

10:51:39 From Jen Blatz - UXRS to Everyone:
Just checking. Can you see the slides?

10:51:51 From Danielle Egipto to Everyone:
Yes! 😊

10:51:56 From Victoria Donica to Everyone:
yes!

10:52:03 From Jen Blatz - UXRS to Everyone:
Thank you.

10:53:04 From Alex Zucker (Fidelity UXD) to Everyone:
Alex from Boston! Nice to be here

10:53:04 From Danielle Egipto to Everyone:
New York City!

10:53:23 From Sarah N. to Everyone:
Hello All. I am excited to be here with you this morning. I am dialed in from fabulous Minneapolis, MN!!

10:53:25 From Christine Jones to Everyone:
Christine - Greetings from Minneapolis Everyone!!

10:53:29 From Sadie Moncayo to Everyone:
Connecticut. Thank you for hosting this event!

10:53:29 From Jenna Martin to Everyone:
Hello from Rochester, NY!

10:53:31 From Jen Blatz - UXRS to Everyone:
I am in Frisco TX. Kind of gloomy here, but warm 😊

10:53:45 From Corina to Everyone:
Hello from Los Angeles! Also gloomy here!

10:53:59 From Jesse Anton to Everyone:
Bonjour from Geneva

10:54:10 From Florian Schumacher to Everyone:
Hello from Hamburg

10:54:30 From Zoe Wilson to Everyone:
Cheers from Denver, CO!

10:55:08 From Sarah N. to Everyone:
First IA event for me

10:55:09 From Ingrid Piguero to Everyone:
Hello from Paris, France!

10:55:32 From Corina to Everyone:
Will be attending the one from Pittsburgh this afternoon!

10:55:32 From Danielle Egipto to Everyone:
First IA event for me too! Hoping to attend more!

10:55:33 From Dalma Prieto to Everyone:
Colombia

10:55:45 From Dalma Prieto to Everyone:
😊 hello

10:56:00 From Alex Zucker (Fidelity UXD) to Everyone:
First and only session for me today.

10:56:03 From Jen Blatz - UXRS to Everyone:
What other WIAD events are looking good to you?

10:56:14 From Victoria Donica to Everyone:
First IA event for me, by the way Hello from Parma, Italy!

10:56:21 From Sarah N. to Everyone:
YAY ITALY!!!

10:56:45 From Fernanda Da Costa to Everyone:

First WIAD event for me, looking forward to it!

10:56:53 From Kingsley Omokhuale to Everyone:
Hello from London 😊

10:56:55 From Dr Gyles Morrison to Everyone:
Hi everyone

10:57:09 From Dr Gyles Morrison to Jen Blatz - UXRS(Direct Message):
Hi Jen

10:57:14 From Tina Lickova to Everyone:
Hello from Vienna :)

10:57:14 From Kate Drummond to Everyone:
Hello from Seattle! Just tuned into a talk from WIAD Pittsburgh

10:58:22 From Noreen Whysel to Everyone:
Joining from Brooklyn. Attended Akron this morning.

10:58:28 From Jen Blatz - UXRS to Dr Gyles Morrison(Direct Message):
Thanks for the correction. So glad you are here.

10:58:35 From Sonya Passi to Everyone:
From San Diego

10:58:39 From Hillary Hines to Everyone:
Hello everyone! Joining from Jamaica 🇯🇲

10:58:51 From Linnea Singer to Everyone:
Hello from Las Vegas! First and only event for me so far

10:59:39 From Lauren Singer to Everyone:
Hello from Nashville!

11:00:06 From abbey ripstra to Everyone:
Hello from San Francisco!

11:00:08 From Jessie Hirsch to Everyone:
Hi from Seattle :)

11:00:13 From Oscar Yepes to Everyone:
Good day from Rhode Island!

11:00:14 From frauline to Everyone:
Hello from Chicago!

11:00:15 From Rachel Kantrowitz to Everyone:
Hi from Rhode Island!

11:00:21 From Jose Lopez to Everyone:
Hi from sunny (but windy today) Los Angeles!

11:00:23 From Mike Rodriguez to Everyone:
Hello from Miami!

11:00:23 From Tracie Scott to Everyone:
Dallas, TX USA

11:00:26 From Einav Stapleton to Everyone:
Hi from Israel!

11:00:26 From Erin Bailey to Everyone:
Hi from Vancouver!

11:00:27 From David Pepka to Everyone:
Hello from Boston!

11:00:28 From Theresa Worley to Everyone:
Hi from Leesburg, VA

11:00:28 From Sadie Rubio to Everyone:
Hello from Utah!

11:00:29 From Mark Werner (he/him) to Everyone:
Greetings from Boulder, Colorado. :-)

11:00:33 From Renee Lastrapes to Everyone:

Houston!

11:00:37 From Puja Chatterjee to Everyone:
Hi to all 🙌 I'm from Germany

11:00:44 From Lauren Singer - UXRS to Everyone:
The recording for today's event will be posted on Youtube. Subscribe to get notifications when a new video is posted!
<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>

11:00:45 From Thi Hannah Chau to Everyone:
Hi from Montreal, Canada 😊

11:01:09 From Lauren Singer - UXRS to Everyone:
Check out the UXRS website or information about past events, upcoming events, and more!
<https://www.uxresearchandstrategy.com/>

11:01:17 From Jasnoor Saini to Everyone:
Hi to all, I am from India 🙌

11:01:29 From Fayola Ama to Everyone:
Hi all! Connecting from outside Philly, PA.

11:01:54 From Odegua Uchendu to Everyone:
Hi. Joining in from Benin, Nigeria

11:02:19 From Lauren Singer - UXRS to Everyone:
WIAD global website
<https://www.worldiaday.org/2022>

11:02:27 From Lauren Singer - UXRS to Everyone:
WIAD Global keynote recording
https://vimeo.com/670971563/91963ea9a8?utm_source=emailoctopus&utm_medium=email&utm_campaign=WIAD22%20Global%20Keynote%20-%20Now%20Available

11:03:07 From Lauren Singer - UXRS to Everyone:
WIAD22 Gift Bag
<https://tally.so/r/w7YV2m>

11:03:51 From Lauren Singer - UXRS to Everyone:
LinkTree with links to all our social media channels
<https://linktr.ee/uxrs>

11:03:56 From Judit Antos to Everyone:
I am from Orange County!

11:04:08 From Eugenia Jongewaard de Boer to Everyone:
Barcelona 😊

11:04:19 From Judit Antos to Everyone:
Nice, Eugenia :)

11:04:25 From Lauren Singer - UXRS to Everyone:
Sign up for our Slack channel! Fill in this form.
<https://forms.gle/4pFyZJyreEdvPWoz6>

11:04:31 From Analu Marques to Everyone:
hi! i'm from São Paulo, Brazil :)

11:04:46 From Lauren Singer - UXRS to Everyone:
Want to know how to build a UX Research portfolio for your next job interview? We have an excellent webinar coming up "Creating & Leveraging Your UX Research Portfolio" special event
<https://www.eventbrite.com/e/creating-leveraging-your-ux-research-portfolio-tickets-236160120277>

11:05:47 From Lauren Singer - UXRS to Everyone:

April Free Event - Positioning Qualitative Research to Succeed
<https://www.eventbrite.com/e/challenging-ux-research-norms-positioning-qualitative-research-to-succeed-tickets-264885528747>

11:07:25 From Edward Amezcuita to Everyone:
THE MAN THE MYTH!

11:07:36 From Jose Lopez to Everyone:
The Legendddd

11:07:47 From abbey ripstra to Everyone:
Call: ge

11:07:49 From Edward Amezcuita to Everyone:



11:07:55 From Hillary Hines to Everyone:
THE GOATTT

11:08:13 From Edward Amezcuita to Everyone:
WORLD CHAMPION

11:08:19 From Arvi to Everyone:
Hi All!!

