pt for mobile devices, 12pt for computers).
- Maximising content contrast against the background, using [widely available tools](#).

Else:

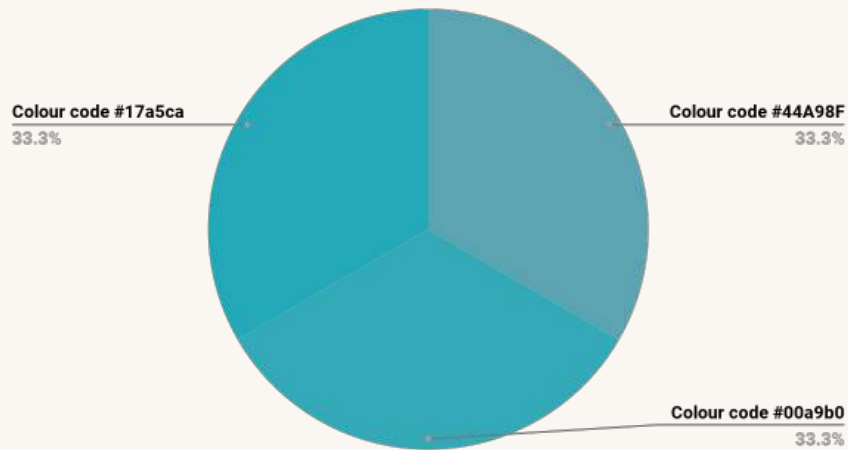
- Expect users to take up an extensive amount of time or simply give up, when consuming content or service.



View without colour blindness

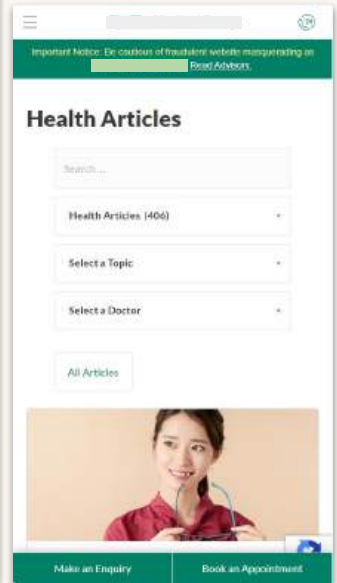
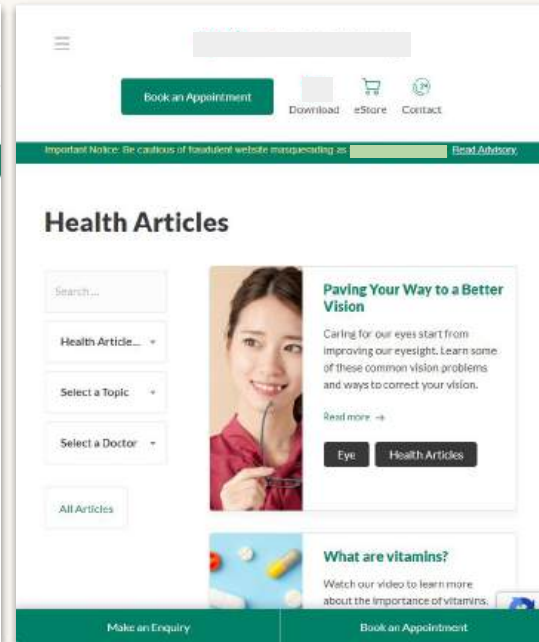
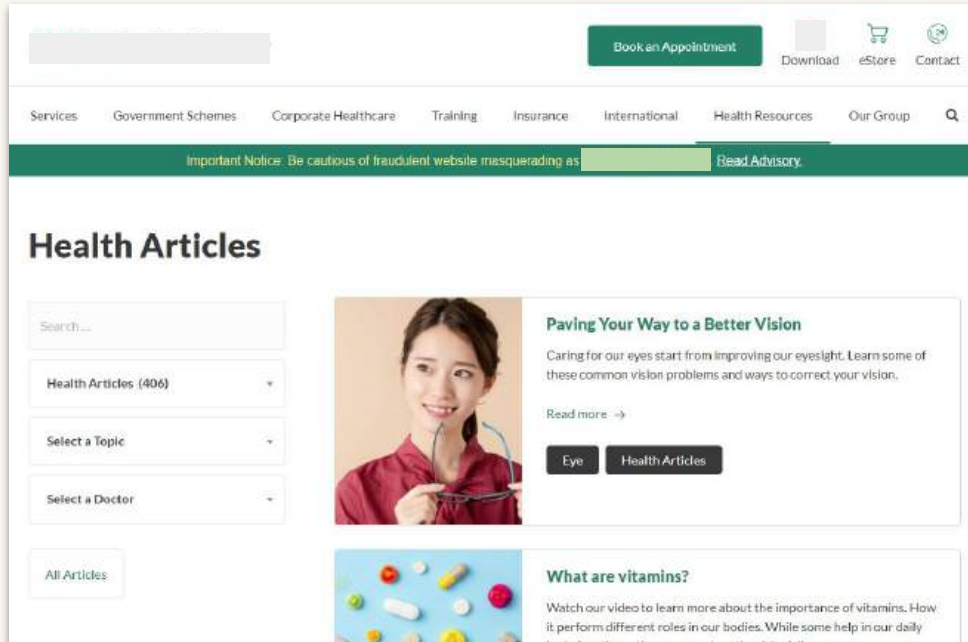


View with Tritanopia (Blue-blind)



Do consider checking Checking if the materials are [colourblind-friendly](#).

Avoid visual elements that only contains blue and green components, especially the combination of #44A98F, #00A9B0 and #17A5CA.



Do provide content in a spaced-out layout with large and readable text. It makes it easier for users with a declined vision to scan and decide which information to consume.

Consideration 02

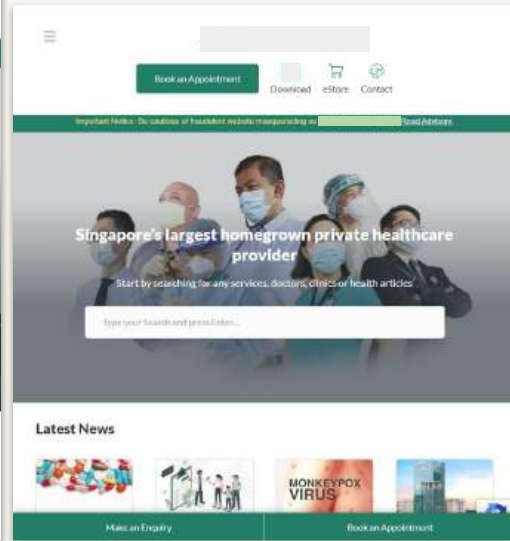
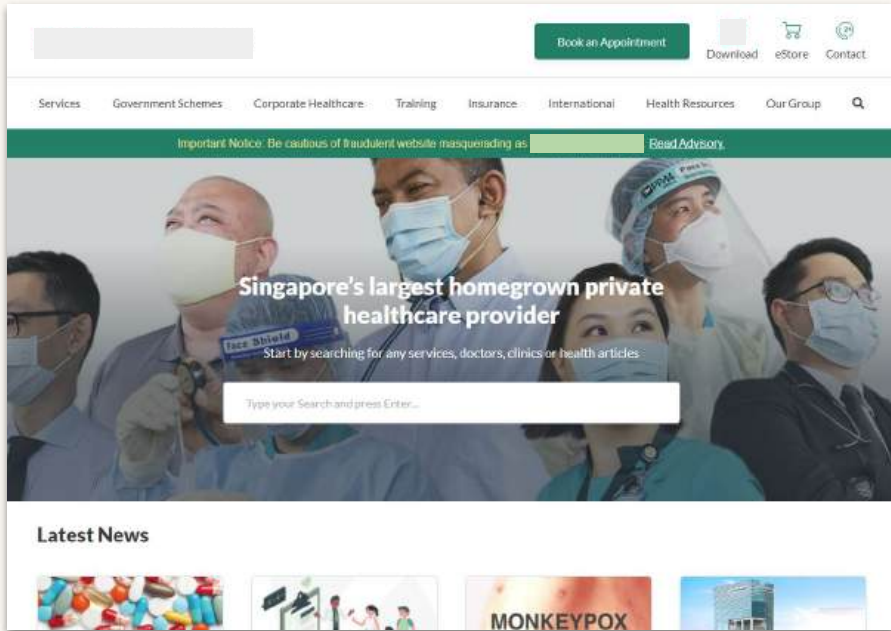
Design layouts that adapts to users' device habits.

Do consider:

- Designing layouts that adapt to the users' device habits rather than a one-size-fits-all approach. Users have different priorities on a website compared to an app.

Else:

- Expect users to constantly zoom in and out on their mobile devices when browsing websites meant for desktops.
- Expect users to have a high click count or endless scrolling on their desktops when browsing websites meant for mobile devices.



Do research and design layouts according to the users' device habits. Notice that the tablet and mobile website view (2nd and 3rd image) have additional functions at the bottom; "Make an Enquiry" and "Book an Appointment".

as compared to the desktop website view (far left image), while the app (far right image) has reduced functions as compared to the website view.

Consideration 03

Provide multiple ways to input information.

Do consider:

- Providing more than one way for users to submit information to cater to the various user habits.
- Providing voice input as one of the methods when requesting for user input.

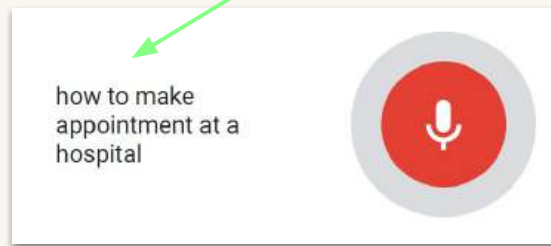
Else:

- Expect a drop in user activity or an extended time taken, in pages where information input is required. Time taken would be longer for users with dexterity issues.

A screenshot of a web form titled "Date of Birth *". It contains three dropdown menus: "DAY *" with "1", "Month *" with "January", and "Year *" with "1980". The "Year *" dropdown is open, showing a long list of years from 1961 to 1980. A red "X" is placed over the "Year *" dropdown. Below the form is a blue "Submit" button. At the bottom left, it says "A-Z HEALTHSERVICES DIRECTORY".

Avoid providing only one way of inputting information like the date of birth drop-down selector. A long list of options, would extend the time required to complete the same task. Opt to allow users the option to type in their answers as well.

A screenshot of a search bar. The search bar is empty. Below it are two buttons: "Search" and "I'm Feeling Lucky". A green checkmark is in the top right corner. A green circle highlights a microphone icon in the search bar, with a green arrow pointing from it to the bottom image.



Do consider alternative input methods like voice input when applicable.

Do display the words that users were saying as they speak to let users verify their request.

Do provide voice assistance to read out the results of voice queries to benefit users with low eyesight.

Consideration 04

Maximise data visibility, comprehension and control.

Do consider:

- Providing quick and easy access to the data the users are sharing to your services or app.
- Giving users the ability to control all the information they are sharing on a single page.
- Explaining each data in simple, clear and concise terms and why each piece of information is required.

Else:

- Expect a drop in user activity as they would go as far as **abandoning the service** entirely.



Things you've done and places you've been

Your options for history, ads, and personalization. Rediscover the things you've searched for, read, and watched, and see the places you've visited.



History settings

Choose whether to save the things you do and places you go to get more relevant results, personalized maps, recommendations, and more

Web & App Activity	<input checked="" type="checkbox"/> On	>
Location History	<input checked="" type="checkbox"/> On	>
YouTube History	<input checked="" type="checkbox"/> On	>

See and delete your history anytime

- My Activity
- Maps Timeline
- YouTube watch & search history

Ad settings

You can choose whether the ads you see are personalized based on things like interests and brand preferences

Ad personalization On >

We protect your privacy. Content from Drive, Gmail, and Photos is never used for any ads purposes.

Personal results in Search

You can decide whether Google Search shows you personal results based on info in your Google Account

On >

Do provide descriptions/explanations in clear, short and easy to understand language as privacy settings tend to be confusing.

Do allow all available privacy settings to be editable on the same page. Intuitive privacy settings help build trust with users.

Info you can share with others

Personal info you've saved in your account, like your birthday or email address, and options to manage it. This info is private to you, but you can make some of it visible to others on Google services.



Profile	Your info and who can see it	>
Location Sharing	Not sharing with anyone	>

Do allow users clear and distinctive options to stop sharing information that is sensitive to senior users, like location, income, address etc

Consideration 05

Provide language alternatives.

Do consider:

- Providing the option to view digital content in different languages.
- Allowing users to select their preferred language before purchasing/engaging in a digital service; e.g. Teleconsult, chatbot enquiry or online purchase.

Else:

- Expect users to take up an extensive amount of time or simply give up, when consuming content or service

Search

Log in to Patient Account

English

Español

Português

العربية

简体中文

Care at Clinic

Health Information

For Medical Professionals

Research

College of Medicine & Science

Giving to Clinic

When you need answers, you know where to go.

The No. 1 hospital in the nation, for you.

Request an appointment →

Log in to Patient Account →

Search diseases & conditions →

Do allow users the option to view content in their preferred language.

Select your preferred mental health expert:

Search

Professional profile

With more than 10 years in counselling and therapy work, I am able to tap into my vast experience and knowledge on a wide variety of issues. As a counsellor, I see myself as a facilitator, with my client as the expert. I listen deeply, accept them as who they are, and help them to see their inner strength and abilities. I believe in my clients' motivation in self-improvement, and I empower them to seek authentic solutions within themselves with my guidance.

Special Interests:

- Anxiety and mood disorders
- Depressive disorders
- Family issues
- Parenting issues
- Marital issues/Couple counselling

Language: English, Mandarin & Hokkien

Select

Do inform users of the languages available for the service and allow them the option to filter by languages for services like Teleconsulting.

Content Writing

and Segregation

06



Do provide content in a neutral tone when writing content for users of all ages.

- **Avoid writing content that stereotypes or makes fun of your users or anyone they care for** as it reduces the credibility of your content.

Health Tips for the Elderly

Here are some health tips on how to stay healthier, stronger and happier in your golden years.

1. Make healthy lifestyle choices

Eat a balanced, healthy diet. It has been said often enough, but as you get older, you must get smarter about eating better. Dietary requirements can change as your energy needs decrease, while your need for nutrients, such as proteins, vitamins and minerals, may stay the same or even increase with age.

Some ways to eat better include consuming more fruit and vegetables, lean meat, fish and poultry, some dairy products such as milk or yoghurt, and to reduce fat where possible as well as drinking plenty of water.

Make sure you get enough sleep. Waking up feeling refreshed will allow you to use that energy to get out into the daylight and do active things. You will be able to engage better in activities and sleep better the next night. Overall, your daily energy levels will increase.

Avoid words like “you must get smarter” when writing for users. It suggests that users are currently not smart and it dissuades them from reading further.

07

Do write content in that is concise, objective and facts-driven.

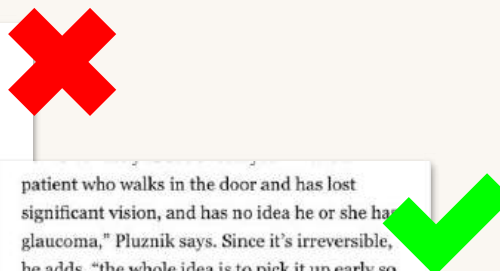
- **Do** provide facts and statistics in an objective manner when it comes to sensitive topics such as health concerns and end-of-life care.

Sense-less death risk

Hearing loss and vision loss have also been linked, not only to reduced quality of life, but an increased risk of death in older adults.


A Purdue University study found that a percentage of older adults with hearing loss and their eyesight declined enough to obscure their own name on a vision chart.

Avoid titles and choice of words that instill fear in your users, such as “Sense-less death risk”.



Health & Science

Here's how to protect your vision as you age



patient who walks in the door and has lost significant vision, and has no idea he or she has glaucoma,” Pluznik says. Since it’s irreversible, he adds, “the whole idea is to pick it up early so we can treat it.”

And treatment can be extremely effective. Daily eye drops help lower the pressure in the eye, though sometimes ophthalmologists will use lasers or surgery. Once your pressure is stabilized, you should have your eyes checked every four to six months, Buttross says; “otherwise, if the pressure creeps up, you won’t know it.”

Age-related macular degeneration

AMD is a disease where the cells in the central part of the retina — the part most important for central vision, called the macula — deteriorate. Though eyesight can be preserved when the disease is caught at an early stage, the [Centers for Disease Control and Prevention](#) calls it “the leading cause of permanent impairment of

Do provide concise and fact-driven content to make it more receptive for users to consume and understand.

08

Do curate different sets of information meant for the different intended audiences.

- Do simplify complex topics to help the general staff and patients digest information with ease.
- Do separate and provide clear labels for information meant for clinicians, from information meant for patients.

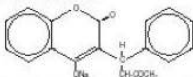
6572-00/December, 2001
Rx only

Anticoagulant

COUMADIN® TABLETS
(Warfarin Sodium Tablets, USP) Crystalline

COUMADIN® FOR INJECTION
(Warfarin Sodium for Injection, USP)

DESCRIPTION
COUMADIN (crystalline warfarin sodium) is an anticoagulant which acts by inhibiting vitamin K-dependent coagulation factors. Chemically, it is 3-(4-oxo-5-phenyl-4H-pyridazin-3-yl)-4-hydroxy coumarin and is a racemic mixture of the R- and S-enantiomers. Crystalline warfarin sodium is an isopropylol calcium. The crystallization of warfarin sodium virtually eliminates trace impurities present in amorphous warfarin. Its empirical formula is $C_{20}H_{16}O_4$ and its structural formula may be represented by the following:



Crystalline warfarin sodium occurs as a white, odorless, crystalline powder; is discolorized by light and is very soluble in water; freely soluble in alcohol; very slightly soluble in chloroform and in ether.

COUMADIN Tablets for oral use also contain:

All strengths:	Lactose, starch and magnesium stearate
1 mg:	USC Bact No. 9 Sodium Lake
2 mg:	FCAC Blue No. 2 Aluminum Lake and FD&C Red No. 40 Aluminum Lake
2-1/2 mg:	OGC Yellow No. 10 Aluminum Lake and FD&C Blue No. 1 Aluminum Lake
3 mg:	FD&C Yellow No. 6 Aluminum Lake, FD&C Blue No. 2 Aluminum Lake and FD&C Red No. 40 Aluminum Lake
4 mg:	FCAC Blue No. 1 Aluminum Lake
5 mg:	FCAC Yellow No. 6 Aluminum Lake
6 mg:	FCAC Yellow No. 6 Aluminum Lake and FCAC Blue No. 1 Aluminum Lake
7-1/2 mg:	OGC Yellow No. 10 Aluminum Lake and FD&C Yellow No. 6 Aluminum Lake
10 mg:	Dye Free

COUMADIN for Injection is supplied as a sterile, lyophilized powder, which, after reconstitution with 2.7 mL sterile Water for Injection, contains:

Warfarin Sodium	2 mg/mL
Sodium Phosphate, Citric, Heptahydrate	4.95 mg/mL
Sodium Phosphate, Monobasic, Monohydrate	0.194 mg/mL
Sodium Chloride	0.1 mg/mL
NaOH	28.0 mg/mL
Sodium Hydroxide, as needed for pH adjustment to	0.1 to 0.2

CLINICAL PHARMACOLOGY
COUMADIN and other coumarin anticoagulants act by inhibiting the synthesis of vitamin K dependent clotting factors, which include Factors II, VII, IX and X, and the anticoagulant proteins C and S. Anti-fibrinolytic clotting factors are as follows: Factor II - 60 hours, VII - 4-6 hours, IX - 24 hours, and X - 48-72 hours. The half-lives of proteins C and S are approximately 8 hours and 30 hours, respectively. The resultant net effect is a sequential depression of Factors VII, IX, X and protein C. Vitamin K is an essential cofactor for the post-translational synthesis of C and S.

Avoid providing the same complex information to both the general users and the expert users.

IMR of 2 to 2.5. These patients were stabilized on warfarin for various indications. Patient age was the most important determinant of warfarin requirement in Chinese patients with a progressively lower warfarin requirement with increasing age.

Renal dysfunction: Renal clearance is considered to be a minor determinant of anticoagulant response to warfarin. No dosage adjustment is necessary for patients with renal failure.

Search

SEARCH RESULTS

DISPLAYING 1 - 10 OF ABOUT 501 RESULTS

1 2 3 4 5 6 7 8 9 10 11 >

Alecensa® (alelectinib) - Information for Patients

<https://www.gene.com/patients/medicines/alecensa>

Actemra; Actemra; Activase; **Alecensa**; Avastin; Boniva Tablets; Cathflo Activase; CellCept; Cotellic ... Report side effects for your **Alecensa** prescription.

Alecensa® (alelectinib) - Information for Healthcare Providers

<https://www.gene.com/medical-professionals/medicines/alecensa>

Actemra; Actemra; Activase; **Alecensa**; Avastin; Boniva Tablets; Cathflo Activase; CellCept ... Help your patients pay for their **Alecensa** prescription ...

Do label the information according to the intended audience, when they are presented on the same page.

09

**Avoid using jargons
as much as possible.**

- **Avoid terminology and language** that may not be easily understood by users who are new to technology.
- **Do define the technology-related terms immediately** if the usage is necessary.

Avoid terms like :

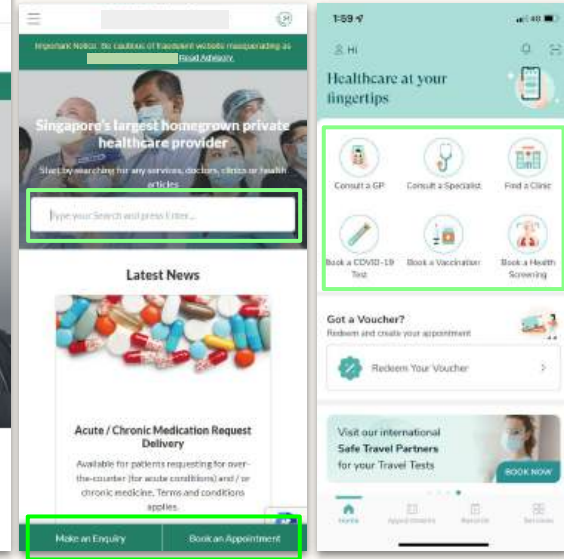
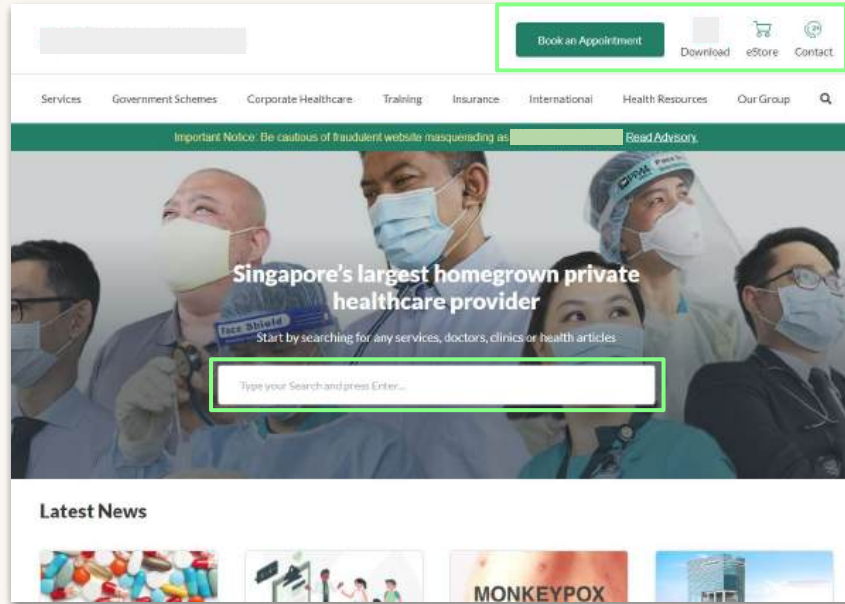
- RSS
- Web
- Cloud
- URL
- Lan
- Wifi

Page Layout

10

Do prioritise information and features based on the users' needs.

- **Do** identify the key users and place the most accessed features and information in the most noticeable areas.
- **Avoid** cluttering the screens with content and features that are not the user's priority.
- **Avoid** hiding the frequently accessed features and information.



Do identify the key user needs and behaviour for each platform. In the example above, similar appointment booking features can be found on the website (left) and app (right), but the website prioritises transactions while the app focuses more on health information.

11

Do display content links up front, to help users navigate to the information they need.

- **Do** identify what is the information your users need before deciding on the page layout.
- **Do** use informative and intuitive terms to help users navigate with ease.

Migraine Treatment
Triptans

Authorised by [Dr Sarah Jarvis MBE](#), Reviewed by [Dr Hayley Willacy](#) | Last edited 6 Feb 2018 | Meets Patient's editorial guidelines

In this series: [Migraine](#) [Migraine Triggered by Periods](#) [Migraine and Combined Hormonal Contraception](#)

Medicines which are used to treat migraine attacks (episodes) include painkillers, anti-inflammatory painkillers, anti-sickness medicines and triptans.

IN THIS ARTICLE

- [What is the best treatment for migraines?](#)
- [Medicines for treatment of migraine attacks](#)
- [What is medication-induced headache?](#)
- [More on combination migraine tablets](#)
- [Menstrual migraine treatment](#)
- [Medicines for migraine attacks in children](#)
- [Medicines for migraine when pregnant or breastfeeding](#)
- [How to prevent migraines](#)
- [Who should take a medicine to prevent migraine attacks?](#)
- [Which medicines are used to prevent migraine attacks?](#)
- [Some points about medicines to prevent migraine attacks](#)
- [What are the treatment options to prevent menstrual migraine?](#)
- [Medicines plus behavioural therapy](#)
- [Botulinum toxin \(Botox®\) injections to prevent migraine](#)

Do bring forward the content links to help users identify the information they need before committing their time to consume them.