11:09:04 From Sarah N. to Everyone:

I am a no longer "practicing" RN now in healthcare technology, UX Research 😊

11:09:18 From Allen Thomas to Everyone:
Yessss. God of War PS4/5 is stellar

11:09:45 From Mike Rodriguez to Everyone:
I have it on my PC wishlist Have to finish a few things first.

11:10:28 From Judit Antos to Everyone:
Hi Becca!

11:11:48 From Lisa Semidey to Everyone:
Hi Y'all! Lisa in Houston, TX!

11:12:16 From Radhika Bhoj to Everyone:
Hi all, I'm Radhika from India :)

11:12:17 From Tai Tran to Everyone:
Hi From Minneapolis!

11:12:18 From Tina Lickova to Everyone:
Is the presentation moving, or is stucked just on my side? :)

11:12:21 From Rebecca Davis to Everyone:
Hi Judit! :) Hi all!

11:12:24 From Tiffany Hendricks to Everyone:
I am no longer a "practicing" Physical Therapist. Looking to get into health tech or accessibility UX Research.

@Sarah N I'd love to connect! <https://www.linkedin.com/in/tiffany-hendricks-71713350/>

11:12:34 From Jessie Hirsch to Everyone:
I think it's just supposed to be the intro slide...?

11:12:36 From John Atteh to Everyone:

John from Connecticut! 👍

11:12:58 From Edward Amezcuita to Everyone:
It's great to see everyone leveraging their previous healthcare skills in UX

11:14:18 From Lauren Singer - UXRS to Everyone:
If you have questions, add them here to the chat!

11:14:44 From Gulshan S to Everyone:
Healthcare content marketer here from Austin, Tx. Would love to connect <https://www.linkedin.com/in/gulshansingh/>

11:15:52 From jesca Ochieng to Everyone:
A UX designer with biomedical science and technology background

11:16:35 From Johanna Berntsson to Everyone:

UX designer with background as a nursing assistant and a social worker, as well as HR in healthcare here :)

11:16:37 From Sarah N. to Everyone:

Imposter Syndrome .. What's that??

11:16:49 From Sarah N. to Everyone:

HaHaHaHa ...

11:17:01 From Sarah N. to Everyone:

working hard to let go of my Imposter Syndrome 😊

11:17:22 From Tai Tran to Everyone:

Background in Dentistry, Certified in Epic, PM and currently work as a Web and Mobile Business Analyst and Product Management <https://www.linkedin.com/in/tran0439/>

11:17:26 From Erin Bailey to Everyone:

Went to school to become a speech language pathologist but I am now working to transition to UX research, If anyone wants to connect feel free to reach out! <https://www.linkedin.com/in/uxr/>

11:18:22 From Catarina Santos to Everyone:

taking a break from practicing as a family doctor and getting into ux design (<https://www.linkedin.com/in/catarina-figueiras-santos/>)

11:18:52 From Noreen Whysel to Everyone:

I'm relatively new to the healthcare field but am advising on UX for an identity standards project that focuses on the patient experience.

11:19:35 From Zofia Einhorn to Everyone:

Learning Experience Designer, with expertise in gamification.

11:19:37 From Zofia Einhorn to Everyone:

<https://www.linkedin.com/in/zofia-einhorn-4527108/>

11:19:41 From Jen Blatz - UXRS to Everyone:

Please drop questions in this chat. We'll ask them at the end.

11:19:51 From Smrita to Everyone:

Hi All, This is Smrita Jain, working as a Senior UX Designer and working in projects in Healthcare and Pharma, <https://www.linkedin.com/in/smritajain/>

11:20:11 From ismardiyanti to Everyone:

Hi! Im a dentist + newbie in UX 😊 happy to connect with you guys on linkedin >>>

<https://www.linkedin.com/in/windiaputri/>

11:20:38 From Daniel Hayward to Everyone:

UX Student at Michigan State looking to expand my knowledge in a more a specific area of UX <https://www.linkedin.com/in/daniel-hayward-0b0a76197/>

11:21:11 From Jose Lopez to Everyone:

Question: Which business models would you say are the better ones from an ethical, humanitarian perspective?

11:21:19 From Varsha to Everyone:

Hi, I am Varsha from Germany. i would like to connect with you guys.

<https://www.linkedin.com/in/varshagawai/>

11:21:29 From Allen Thomas to Everyone:

Educator with a PhD in Counseling Psychology and looking to get into UX research. Feel free to connect with me on LinkedIn! I also love talking about gaming if that's your bag! <https://www.linkedin.com/in/adt073/>

11:21:51 From Isabel Zavala to Everyone:

Hello, I'm Isabel an OT clinician and completed my UX design course at UC Berkeley please free to connect with me <https://www.linkedin.com/in/isabel-zavala-3b147410/> I

11:22:17 From abbey ripstra to Everyone:

Hello - I am Abbey an experienced UX researcher - happy to connect! <https://www.linkedin.com/in/abigailripstra/>

11:22:26 From Jesca Ochieng to Everyone:

I am here from Kenya

11:22:38 From Vinícius Sasso to Everyone:

Hi! I am a UX Designer, I am not currently in the healthcare sector. I came here to learn a bit more on the state of healthcare today for my research on the topic. If you want to do networking and talk about Design, or UX, add me:

11:22:49 From Vinícius Sasso to Everyone:

www.linkedin.com/in/vinisasso

11:22:59 From Rachel Kim to Everyone:

Hi everyone! I'm Rachel and currently working on Google's UX design cert while working as an RN! Nice to meet you all. Would love to connect on LinkedIn!!

>>>www.linkedin.com/in/rachel-kim-johnstone

11:23:05 From Mecca Tronic to Everyone:

Hi all

Américo from Portugal, happy to connect!

<https://www.linkedin.com/in/a3figueiredo>

11:23:27 From Ingrid Pigueron to Everyone:

Hi, I'm a Linguist (translating/reviewing for tech, life sciences, biomedical research, public healthcare, international cooperation for 20 years) transitioning to UX, if you are interested in connecting: <https://www.linkedin.com/in/ingridpigueron/>

11:23:30 From Jen Blatz - UXRS to Everyone:

Just a reminder, slides, transcript, chat and video recording will be available on the UXRS website. <https://www.uxresearchandstrategy.com/>

11:23:53 From Puja Chatterjee to Everyone:

I used to work as a HCP (Dietician) for long 6/7 years before I move into UX/UI..my question is how can I find a suitable position in Healthcare/Clinical UX/UI as a beginner? How to create Case studies specially in Healthcare for portfolio when there is no practical cases I have yet?

11:23:54 From Sarah N. to Everyone:

I've been on the technology side of healthcare for most of my RN career and really do love it. And I love connecting with people excited about healthcare technology, UX, and now my favorite way to define where I want to be Clinical UX. www.linkedin.com/in/sarahneumeier

11:24:09 From Arvi to Everyone:

What are some of the blogs for designers to follow so they can get familiar with how human centered design is applied in healthcare?

11:25:03 From Allen Thomas to Everyone:

This takes me back to the role of Rogers' Person-Centered theory in counseling psychology

11:25:16 From Roberta to Everyone:

😊 hi I'm a product designer + UXwriter

11:25:26 From Stephanie Gotico to Everyone:

Hi I'm Stephanie, a Cognitive Science grad looking to get into UX, please feel free to connect with me! <https://www.linkedin.com/in/stephaniegotico>

11:26:10 From Rebecca Blakiston to Everyone:

I'm curious how UX is being integrated into medical school curriculum? Any trends there or success stories? (I'm not in healthcare but at a university, and I know we recently launched a design lab at our medical center which is cool).

11:26:29 From Kristie to Everyone:

Background in science, technical communication and a longtime patient in the healthcare system. Looking to combine my experiences and my work in patient education to

create better experiences for patients and practitioners. <https://www.linkedin.com/in/kristienicol/>

11:26:38 From Andrea to Everyone:

Hi everyone from London! I come straight from a design Bootcamp. My background is in Customer Service and Operations in the travel and transportation industries. I am becoming increasingly interested in healthcare after working on a project involving medical records.

Would love to connect! <https://www.linkedin.com/in/amzz/>

11:26:49 From Lisa Semidey to Everyone:

She's wearing the OmniPod!

11:27:32 From abbey ripstra to Everyone:

some folk

11:27:52 From abbey ripstra to Everyone:

oops accidental send - trying to take notes elsewhere oops

11:28:23 From Isabel Zavala to Everyone:

I have been an OT clinician for the past 12 years. I am looking for UX/UI positions in Healthcare/Clinical. Feel free to connect. <https://www.linkedin.com/in/isabel-zavala-3b147410/>

11:29:02 From Jose Lopez to Everyone:

Rotary phones lolol

11:29:07 From Chianta Dorsey to Everyone:

Yes. Rotary phones.

11:29:11 From Jose Lopez to Everyone:

#takingusback

11:29:11 From Jenna Martin to Everyone:

Hi everyone! I'm new to UX and am coming from a psychology/social work background. Feel free to connect with me! <https://www.linkedin.com/in/jenna-martin-lmsw-uxc-803b72132>

11:29:15 From Bridgett Billingsley to Everyone:

Yeah, that was annoying lol

11:29:20 From Tiffany Hendricks to Everyone:

lol. yes! Rotary phones :)

11:29:20 From Smrita to Everyone:

I worked for a non profit for T1D organization for 5 years and have seen the evolvment of devices people use for glucose control

11:30:29 From Evelyn Zepeda to Everyone:

Hi I'm a research associate with 6 years of healthcare research looking to get into UX research, would love to connect! <https://www.linkedin.com/in/evelyn-l-zepeda-2434347b>

11:30:34 From Abe to Everyone:

that was very easy to use and it didn't fit into my pocket so I never had to carry it with me the clock round!

11:30:41 From Michaela Mora to Everyone:

I'm mixed-method researcher working at the intersection of market research and UX research to support the product development process for both physical and digital products. Glad to connect: <https://www.linkedin.com/in/michaelamora/>

11:30:42 From Lisa Semidey to Everyone:

Smrita, the device evolution has definitely provided improvements in the lives of those with T1D. Many positives, but not everything is perfect.

11:30:43 From Abena Gyimah to Everyone:

Hi everyone, I've almost completed my UX course and have a background in Psychology. Feel free to connect. <https://www.linkedin.com/in/abena-gyimah-193807185/>

11:31:21 From Puja Chatterjee to Everyone:

I am a Dietician happily trying to transit in UX/UI design, would love to connect with people who wish to get along and grow

<http://linkedin.com/in/puja-roychatterjee-06381236>

11:32:02 From Judit Antos to Everyone:

Hello, my background is in social sciences and customer service, now I am transitioning to UX Design, attending a great women-centered program. Feel free to connect:<https://www.linkedin.com/in/judit-raksi-antos-73400096/>

11:33:08 From Jose Lopez to Everyone:

Good info to share for everyone that is starting their UX journey 🙌

11:33:12 From Hillary Hines to Everyone:

Love to V ❤️

11:33:16 From Smrita to Everyone:

@Lisa - absolutely true — lets keep the conversation, feel free to connect with me
<https://www.linkedin.com/in/smritajain/>

11:33:26 From Hillary Hines to Everyone:

Treated a lot of patients with Sickle cell

11:33:29 From ozelle kimalael to Everyone:

Hi, I'm from Kenya and a PhD student in Northern Ireland researching evaluating UX in the design of medical devices. Happy to connect - www.linkedin.com/in/ozelle-kimalael

11:33:56 From Smrita to Everyone:

I also worked for Sickle Cell Organization and helped with website and branding — learned so many things about this disease that I didn't know

11:34:01 From Lauren Singer - UXRS to Everyone:

Don't forget to post any questions you have in this chat!

11:34:17 From Rebecca Davis to Everyone:

Hi! I've been a physical therapist assistant for going on 6 years and am working on transitioning to UX, hopefully clinical UX! I'm happy to connect! <https://www.linkedin.com/in/rebecca-davis706/>

11:34:31 From Puja Chatterjee to Everyone:

@lauren already asked 😊

11:34:37 From Ebonie to Everyone:

Hi, my name is Ebonie I'm transitioning to UX Design from a Clinical Research Background. Open to connect <https://www.linkedin.com/in/tiaconda/>

11:35:16 From Lanre Jerry-ljishakin to Everyone:

I lost a cousin who was sickle cell and was not managed well during a crisis episode!

11:36:11 From Lanre Jerry-ljishakin to Everyone:

This is a beautiful innovation!

11:36:15 From Farzane Af to Everyone:

I'm farzane, a product designer from Iran

11:36:20 From Farzane Af to Everyone:

<https://www.linkedin.com/in/farzaneabasnejad>

11:36:26 From Jen Blatz - UXRS to Everyone:

We recently had a meetup that covered ethiccs in UX. Check it out: <https://www.youtube.com/watch?v=2FI-Z3-Vjxs&t=1001s>

11:36:37 From Noreen Whysel to Everyone:

Harmful patterns. They aren't always deceptive. (Like confirm shaming, very visible)

11:36:53 From Smrita to Everyone:

Signing up for a website with content that is "not gated" content

11:37:50 From Vinícius Sasso to Everyone:

"Dark patterns" can also be called "evil patterns" or "deceptive patterns" - all these terms mean basically the same in UX

11:37:54 From Jen Blatz - UXRS to Everyone:

Wow look at all of those UX opportunities!!!

11:37:55 From Sadie Moncayo to Everyone:

I'm an occupational therapist with a background in pediatric social learning research!
<https://www.linkedin.com/in/sadiemoncayo/>

11:38:10 From Noreen Whysel to Everyone:

We at Me2ba.org played around with a lot of alternatives to “Dark” Patterns and landed on Harmful.

11:38:28 From Saori Kawagishi to Everyone:

Hi, I would like to connect to everyone. I am an Interaction design student/UIUX designer. <https://www.linkedin.com/in/saori-kawagishi-3618b11a0/>

11:38:42 From Jen Blatz - UXRS to Everyone:

This content is gold! Love it.

11:38:53 From Jen Blatz - UXRS to Everyone:

What questions do you have for Gyles? Drop them in the chat.

11:39:01 From Radhika Bhoj to Everyone:

I'm interning as an UX Researcher at an agency. Transitioned to design from Electronics! Would be great to connect. <https://www.linkedin.com/in/radhika-bhoj/>

11:39:13 From abbey ripstra to Everyone:

Question: As a patient and a design researcher, I have experienced many issues - sometimes just finding where to get my MRI appointment within a giant hospital, sometimes understanding how to connect with my doctors on Mychart (EMR). I notice a lot of ways to improve the UX of being a patient, but am not sure how to approach or who to approach. What is your advice to approach systems that you identify as really needing UX improvements. (not it isn't just me - when trying to find my MRI, I overheard several other conversations about “where do we go?” “How do I get to the top floor, does P1 or B1 mean the floor on Parnassus street? ”

11:39:19 From Amy Hernandez to Everyone:

Question: Will this recording be available to us afterward? Would love to go back to these slides

11:39:43 From Edward Amezcuita to Everyone:

Behavior analyst and UX Researcher here! I am always open to chat and strategize about behavior change.

<https://www.linkedin.com/in/eddie-amezcuita/>

11:39:58 From Jen Blatz - UXRS to Everyone:

The recording for today's event will be posted on Youtube. Subscribe to get notifications when a new video is posted!

<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>

11:40:15 From Kristie to Everyone:

1X for Abbey's question. That's me as well.

11:40:25 From Amy Hernandez to Everyone:

Thank you Jen!