MIGRAINE

Migraine Treatment
Triptans

Authorised by [Dr Sarah Jarvis MBE](#), Reviewed by [Dr Hayley Willacy](#) | Last edited 6 Feb 2018 | Meets Patient's editorial guidelines

IN THIS SERIES

Medicines which are used to treat migraine attacks (episodes) include painkillers, anti-inflammatory painkillers, anti-sickness medicines and triptans.

IN THIS ARTICLE

What is the best treatment for migraines?

Most people with migraine can find a treatment that works reasonably well for most attacks. However, children, and pregnant and breastfeeding women have a limited choice as many anti-migraine and anti-sickness medicines are not suitable.

Next article
[Migraine Triggered by Periods](#)

Migraine Treatment
Triptans

IN THIS ARTICLE

- [What is the best treatment for migraines?](#)
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IN THIS SERIES

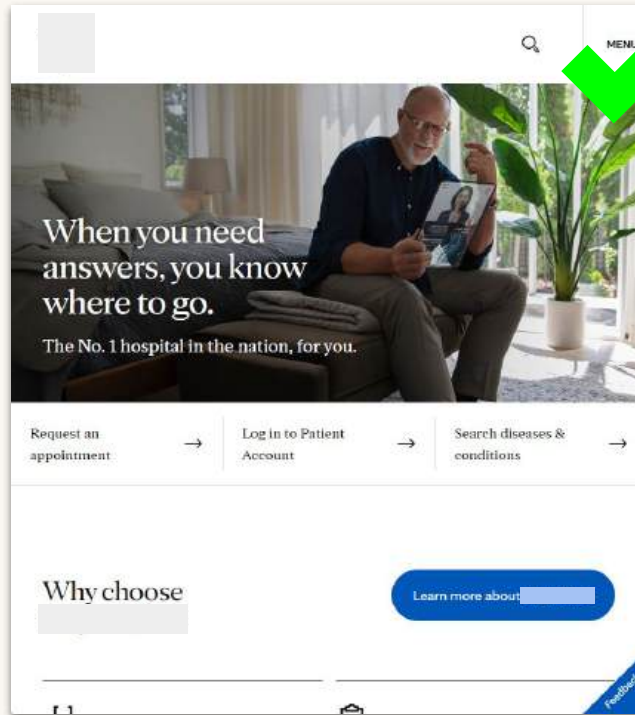
- [Migraine](#)
- [Migraine Triggered by Periods](#)
- [Migraine and Combined Hormonal Contraception](#)

Do provide the option for users to switch between the content links with ease.

12

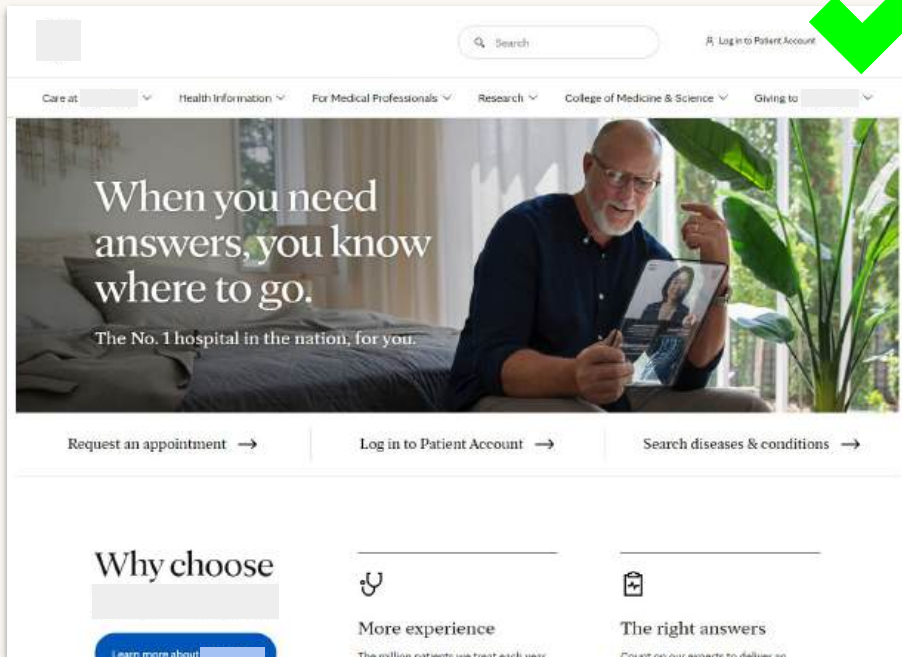
Do reduce the number of actions available on each viewable area.

- **Avoid** having multiple actions on a single screen as it may overwhelm users new to technology.



Do reduce the number of items on a given screen.

Lesser items help users with concentration issues or new to technology, focus better.



More items could mean a longer processing time before they attempt to complete their goals.

13

Do break down large chunks of information with the help of text formatting elements.

- **Avoid presenting information in one large chunk** as it requires users to read each line before finding out if it contains any information they need.
- **Do make information easy to scan by using text formatting elements like:**
 - Headings
 - Subheadings,
 - Bolded keywords
 - Bulleted lists .etc

Risk factors

Factors that may make you more susceptible to interstitial lung disease include:

- **Age.** Interstitial lung disease is much more likely to affect adults, although infants and children sometimes develop the disorder.
- **Exposure to occupational and environmental toxins.** If you work in mining, farming or construction or for any reason are exposed to pollutants known to damage your lungs, your risk of interstitial lung disease is increased.
- **Gastroesophageal reflux disease.** If you have uncontrolled acid reflux or indigestion, you may be at increased risk of interstitial lung disease.
- **Smoking.** Some forms of interstitial lung disease are more likely to occur in people with a history of smoking, and active smoking may make the condition worse, especially if there is associated emphysema.
- **Radiation and chemotherapy.** Having radiation treatments to your chest or using some chemotherapy drugs makes it more likely that you'll develop lung disease.



Do use subheadings and short paragraphs to make content easy to consume.

Do use bullet points to break the content down and reduce unnecessary words.

Do bold keywords or phrases to help users jump to the different points.

Do begin each sentence or bullet point with informative and distinctive words to help users find the information they need.

14



Do use tabs or accordions .etc, to present long pieces of content.

- **Avoid** presenting information that requires the users to scroll continuously to prevent building up fatigue in users.
- **Do** use information-layering techniques to avoid the need for endless scrolling:
 - Tabs
 - Anchor links
 - Divide content into multiple pages
 - Accordions

Coumadin - Uses, Side Effects, and More
GENERIC NAME(S): WARFARIN
[View Free Coupon >](#)

Uses | Side Effects | Precautions | Interactions | Overdose | Images | Reviews (615)

Warnings: Warfarin can cause very serious (possibly fatal) bleeding. This is more likely to occur when... [Show More](#) v

Uses

This medication is used to treat blood clots (such as in deep vein thrombosis-DVT or pulmonary embolus-PE) and/or to prevent new clots from forming in your body. Preventing harmful blood clots helps to reduce the risk of a stroke or heart attack. Conditions that increase your risk of developing blood clots include a certain type of irregular heart rhythm (atrial fibrillation), heart valve replacement, recent heart attack, and certain surgeries (such as hip/knee replacement). Warfarin is commonly called a "blood thinner," but the more correct term is "anticoagulant." It helps to keep blood flowing smoothly in your body by decreasing the amount of certain substances (clotting proteins) in your blood.

How to use Coumadin

Read the Medication Guide provided by your pharmacist before you start taking warfarin and each time you get a refill. If you have any questions, ask your doctor or pharmacist.

Take this medication by mouth with or without food as directed by your doctor or other health care

TODAY ON WEBMD

- Medications That Make You Tired**
Common culprits and what you can do.
- Pharmacy and Medication Tips**
Things to remember when you fill your prescription.
- Medication Side Effects**
Tips for dealing with them.
- Reading Medicine Labels**
How to make sense of them.

Do use tabs with descriptive names to split up content into different sections for easier consumption.

Do consider the devices your content would be displayed before deciding on the information-layering technique.



Interactions

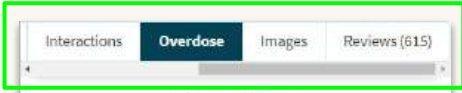
See also How to Use section.

Drug interactions may change how your medications work or increase your risk for serious side effects. This document does not contain all possible drug interactions. Keep a list of all the products you use (including prescription/nonprescription drugs and herbal products) and share it with your doctor and pharmacist. Do not start, stop, or change the dosage of any medicines without your doctor's approval.

Warfarin interacts with many prescription, nonprescription, vitamin, and herbal products. This includes medications that are applied to the skin or inside the vagina or rectum. The following interactions listed do not contain all possible drug interactions. The interactions with warfarin usually result in an increase or decrease in the "blood-thinning" (anticoagulant) effect. Your doctor or other health care professional should closely monitor you to prevent serious bleeding or clotting problems. While you are taking warfarin, it is very important to tell your doctor or pharmacist of any changes in medications, vitamins, or herbal products that you are taking.

Some products that may interact with this drug include: imatinib, marijuana (cannabis), dronabino!, mifepristone.

Aspirin, aspirin-like drugs (salicylates), and nonsteroidal anti-inflammatory drugs (NSAIDs such as ibuprofen, naproxen, celecoxib) may have effects similar to warfarin. These drugs may increase the risk of bleeding problems if taken during treatment with warfarin. Carefully check all prescription/nonprescription product labels (including drugs applied to the skin such as pain-relieving creams) since the products may contain NSAIDs or salicylates. Talk to your doctor about using a different medication (such as acetaminophen) to treat pain/fever.



Overdose

If someone has overdosed and has serious symptoms such as passing out or trouble breathing, call 911. Otherwise, call a poison control center right away. US residents can call their local poison control center at 1-800-222-1222. Canada residents can call a provincial poison control center. Symptoms of overdose may include: bloody/black/tarry stools, pink/dark urine, unusual/prolonged bleeding.

Notes

Do not share this medication with others.

Laboratory and/or medical tests (such as INR, complete blood count) must be performed periodically to monitor your progress or check for side effects. Consult your doctor for more details.

Missed Dose

For the best possible benefit, do not miss any doses. If you do miss a dose and remember on the same day, take it as soon as you remember. If you remember on the next day, skip the missed dose. Take your next dose at the regular time. Do not double the dose to catch up because this could increase your risk for bleeding. Keep a record of missed doses to give to your doctor or pharmacist. Contact your doctor or pharmacist if you miss 2 or more

The tabs stay at top to allow users to switch between the different sections with ease.

15

Do provide the option to compare products or information.

Do allow users to:

- Select the items they are interested in
- And/or do a side-by-side comparison

In the event when

- There are multiple items
- There are multiple lines of details
- Users are required to constantly scroll up and down to compare products

Comparing Dupixent vs Fasenna

Dupixent (dupilumab)	Fasenna (benralizumab)	Q Add a drug to compare
<p>Prescription only</p> <p>Dupixent is an injection that is usually given under the skin every other week for the treatment of asthma, eczema, and some other inflammatory conditions. Injection site reactions and eye conditions... more</p> <p>More about Dupixent (dupilumab)</p>	<p>Prescription only</p> <p>Fasenna is a biologic that works by blocking the action of IL-5 which is the main cytokine responsible for the survival and production of eosinophils. Fasenna may be used to treat severe eosinophilic... more</p> <p>More about Fasenna (benralizumab)</p>	
Generic Status		
No lower-cost generic available	No lower-cost generic available	
Ratings & Reviews		
Dupixent has an average rating of 6.8 out of 10 from a total of 329 ratings on Drugs.com. 56% of reviewers reported a positive effect, while 26% reported a negative effect. View all 329 reviews	Fasenna has an average rating of 7.1 out of 10 from a total of 41 ratings on Drugs.com. 59% of reviewers reported a positive effect, while 23% reported a negative effect. View all 41 reviews	
Drug Class		
<ul style="list-style-type: none">• Interleukin inhibitors	<ul style="list-style-type: none">• Interleukin inhibitors	
Side Effects		
Common side effects include:	See also: Fasenna side effects in more detail.	

Do allow users to conduct a detailed side-by-side comparison of similar products when there are multiple items with many lines of details.

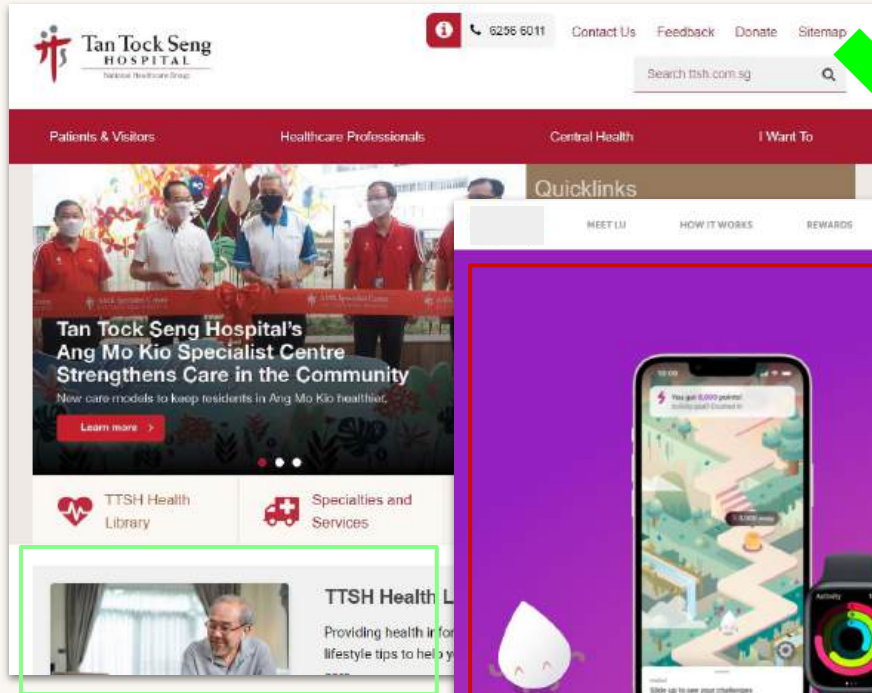


16

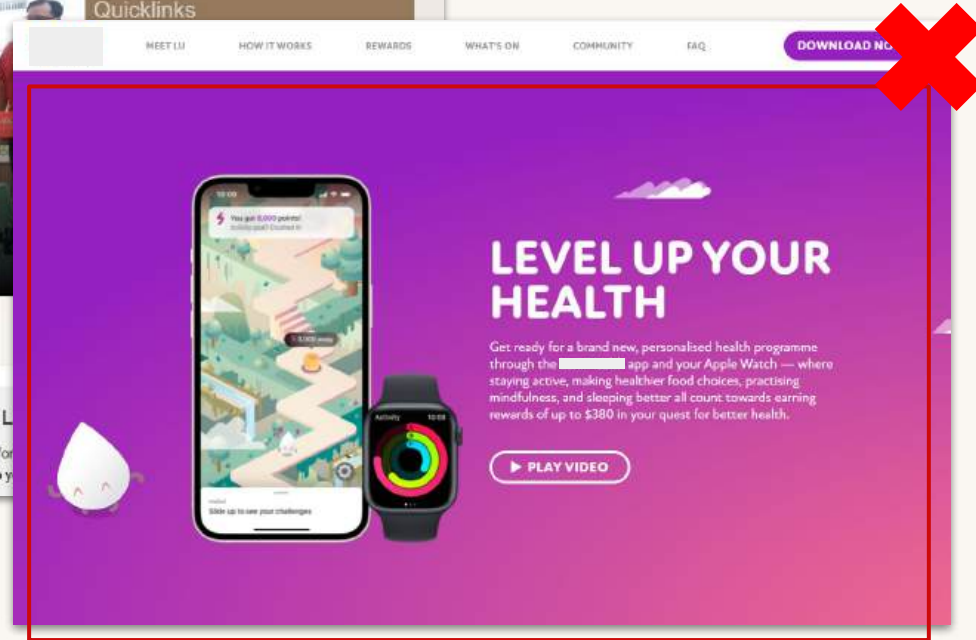
Do design layouts that allow some elements to peek out to invite scrolling.

- **Avoid** presenting content that appears to be 'complete' within the viewable area.

Users may assume that there is nothing more beyond and decided not to scroll further.



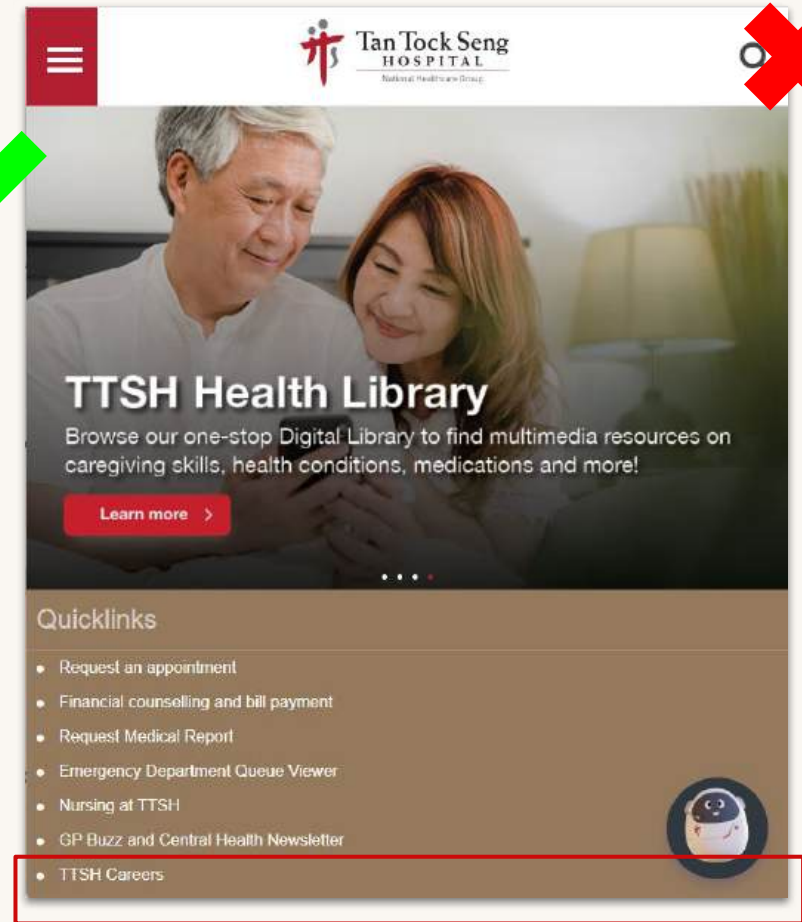
Do ensure that content peeks out or gets cut off at the end of the screen whenever there is a need to scroll in that direction.



Avoid designing websites that gives users the illusion that there is no more content below the viewable area.

Do ensure that content peeks out when presented on the other devices.

The content presented on the phone peeks out, inviting users to scroll swipe down for more, while the content presented on the tablet view seems 'complete'. Users new to the site could assume that it is the end of the page.



17

Do use tables whenever possible to help users scan and consume information.

- **Do** present information that involves numbers and the need for comparison in a simple table for easy scanning.

Associate-level programs

Program	Length	Median salary
Cardiovascular Invasive Specialist Program (Minnesota)	21 months	\$59,000
Clinical Neurophysiology Technology Program (Minnesota)	2 years	\$59,000
Emergency Medicine Paramedic Program (Minnesota)	20 months	\$37,000
Histology Technician Program (Arizona, Florida, and Minnesota)	9 months	\$54,000
Magnetic Resonance Imaging (MRI) Program (Minnesota)	1 year	\$64,000
Radiography Program (Florida)	2 years	\$64,000

Do create tables with the following criteria:

- Keep it simple with minimal columns
- Intuitive and distinctive headings
- Only include relevant information without overloading the users




18

Do ensure that information in the table is easy to scan and consume.

- **Do include the following when presenting information in a table:**

- Provide ample white spaces between each piece of information.
- Use legible font size.
- Consider having different alignment between the column and row headers, from the information in each cell.
- Consider having alternate row colours.



Title	Program description	Type	Credit	Event date
Women in Leadership, Medicine and Academics - WILMA 2022	April 21, 2022 - Luther Building - Eau Claire, Wisconsin Learn how to take the next steps in your academic and career progression with supportive colleagues and peers. This conference focuses on strategies to lead more effectively, build resilience, and ways to increase the number of women faculty and staff members who initiate scholarly activity and achieve academic appointments (Instructor, Assistant Professor, Associate Professor and Professor). This year's event features an inspiring and informative keynote speaker, Dr. Sasha Shillcutt, noted physician, gender equity researcher, speaker, author, wife, mom and founder/CEO of Brave Enough.	Live	5.50 <i>AMA PRA Category 1 Credit™</i> 5.50 ACHE 5.50 ACPE 5.50 ANCC 5.50 Attendance	04/21/2022

Do ensure that there is a comfortable amount of white space between each table/cell value to help users glance through the information with ease.

19

Avoid distracting or leading users away from the content they came for.

- **Avoid placing non-related content links (like content recommendations) in between the content.** Users may assume that the content has ended.

What causes presbyopia? Over time, the lens of the eye hardens. Muscles around the lens also change with age. These changes make it harder for the lens to work.




CONTINUE READING BELOW

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FROM OUR ADVERTISER

A Health and Wellness Credit Card
Learn more about CareCredit®
Ad By CareCredit



SLIDESHOW

Slideshow Vision Changes
Your Vision Over Time: Find out what's normal, what's not, and how to keep your eyes healthy from this WebMDs slideshow.



Ad

How to Stop Watery Eyes
Evaluate and select the best alternatives here.

An eye doctor can diagnose presbyopia and correct it with [eyeglasses](#) or [contact lenses](#) 📷. Bifocals are glasses with the higher focusing power in the lower part of the lens. If you do not need glasses for distance, you may need only reading glasses.

Avoid placing recommendations in the middle of the content that your users are consuming.

The American Academy of Ophthalmology's own recommendations call for people age 65 and older to have a comprehensive eye exam with an ophthalmologist every year or two. For seniors who are concerned about eye health, that's good advice, Sommer said.



Kaiser Health News is an editorially independent news service supported by the nonpartisan Kaiser Family Foundation. Email questions or suggestions for future columns: KHNhelp@KFF.org. Michelle Andrews is on Twitter: @mandrewello.

glaucoma primary care macular degeneration doctors aging



Here's To Your Health

We're reporting on the latest in medical research, insurance coverage, plus managing your health and the health of the people you love. Coming to your inbox once a week!

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HEALTH
Babies Who Seem Fine At Birth May Have Zika-Related Problems Later, Study Finds



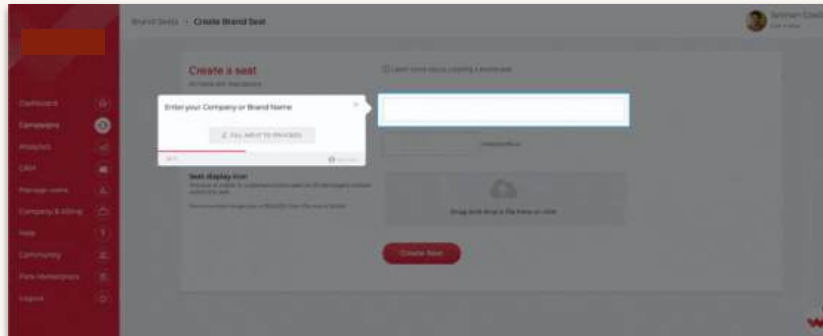
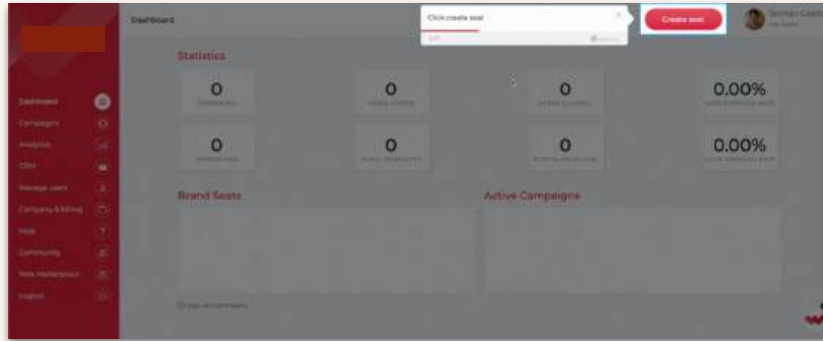
HEALTH
Genetic Tests Can Hurt Your Chances Of Getting Some Types Of Insurance

Do present recommendations at the end of the content, within the viewable area.

20

Do provide easy and clear instructions for any web service or features.

- **Do** ensure that each onboarding instruction is short and concise to cater to users of all ages.



Do provide clear instructions to help users ease into the functions of a new web service.