11:41:01 From Jose Lopez to Everyone:

Let's do it haha

11:41:04 From Jose Lopez to Everyone:

(Plow on)

11:41:20 From Puja Chatterjee to Everyone:

Dr Gyles!!! ❤️ 🙏🙏🙏 Thank you sooo much for being here doing this!! Content is just awesome! 🙌

11:41:33 From Vinícius Sasso to Everyone:

Question: will there be a limit for AI (Artificial Intelligence) and automation in healthcare, or maybe we're going to meet artificial doctors/healthcare assistants in a near future?

11:41:50 From Allen Thomas to Everyone:

The inclusion of animals here adds important nuance and context that applies to humans, too. Love it!

11:42:15 From Noreen Whysel to Everyone:

Betterbehavior.slack.com is a great group for discussing design for behavior intervention.

11:42:18 From Isha Jain (she/her) to Everyone:

I'm a behavioral science graduate student at the University of Pennsylvania with a strong passion for healthcare. Look forward to getting to know everyone! <https://www.linkedin.com/in/ishajain-/>

11:43:26 From Chianta Dorsey to Everyone:

Question: I work in a medical library. What types of resources can we provide to future medical professionals (students) or physicians that can get them thinking about employing UX in clinical or health care?

11:43:38 From Georgia Petroutsas to Everyone:

Hi everybody, Georgia here :) I work in private health insurance (BUPA GLOBAL) and I am also one of Gyles' students. I cannot recommend the Clinical UX course enough! Connect with me here : <https://www.linkedin.com/in/georgia-petroutsas-013770119/>

11:43:41 From Chukwunonso Obidike to Everyone:

I am Patrick. a UI UX Designer. I love to connect: <https://www.linkedin.com/in/chukwunonsoobidike>

11:44:00 From Qingyan Ma to Everyone:

Check out health belief model. It is very useful to guide survey design and evaluation

11:44:15 From Kristie to Everyone:

Question: How do you get buy in for change/trying a new process from the people with the money/resources? How do you deal with resistance?

11:44:51 From Jen Blatz - UXRS to Everyone:

Want to keep the conversation going? Sign up for our Slack channel! Fill in this form. <https://forms.gle/4pFyZJyreEdvPWoz6>

There's even a health-to-ux channel to talk to people interested in clinical UX.

11:46:02 From Hillary Hines to Everyone:

Anyone wanting to learn more should definitely sign up for the Clinical UX Academy. I am a student and it is AMAZING.

Link: <http://clinicalux.org>

11:46:23 From Hillary Hines to Everyone:

I am a medical doctor training in clinical ux

11:46:53 From Michele Berg to Everyone:

Nurse informaticist here this is good!

11:47:22 From Sarah N. to Everyone:



11:47:41 From Arvi to Everyone:

Patients may have lot of things running on their mind. How do we gather inputs from patients and make them involved in the design process so we can empathize with them and learn more on their behaviors?

11:48:13 From Hillary Hines to Everyone:

Amen!

11:48:30 From Michele Berg to Everyone:

Patient generated data too :)

11:48:49 From Kingsley Omokhuale to Everyone:

Does this not create a further pain point for the patient, as I feel too much responsibility is placed on the patient

11:49:09 From Jen Blatz - UXRS to Everyone:

After Gyles talk, we'll have breakout rooms where we can meet people in smaller settings, then after that is the fun part, which we call Happy Hour. You'll want to stay for that. We all come back together and ask questions of everyone. Lauren is going to talk a little bit of her journey of how she got into UX research coming from a medical research background.

11:49:20 From Rachel Kim to Everyone:

For someone who is a nurse, in the process of getting a UXD cert, and doesn't have any UX experience...is it possible to break into the Clinical UX world right off the bat? Or is it something I would have to work up after getting some UX experience under my belt? Thanks in advance! 😊

11:49:29 From Eric Porras to Everyone:

I am Eric a UX Designer. we can connect for future projects... <https://www.linkedin.com/in/uxericporras/>

11:49:35 From abbey ripstra to Everyone:

There are so many touch points along a patient journey.. as a patient, I wouldn't mind answering questions or doing exercises while I wait, or even after or before a dr. appointment. There are ways! (only think I imagine would get in the way is Regulation- depending on the system / government working within.

11:49:36 From Lisa Semidey to Everyone:

It depends on the patients I guess. Their motivation and desire to engage will vary and may be high at one point but lower at another.

11:50:16 From Allen Thomas to Everyone:

Abbey, I've seen research on using (video) games with kids in that 'waiting' space and how it can reduce anxiety or fears about an upcoming procedure

11:50:21 From Kristie to Everyone:

@Arvi - I am a patient partner (various terms for that type of collaboration) on several projects. The patient is embedded on the team. You do get people who have time but it's a start.

11:50:25 From Arvi to Everyone:

I'm Arvind, Experience Designer working in Rocket Mortgage. Happy to connect with you all.

11:50:31 From Arvi to Everyone:

<https://www.linkedin.com/in/arvi/>

11:51:03 From Jen Blatz - UXRS to Everyone:

Stay for the networking after Gyles talk! We are going to have great conversation topics.

11:51:33 From abbey ripstra to Everyone:

Allen that makes good sense. Would love to learn more about how it worked.

11:51:40 From Jen Blatz - UXRS to Everyone:

I have multiple mentors! Learn from others!

11:52:24 From Eugenia Jongewaard de Boer to Everyone:



11:52:28 From Kristie to Everyone:

Love the slides. Really shows the interconnections.

11:52:34 From Varsha to Everyone:

I am learning UX design. Feel free to connect with me <https://www.linkedin.com/in/varshagawai>

11:52:56 From Amy Hernandez to Everyone:

I am unable to stay for the happy hour, but I would love to connect with others as well here!

<http://linkedin.com/in/hernandezamy>

11:53:00 From Adeleye Lufadeju to Everyone:

Love the presentation. Would live to connect with many of you here: <https://www.linkedin.com/in/adeleyelufadeju/>

11:53:00 From Sarah Dussault to Everyone:

Hi! I'm Sarah, a registered nurse beginning my career as a UX designer. I'd love to connect! <https://www.linkedin.com/in/sarah-dussault-8b323110a>

11:53:04 From Noble Inasu to Everyone:
<https://www.linkedin.com/in/drnobleinasu/>

11:53:11 From Oscar Yepes to Everyone:
Hi all, I work in the medical device industry. Would be happy to connect <https://www.linkedin.com/in/oscar-yepes/>

11:53:24 From Jillian Warren to Everyone:
I am a PhD Candidate focused on UXR/Human Computer Interaction related to health and well-being. I hope to continue in a healthcare and clinical setting upon completion of my degree this summer. If anyone would like to connect please find me at: <https://www.linkedin.com/in/jillianlwarren/>

11:53:34 From Hillary Hines to Everyone:
Talk di tings dem

11:53:35 From Vinícius Sasso to Everyone:
Yeah! I don't buy those people who say "UX is everyone's job"

11:54:04 From Henry Hsu to Everyone:
I'm Henry, UXR and also have a strong focus on behavior science. Feel free to connect me >>> <https://www.linkedin.com/in/hehuaihsu/>

11:54:23 From Smrita to Everyone:
Hi, all, don't mean to spam this chat Window but before we finish this meeting, feel free to connect via LinkedIn, <https://www.linkedin.com/in/smritajain/> — Dr. Gyles, he is just amazing, he said so many things that are just so true to UX and UI!

11:54:47 From Noreen Whysel to Everyone:
Would be great to get a copy of the chat transcript too. Lots of good thoughts and connections.

11:55:19 From Lauren Singer - UXRS to Everyone:
The chat transcript will be posted to our website: <https://www.uxresearchandstrategy.com/>

11:55:39 From Jillian Warren to Everyone:
Hi Noreen, There are three dots in the chat box area that lets you save the chat yourself if that shows up for you 😊

11:55:39 From Johanna Berntsson to Everyone:
Feel free to connect with me as well :) <https://www.linkedin.com/in/johanna-berntsson/>

11:55:47 From Smrita to Everyone:
Thanks Lauren, he is very good and thank you for organizing this — looking forward to more such professionals

11:55:58 From Asmaa Hamed to Everyone:
Let's connect!<https://www.linkedin.com/in/asma-hamed-4b6033160/>

11:56:08 From Sonya Passi to Everyone:
Hi, I am learning UX and really interested in UX research, if anyone wants to connect :)

11:56:11 From Sonya Passi to Everyone:
www.linkedin.com/in/sonya-p-82076084

11:56:14 From Vinícius Sasso to Everyone:
Awesome thought

11:56:16 From Arvi to Everyone:
Dr.Gyles, love your content and slides. Thanks for getting everyone familiar with healthcare. Amazing topic!!

11:56:21 From Jen Blatz - UXRS to Everyone:
Questions for Gyles? Post here now!

11:56:22 From Vinícius Sasso to Everyone:
thoughts*

11:56:53 From Tiffany Hendricks to Everyone:
Physical Therapist moving into UX Research. Would love to connect!
<https://www.linkedin.com/in/tiffany-hendricks-71713350/>

11:57:20 From Anika Bausom to Everyone:

I'm a UX Designer in Phoenix, USA. I just started a job at a healthcare research consultancy <https://www.linkedin.com/in/anikabausom/>

11:57:32 From Michele Berg to Everyone:

Healthcare is a complex spiderweb it's not black and white

11:57:46 From Smrita to Everyone:

Question for Dr.: I am curious to know about AR/VR role in Clinical UX and what are Dr. Gyles thoughts about those in the upcoming years

11:57:53 From Elizabeth Hubbard to Everyone:

Hi! I'm a behavioral neuroscientist researcher and exercise psychophysiology. I'm looking to transition into Clinical UX research. I would love to connect! <https://www.linkedin.com/in/elizabeth-hubbard-phd/>

11:58:27 From Vinícius Sasso to Everyone:

The most sensitive point for me is knowing that some patients have heartbreaking stories...but anyway someday I hope to learn enough from them

11:58:53 From Smrita to Everyone:

Lol! Washing the family cat!!!

11:58:58 From Vinícius Sasso to Everyone:

LOL

11:59:01 From Rebecca Blakiston to Everyone:

Laura is a troublemaker!

11:59:05 From Puja Chatterjee to Everyone:



11:59:25 From abbey ripstra to Everyone:

Question (re posting in case didn't catch it before) : As a patient and a design researcher, I have experienced many issues - sometimes just finding where to get my MRI appointment within a giant hospital, sometimes understanding how to connect with my doctors on Mychart (EMR). I notice a lot of ways to improve the UX of being a patient, but am not sure how to approach or who to approach. What is your advice to approach systems that you identify as really needing UX improvements. (not it isn't just me - when trying to find my MRI, I overheard several other conversations about "where do we go?" "How do I get to the top floor, does P1 or B1 mean the floor on Parnassus street?" There were also a few health care workers who tried to help me but also didn't know where to go... it is not the first thing I have noticed in all my years..

11:59:48 From abbey ripstra to Everyone:

"universal design!"

12:00:01 From Allen Thomas to Everyone:

YES! Start with the people, especially those with the least among us, and you will always do good work

12:00:02 From Lisa Semidey to Everyone:

I love the idea of the "Disney mindset"/. Draw a ton of inspiration from Disney Imagineers

12:00:08 From Jose Lopez to Everyone:

Reposting my question as well in case it wasn't previously caught:

12:00:10 From Jose Lopez to Everyone:

Question: Which business models would you say are the better ones from an ethical, humanitarian perspective?

12:00:22 From Alexander Kingsley to Everyone:

I am a UI/UX designer, I recently worked on an app that helps diagnosis asphyxia and other brain disorder called Ubenwa. feel free to connect on linkedin <https://www.linkedin.com/in/ifeemeje-ifeanyi>

12:00:38 From Sharad to Everyone:

I'm a UX designer in transition and am enrolled in a Bootcamp for the same. I would love to connect with you all!

<https://www.linkedin.com/in/sharadchaubey/>

12:00:44 From Vinícius Sasso to Everyone:

Every human being has the right of being heard and cared about. Serve them.

12:01:18 From Lauren Singer - UXRS to Everyone:

We've recorded all your questions. We likely won't have time to ask them all, so if your question is not asked at the end, stick around for the networking to ask other professionals!

12:01:20 From Georgia Petroutsas to Everyone:

Inclusion in UX is so instrumental !

12:02:02 From Sonya Passi to Everyone:

Thank you!!

12:02:06 From Chianta Dorsey to Everyone:

Thanks! Great presentation!

12:02:07 From Asmaa Hamed to Everyone:

Thank you!

12:02:07 From Xinran Wang to Everyone:

Thank you, that was incredible info!!!

12:02:09 From Tiffany Hendricks to Everyone:

Thank you!!

12:02:10 From Elizabeth Hubbard to Everyone:

THANK YOU!!!!

12:02:11 From Lauren Singer - UXRS to Everyone:

WOOOO!

12:02:13 From Arvi to Everyone:



12:02:14 From Fayola Ama to Everyone:

Thanks!

12:02:14 From Teresa to Everyone:

@abbey +1 to your question! I recently had to help my elderly father navigate Mychart after a trip to ER from taking a fall. He is also not a native English speaker, so language barriers everywhere.

12:02:16 From Chianta Dorsey to Everyone:



12:02:17 From Bridgett Billingsley to Everyone:

Soo Good! Thank you!

12:02:17 From Ehsan .t to Everyone:



12:02:17 From Ms. Nancy to Everyone:

thank you

12:02:17 From Theresa Worley to Everyone:

That was great!!!

12:02:18 From Mike Rodriguez to Everyone:



12:02:19 From AG to Everyone:











12:02:19 From Kate Donovan to Everyone:

Thank you so much!

12:02:19 From Malari Barber to Everyone:

Thank you!!

12:02:19 From Jillian Warren to Everyone:

Thank you Dr. Morrison!!
12:02:20 From Kristie to Everyone:
thank you!
12:02:20 From Eugenia Jongewaard de Boer to Everyone:
Awesomeeeee Greetings from Barcelona!
12:02:20 From Lissa Aguilar to Everyone:
Fantastic!!
12:02:21 From Sharad to Everyone:

12:02:21 From renata s to Everyone:
Great!!
12:02:21 From Jinna Hagerty to Everyone:
Wow! That was amazing. Every sentence was illuminating
12:02:22 From Rachel Kim to Everyone:

12:02:22 From Ingrid Pigueron to Everyone:
Thank you Dr; Gyles, that was so interesting!
12:02:23 From bev pangilinan to Everyone:
THANK YOU Dr Gyles and Team!!!
12:02:23 From Hillary Hines to Everyone:

12:02:24 From Adrienne to Everyone:

12:02:26 From Thi Hannah Chau to Everyone:
Thank you Dr. Gyles!!!!
12:02:28 From Saori Kawagishi to Everyone:

12:02:29 From Daniel Hayward to Everyone:
Really great presentation!
12:02:29 From Edward Amezquita to Everyone:
Great job Dr. Gyles!
12:02:30 From Teresa to Everyone:
Thank you, Dr. Morrison!!
12:02:30 From farzaneh salehi to Everyone:

12:02:32 From Purvi Gusain to Everyone:

12:02:32 From Hillary Hines to Everyone:
Thank you Gyles!
12:02:33 From Smrita to Everyone:

12:02:34 From Rebecca Davis to Everyone:
Thank you!
12:02:34 From Thomas Böse to Everyone:
Thanks a lot for your interesting talk!
12:02:36 From Noreen Whysel to Everyone:
Thanks you!
12:02:37 From Sharad to Everyone:
Thank you Dr. Giles!