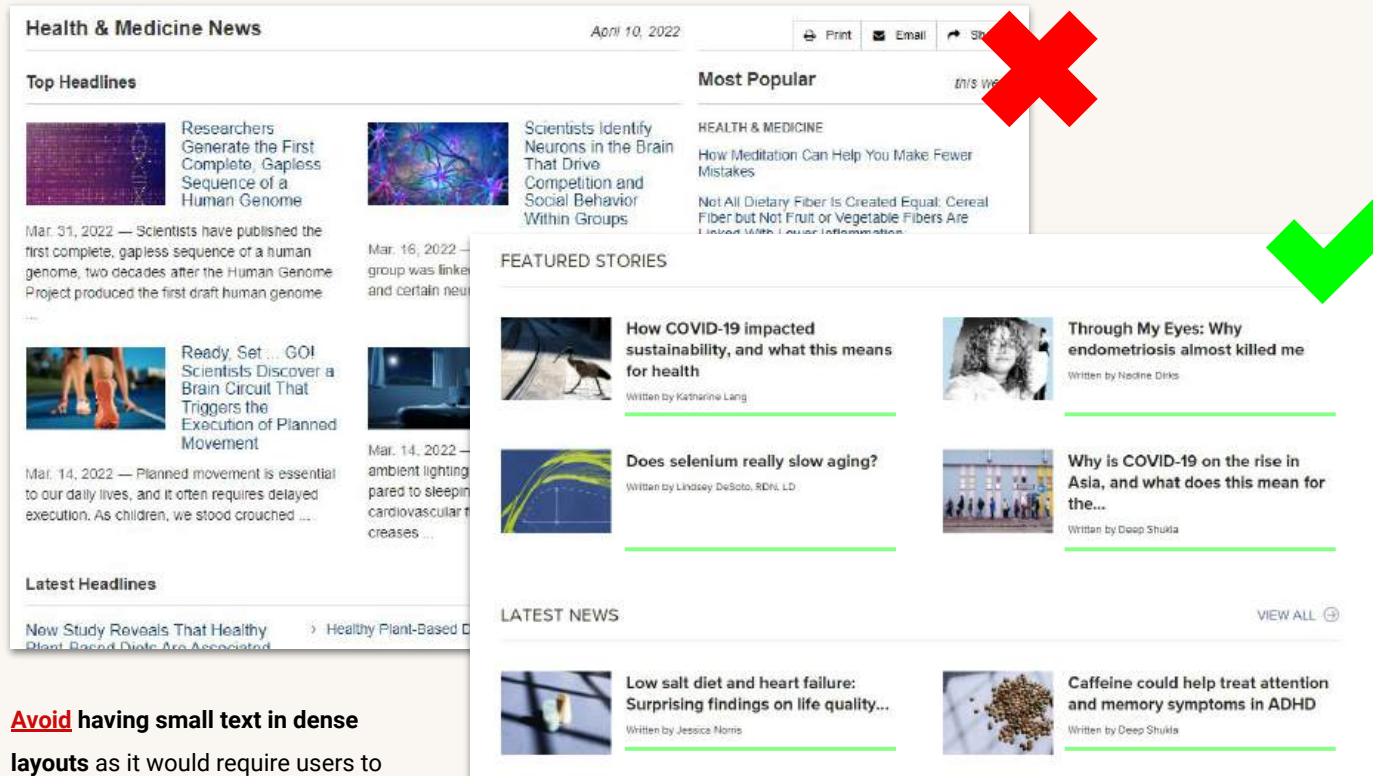
Information

Presentation

21

Do ensure adequate font sizes and contrast for minimal readability.

- **Do** ensure that the body copy is at least:
 - 12 points(pt) for desktop.
 - 16 points(pt) for mobile devices.



Avoid having small text in dense layouts as it would require users to put in effort when scanning and finding the information they need.

Do present content with ample spacing and contrasting headers. It makes it easier for users with visual issues to scan and consume large amounts of information.

22

Do allow your user to increase the content font sizes with ease.

- **Do** ensure that the responsive pages maintain consistency when the option to change font sizes is available.



Do provide the option to increase font size in a prominent position for articles on websites or mobile phones.

23

Do ensure each line of text is easy to scan.

- **Do ensure that any paragraph of text (or body copy) has a line-height of at least 1.5x of the font size;** If the font size is 12pt, the recommended line-height is $12 \times 1.5 = 18\text{pt}$.
- **Avoid justifying text** as it creates uneven pockets of spaces, distracting users from connecting one word to another.



This body of text has a line height of 1x of the font size. Although it seemed negligible, compounding discomfort when reading information can lead to user frustrations and skipping of crucial information. This body of text has a line height of 1x of the font size. Although it seemed negligible, compounding discomfort when reading information could lead to user frustrations and skipping of crucial information.

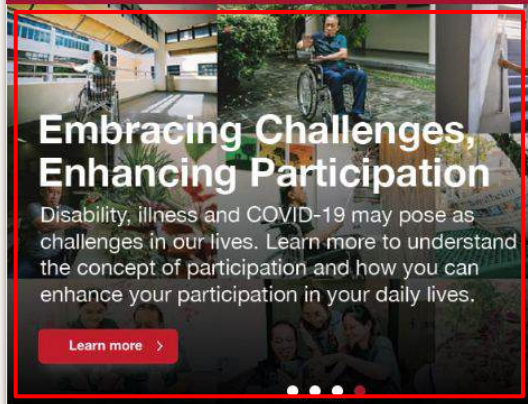
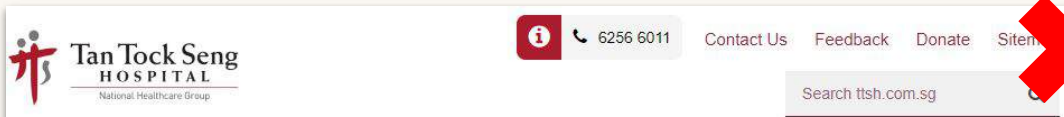


This body of text has a line height of 1.5x of the font size. Although it seemed negligible, relieving discomfort when consuming information can reduce user frustrations and the chances of them skipping crucial information. This body of text has a line height of 1.5x of the font size. Although it seemed negligible, relieving discomfort when consuming information could reduce user frustrations and the chances of them skipping crucial information.

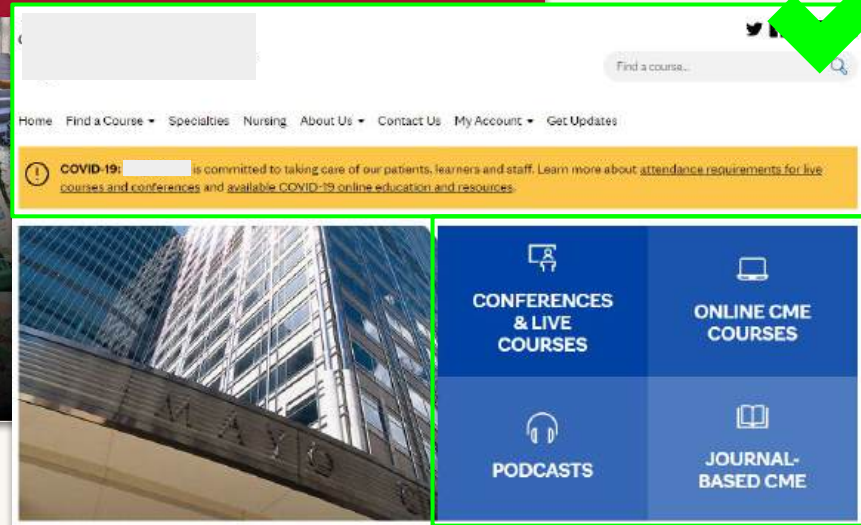
24

Do ensure that all page elements have a clear contrast between the text and background colour.

- **Do** use colours schemes like
 - Black text on a white or off-white background,
 - White text on a black or dark background or,
 - Any that passes the [WCAG AAA](#); a global benchmark for website accessibility.



Avoid overlapping text on images, especially for images that move automatically. It presents varying contrast between the text and the background, making it hard to read for users with visual issues.



Do ensure that the text and background presented elements are of a certain contrast; passing the [WCAG AAA](#), to help users identify or perform the intended actions with ease.

25

Do use visual elements to help users understand better.


- **Do** use simple and relevant visual elements.
- **Avoid** using visual elements purely for decorative purposes or as a replacement for text.



FIND AN ONLINE DOCTOR IN SINGAPORE WITH






Access a full suite of health and wellness services to look after every aspect of your healthcare needs.

 DA Virtual Clinic	 DA Clinic	 DA Home Care Services
 Chronic Disease Management Program	 DA Marketplace	 DA Mental Wellness



FIND AN ONLINE DOCTOR IN SINGAPORE WITH

Access a full suite of health and wellness services to look after every aspect of your healthcare needs.

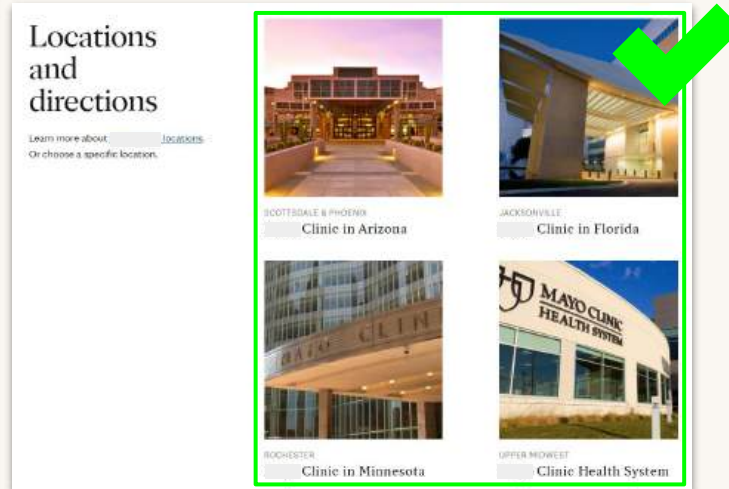
Do provide graphical elements with text labels to provide easier comprehension.

Removal of the text labels would cause confusion to users of all ages, especially for icons that are shaped differently or aren't commonly used.

26

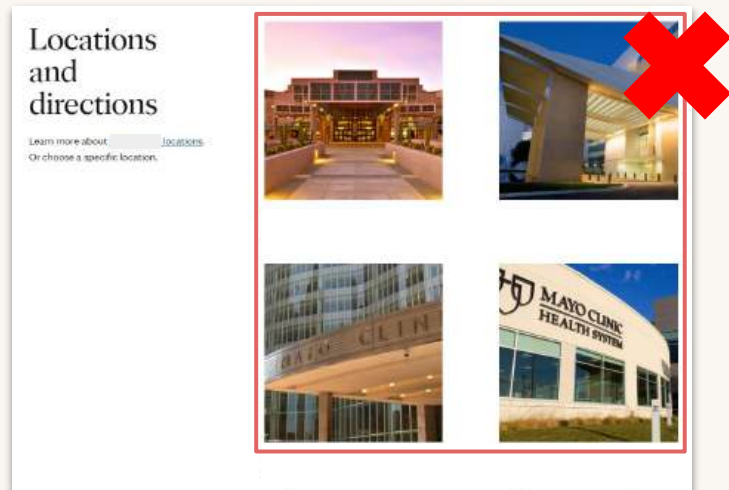
Avoid replacing text links with image-only links.

- **Do** prioritise presenting links as text as it helps users:
 - Intuitively register what are the clickable elements.
 - Scan for the information they need.
 - Improve accessibility for anyone using a screen-reader or voice assistant



Do ensure that all clickable images are accompanied by descriptive text links.

Without the descriptive text links, users that could not connect the images to the headers or website would presume the images to be purely decorative.

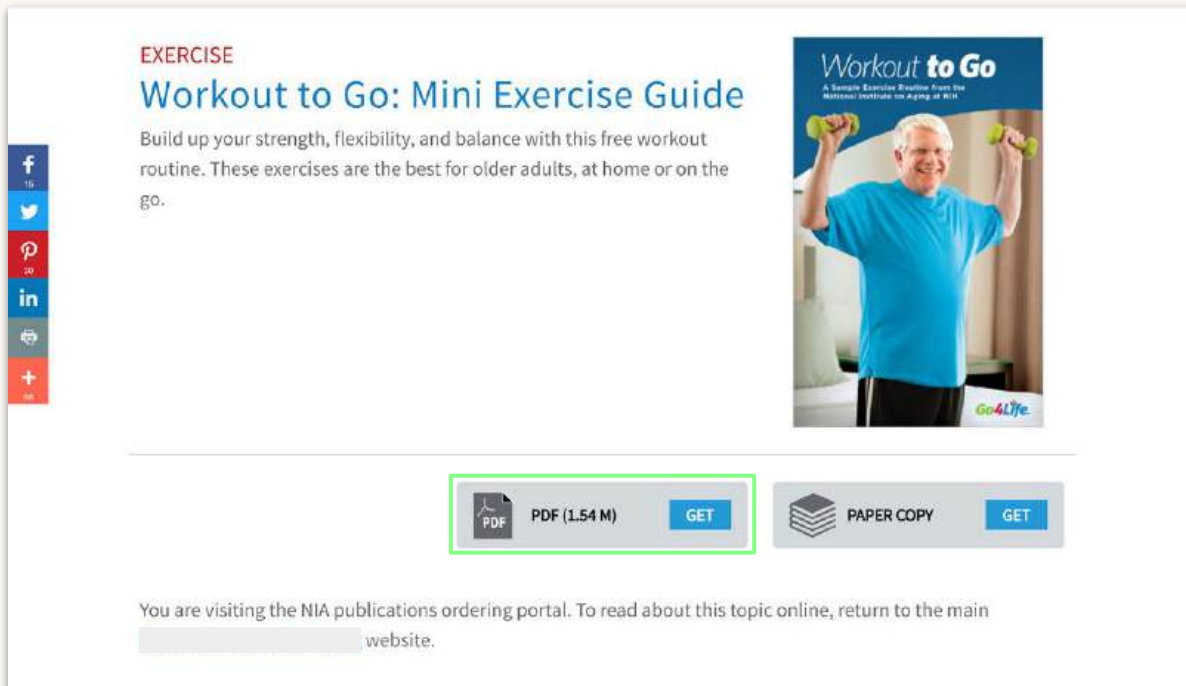


On the other hand, it would be easier for the users to recognise that the links can be clicked if they were text links.

27

Do provide PDF files for documents that are meant to be printed.

- **Do** label the PDF documents by indicating 'PDF' after the document name or show the Adobe Reader icon.
- **Avoid** using PDF files as a replacement for website content. PDF files are usually not designed to adapt to users' device habits, resulting in potential frustrations.



The screenshot shows a webpage for an exercise guide. On the left is a vertical social media sharing bar with icons for Facebook, Twitter, Pinterest, LinkedIn, and a plus sign. The main content area has the heading "EXERCISE" in red, followed by "Workout to Go: Mini Exercise Guide" in blue. Below this is a paragraph: "Build up your strength, flexibility, and balance with this free workout routine. These exercises are the best for older adults, at home or on the go." To the right is a photograph of an older man in a blue t-shirt holding green dumbbells, with the text "Workout to Go" and "A Simple Exercise Routine from the National Institute on Aging at NIA" overlaid. At the bottom of the page, there are two buttons: "PDF (1.54 M) GET" and "PAPER COPY GET". The "PDF (1.54 M) GET" button is highlighted with a green border. Below the buttons is a footer message: "You are visiting the NIA publications ordering portal. To read about this topic online, return to the main [redacted] website."

Do label the PDF documents to let the users know what to expect before they click on a link.

28

Avoid using colours as the only indicator to convey information.

- Do check every screen against a [colour-blind simulator](#) or [software plugins](#), to ensure that users with visual issues would be able to comprehend the designs.

Normal View Colour only

Enter your email

Create a password

 Show

Red-blind view Colour only

Enter your email

Create a password

 Show

Avoid using colours as the only indicator when presenting detected errors. Users with visual issues will not be able to register the error and would be stuck, not understanding how to proceed.

Normal View Colour + Icon

Enter your email

Create a password

  Show

Red-blind view Colour + Icon

Enter your email

Create a password

  Show

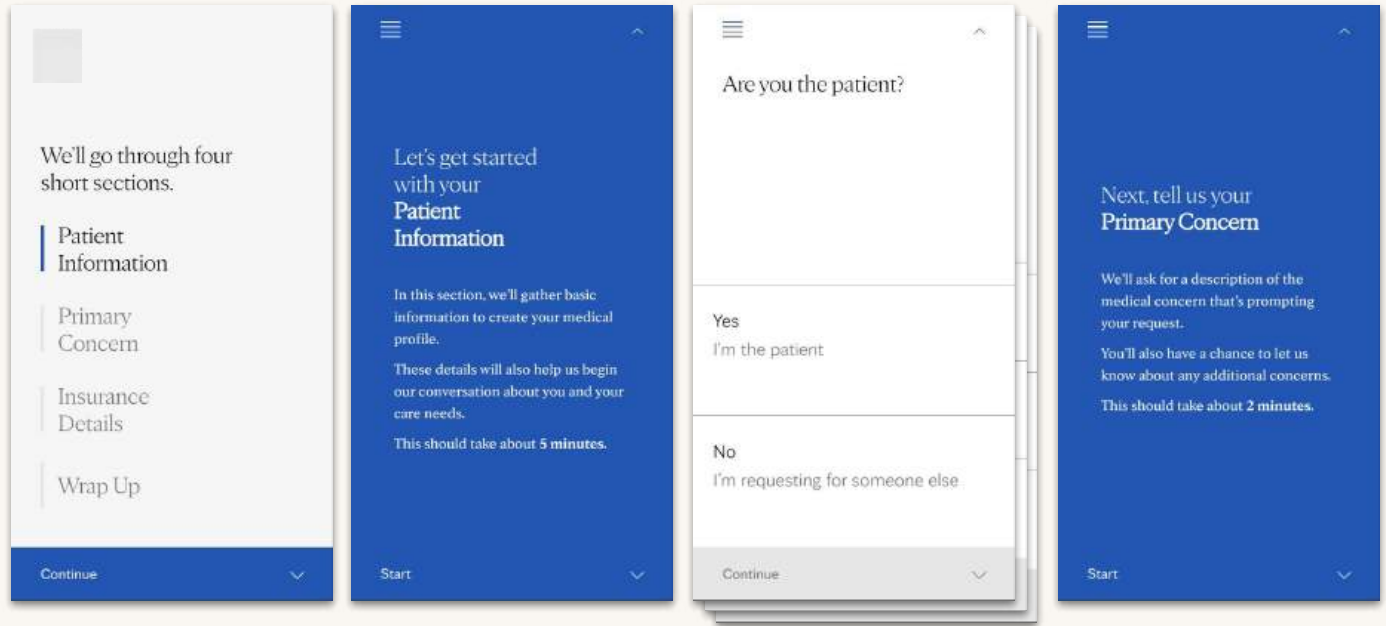
Do ensure that icons are included when presenting detected errors.

It allows users to register and resolve the error despite having visual issues.

29

Do provide clear indications for progress and completion.

- **Do** display progress markers at each step of the process to inform users of their progress in relation to the entire process.
- **Do** ensure that the indications are consistent for all processes. Users would be confused if progress indicators change for each process.



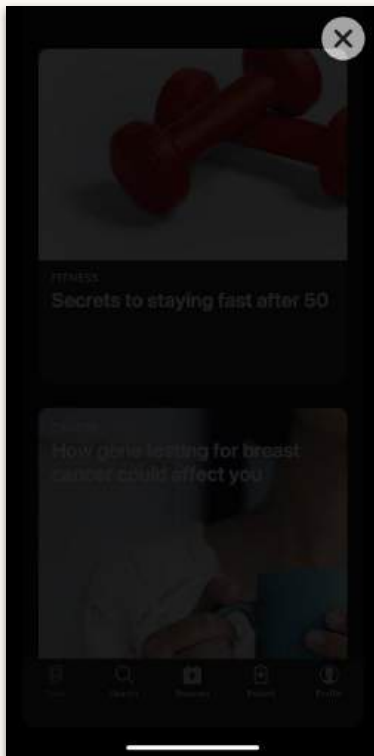
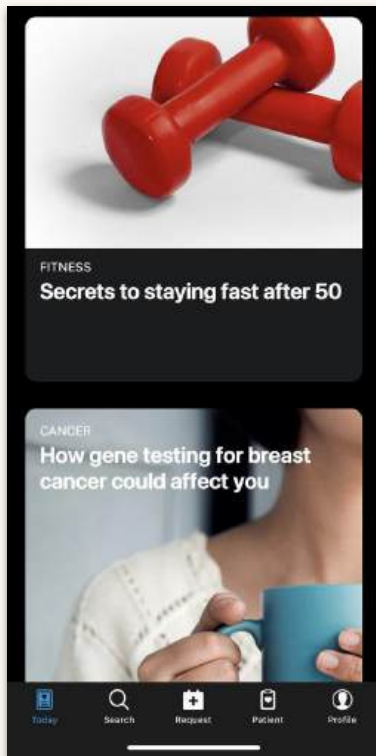
Do provide distinctive visual aids to remind users of their progress and successful applications.

A full blue page is used to represent the completion of a section instead of a page in white, to avoid being mistaken as a question that needed to be answered.

30

Avoid using excessive and complicated animations.

- **Avoid the use of flashing, blinking and displacement animations** as it could create discomfort for some users.

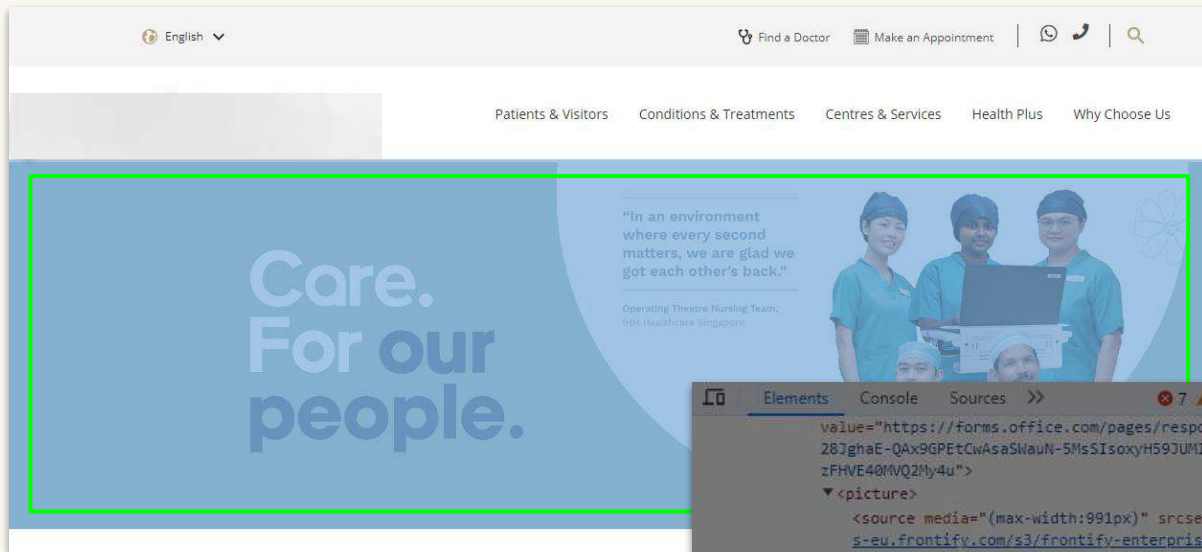


Do keep transitions and animations simple and minimal, like a quick and mild fade in or out, to reduce potential frustrations for the users.

31

Do add alt text for meaningful or actionable non-text content.

- **Do** provide precise and concise content descriptions in alt text. Alt text is typically found under labels like "description," "alt," or "alt text."



```
Elements Console Sources >> 7 2 3 ⚙️ ⋮ ✕  
value="https://forms.office.com/pages/responsepage.aspx?id=xGm287ghaE-QAx9GPETCwAsa5WauN-5Ms5IsoxyH59JUM1I1T1VQTD44NEo3Qk9KQzFHVE40MVQ2My4u">  
  <picture>  
    <source media="(max-width:991px)" srcset="https://cdn-asset-s-eu.frontify.com/s3/frontify-enterprise-files-eu/ey...berhad:ym0g2M2-h1TMRyDQC7te1x2rXIQtW8kL7DHowvWkaM?width=990&format=webp" class="swiper-lazy swiper-lazy-loaded">  
      
  <!-- Preloader image -->  
</a>  
</div>  
<div class="container"> </div>  
</div>  
<div class="swiper-slide swiper-slide-next" data-swiper-slide-index="3" style="width: 1348px; margin-right: 30px;" role="group"
```

Low-to-no vision users depend on screen readers that can't read text within images, making alt text essential for web accessibility.

Web banners, like the ones shown, allow screen readers to vocalise the actionable content: "Join Our Nursing Team."



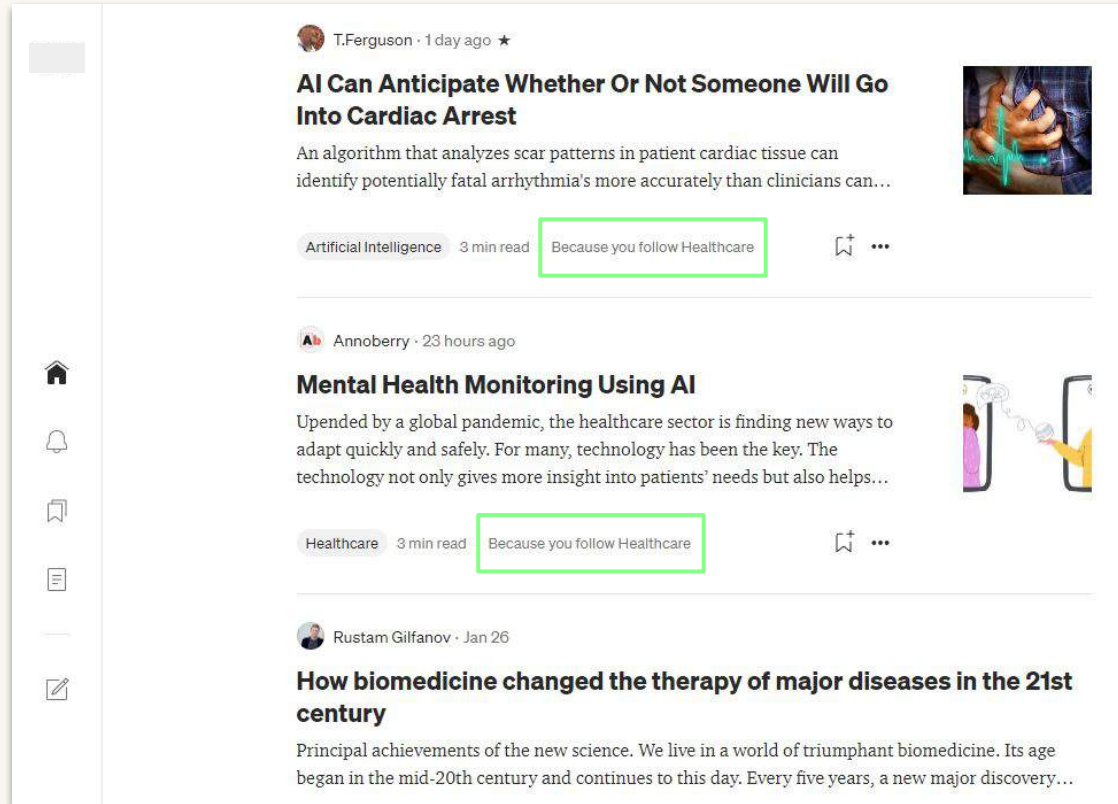
Personalisation &

Customisation

32

Do ensure that personalisation is consistent in all areas of the service or product.

- **Avoid** personalising only some of the services. Inconsistent levels of personalisation discourage users from services that lack personalisation.



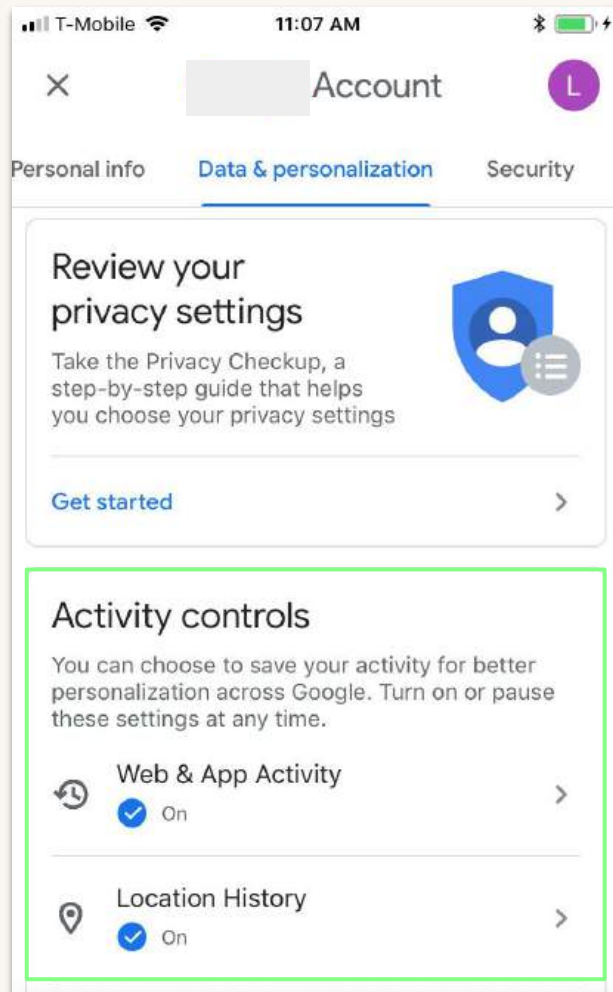
The screenshot shows a social media feed with three posts. Each post has a personalized recommendation box highlighted in green. The first post is by T.Ferguson, titled 'AI Can Anticipate Whether Or Not Someone Will Go Into Cardiac Arrest', with a recommendation 'Because you follow Healthcare'. The second post is by Annoberry, titled 'Mental Health Monitoring Using AI', with a recommendation 'Healthcare'. The third post is by Rustam Gilfanov, titled 'How biomedicine changed the therapy of major diseases in the 21st century', with a recommendation 'Healthcare'. A large green checkmark is in the top right corner of the overall image.

Do provide an explanation for each suggestion to build trust with users. Knowing how and why a suggestion is presented gives users the impression that the service only tries to personalise the user's experience based on their browsing history and indicated interest.

33

Do provide users full control of their data.

- Do provide quick and intuitive access to the data and privacy settings.
- Do allow users full control over the information they can share, on a single page.
- Do explain each data point, and how they would be used during personalisation, in simple, clear and concise terms.



Do describe the data and their usage, in simple terms.

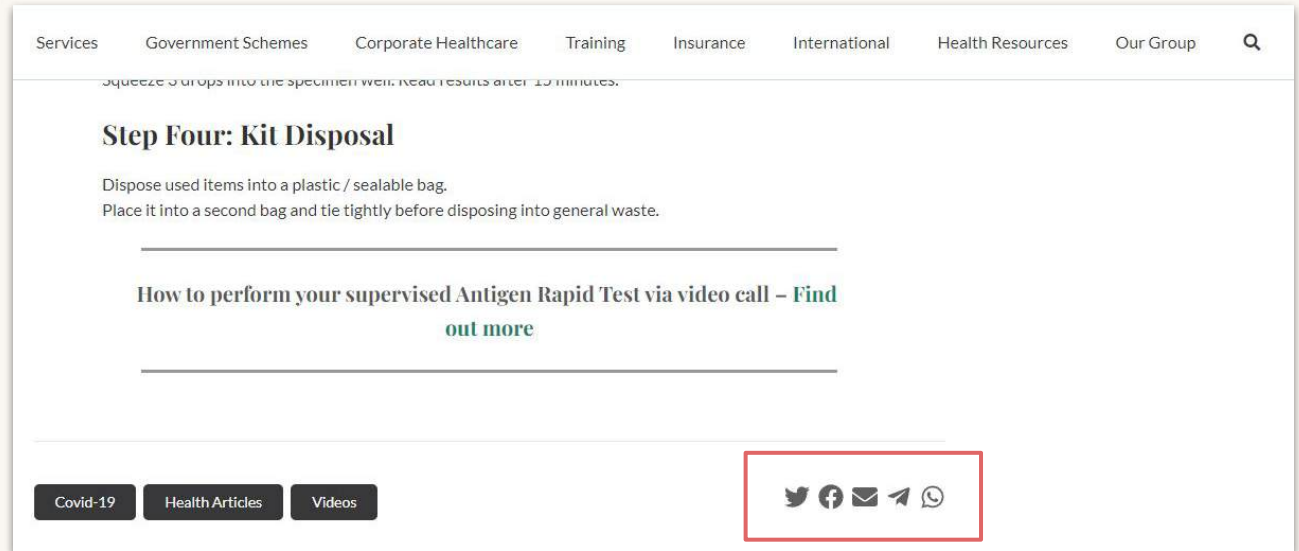
Do modularise the personalisation algorithms to ensure that personalisation can still happen even if some data points are turned off.

Social Media

34

Do label the actions that would be taken for social media icons.

- Do indicate the actions taken around the icons, to help users understand if it would lead to following or sharing on the different platforms.



Services Government Schemes Corporate Healthcare Training Insurance International Health Resources Our Group

Squeeze 3 drops into the specimen well. Read results after 15 minutes.

Step Four: Kit Disposal

Dispose used items into a plastic / sealable bag.
Place it into a second bag and tie tightly before disposing into general waste.

How to perform your supervised Antigen Rapid Test via video call – [Find out more](#)

Covid-19 Health Articles Videos

Twitter Facebook Email Print WhatsApp

Avoid placing social media icons without indicating the actions it would lead to as they may cause uncertainty for users new to technology.



35

Do post content that is engaging, bite-sized and easy to understand.

- **Avoid** posting just anything and everything. Bombarding content that your users do not care about would dissuade them from coming back for more.
- **Do** conduct research on your target audience before generating content.



Do introduce the content with clear and brief descriptions; the who, the what, where is and when is it. (when applicable)

Do use images or videos would stop your target audience in their tracks as they are scrolling through their feed.

Do provide large and easy to read captions for video content as they often play automatically and without audio, when they appear on the screen.

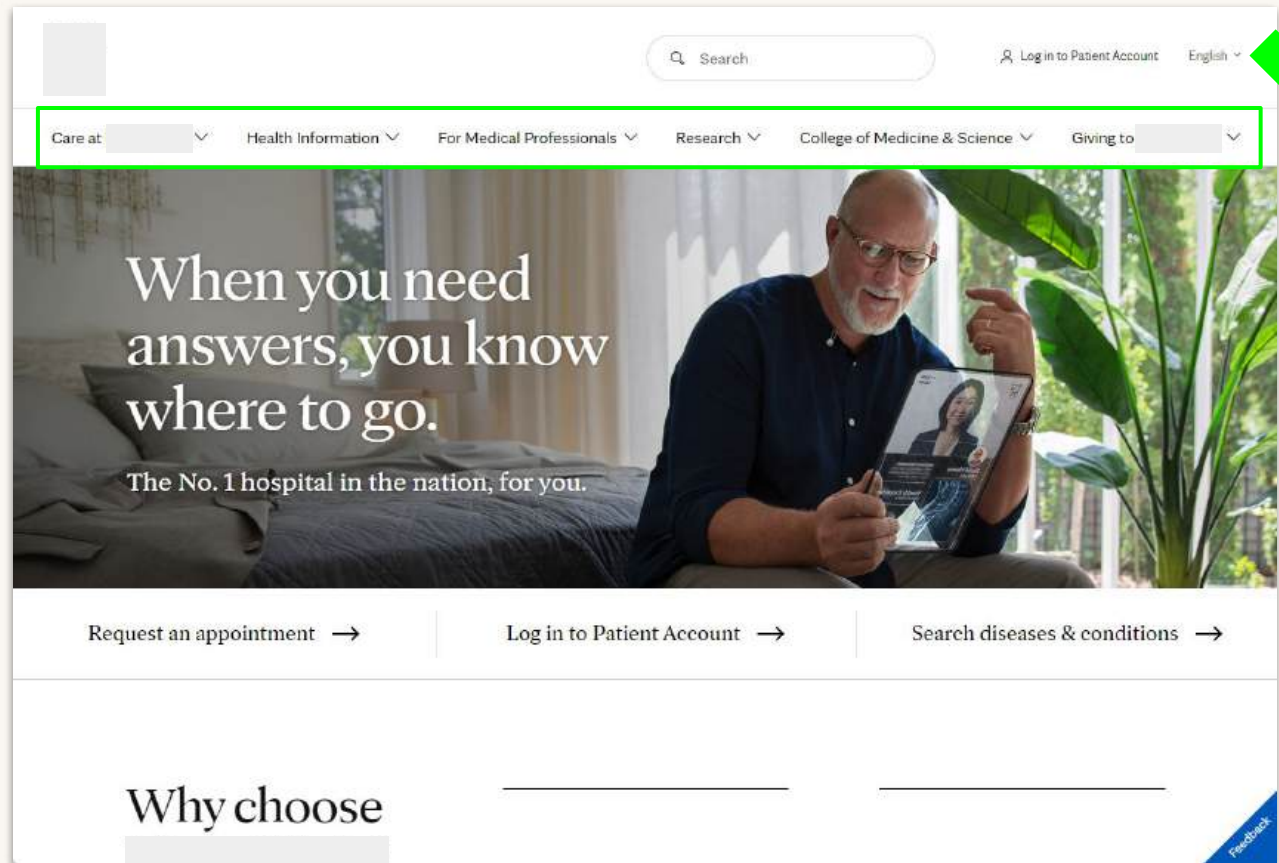


Navigation

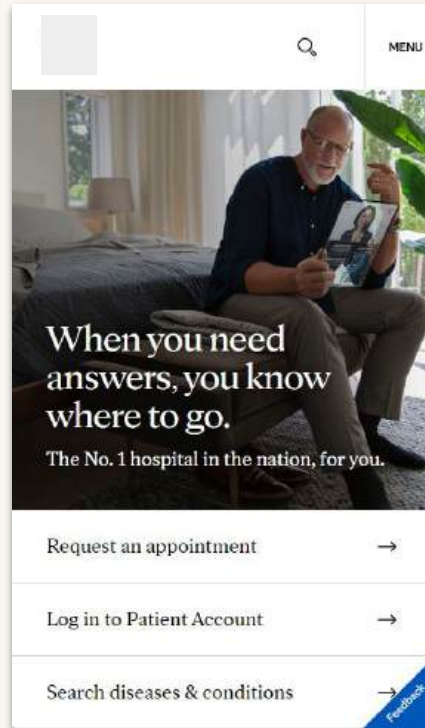
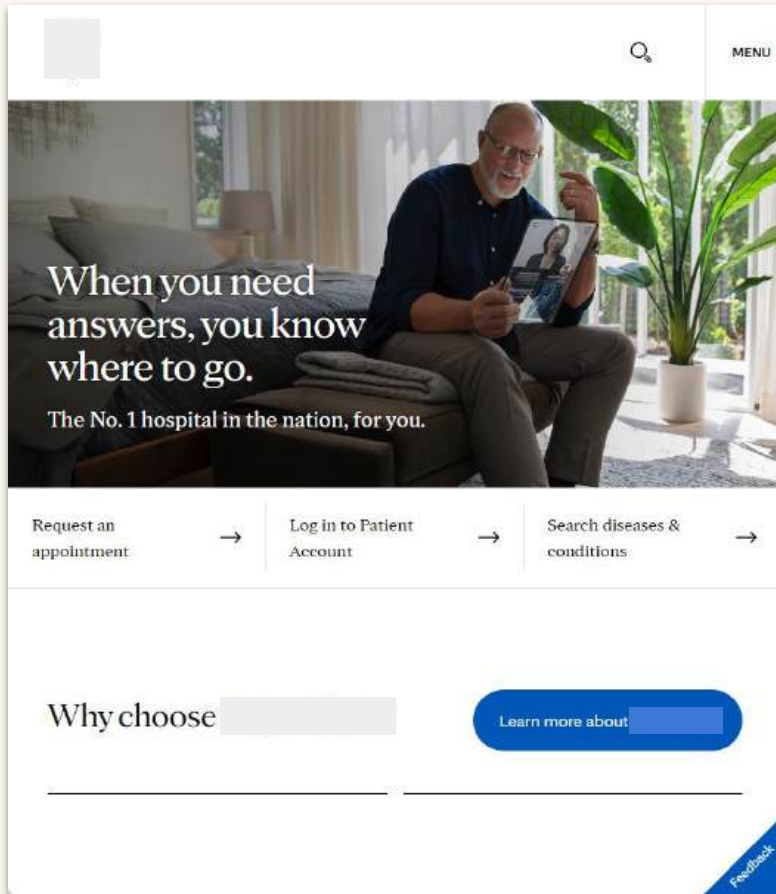
36

Do present navigation menus in commonly placed and visible areas, for each device.

- **Do** ensure that the navigation menu is consistently located in the same spot, usable and visible throughout the website.
- **Avoid** using hidden menus as some users may not recognise the common indicators. If it is required, label it.



Do ensure that navigation appears at the top of the page with exposed links and categories for desktop websites.

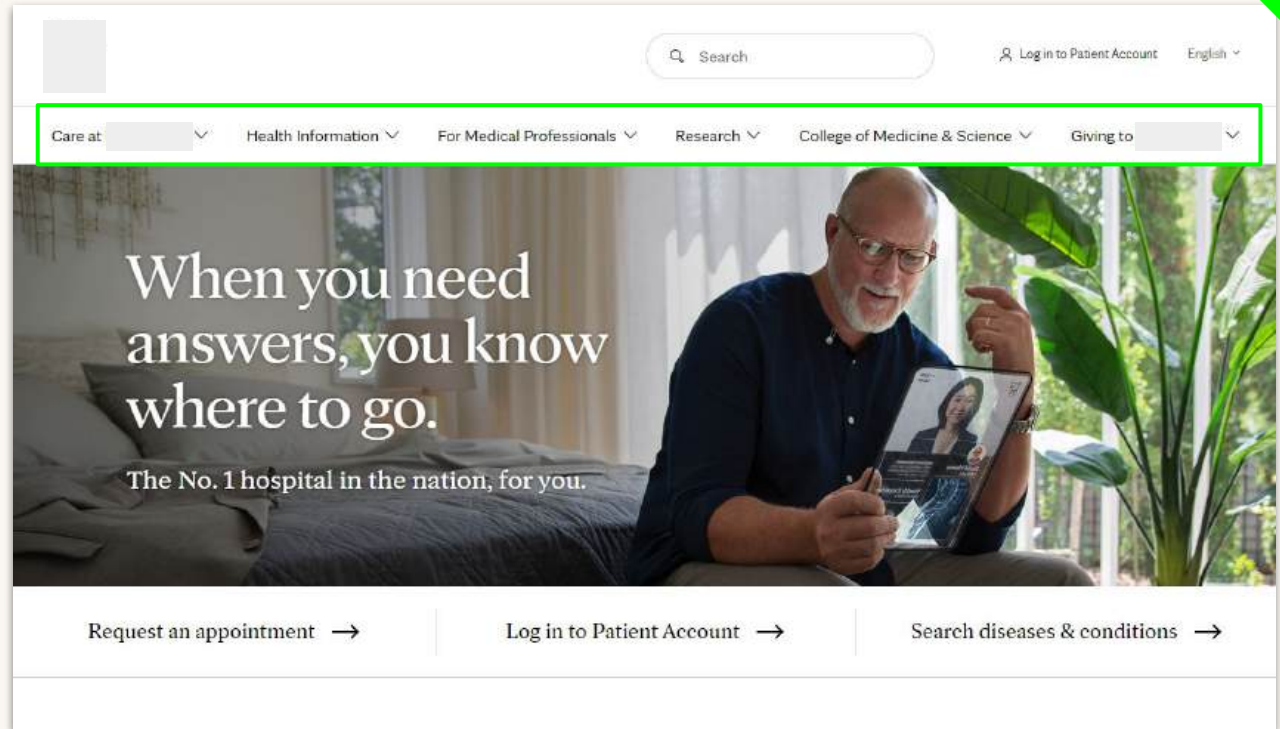


Do ensure that navigation appears at the top of the page with exposed links and categories or hidden behind a 'Menu' link or icon at the top right corner of the screen, for websites presented on a tablet.

37

Do ensure that each navigation option is distinctively different from the other.

- **Do** match the navigation menu structure according to the user's view of the organisation, information and/or services.
- **Do** use language that is easy to understand from the user's perspective. Navigation menus that contain brand language or jargon could confuse users who are new to the platform.

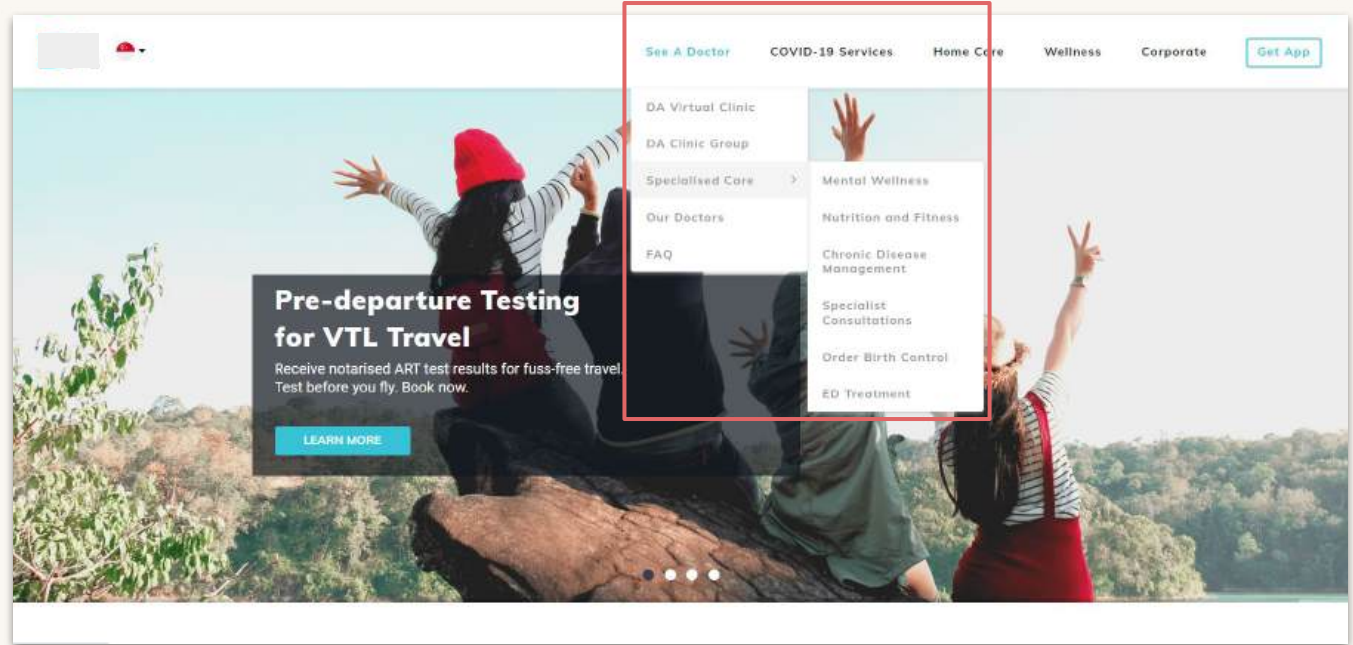


Do ensure that each navigation category is distinctively different, visible and easy to understand, to reduce the need for users to 'test' each option to find what they need.

38

Do introduce subtle delays when there is a need to close hover menus.

- **Do** add a delay of **300-500 milliseconds** before closing elements that open on hover.
 - **500 milliseconds** should be used with smaller items.
 - **300 milliseconds** should be used with larger items.



Avoid having no delays when closing menus that open upon hovering. The menu as above closes the moment the user moves the mouse out of the “Mental Wellness” even if it was not intentional, requiring the user to hover from “See A Doctor” again.

39

Do consider visual aids to help users navigate the site or service with ease.

- **Do** provide navigational aids to help your users recognise:
 - Where they are
 - Where they can go
 - Where have they been to
- **Navigational aids include:**
 - Breadcrumbs at the top.
 - Consistent primary navigation menu that appears on all pages.
 - Visual difference between visited and unvisited links.

The screenshot shows a website header with navigation links: 'Why KP', 'Shop Plans', 'Doctors & Locations', 'Health & Wellness', and a search icon. Below the header is a breadcrumb trail: 'How to find care > Routine care'. The main content area is titled 'Routine care in Colorado — Denver/Boulder/Northern/Mountain areas'. It includes a 'Listen to page' button with a speaker icon. Below the title is the section 'What is routine care?' with a sub-header 'Routine care is for expected care needs, like a scheduled visit to your doctor for a recommended preventive screening. Examples include:' followed by a bulleted list: 'Adult and well-child checkups or physical exams', 'Follow-up visits', and 'Pap test or immunization (shots)'. Below the list is a link: 'To find a doctor or location near you, use our doctor and facility finder.' To the right of the main content is a sidebar with the heading 'Need advice sooner?' and a chat button: 'Chat with a doctor online 7 a.m. to 10 p.m., 7 days a week Start a chat now'. At the bottom of the main content area is a section titled 'Choose how to get routine care' with links for 'Appointments and advice', 'Routine care', and 'Urgent care'.

Do provide clear visual aids to help users recognise rather than recall, where they are and where they have been to.



Do use persistent and consistent global navigation to assure users that they are still on the same website.

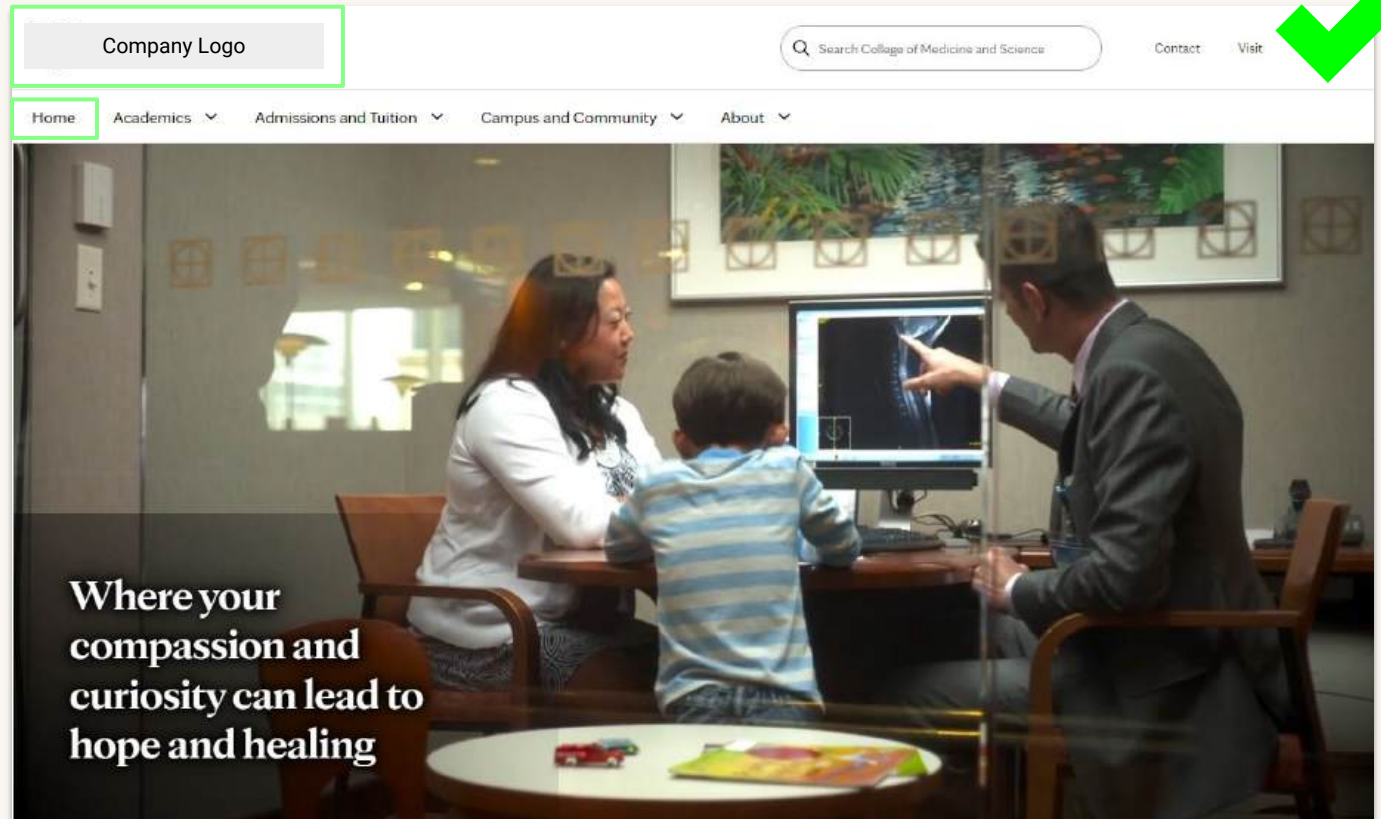
Do use breadcrumbs to remind users where they are and where did they come from.