12:02:41 From Puja Chatterjee to Everyone:



12:02:41 From Chih Lin to Everyone:



12:02:45 From Jasnoor Saini to Everyone:



12:02:45 From Smrita to Everyone:

Thank you Dr. Gyles

12:02:47 From Sabrina Habib to Everyone:

I have to go soon but am so glad I attended so far! This was amazing, thank you

12:02:48 From Purvi Gusain to Everyone:

That was really amazing!

12:02:50 From Oscar Yepes to Everyone:

Thank you for a great presentation!

12:02:54 From Lauren Singer - UXRS to Everyone:

What did you think of WIAD Long Beach with UXRS? Complete the survey now! Help us improve the UXRS events

[https://docs.google.com/forms/d/e/](https://docs.google.com/forms/d/e/1FAIpQLScx9BI1sdp4MFSKvpqqbVJJoedKQFQv5UdXyhsUNzAQ59quYIA/viewform?usp=sf_link)

[1FAIpQLScx9BI1sdp4MFSKvpqqbVJJoedKQFQv5UdXyhsUNzAQ59quYIA/viewform?usp=sf_link](https://docs.google.com/forms/d/e/1FAIpQLScx9BI1sdp4MFSKvpqqbVJJoedKQFQv5UdXyhsUNzAQ59quYIA/viewform?usp=sf_link)

12:02:58 From Orlando Castillo to Everyone:

I appreciate your work Dr. Gyles. Thank you!

12:03:00 From Vinícius Sasso to Everyone:

Awesome, dr. Gilles! Great session!

12:03:03 From Varsha to Everyone:

Thank you Dr. Gyles for such a informative presentation.

12:03:04 From Pallavi Deshpande to Everyone:

Thank you so much Dr Morrison, great information and presented in detail, appreciate it!!!

12:03:13 From Adrienne to Everyone:

i'd love feedback on a food nutrition diary app that I am working on: especially from a dietician/nutrition:

12:03:25 From ismardiyanti to Everyone:

Dr Gyles, would love to know what should we consider in being !!

12:03:33 From Danielle Egipto to Everyone:

Loved the presentation!!!

12:03:41 From Jen Blatz - UXRS to Everyone:

Please post questions in the chat.

12:03:48 From Mike Rodriguez to Everyone:

I'm about 1 year away from getting my BS in UX, and clinical is 1 road that has my interest.

12:04:02 From abbey ripstra to Everyone:

About language: yes. it is a big issue.. and the UX of my chart and probably most EMRs needs ux attention critically... Here is a report I worked on (with a big community) about the internets' languages <https://internetlanguages.org/en/>

12:04:09 From Roberta to Everyone:



12:04:21 From RAVNEET BHATIA to Everyone:

Thank you Gyles for sharing this amazing presentation & enlightening with rich source of information on clinical UX

12:04:26 From Faezeh Taghva to Jen Blatz - UXRS(Direct Message):
Hi Jen, Will you give us access to the recording later?

12:04:45 From Kristie to Everyone:
DAle

12:04:49 From Noble Inasu to Everyone:
Dake

12:04:52 From Noble Inasu to Everyone:
Dale

12:04:56 From Siobhan McLoughlin to Everyone:
Such a fascinating talk! Thanks Dr. G M! Happy to connect with others: <https://www.linkedin.com/in/write11/>

12:04:58 From Josephine Giaimo to Everyone:
Mike, where are you studying UX?

12:05:16 From Noreen Whysel to Everyone:
Dale Carnegie


12:05:20 From Noble Inasu to Everyone:
<https://www.amazon.ca/How-Win-Friends-Influence-People/dp/0671027034>

12:05:27 From Kristin A. to Everyone:
 Amazing presentation!!! Thank you!!

12:05:37 From Lauren Singer - UXRS to Everyone:
The recording for today's event will be posted on Youtube. Subscribe to get notifications when a new video is posted!
<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>

12:05:49 From Mike Rodriguez to Everyone:
Josephine, Lesley University. I opted to go that route vs a bootcamp.

12:06:00 From Pallavi Deshpande to Everyone:
Thanks so much @Lauren!

12:06:13 From Kath to Everyone:
Thank you Dr. Gyles!  There's a lot more to learn and innovate in Clinical UX 

12:06:27 From Eric Porras to Everyone:
Nice...!!!

12:06:37 From Teresa to Everyone:
@abbey Thank you for sharing! Can't wait to dig into your project.

12:06:46 From Lauren Singer - UXRS to Everyone:
Check out the UXRS website for links to past events—including videos, slides, chat transcript, and more!
<https://www.uxresearchandstrategy.com/>

12:06:51 From Adrienne to Everyone:
geat advice

12:07:14 From Yelena F to Everyone:
Great presentation Dr. Gyles! I am happy to connect with everyone: <https://www.linkedin.com/in/yelena-fatkhullina/>

12:07:21 From Ehsan .t to Everyone:
Question : In countries like Iran, the health system focuses more on doctors than patients. Because of this, patients' problems are less visible and more design is based on the needs of physicians. How can a balance be struck between these two users?

12:07:29 From abbey ripstra to Everyone:
when I can't find my MRI, I have to reschedule, and all kinds of further work has to happen to get me to the next appointment.. money / efficiency lost. Is this enough of a motivation to fix the non functional way finding?

12:08:16 From Xinran Wang to Everyone:
Yes Abbey

12:08:28 From Arvi to Everyone:

Thank you UXRS team for hosting Clinical UX!!

12:08:54 From Josephine Giaimo to Everyone:

josephinegiaimo@gmail.com with UXPA in NJ, would be happy to connect and answer questions about the UX professions.

12:09:10 From Jen Blatz - UXRS to Everyone:

If you enjoyed today's event, share your love on social media at tag UXRS!

12:09:23 From Judit Antos to Everyone:

Mike Rodriguez, may I connect you? I am a step away from starting UX school. I'd like to hear your experiences

12:09:27 From Lauren Singer - UXRS to Everyone:

LinkTree with links to all our social media channels

<https://linktr.ee/uxrs>

12:09:27 From Jessie Hirsch to Everyone:

Abbey-- After years in healthcare support roles (i.e. someone who hears from patients all the time about what is inefficient, frustrating, confusing) I would say it's not enough of a motivation. There's often not a way to get this information to people who can change anything. Even if there is, there's often no budget to work on change. There's a pretty big disconnect in my experience.

12:09:34 From Hillary Hines to Everyone:

CUXA MASSIVEEE

12:09:42 From Lauren Singer - UXRS to Everyone:

What did you think of WIAD Long Beach with UXRS? Complete the survey now! Help us improve the UXRS events

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[1FAIpQLScx9BI1sdp4MFSKvpqqbVJoedKQFQv5UdXyhsUNzAQ59quYIA/viewform?](https://docs.google.com/forms/d/e/1FAIpQLScx9BI1sdp4MFSKvpqqbVJoedKQFQv5UdXyhsUNzAQ59quYIA/viewform?usp=sf_link)

[usp=sf_link](https://docs.google.com/forms/d/e/1FAIpQLScx9BI1sdp4MFSKvpqqbVJoedKQFQv5UdXyhsUNzAQ59quYIA/viewform?usp=sf_link)

12:09:59 From abbey ripstra to Everyone:

Jessie, that is what I imagine too.. 😞

12:10:00 From uxd kiran to Everyone:

Great Session! Thanks UXRS team!

12:10:08 From Mike Rodriguez to Everyone:

Feel free to connect! :)

<https://www.linkedin.com/in/its-mike-rodriguez/>

12:10:14 From Michele Berg to Everyone:

Nurse here! We really live and die with our patients with UX seriously! I promise this is pivotal

12:10:23 From Noble Inasu to Everyone:

Doctor here

12:10:25 From Orlando Castillo to Everyone:

I work in dentistry and was wondering if anyone in our chat knows of any resources for the future of Dentistry in UX/UI?

12:11:05 From abbey ripstra to Everyone:

different name same work!