Do ensure that there is a distinctive difference in size between page elements like headers, subheaders and body copy to help users scan with ease.

40

Do provide multiple ways for users to get back to the homepage.

- **Do** ensure that there is always a visible 'Home' option to help users who are new to technology find their way back to the starting page.

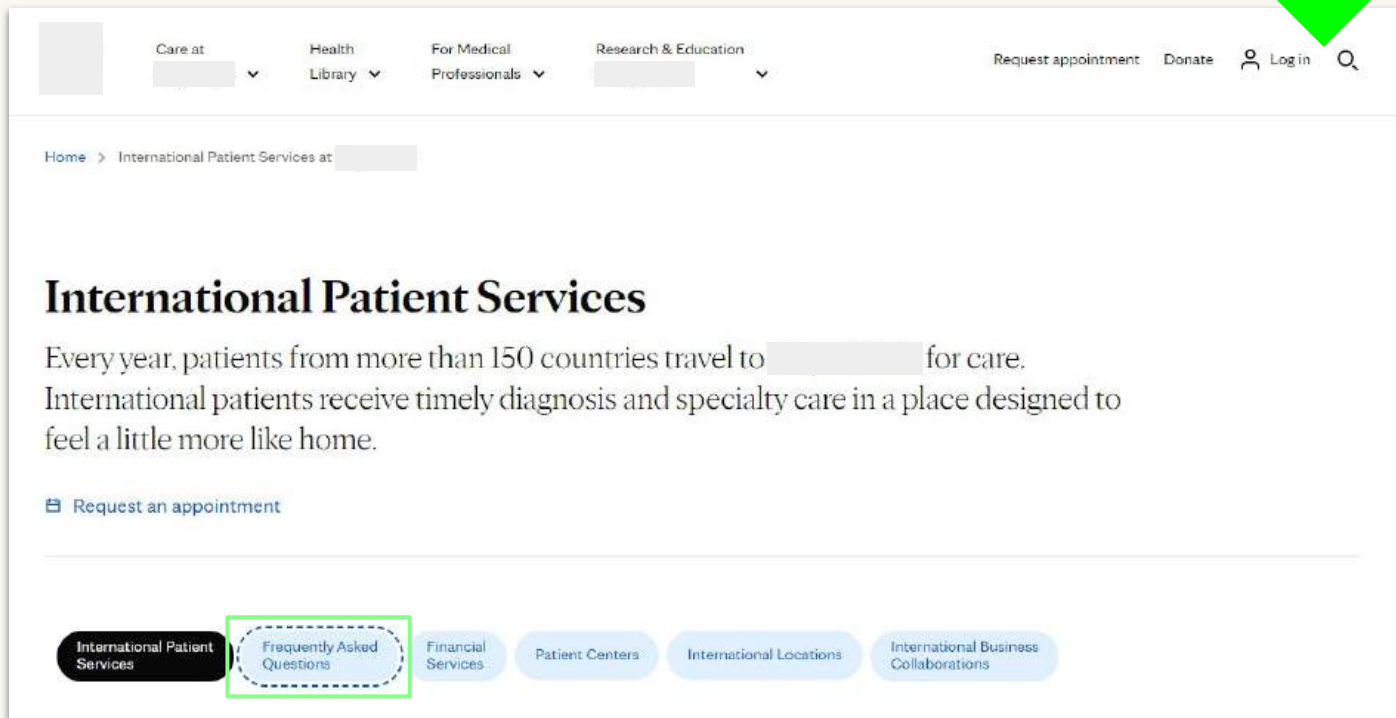


Do provide multiple ways for users to reset their webpage experience. Options include having a visible and labelled 'Home' navigation option, clickable company logo and/or through breadcrumbs.

41

Do ensure all interactive elements are usable via keyboard.

- **Avoid** content that relies solely on mouse-based actions.
- **Do** provide clear and consistent focus indicators for keyboard navigation so users can easily identify where they are on the page.



The screenshot shows a website header with navigation links: 'Care at', 'Health Library', 'For Medical Professionals', and 'Research & Education'. On the right, there are links for 'Request appointment', 'Donate', 'Log in', and a search icon. A large green checkmark is positioned in the top right corner of the page.

The main content area features a breadcrumb trail: 'Home > International Patient Services at'. Below this is the heading 'International Patient Services' and a paragraph: 'Every year, patients from more than 150 countries travel to for care. International patients receive timely diagnosis and specialty care in a place designed to feel a little more like home.' A button labeled 'Request an appointment' is visible below the text.

At the bottom, there is a horizontal navigation bar with several buttons: 'International Patient Services', 'Frequently Asked Questions', 'Financial Services', 'Patient Centers', 'International Locations', and 'International Business Collaborations'. The 'Frequently Asked Questions' button is highlighted with a dashed green border, indicating it is the current focus.

Ensuring keyboard accessibility is essential for users who rely on keyboard navigation due to disabilities or personal preferences.

Links &

Interactive Elements

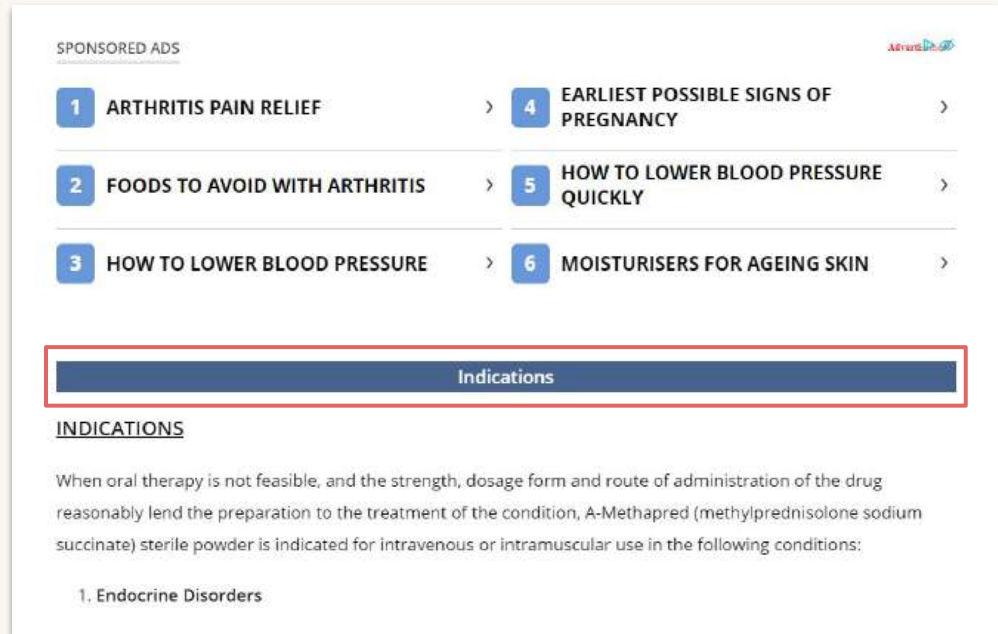
42

Do provide clear visual differences between clickable and non-clickable elements.

- **Do** style clickable elements with clear distinctions by:

- Bolding the words
- Underlining the words
- Changing the colour
- Creating a pill or box shape around it .etc

- **Do** also provide an obvious visual change when hovering above a clickable element.



SPONSORED ADS

1 ARTHRITIS PAIN RELIEF >

2 FOODS TO AVOID WITH ARTHRITIS >

3 HOW TO LOWER BLOOD PRESSURE >

4 EARLIEST POSSIBLE SIGNS OF PREGNANCY >

5 HOW TO LOWER BLOOD PRESSURE QUICKLY >

6 MOISTURISERS FOR AGEING SKIN >

Indications

INDICATIONS

When oral therapy is not feasible, and the strength, dosage form and route of administration of the drug reasonably lend the preparation to the treatment of the condition, A-Methapred (methylprednisolone sodium succinate) sterile powder is indicated for intravenous or intramuscular use in the following conditions:

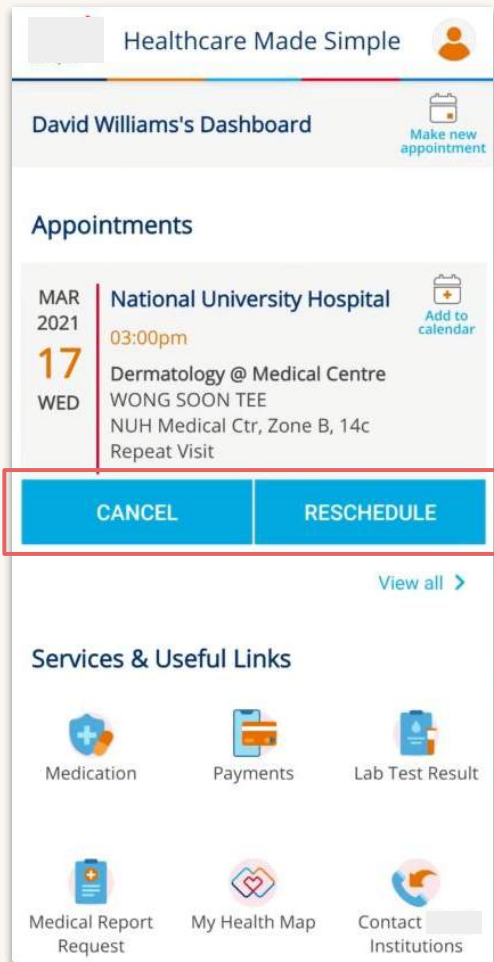
1. Endocrine Disorders

Avoid designing non-clickable elements to look like common button designs like the “Indications” panel above. It invites users to click only to be at a loss when nothing happens.

43

Do ensure that constructive actions are visually different from destructive actions.

- **Do distinguish clearly between action buttons that confirm, cancel and delete** to prevent unintended actions and errors.
- **Do ensure that each button type has a consistent visual style** for the entire service or app.



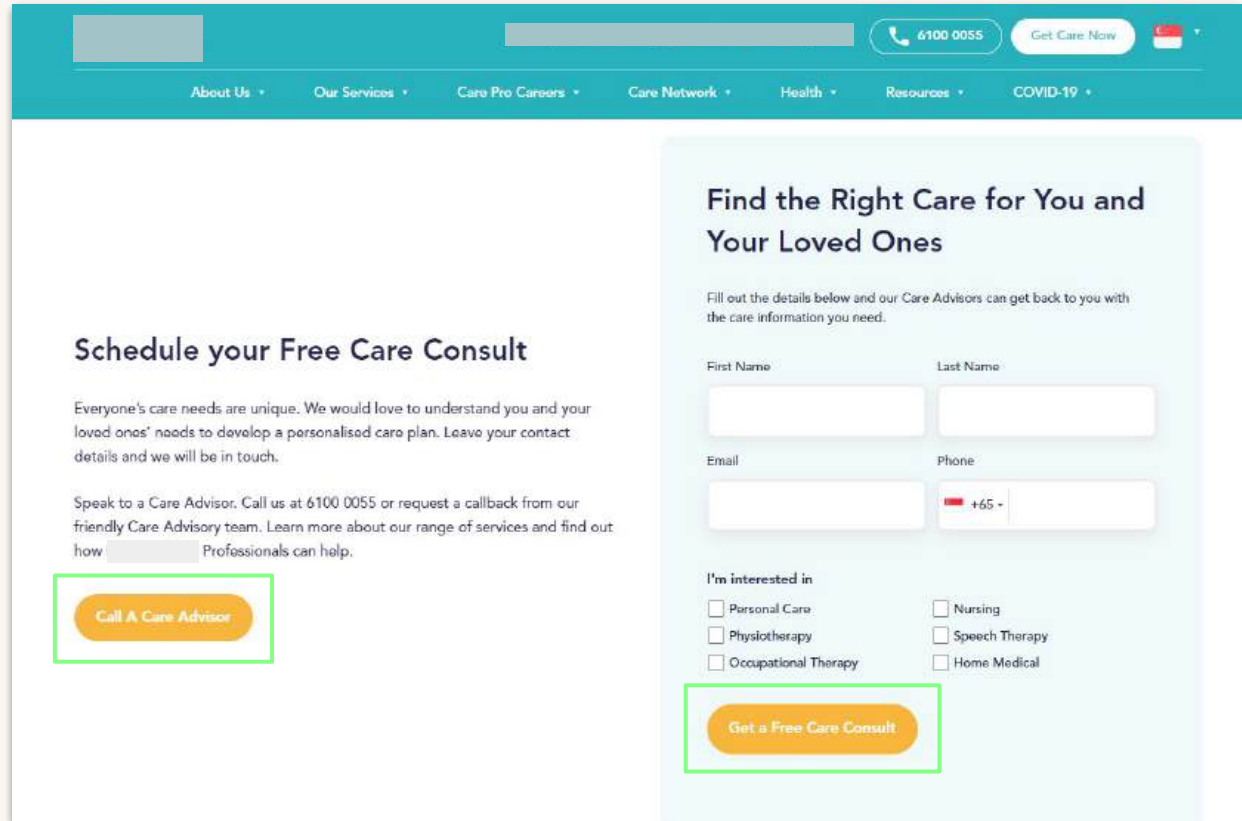
Avoid having identical visual styles for progressive and cancellation actions presented on the left; 'Cancel' and 'Reschedule'. Users are used to having a design that has a lesser visual priority for 'Cancel' buttons.

Do request for user confirmation before carrying out a 'destructive' request; 'Cancel' or 'Delete' an appointment .etc, especially when the request is not easily reversible.

44

Do use descriptive button labels.

- **Avoid** using a generic 'Submit' for all progressive or 'Cancel' for all destructive actions.



The screenshot shows a website interface with a teal header. The header contains a search bar, a phone number '6100 0055', a 'Get Care Now' button, and a flag icon. Below the header is a navigation menu with links: 'About Us', 'Our Services', 'Care Pro Careers', 'Care Network', 'Health', 'Resources', and 'COVID-19'. The main content area is divided into two sections. The left section is titled 'Schedule your Free Care Consult' and contains two paragraphs of text. Below the text is a green-bordered button labeled 'Call A Care Advisor'. The right section is titled 'Find the Right Care for You and Your Loved Ones' and contains a form with fields for 'First Name', 'Last Name', 'Email', and 'Phone'. Below the form is a section titled 'I'm interested in' with four checkboxes: 'Personal Care', 'Nursing', 'Physiotherapy', and 'Speech Therapy'. Below this section is a green-bordered button labeled 'Get a Free Care Consult'. A large green checkmark is positioned in the top right corner of the image.

Do use descriptive button labels to remind users of the objective they are attempting to complete.

45

Do provide a visual difference between visited links and unvisited links.

- **Do** change the colour of the text link after a user has visited it. It helps users with memory issues recognise which areas of the site they had visited.

P

- [Paget's Disease of Bone](#)
- Panic Disorder, see [Anxiety Disorders](#)
- [Parkinson's Disease](#)
- [Participating in Clinical Trials](#)
- Periodontal Disease, see [Gum \(Periodontal\) Disease](#)
- [Peripheral Arterial Disease \(P.A.D.\)](#)
- Phobias, see [Anxiety Disorders](#)
- Physical Activity, see [Exercise: Benefits of Exercise](#)
- Post-traumatic Stress Disorder (PTSD), see [Anxiety Disorders](#)
- [Prescription and Illicit Drug Abuse](#)
- Prescription Drug Abuse, see [Prescription and Illicit Drug Abuse](#)
- [Problems with Smell](#)
- [Problems with Taste](#)
- [Prostate Cancer](#)

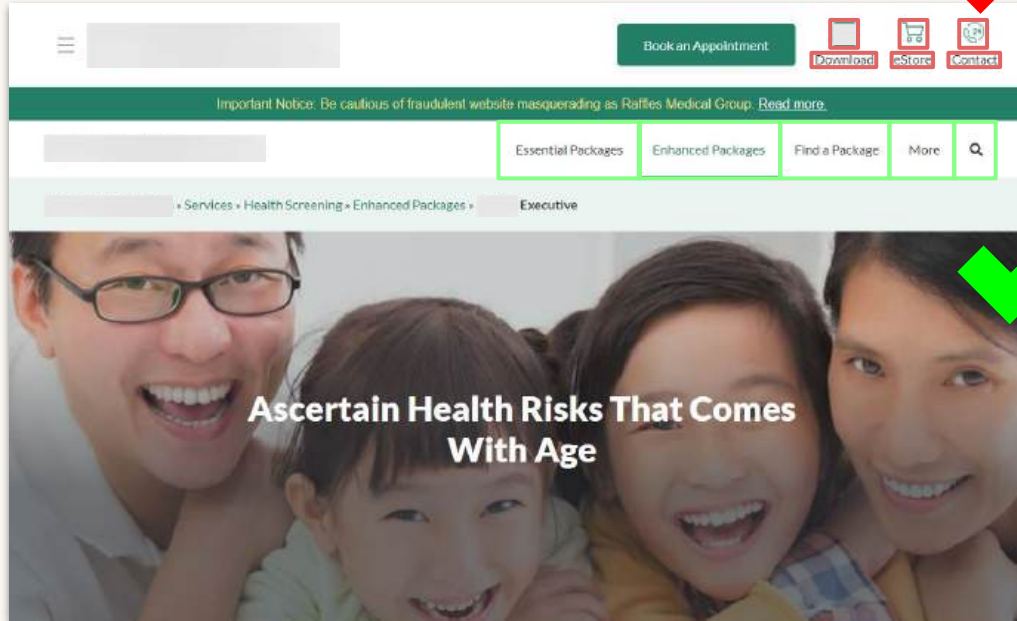
Avoid using subtle colour changes like the “Problems with Taste” button as it would not be easily visible to the common users.



46

Do ensure that there is a minimum clickable area for interactive elements.

- **Do** provide a minimum touch area of 1cm x 1cm (48dp x 48dp) for each interactive element.
- **Do** provide adequate spacing between each interactive element to reduce unintended selections; The smaller the target, the larger the space.



Avoid limiting the clickable area to the size of the icons or words as marked in red. Include both the icon and word in one large clickable area.

Do allow for a bigger clickable area when possible, to maximise navigational ease.

Images

47

Do use informative images that aid users in understanding the content.

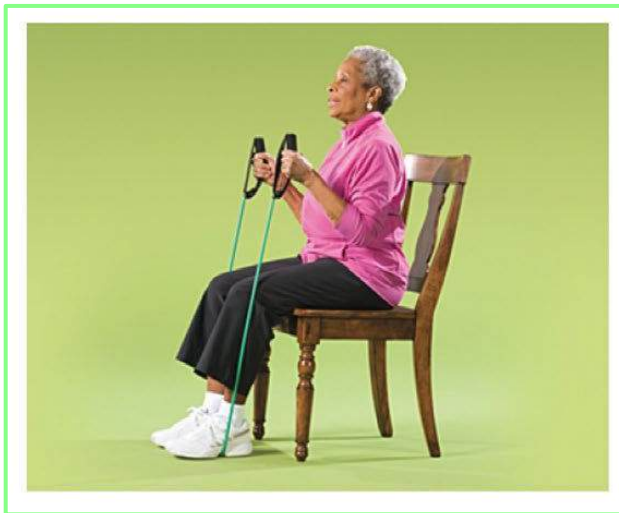
- **Avoid** images that are only meant for decoration. They tend to 'distract' users from achieving their goals.
- **Do** test the images on the intended device(s), to check the image visibility.
- **Do** perform a squint test; squinting your eyes, to roughly determine the recognisability of the image.

Arm Curl with Resistance Band

WHAT YOU NEED: Resistance band and sturdy, armless chair

This variation of the Arm Curl uses a resistance band instead of weights.

1. Sit in a sturdy, armless chair with your feet flat on the floor, shoulder-width apart.
2. Place the center of the resistance band under both feet. Hold each end of the band with palms facing inward. Keep elbows at your sides. Breathe in slowly.
3. Keep wrists straight and slowly breathe out as you bend your elbows and bring your hands toward your shoulders.
4. Hold the position for 1 second.
5. Breathe in as you slowly lower your arms.
6. Repeat 10-15 times.
7. Rest; then repeat 10-15 more times.

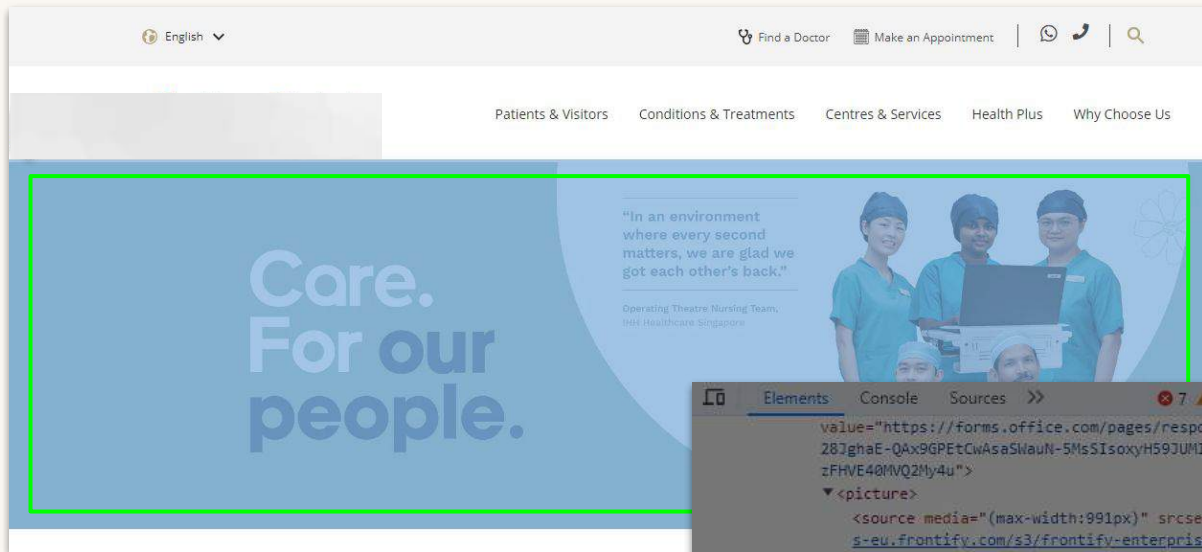


Do use informative images that are relevant or representative of the content you have written, to aid users in their understanding.

48

Do add alt text for meaningful or actionable non-text content

- Do provide precise and concise content descriptions in alt text. Alt text is typically found under labels like "description," "alt," or "alt text."



Low-to-no vision users depend on screen readers that can't read text within images, making alt text essential for web accessibility.

Web banners, like the ones shown, allow screen readers to vocalise the actionable content: "Join Our Nursing Team."

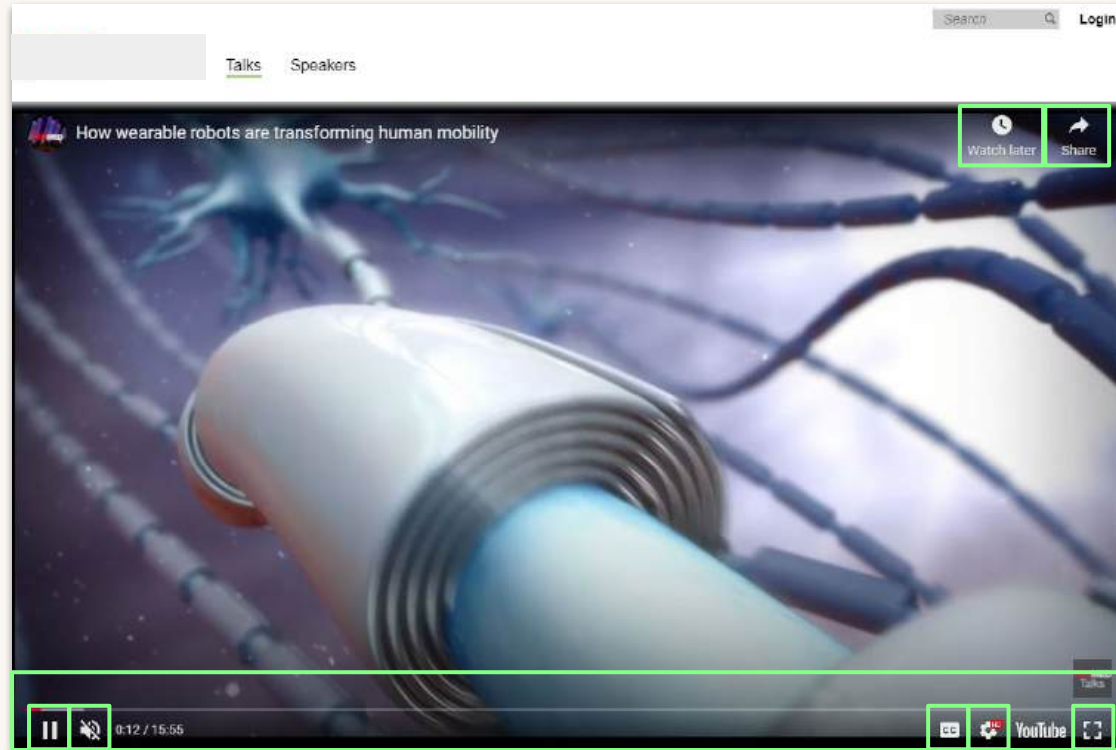
```
Elements Console Sources >>
value="https://forms.office.com/pages/responsepage.aspx?id=xGm287ghaE-QAx9GPETCwAsa5WauN-5Ms5IsoyH59JUM1I1T1VQTD44Ne03Qk9KQzFHVE40NVQ2My4u">
  <picture>
    <source media="(max-width:991px)" srcset="https://cdn-asset-s-eu.frontify.com/s3/frontify-enterprise-files-eu/ey...berhad:ym0g2M2-h1TMRyDQC7te1x2rXIQtW8kL7DHowvWkAM?width=990&format=webp" class="swiper-lazy swiper-lazy-loaded">
    
  </picture>
  <!-- Preloader image -->
</a>
</div>
<div class="container">
</div>
<div class="swiper-slide swiper-slide-next" data-swiper-slide-index="3" style="width: 1348px; margin-right: 30px; color: group">
```

Video and audio

49

Do allow all control options to be available for the video content.