12:11:16 From Vinícius Sasso to Everyone:

Here in Brazil the public healthcare system has the great concept of universal free healthcare but its implementation is so faulty it could be redesigned even in the service level - I do mean service design here, a sibling of UX

12:11:29 From Mike Rodriguez to Everyone:

Orlando, look at the app OralB uses for their IO tooth brush as an idea of how interesting things can get for dental.

12:11:58 From Lauren Singer - UXRS to Everyone:

@anita - do you have a question? Add it to the chat!

12:12:01 From Lisa Semidey to Everyone:

Service design is so important. It not only looks at singular touchpoints and the user experience, but it looks at the service providers and what supports them... it's pivotal to understand where things break down and where there is opportunity to improve

12:12:05 From Orlando Castillo to Everyone:

@mikerodriguez Thank you!

12:12:13 From Mike Rodriguez to Everyone:

My dental office is pretty high tech with instant scans on screen and such. It all needs a clean and easy interface to use. ;-)

12:13:15 From abbey ripstra to Everyone:

maybe I have to go to the company who designs and builds "my chart" and other EMRs... it is such a barrier- maybe not so much for me, but definitely my elderly parents and others who haven't worked in IT 😞

12:13:33 From Noreen Whysel to Everyone:

I have an engineer friend who went to med school in his late 50s to understand the impacts of digital design in healthcare. He didn't feel he knew enough about the medicine.

12:13:35 From Josephine Giaimo to Everyone:

Jessie, I get it, as a UX Researcher, my role is to connect the dots between user outcomes and business goals. I help show how to make it a win-win.

12:13:38 From Mike Rodriguez to Everyone:

Orlando, you can take it a step further like interfaces for 3d printing replacement teeth.

12:13:52 From ismardiyanti to Jen Blatz - UXRS(Direct Message):

Dr Gyles, would love to know what do you think would be an important differentiator in an-app, there are tons of medical-apps with such similar features nowadays. Mostly are only creating tele-something.

12:13:53 From Jessie Hirsch to Everyone:

Hahah ohhhh MyChart. I've spent so many hours helping patients navigate it. The bane of my existence.

12:14:02 From Jennifer McRae to Everyone:

I'm interested in speaking to others working with UX and physical products, <https://www.linkedin.com/in/jennifer-mcrae-781b1b23/>

12:14:30 From Mike Rodriguez to Everyone:

@orlando what is your role in dentistry?

12:15:14 From abbey ripstra to Everyone:

This is very interesting that a health care practitioner has to spend a lot of time helping patients navigate.. Maybe if hospitals / clinics knew how much time it took to help patients get critical info, budget would be shifted to fix the obvious issues.

12:15:16 From Jennifer McRae to Everyone:

I'm looking for more experience, if anyone needs some part time help on a project, please let me know. <https://www.linkedin.com/in/jennifer-mcrae-781b1b23/>

12:15:39 From Noreen Whysel to Everyone:

@abbey my friend is on the kantarainstitute.org WG where I advise on UX. There is another group with a healthcare focus that we are in the process of merging with. Mine is FIRE WG and the other is HIAWG. Always looking for new people.

12:15:44 From Josephine Giaimo to Everyone:

Abbey, great points.

12:16:31 From abbey ripstra to Everyone:

Any healthcare providers who have to spend a lot of time helping their patients use EMR - my chart and others - reach out to me - Let's see what we can do. <https://www.linkedin.com/in/abigailripstra/>

12:16:33 From Kristin A. to Everyone:

@Jennifer McRae there are opportunities to build your portfolio with non-profits -- check out DemocracyLab.org

12:16:46 From Noreen Whysel to Everyone:
https://wiki.idesg.org/wiki/index.php/Patient_Choice

12:17:28 From ismardiyanti to Everyone:
what was the website?

12:17:31 From Mike Rodriguez to Everyone:
drgylesmorrison.com ?


12:17:42 From Tiffany Hendricks to Everyone:
clinicalux.org ?

12:17:49 From Orlando Castillo to Everyone:
I'd love to connect with more folks that are interested in this filed. LinkedIn- <https://www.linkedin.com/in/orlandocastillo510>

12:17:52 From Jose Lopez to Everyone:
<https://drgylesmorrison.com/>

12:17:57 From Dana Akins-Adeyemi to Everyone:
In Massachusetts you can be treated at hospitals regardless of having health insurance and the ability to pay. I know Sturdy hospital and I believe others. It was when I came to Texas, that I realized that is not done in other states...



12:18:28 From Mike Rodriguez to Everyone:
Dana, I thought that was a federal requirement? No one can be turned away?

12:18:31 From Hillary Hines to Everyone:


12:18:46 From abbey ripstra to Everyone:
I LOVE "overstated" So great

12:19:04 From Kingsley Omokhuale to Everyone:
Overstand is the word

12:19:20 From Rachel Kim to Everyone:
@Mike R - I live in TX and you can still get treated at hospitals regardless of ability to pay. Maybe it depends on the facility?

12:19:21 From Jose Lopez to Everyone:
 Whaa gwaan yaah mi breddah 

12:19:22 From Tiffany Hendricks to Everyone:
overstand...Love it!

12:19:23 From Aris Blevins to Everyone:
Have you read 'Design for Care' by Peter H. Jones? Any thoughts on his approaches/models? I find it to have helpful language and concepts that push past existing limitations.

12:19:25 From Michele Berg to Everyone:
Thank you Dr Gyles this was great!

12:19:40 From Sadie Rubio to Everyone:
As a UX designer, how are we able to find and conduct competitive research of similar products when clinical technology is filled with protected patient information and, often, restricted by password access.

12:19:48 From Christine Jones to Everyone:
Trying to break into UX. Transitioning into UX space from Project Mgr work after attending an accelerated UX program. Looking for a remote position. Connect with me @ <https://www.linkedin.com/in/christine8081/>

12:19:49 From Jessie Hirsch to Everyone:
I think the law is EMTALA, and it's a federal law... sooo... maybe hospitals in Texas are not doing some things they should...!

12:19:56 From Vinícius Sasso to Everyone:
I think people from healthcare will have a head start in clinical UX because they'll have an entire repertoire of information to work with before going for User Research or primary research

12:20:10 From Theresa Worley to Everyone:

@dana - that should be true at all hospitals in the us - it is a law that if you show up that you must be treated regardless of your ability to pay

12:20:15 From Jennifer McRae to Everyone:

@Kristin A, thank you for the website reference!

12:20:21 From Mike Rodriguez to Everyone:

@Rachel, According to federal law, under the Emergency Medical Treatment and Labor Act, any patient who is hospitalized needing emergency care must be treated regardless of the circumstances.

12:20:32 From Aris Blevins to Everyone:

It does depend on facility, and generally organizations will help you with the acute need if you show up at an ED, however, your ongoing care or addressing the root issue is often limited based on ability to pay.

12:20:33 From Theresa Worley to Everyone:

EMTALA 😊

12:20:37 From Kristin A. to Everyone:

Six Sigma has great methodologies for understanding root causes - do you ever use this (or Lean UX) in your UX practice?

12:21:00 From Mike Rodriguez to Everyone:

This chat is moving 100ft a second 😊

12:21:03 From Lauren Singer - UXRS to Everyone:

What did you think of WIAD Long Beach with UXRS? Complete the survey now! Help us improve the UXRS events

[https://docs.google.com/forms/d/e/](https://docs.google.com/forms/d/e/1FAIpQLScx9BI1sdp4MFSKvpqqbVJoedKQFQv5UdXyhsUNzAQ59quYIA/viewform?usp=sf_link)

[1FAIpQLScx9BI1sdp4MFSKvpqqbVJoedKQFQv5UdXyhsUNzAQ59quYIA/viewform?](https://docs.google.com/forms/d/e/1FAIpQLScx9BI1sdp4MFSKvpqqbVJoedKQFQv5UdXyhsUNzAQ59quYIA/viewform?usp=sf_link)

[usp=sf_link](https://docs.google.com/forms/d/e/1FAIpQLScx9BI1sdp4MFSKvpqqbVJoedKQFQv5UdXyhsUNzAQ59quYIA/viewform?usp=sf_link)

12:21:36 From Ann Chou to Everyone:

I would like to gain in-focus experience in this area. I have the training in health informatics and experience but my position does not lend of the Patient Experience and Clinical experience , "they" downgrade us as tech support and IT. love to connect <https://www.linkedin.com/in/annkchou/>

12:21:52 From mizzu cho to Everyone:

I'm an uxui designer based in Austin, Texas. Just finished bootcamp and recently decided to pursue a career in healthcare ux. i would love to connect with yall and share the journeys <https://www.linkedin.com/in/mizzu-cho-983522178/>.