- **Avoid** allowing video content to auto-play. Users would get annoyed if they have to pause each video they scroll past.



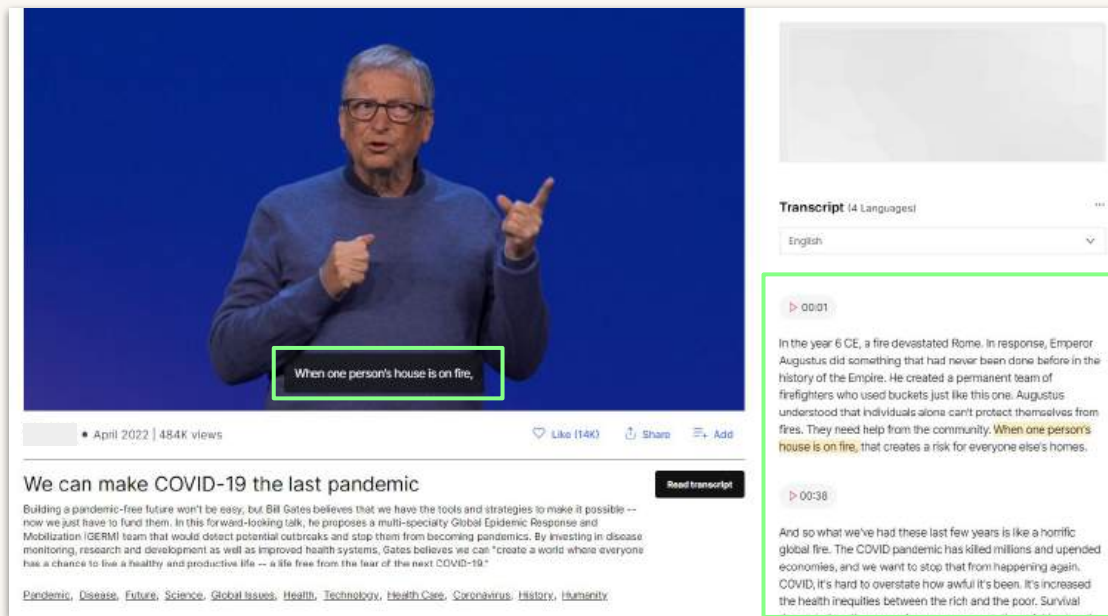
Do activate and present all available controls clearly, within the video. The embedded video above allow users to pause, play, maximise, skip, playback etc.

50

Do allow the option to 'read' video and audio content.

- **Do** allow users to turn captions on and off, and if possible, provide a transcript of the video.

It enables users with hearing or sound device issues to consume the video content.



The image shows a YouTube video player interface. The video content features Bill Gates speaking, with a green-bordered caption box at the bottom center containing the text "When one person's house is on fire,". Below the video player, the video title is "We can make COVID-19 the last pandemic" and the description begins with "Building a pandemic-free future won't be easy, but Bill Gates believes that we have the tools and strategies to make it possible...". To the right of the video player, there is a transcript panel titled "Transcript (4 Languages)" with a dropdown menu set to "English". The transcript panel contains two segments: the first at 00:01 with the text "In the year 6 CE, a fire devastated Rome. In response, Emperor Augustus did something that had never been done before in the history of the Empire. He created a permanent team of firefighters who used buckets just like this one. Augustus understood that individuals alone can't protect themselves from fires. They need help from the community. When one person's house is on fire, that creates a risk for everyone else's homes." and the second at 00:38 with the text "And so what we've had these last few years is like a horrific global fire. The COVID pandemic has killed millions and upended economies, and we want to stop that from happening again. COVID, it's hard to overstate how awful it's been. It's increased the health inequities between the rich and the poor. Survival".

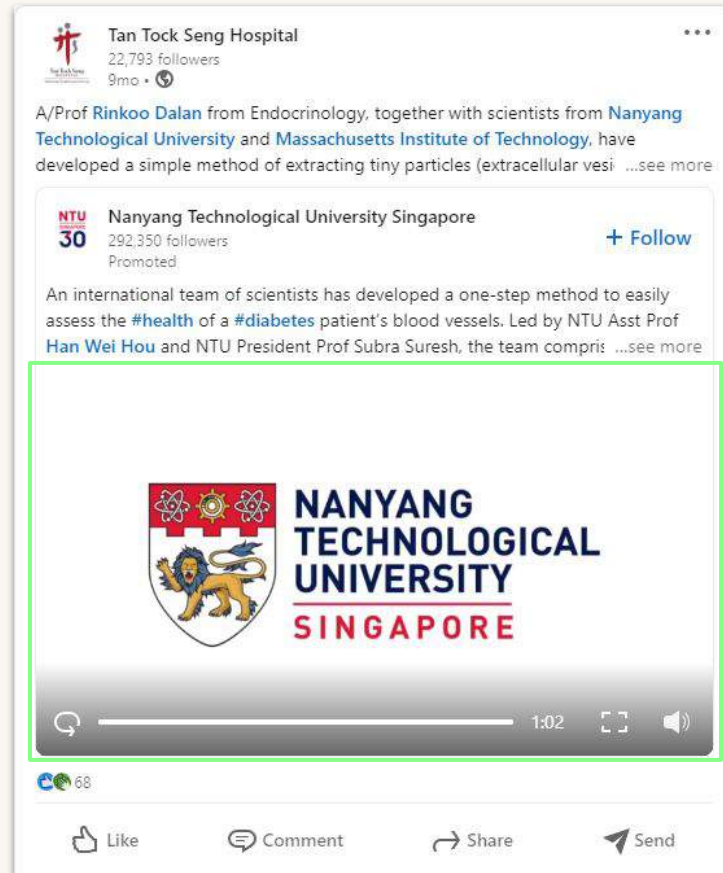
Do allow users to 'read' video and audio content. Consider providing users the option to watch the video with captions and/or to read the entire video or audio through the transcripts.



51

Avoid having the autoplay feature when video content comes to an end.

- **Do provide recommended video options instead**, to allow users to decide if the suggested content is relevant to their needs before consuming them.



Tan Tock Seng Hospital
22,793 followers
9mo · 🌐

A/Prof [Rinkoo Dalan](#) from Endocrinology, together with scientists from [Nanyang Technological University](#) and [Massachusetts Institute of Technology](#), have developed a simple method of extracting tiny particles (extracellular vesicles) from blood. ...see more

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An international team of scientists has developed a one-step method to easily assess the [#health](#) of a [#diabetes](#) patient's blood vessels. Led by NTU Asst Prof [Han Wei Hou](#) and NTU President Prof Subra Suresh, the team comprises ...see more

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68

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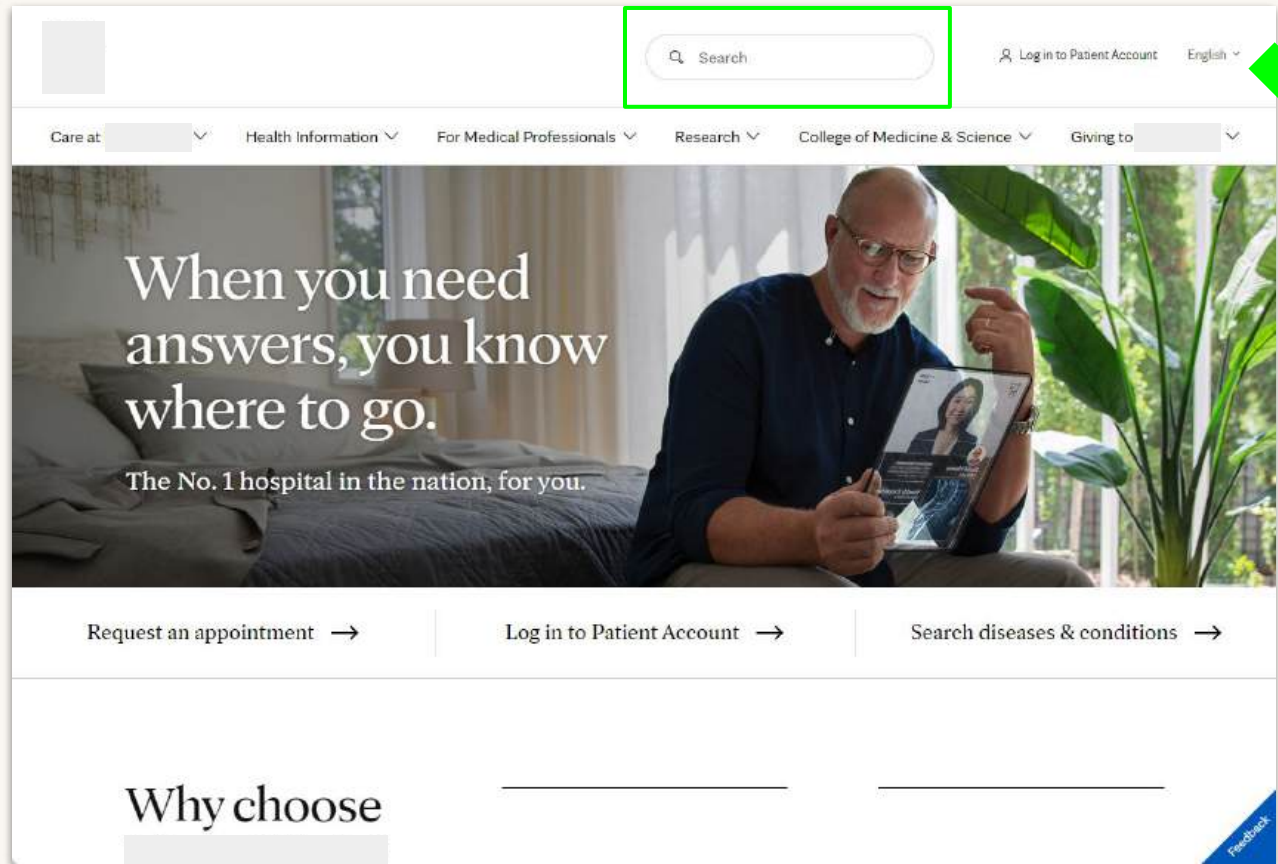
Do allow video content to simply end without any video suggestions if there isn't relevant content available.

Search Function

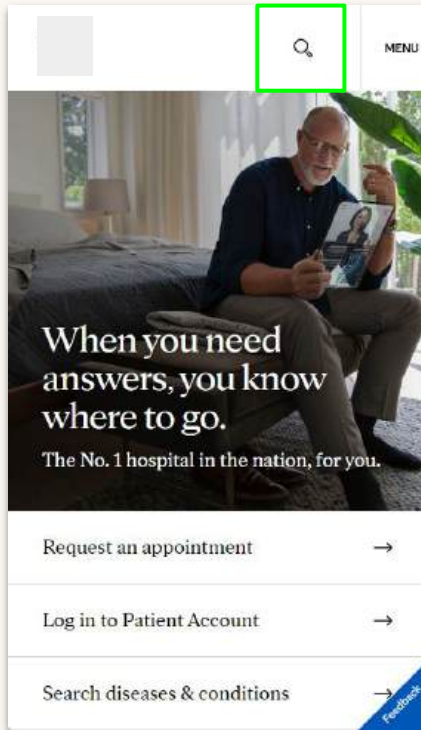
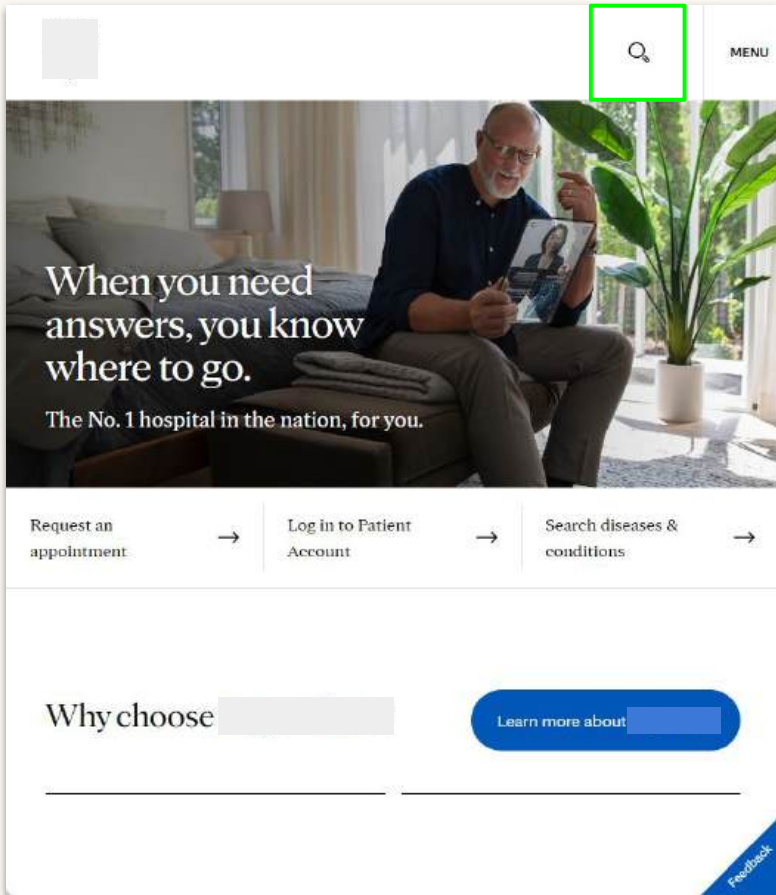
52

Do ensure that the search function is placed in a common location.

- **Do** use the magnifying glass icon when representing the search feature and accompany it with a search field (18 to 27 characters wide) when possible.
- **Do** ensure that the search icon is clearly visible and labelled when it is presented without a search field.



Do present the search feature accompanied with a search field, at the upper right corner of the desktop website or centered at the top.



Do present the search feature accompanied with a search field, centered at the top, or as a search icon at the upper right corner.

53

Do ensure that the text in the search field is legible.

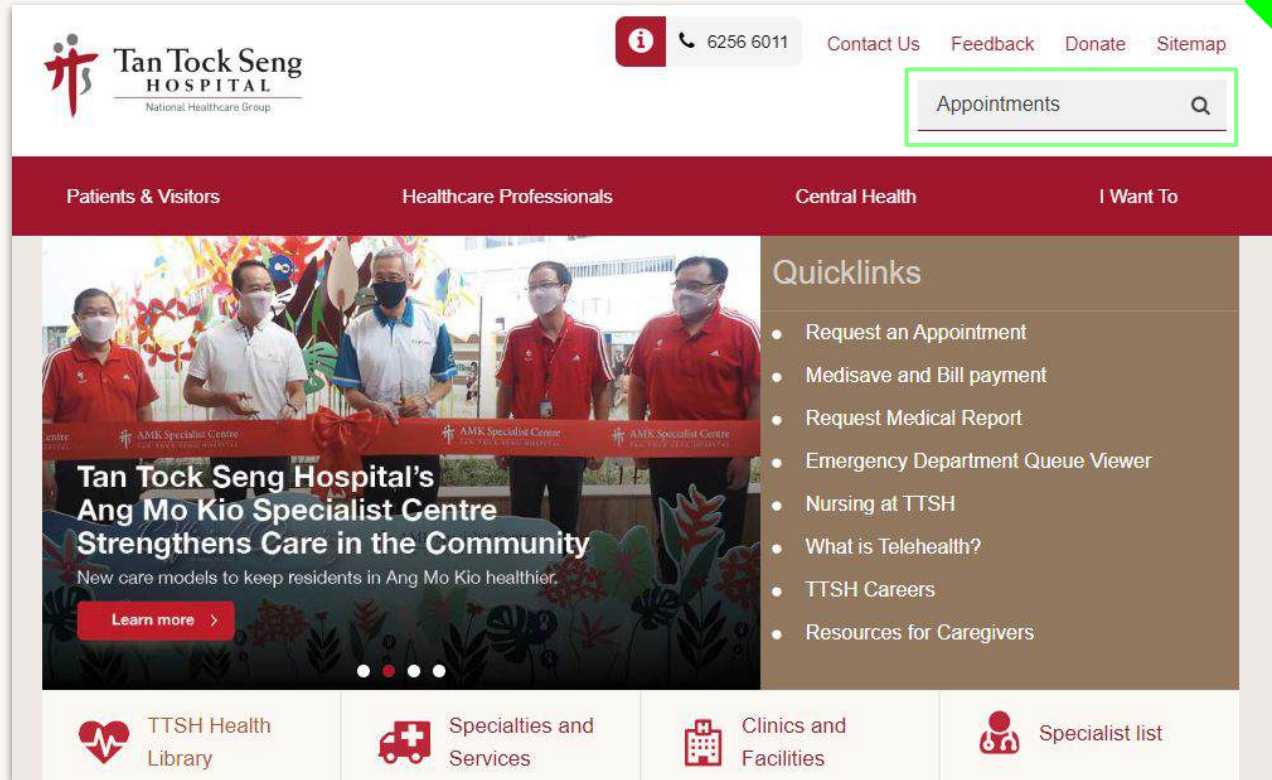
- **Do** use large font sizes for the text within the search field.

The font sizes should be at least:

- 12 points (pt) for desktop.
- 16 points (pt) for mobile devices.

- **Do** ensure there is a contrast between the font colour and the colour of the search field.

- Pass the [WCAG AAA](#) for normal text; a benchmark for website accessibility.



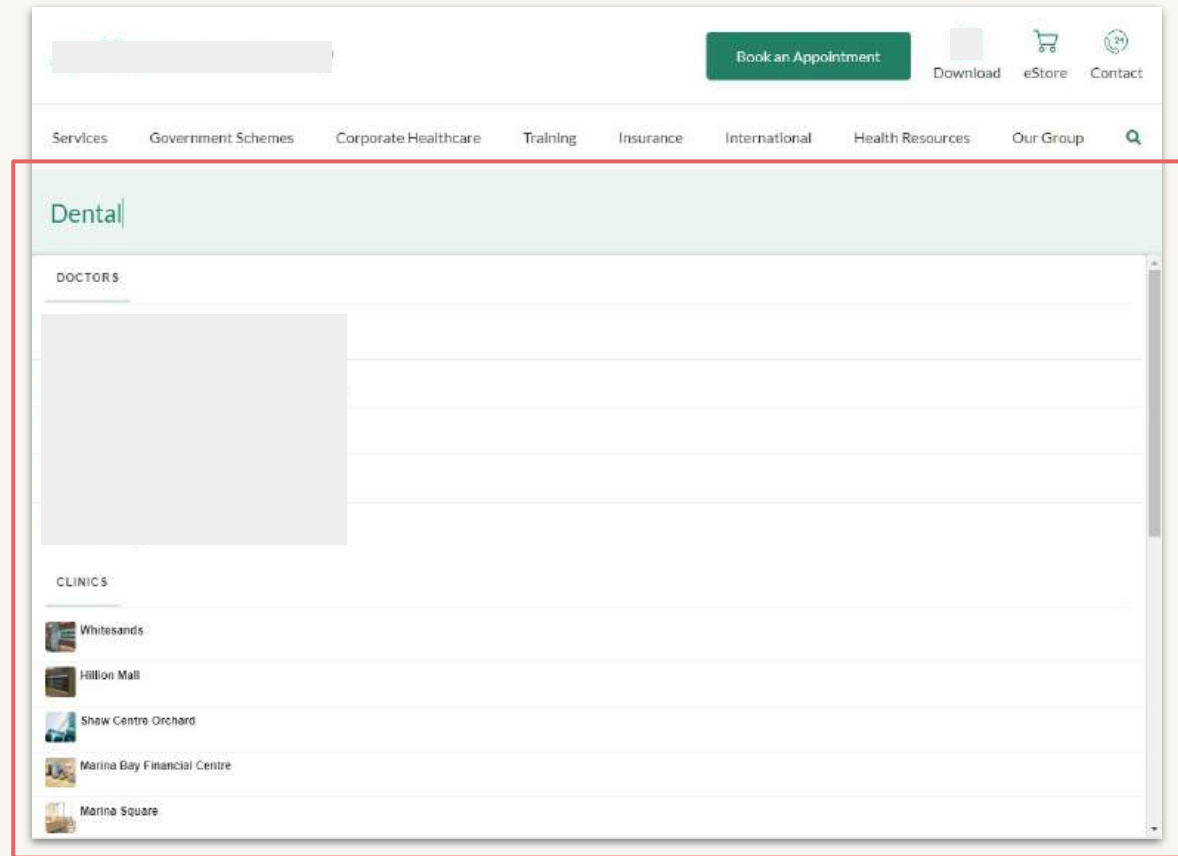
The screenshot shows the Tan Tock Seng Hospital website. At the top left is the hospital logo and name. To the right are navigation links: Contact Us, Feedback, Donate, and Sitemap. A search bar is located in the top right, containing the text 'Appointments' and a magnifying glass icon. Below the search bar is a dark red navigation bar with four categories: Patients & Visitors, Healthcare Professionals, Central Health, and I Want To. The main content area features a large banner for the 'Tan Tock Seng Hospital's Ang Mo Kio Specialist Centre' with a photo of staff and a 'Learn more' button. To the right of the banner is a 'Quicklinks' section with a list of links: Request an Appointment, Medisave and Bill payment, Request Medical Report, Emergency Department Queue Viewer, Nursing at TTSH, What is Telehealth?, TTSH Careers, and Resources for Caregivers. At the bottom, there are four service tiles: TTSH Health Library, Specialties and Services, Clinics and Facilities, and Specialist list.

Do ensure that the text in the search field can be seen with ease to help users verify their search request before they proceed.

54

Do provide relevant search suggestions when the user is entering their query.

- **Do** provide search suggestions based on:
 - Common searched terms
 - Most visited content
- **Do** enable the search feature to provide suggestions based on correct spellings of misspelt words.



Avoid suggesting anything and everything without any prioritisation of users' needs, in the search bar. It does not help users find what they need in a shorter amount of time.

55

Avoid implementing a search feature that requires the exact words to match the site content.

- **Do create and grow a list of terms that references each of the keywords** so users who have submitted similar terms, could be directed to the information they need.

The screenshot shows a website's search results page. At the top, there is a navigation menu with links for 'For Patients & Visitors', 'For Healthcare Professionals', 'Our Services', 'Research & Education', 'Health Information', 'Events', 'Give a Gift', and 'About'. A search bar is located in the top right corner with the text 'I Want To...' and a magnifying glass icon. Below the navigation is a large search bar containing the text 'health supplements for elderly'. The search results are displayed below the search bar, showing 'Pages (600)', 'Doctors (600)', and 'Conditions (407)'. A sidebar on the left titled 'Narrow your search' contains a list of categories: 'For Patients & Visitors', 'For Healthcare Professionals', 'Our Services', 'Research & Education', 'Health Information', 'Events', 'About NUH', and 'I Want To'. The main content area shows 'Showing 1 - 6 results of 600 for health supplements for elderly'. The first result is 'Pharmacy Patient Education' under 'Our Services', with a breadcrumb trail 'NUH > Our Services > Specialties > Pharmacy'. The second result is 'Pharmacy' under 'Our Services', with a breadcrumb trail 'NUH > Our Services > Specialties'. Both results have 'Health Supplements' highlighted with green boxes. A large green checkmark is visible in the top right corner of the page.

Do provide results based on some or all of the submitted key terms, rather than the exact searched terms, to help users get one step closer to the information they need.

Search Results

56



Do ensure that results are relevant and within the immediate viewable area of the device.

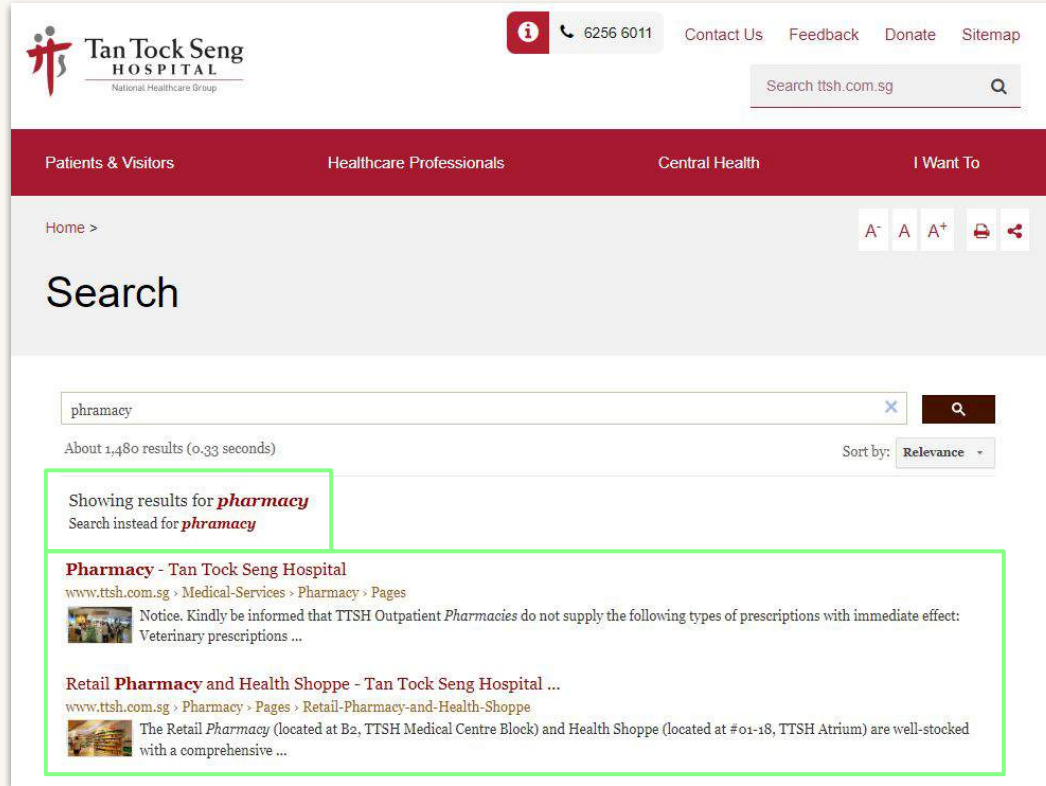
- **Do** include some if not all of the listed practices when creating a new search feature.
- **Do** allocate resources to refine the search feature. It takes time to tailor the search accuracy to the users.

If an exact match is not available	<ul style="list-style-type: none">- Present findings based on the search terms and present the results in the order of:<ol style="list-style-type: none">a. Number of search terms foundb. Content relevancec. Content popularity
If none of the search terms provide any results	<ul style="list-style-type: none">- Inform the user that no results can be found.- Suggest popular search queries as alternatives to help users refine their search.
If the search terms is deemed invalid	<ul style="list-style-type: none">- Inform the user on the steps that could be taken to provide a valid query.

57

Do provide relevant results and suggestions despite spelling mistakes

- Do opt for a search feature that is tolerant of misspelt words to help users search for information with ease.
- Do provide a clear recap of the query to remind users with memory issues.



The screenshot shows the Tan Tock Seng Hospital website's search interface. At the top, the hospital logo and name are visible, along with contact information (6256 6011) and navigation links (Contact Us, Feedback, Donate, Sitemap). A search bar at the top right contains the text 'Search ttsh.com.sg'. Below this is a navigation bar with links for 'Patients & Visitors', 'Healthcare Professionals', 'Central Health', and 'I Want To'. The main search area features a search bar with the input 'pharmacy' and a search button. Below the search bar, it indicates 'About 1,480 results (0.33 seconds)' and a 'Sort by: Relevance' dropdown. A green box highlights the search results, which include a suggestion: 'Showing results for **pharmacy** Search instead for **pharmacy**'. Below this, two search results are listed, each with a small image and a snippet of text. The first result is 'Pharmacy - Tan Tock Seng Hospital' with a snippet: 'Notice. Kindly be informed that TTSH Outpatient Pharmacies do not supply the following types of prescriptions with immediate effect: Veterinary prescriptions ...'. The second result is 'Retail Pharmacy and Health Shoppe - Tan Tock Seng Hospital ...' with a snippet: 'The Retail Pharmacy (located at B2, TTSH Medical Centre Block) and Health Shoppe (located at #01-18, TTSH Atrium) are well-stocked with a comprehensive ...'.

Do provide users with the option to query based on their initial search term even if it is deemed to be a spelling mistake.

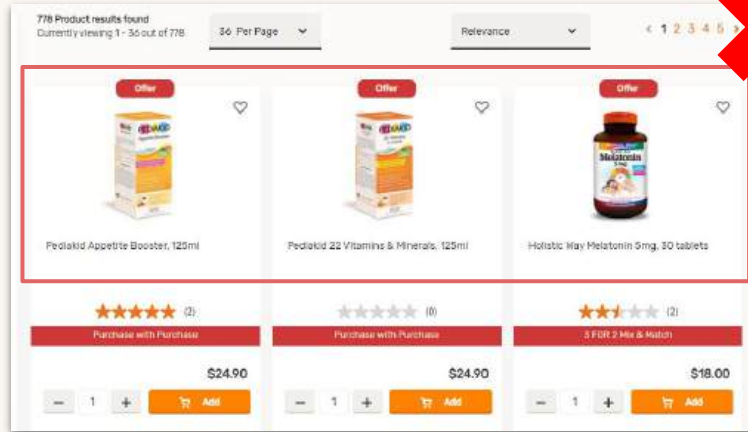


E-Commerce

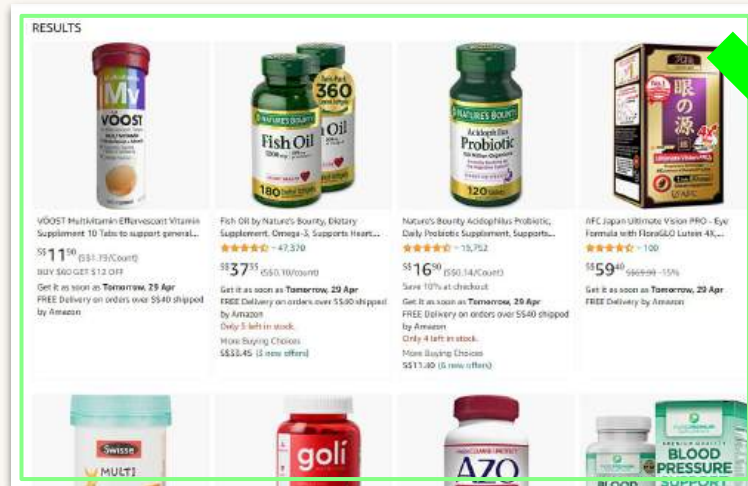
58

Do display product image results that are large, clear and recognisable at a glance.

- **Do** allow product images, on e-commerce platforms, to be zoomable in the product details page. Users would be able to zoom in on the details regardless of the device.



Avoid displaying small product images, requiring the users to physically move in to identify the product.





Do fill up the display space with a clear image of the product so it could be recognised with ease at a distance.

59

Do allow users to complete over the counter purchases without the need to be registered.

- **Do** request for account registration or sign-in when necessary; medical services, prescription drug purchase, medication refills .etc

The screenshot shows a shopping cart with two items: Neurobion Tabs 30s and Vitamin B Complex (30 tablets). Each item has a quantity of 1 and buttons for 'UPDATE' and 'REMOVE'. The cart summary shows a Cart Total of \$16.70 and Delivery Fees of \$12.00, resulting in a Grand Total of \$28.70. A note at the bottom provides terms and conditions, and a 'PROCEED TO CHECKOUT' button is highlighted with a green box.

Product	Qty	Price
 Neurobion Tabs 30s	1	\$15.20
 Vitamin B Complex (30 tablets)	1	\$1.50

Cart Total (\$S)	16.70
Delivery Fees (\$S)	12.00
<small>(will be waived if you purchase above \$150 or choose to 'self-collect' your order)</small>	
Grand Total (\$S)	28.70

Note: 1. Login or register as a member now to earn Happy Rewards points.
2. By using this service, you agree that NIG Pharmacy may collect, use and disclose your personal data, as provided in this website, to a third party vendor, for the purpose of providing delivery service, in accordance with the Personal Data Protection Act 2012 and our data protection policy.
3. For purchase below \$150, \$12 delivery fee will be charged.
4. You may opt to collect your order at any of our pharmacies. Please choose 'self-collection' and your preferred pick-up location. Delivery fee will be waived upon checkout.
5. Deliveries are restricted to locations in mainland Singapore only. We do not deliver to offshore islands or overseas.
6. There will be an additional charge of \$15 for delivery to Tuas, Changi, Air freight, PSA, Linyang etc.

Please read and accept the Terms & Conditions before you confirm this order.

PROCEED TO CHECKOUT

Do provide the option to make purchases as a guest for over the counter products on websites.



The screenshot shows a checkout page with a list of items, a summary table, and a customer information form. The summary table shows a Cart Total of \$16.70 and Delivery Fees of \$12.00, resulting in a Grand Total of \$28.70. The customer information form includes fields for Salutation, Name, Contact No., Email Address, Postal Code, Block, Unit Number, Street, and Building. A 'CHECK' button is visible next to the Postal Code field.

1. Login or register as a member now to earn Happy Rewards points.
2. For purchase below \$150, \$12 delivery fee will be charged.
3. You may opt to collect your order at any of our pharmacies. Please choose 'self-collection' and your preferred pick-up location. Delivery fee will be waived upon checkout.

Item	Qty	Price
Neurobion Tabs 30s	1	\$15.20
Vitamin B Complex (30 tablets)	1	\$1.50

Cart Total (\$S)	16.70
Delivery Fees (\$S)	12.00
<small>(will be waived if you purchase above \$150 or choose to 'self-collect' your order)</small>	
Grand Total \$S	28.70

Customer Information

Salutation *

Name *

Contact No *

Email Address *

Postal Code * **CHECK**

Block Unit Number: # -

Street

Building

Do state clearly what are the benefits of making purchases with and without an account.

60


Do allow users to verify and edit the details before completing a transaction.


- **Do** provide a details verification page when:
 - A submission is not easily cancelled or edited.
 - Money is involved.
 - There is extensive user information being requested.



Review your order

By placing your order, you agree to Amazon's privacy notice and conditions of use.

Delivery address Change John Doe 123 Alpha Plains 01-23 Singapore, 888123 Singapore Phone: 98651234 Add delivery instructions	Payment method Change  ending in 1423	Promotional codes <input type="text" value="Enter Code"/> <input type="button" value="Apply"/>	<input type="button" value="Place your order"/>
Order Summary			
Items:			\$S\$17.20
Delivery:			\$S\$1.49
Order Total:			\$S\$18.69
How are delivery costs calculated?			
Why didn't I qualify for FREE Delivery?			



Forms

61

Do label each form field with descriptive and easy to understand terms.

- **Do** position the field labels to:
 - The left of the field or
 - Above the field, to the left

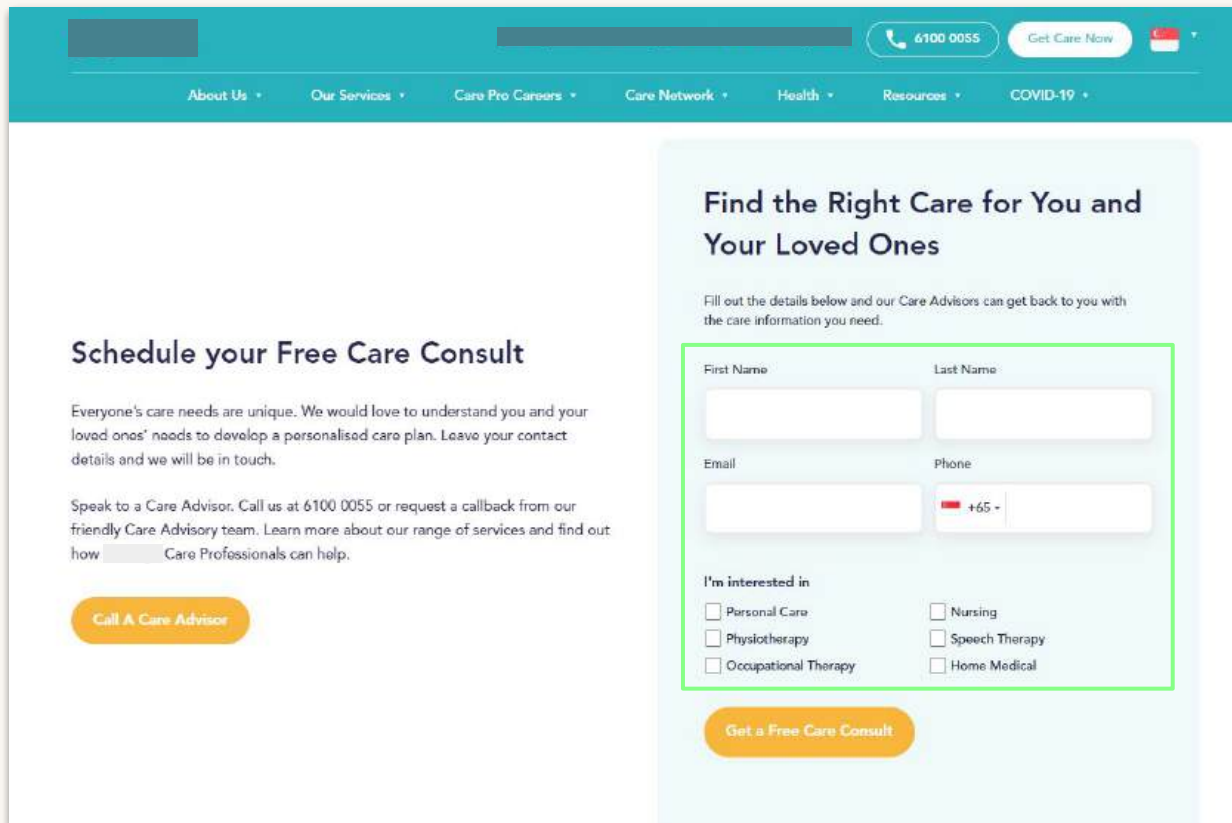
The image shows a website interface with a teal header. The header contains a search bar, a phone icon with the number '6100 0055', a 'Get Care Now' button, and a flag icon. Below the header is a navigation menu with links: 'About Us', 'Our Services', 'Care Pro Careers', 'Care Network', 'Health', 'Resources', and 'COVID-19'. The main content area is white. On the left, there is a section titled 'Schedule your Free Care Consult' with a sub-header 'Everyone's care needs are unique...' and a 'Call A Care Advisor' button. On the right, there is a section titled 'Find the Right Care for You and Your Loved Ones' with a sub-header 'Fill out the details below...' and a form. The form has a green border and contains the following fields: 'First Name', 'Last Name', 'Email', 'Phone' (with a dropdown for '+65'), and a section 'I'm interested in' with checkboxes for 'Personal Care', 'Physiotherapy', 'Occupational Therapy', 'Nursing', 'Speech Therapy', and 'Home Medical'. Below the form is a 'Get a Free Care Consult' button. A large green checkmark is in the top right corner of the image.

Do position the labels close to the respective fields. Labels that are far from the fields would create uncertainty for users.

62

Do allow users to navigate between form elements using the 'Tab' key.

Ensuring keyboard accessibility is essential for users who rely on keyboard navigation due to disabilities or personal preferences.



The screenshot shows a website header with a teal background. On the right side of the header, there is a phone icon with the number "6100 0055", a "Get Care Now" button, and a small flag icon. Below the header is a navigation menu with links: "About Us", "Our Services", "Care Pro Careers", "Care Network", "Health", "Resources", and "COVID-19".

The main content area is divided into two columns. The left column has a section titled "Schedule your Free Care Consult". Below the title is a paragraph: "Everyone's care needs are unique. We would love to understand you and your loved ones' needs to develop a personalised care plan. Leave your contact details and we will be in touch." Below this is another paragraph: "Speak to a Care Advisor. Call us at 6100 0055 or request a callback from our friendly Care Advisory team. Learn more about our range of services and find out how Care Professionals can help." At the bottom of this section is an orange button labeled "Call A Care Advisor".

The right column has a section titled "Find the Right Care for You and Your Loved Ones". Below the title is a paragraph: "Fill out the details below and our Care Advisors can get back to you with the care information you need." Below this is a form with a green border. The form has four input fields: "First Name", "Last Name", "Email", and "Phone". The "Phone" field has a dropdown menu showing "+65". Below the form is a section titled "I'm interested in" with four checkboxes: "Personal Care", "Nursing", "Physiotherapy", and "Speech Therapy". Below this section is an orange button labeled "Get a Free Care Consult".



63

Avoid requesting information that would not enhance the user's experience.

- **Do provide immediate explanations when requesting uncommon information;**
location .etc

6100 0055 Get Care Now

About Us · Our Services · Care Pro Careers · Care Network · Health · Resources · COVID-19

Schedule your Free Care Consult

Everyone's care needs are unique. We would love to understand you and your loved ones' needs to develop a personalised care plan. Leave your contact details and we will be in touch.

Speak to a Care Advisor. Call us at 6100 0055 or request a callback from our friendly Care Advisory team. Learn more about our range of services and find out how Care Professionals can help.

[Call A Care Advisor](#)

Find the Right Care for You and Your Loved Ones

Fill out the details below and our Care Advisors can get back to you with the care information you need.

First Name Last Name

Email Phone +65 -

I'm interested in

Personal Care Nursing
 Physiotherapy Speech Therapy
 Occupational Therapy Home Medical

[Get a Free Care Consult](#)

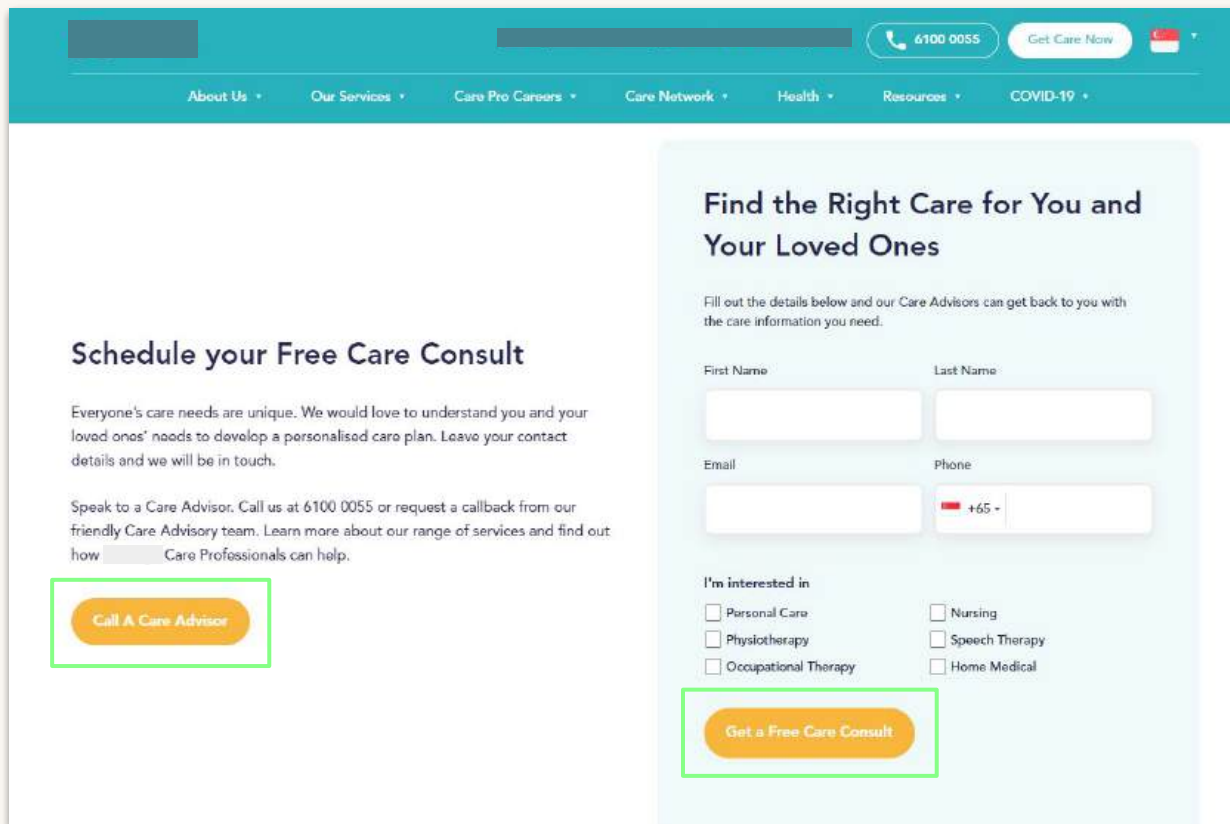
Do request information necessary to complete the user's goal and nothing more.

Users get wary if they do not understand why certain information is required.

64

Do use descriptive button labels.

- **Avoid** using a generic 'Submit' for all progressive or 'Cancel' for all destructive actions.



The screenshot shows a website with a teal header containing navigation links: About Us, Our Services, Care Pro Careers, Care Network, Health, Resources, and COVID-19. There is also a phone icon with the number 6100 0055, a 'Get Care Now' button, and a flag icon. A large green checkmark is in the top right corner.

The main content area has two forms:

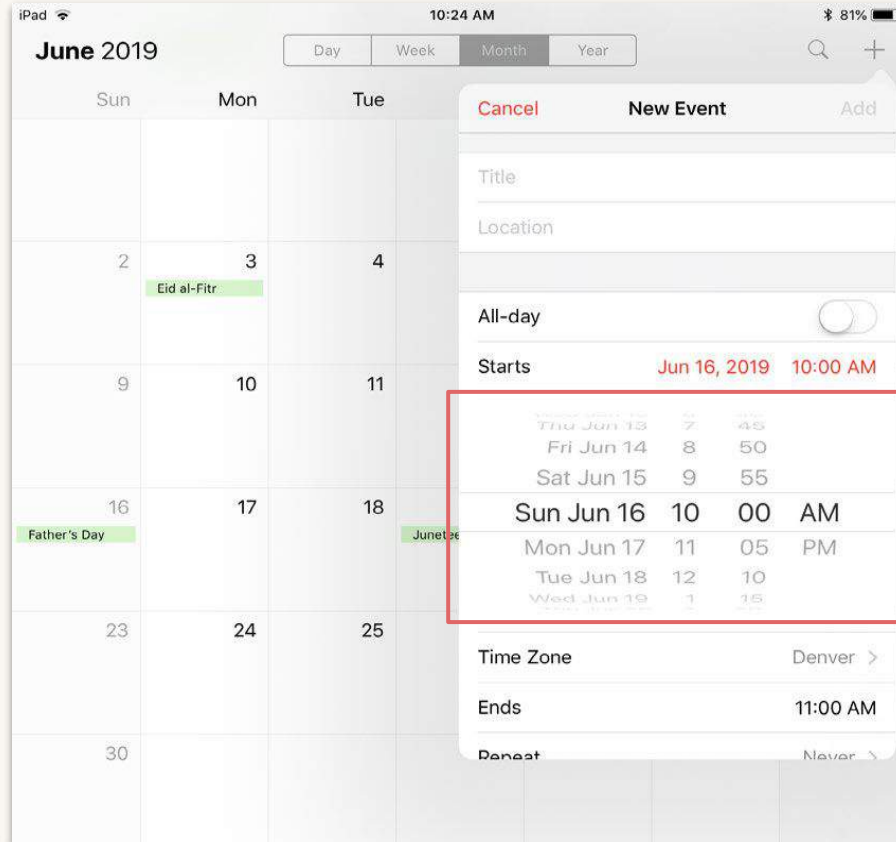
- Form 1: Schedule your Free Care Consult**
 - Text: "Everyone's care needs are unique. We would love to understand you and your loved ones' needs to develop a personalised care plan. Leave your contact details and we will be in touch."
 - Text: "Speak to a Care Advisor. Call us at 6100 0055 or request a callback from our friendly Care Advisory team. Learn more about our range of services and find out how Care Professionals can help."
 - Button: "Call A Care Advisor" (highlighted with a green box)
- Form 2: Find the Right Care for You and Your Loved Ones**
 - Text: "Fill out the details below and our Care Advisors can get back to you with the care information you need."
 - Fields: First Name, Last Name, Email, Phone (with a dropdown for country code, currently showing +65).
 - Section: "I'm interested in" with checkboxes for Personal Care, Physiotherapy, Occupational Therapy, Nursing, Speech Therapy, and Home Medical.
 - Button: "Get a Free Care Consult" (highlighted with a green box)

Do use descriptive button labels to remind users of the objective they are attempting to complete.

65

Avoid using scrolling lists to input information.

- **Do provide more than one way to submit the same information;** allowing the user to type the information .etc



Avoid using scrolling lists to be the only option to input information, users with dexterity issues would tend to 'miss' their intended selections.

66

Do place error messages close to the element that triggered it.

- **Do** provide visual signals to help users locate and recognise interface elements.
- **Do** explain the cause of the error in a direct and easy to understand language.

Avoid consolidating all the errors away from the cause of the error as it would require users to look up and down to fix each error.

Let's Connect

Thank you for your interest in Aevice Health.
Kindly fill up the relevant fields below and we will reach out to you soon.

Please, fill in the following fields:

- Enquiry
- Message *

Please, fix the following errors:

- Invalid email

TestNG

TestTest@hotmail

Invalid phone number

Submit

Shipping Address

Email Address *

wrongemail

Please enter a valid email address (Ex: johndoe@domain.com).

Or you can create an account after checkout.

Click here to login if you have an account with us.

First Name * Last Name *

Street Address *

Blk 2231

City *

Malaysia

Country *

Singapore

Zip/Postal Code *

2211

Provided Zip/Postal Code seems to be invalid. Example: 123456. If you believe it is the right one you can ignore this notice.

Phone Number *

28141232

Do provide clear and descriptive directions to resolve the errors.

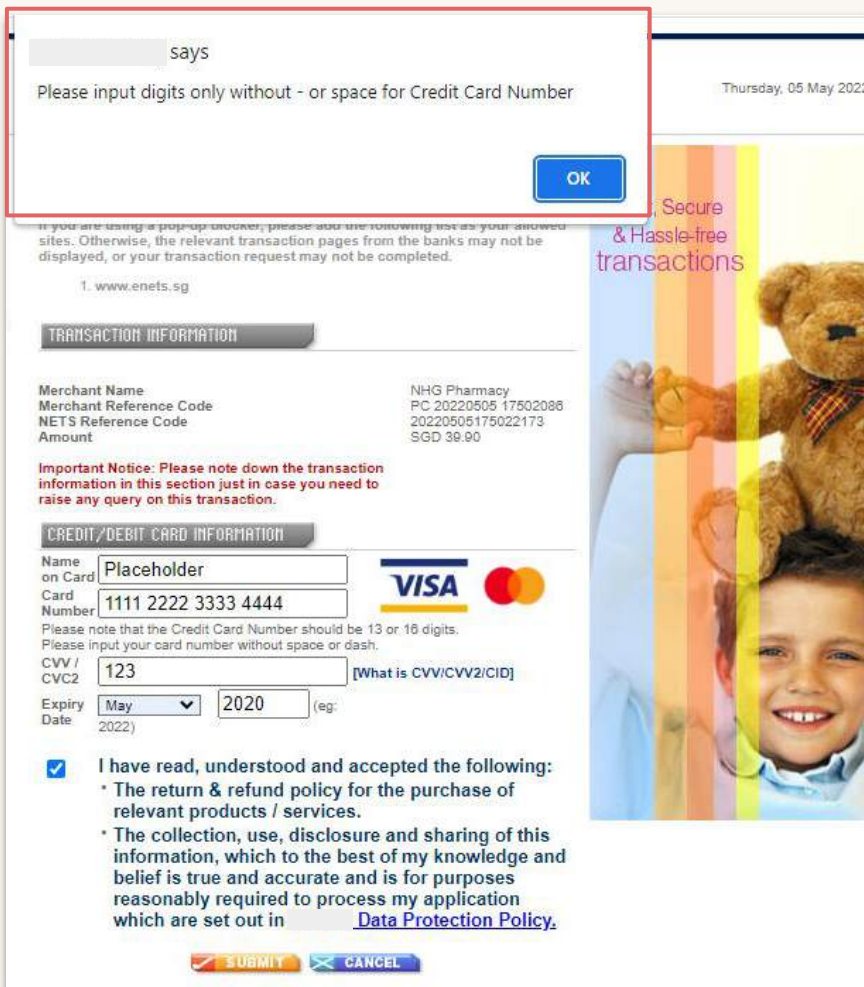
Do provide live feedback if an error has occurred or if the requirements are not met.

67

Do allow spaces or hyphens in credit or debit card entries.

If it is not applicable,

- Do detect and notify users of invalid entries, before a submission is made.



The screenshot shows a payment form with a red-bordered error message box at the top. The error message says: "Please input digits only without - or space for Credit Card Number". Below the error box, the form contains the following fields and text:

- Header: "says" and "Thursday, 05 May 2022"
- Warning: "If you are using a pop-up blocker, please stop the following text as your browser sites. Otherwise, the relevant transaction pages from the banks may not be displayed, or your transaction request may not be completed."
- URL: "1. www.enets.sg"
- Section: "TRANSACTION INFORMATION"
- Merchant Name: "NHG Pharmacy"
- Merchant Reference Code: "PC 20220505 17502088"
- NETS Reference Code: "20220505175022173"
- Amount: "SGD 39.90"
- Important Notice: "Please note down the transaction information in this section just in case you need to raise any query on this transaction."
- Section: "CREDIT / DEBIT CARD INFORMATION"
- Name on Card: "Placeholder"
- Card Number: "1111 2222 3333 4444" (with VISA and Mastercard logos)
- CVV / CVC2: "123" (with note: "What is CVV/CVV2/CID")
- Expiry Date: "May 2020" (with note: "(eg: 2022)")
- Accepted Terms: "I have read, understood and accepted the following:"
 - The return & refund policy for the purchase of relevant products / services.
 - The collection, use, disclosure and sharing of this information, which to the best of my knowledge and belief is true and accurate and is for purposes reasonably required to process my application which are set out in [Data Protection Policy](#).
- Buttons: "SUBMIT" and "CANCEL"



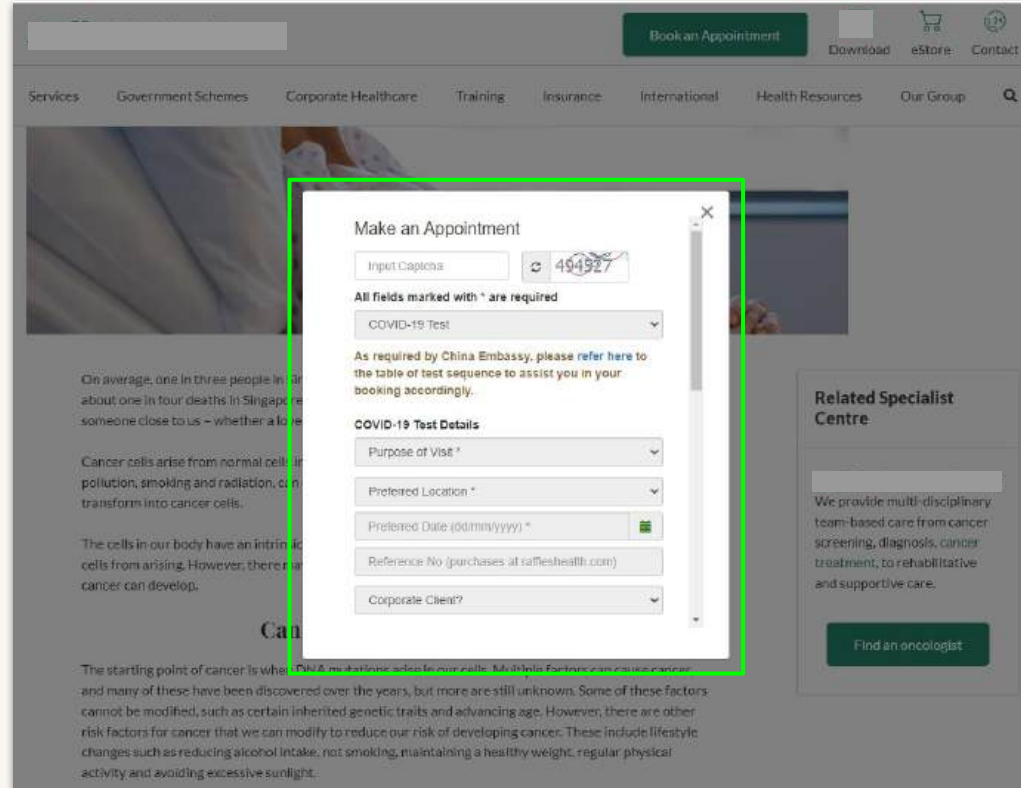
Avoid notifying users of their invalid entries after the submission.

Either accept entries with spaces/ hyphens or notify users upon detection.

68

Avoid implementing time limitations.

- **Do** allocate more time than what is needed to complete the process, if there is a need for a countdown.
- **Do** notify your users if there is a need to time them out, preferably 20-30 minutes before the timeout, with additional notifications when the time is almost up.



Book an Appointment

Download eStore Contact

Services Government Schemes Corporate Healthcare Training Insurance International Health Resources Our Group

Make an Appointment

Input Captcha: 494927

All fields marked with * are required

COVID-19 Test

As required by China Embassy, please refer here to the table of test sequence to assist you in your booking accordingly.

COVID-19 Test Details

Purpose of Visit *

Preferred Location *

Preferred Date (dd/mm/yyyy) *

Reference No (purchases at raffleshealth.com)

Corporate Client?

Related Specialist Centre

We provide multi-disciplinary team-based care from cancer screening, diagnosis, cancer treatment, to rehabilitative and supportive care.

Find an oncologist

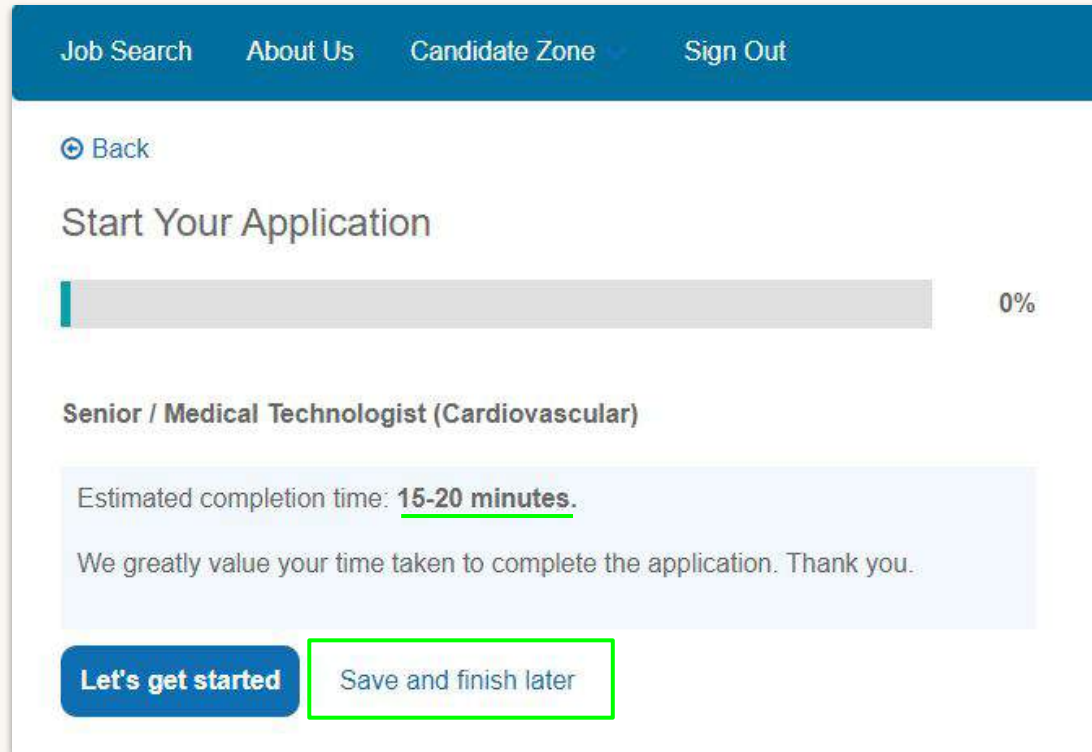


Do opt for forms that do not time users out. When there is a need to book a time slot, hold the selected time slot for an extended amount of time.

69

Do provide the option to “Save as draft” or enable the auto-save function.

- **Do** autosave the information provided and allow users to continue where they left off, in the event they dropped unintentionally.



The screenshot shows a web interface for a job application. At the top, there is a blue navigation bar with links for 'Job Search', 'About Us', 'Candidate Zone', and 'Sign Out'. Below this, there is a 'Back' button with a circular arrow icon. The main heading is 'Start Your Application', followed by a progress bar that is currently at 0%. The job title is 'Senior / Medical Technologist (Cardiovascular)'. A light blue box contains the text: 'Estimated completion time: 15-20 minutes. We greatly value your time taken to complete the application. Thank you.' At the bottom, there are two buttons: 'Let's get started' (a solid blue button) and 'Save and finish later' (a white button with a green border, which is highlighted by a green box).



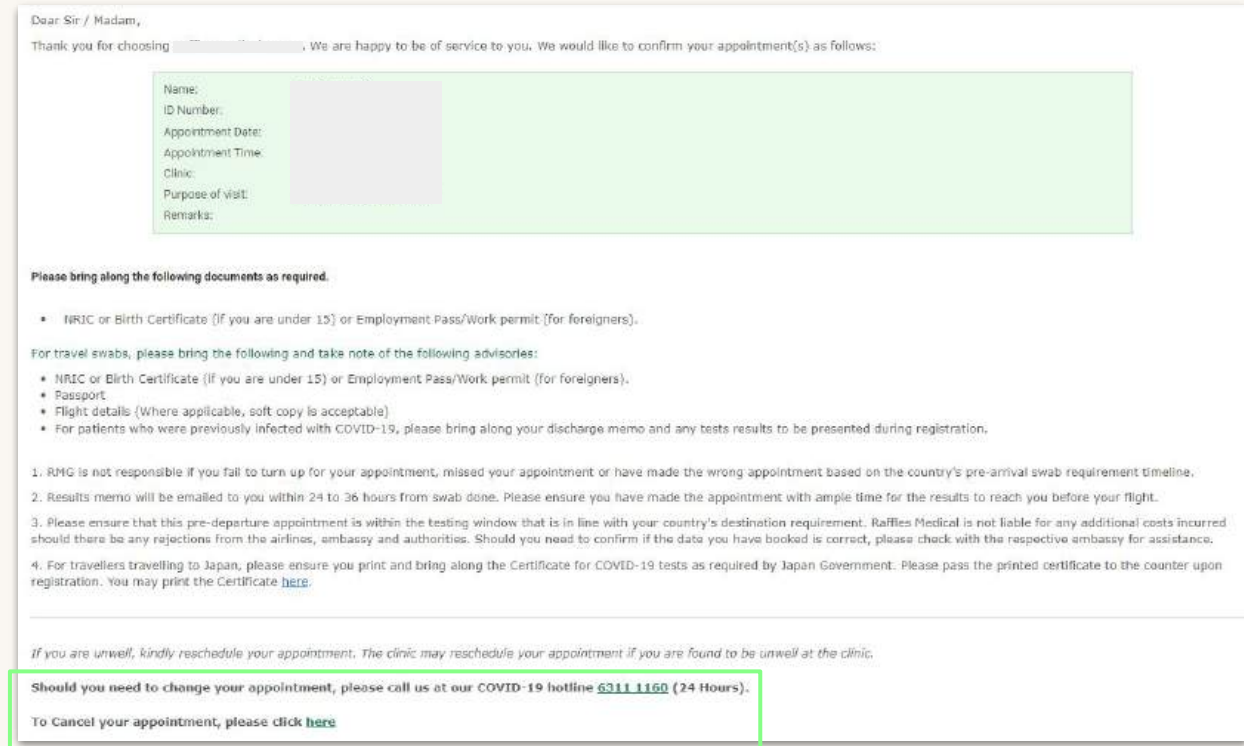
When an extensive amount of information is required, there is a chance that users may:

1. Not have all the information on hand
2. Accidentally exit the submission

70

Do allow users to verify and edit the details before making an appointment.

- **Do** provide a details verification page when:
 - A submission is not easily cancelled or edited.
 - Money is involved.
 - There is extensive user information being requested.
- **Do** provide a summary page of the successful appointment request, that allows users to edit the details.



Dear Sir / Madam,

Thank you for choosing [redacted], We are happy to be of service to you. We would like to confirm your appointment(s) as follows:

Name:	[redacted]
ID Number:	[redacted]
Appointment Date:	[redacted]
Appointment Time:	[redacted]
Clinic:	[redacted]
Purpose of visit:	[redacted]
Remarks:	[redacted]

Please bring along the following documents as required.

- NRIC or Birth Certificate (if you are under 15) or Employment Pass/Work permit (for foreigners).

For travel swabs, please bring the following and take note of the following advisories:

- NRIC or Birth Certificate (if you are under 15) or Employment Pass/Work permit (for foreigners).
- Passport
- Flight details (Where applicable, soft copy is acceptable)
- For patients who were previously infected with COVID-19, please bring along your discharge memo and any tests results to be presented during registration.

1. RMG is not responsible if you fail to turn up for your appointment, missed your appointment or have made the wrong appointment based on the country's pre-arrival swab requirement timeline.
2. Results memo will be emailed to you within 24 to 36 hours from swab done. Please ensure you have made the appointment with ample time for the results to reach you before your flight.
3. Please ensure that this pre-departure appointment is within the testing window that is in line with your country's destination requirement. Raffles Medical is not liable for any additional costs incurred should there be any rejections from the airlines, embassy and authorities. Should you need to confirm if the data you have booked is correct, please check with the respective embassy for assistance.
4. For travellers travelling to Japan, please ensure you print and bring along the Certificate for COVID-19 tests as required by Japan Government. Please pass the printed certificate to the counter upon registration. You may print the Certificate [here](#).

If you are unwell, kindly reschedule your appointment. The clinic may reschedule your appointment if you are found to be unwell at the clinic.

Should you need to change your appointment, please call us at our COVID-19 hotline [6311 1160](tel:63111160) (24 Hours).

To Cancel your appointment, please click [here](#)

Do provide clear and simple instructions on how to cancel or change the appointment details if an appointment confirmation email is sent.

Customer

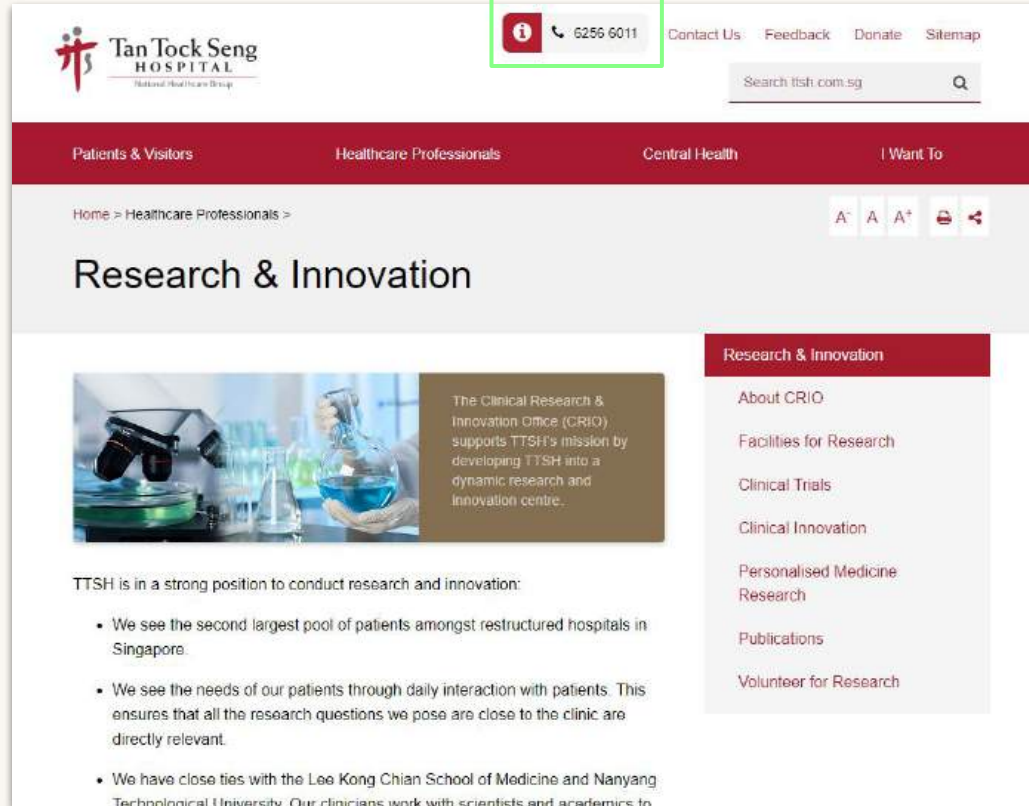
Support

71

Do ensure that the organisation's contact information can be easily found.

- **Do** display a phone number in an easy-to-spot location and style.

Users who are new to technology may prefer to call to find the information they need.



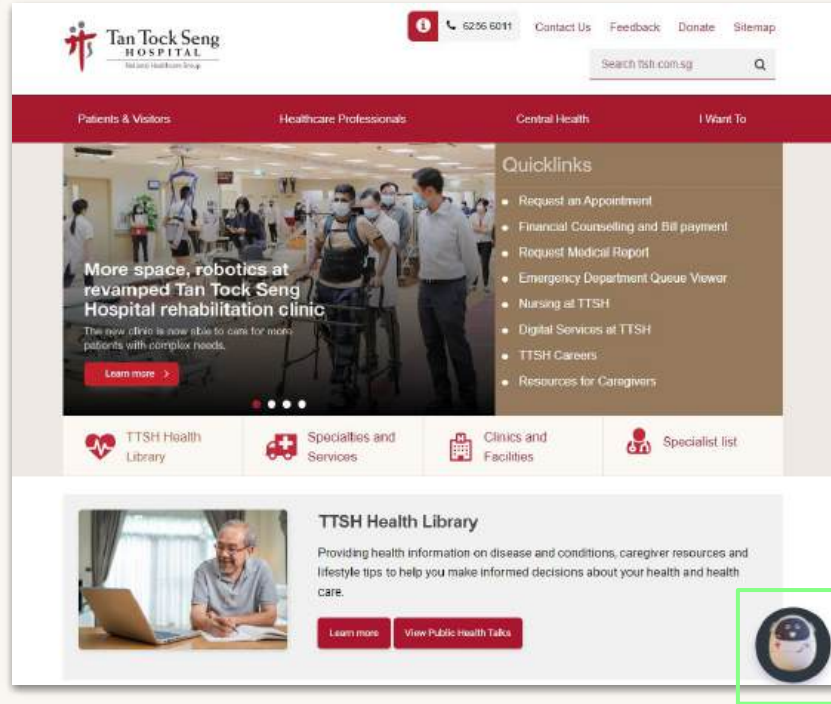
The screenshot shows the Tan Tock Seng Hospital website. The logo is on the top left. In the top right, a green box highlights a red information icon and the phone number 6256 6011. To the right of this are links for Contact Us, Feedback, Donate, and Sitemap. Below the navigation bar is a search bar with the text 'Search tish.com.sg'. The main content area has a dark red header with 'Patients & Visitors', 'Healthcare Professionals', 'Central Health', and 'I Want To'. Below this is a breadcrumb trail 'Home > Healthcare Professionals >'. The main heading is 'Research & Innovation'. There is a featured image of laboratory glassware with a text box: 'The Clinical Research & Innovation Office (CRIO) supports TTSH's mission by developing TTSH into a dynamic research and innovation centre..'. Below this is a section titled 'TTSH is in a strong position to conduct research and innovation:' followed by three bullet points. On the right, there is a sidebar menu for 'Research & Innovation' with links: 'About CRIO', 'Facilities for Research', 'Clinical Trials', 'Clinical Innovation', 'Personalised Medicine Research', 'Publications', and 'Volunteer for Research'. A large green checkmark is in the top right corner of the slide.

Do ensure that the organisation's contact information is readily available on all pages so users can switch to calling for information at any time.

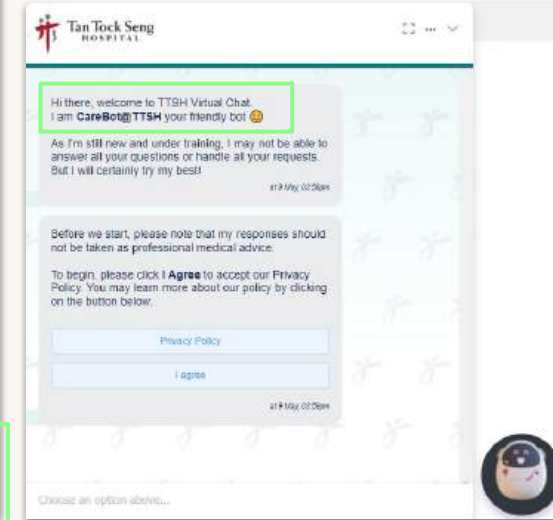
72

Do provide an online chat option when applicable.

- **Do** display the online chat option in an easy-to-spot location and style; usually at the bottom right or top right of the screen.
- **Do** provide an easy way for the user to end the session; an 'X' button on the top right corner of the online chat.



Do ensure that the online chat option can be accessed on any page and does not automatically open unless selected by the users.



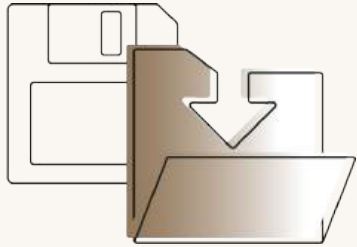
Do inform the users at the beginning, who would be handling their requests.

Reference

The UX Guidelines have been compiled with inputs from:

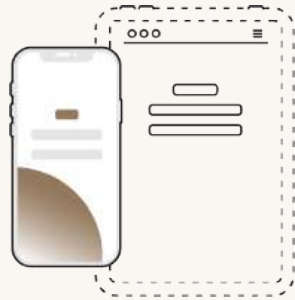
1. [Accessibility in Design](#), by Singapore Government Design System
2. [Age-friendly: UI UX design thinking for senior citizens, 2019](#), by Roman Berezhnoi
3. [Designing Apps and Digital Interfaces for Elderly](#), 1st edition, 2018, by CIBP Sprint
4. [Designing User Interfaces for the Elderly: A Systematic Literature Review, 2017](#), by Connor Dodd, Rukshan Athauda and Marc T. P. Adam
5. [Digital Service Standard, Public Release, 2020](#), by GovTech Singapore
6. [Nielsen Norman Group: Usability for Senior Citizens: Improved, But Still Lacking, 2013](#), by Jakob Nielsen
7. **Nielsen Norman Group: UX Design for Seniors (Ages 65 and older), 3rd Edition**, by Lexie Kane and Kara Pernice
8. **UI Guidelines and Best Practices**, V1.02, 2017, by Ang Eng Kiat
9. [UX accessibility for elderly – 12 principles, 2019](#), by Szymon Trzepla
10. [UX Design Thinking From A Senior Citizen's Perspective](#), by Emily Grace Adiseshiah

The guidelines may be revised over time, it includes but is not limited to:



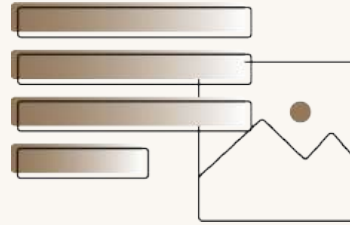
Iconography

As the new generation age, the icons they understand (or grow up with) changes.



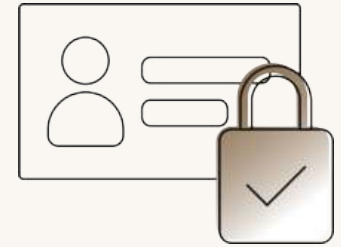
New devices

Devices come and go. New devices could mean a new set of responsive designs and user habits.



Content preference

The current preference for text, over symbols and colours, would change over time as a medium for information.



Data privacy

The amount of information that users are willing to share about themselves would change over time.