12:22:11 From Smrita to Everyone:

Yes!!! Thanks for asking my question 😊

12:23:21 From Mike Rodriguez to Everyone:

This whole vr thing is probably going to go away when 3d holographic imaging takes off.

12:23:32 From Lauren Singer - UXRS to Everyone:

Connect with us! Use our LinkTree with links to all our social media channels.

<https://linktr.ee/uxrs>

12:23:39 From Tiffany Hendricks to Everyone:

ooh, I think XR has a huge impact possibility. If clinicians get in on the UX early, it will not be a useless product at launch.

12:23:43 From Allen Thomas to Everyone:

I'm definitely interested in how gaming can be used in a clinical ux context

12:23:49 From Adrienne to Everyone:

i used to belong to women in science (when I was living in SF bay area--lots of people in biotech research but related to life science...there may be other groups

12:24:19 From Carmen Keating to Everyone:

I'm very passionate about D&I and Mental health as I have living experience in both. This field is a field I'm very interested in. I'd love to take on some part-time work. I have experience in UX & UI on the e-commerce and marketing side of things... but really looking to switch industries because of where my morals and values lie in this stage of my life.

12:24:20 From Jose Lopez to Everyone:

@Mike, wouldn't you say 3D holograms are a form of VR, thought? 😊

12:24:23 From Mike Rodriguez to Everyone:

Allen, think of the Operation board game when you get zapped :D

12:24:26 From Carmen Keating to Everyone:

Here's my information www.linkedin.com/in/carmen-keating-0437a9198

12:24:26 From Jose Lopez to Everyone:

*though

12:24:32 From abbey ripstra to Everyone:

I imagine AR/ VR could be helpful in sharing expertise of a well funded healthcare organization with less well funded healthcare organization (between practitioners). Maybe grants can be found to supply the technology in the less well funded org. A friend of mine named Casey Jones was working with UCSF and a hospital in Ghana to use technology for nurse training between UCSF and the hospital in Ghana (sorry for not remembering the name of Hospital in Ghana) can find it if needed.

12:24:33 From Henry Hsu to Everyone:

The problem is that Metaverse has the potentials become extremely addictive which affects the mental health

12:24:53 From Jose Lopez to Everyone:

@henry

12:25:31 From Hillary Hines to Everyone:

It can help with triaging and outpatient education greatly

12:25:33 From Orlando Castillo to Everyone:

@Henry- Yes, there's so much potential to develop a platform for mental health.

12:25:34 From Dana Akins-Adeyemi to Everyone:

@Mike...Here in Dallas area, I here of people being turned away. I heard that hospitals will say they are full to get around accepting accident victims. Also, I've heard there is some bias built into the rerouting of patients.

12:25:36 From abbey ripstra to Everyone:

meta verse needs to be built not by one organization - especially not FB... should be designed from many perspectives. FB is the wrong company to start that... ugh..

12:25:52 From Jose Lopez to Everyone:

@Henry Hsu I have those game concerns, too. I think it's going to be super important for us to keep asking the "push back" questions, to prevent it from running out of control like we've seen social media do so in the past :/

12:25:54 From Mike Rodriguez to Everyone:

@Jose

<https://www.youtube.com/watch?v=7oGtgbsmmg8&t=42s>

That is just the beginning. Being able to touch lasers to control something is also in progress.

12:25:59 From Hillary Hines to Everyone:

Caregiver advice

12:26:00 From Aris Blevins to Everyone:

Really essential questions about new platforms - healthcare is rife with hype-based tech that cannot scale or solves a non-existent problem.

12:26:13 From Mike Rodriguez to Everyone:

@Jose think about the UX nightmare and making something easy to use in 3d space.

12:26:40 From Jose Lopez to Everyone:

@mike it's definitely going to be a fun experience design challenge!

12:26:53 From Mike Rodriguez to Everyone:
@Jose
<https://www.youtube.com/watch?v=tzWP-NL3Lck>

12:26:59 From Vinícius Sasso to Everyone:
Question: any thoughts on the controversial Watson AI for Healthcare IBM was selling a couple of years ago?

12:27:00 From Mike Rodriguez to Everyone:
For sure its gonna be fun!

12:27:23 From Melanie Sage to Everyone:
Facebook/Meta is probably the biggest single employer of UXRs, they have 1000 researchers and very smart folks there, they hire more PhDs than most UXR employers. I agree that we need decentralized spaces for innovation.

12:27:51 From Kristin A. to Everyone:
Love the presentation today! I'm a UX researcher and I've worked on medical devices in the past and just loved it. Please connect! <https://www.linkedin.com/in/anderson-kristin>

12:27:53 From Orlando Castillo to Everyone:
@Henry look into Neal Stephenson and his dystopian cyberpunk novel Snow Crash.

12:27:54 From Melanie Sage to Everyone:
I have been seeing clinical UXR jobs at Meta, Amazon, Google, and IBM- these big companies are taking on health

12:28:23 From abbey ripstra to Everyone:
yes and...(about facebook) priorities. What are FB priorities? profit or people?

12:28:25 From Jose Lopez to Everyone:
@Melanie @Abby yes, very good points

12:28:50 From Josephine Giaimo to Everyone:
Consider joining UXPA NJ on meetup.com, it's free and we host events usually every month.

12:29:16 From Dana Akins-Adeyemi to Everyone:
@Mike...I have noticed that healthcare, including doctor's offices, here is charge much differently. Many if any don't take Medicare. I don't know all the details other than it there is a political reason why Texas opted out...

12:29:31 From Jen Blatz - UXRS to Everyone:
Digital therapeutics!

12:29:34 From Melanie Sage to Everyone:
Part of the convo today was that profit drives innovation at companies, including health companies

12:29:48 From Teresa to Everyone:
"How can we bring the power to the patient? By giving them the right information they need to make the right decisions to improve their health." - Dr. Morrison on working in digital therapeutics

12:30:00 From Hillary Hines to Everyone:
Inspiring 😊

12:30:01 From Teresa to Everyone:
This has been an amazing talk!

12:30:05 From Lauren Singer - UXRS to Everyone:
What did you think of WIAD Long Beach with UXRS? Complete the survey now! Help us improve the UXRS events
https://docs.google.com/forms/d/e/1FAIpQLScx9BI1sdp4MFSKvpqqbVJoedKQFQv5UdXyhsUNzAQ59quYIA/viewform?usp=sf_link

12:30:07 From Melanie Sage to Everyone:
United Health is recording more profits on the public market than Google.

12:30:32 From abbey ripstra to Everyone:

That was a great face Dr Morrison

12:30:34 From Vinícius Sasso to Everyone:

I still haven't had a chance at working for the healthcare sector, but it seems fascinating to me - we can help patients to live more comfortably and influence their recovery for the good

12:30:40 From Jose Lopez to Everyone:

There's a developing ETA on that ETA! ;)

12:30:41 From Michele Berg to Everyone:

Melanie, I am NOT surprised

12:30:42 From Dr Gyles Morrison to Jen Blatz - UXRS(Direct Message):

<https://drgylesmorrison.com/>

12:30:45 From Kore to Everyone:

Hello! I'm a UX designer from Mexico, I decided to focus on health technology because I am a neurodiverse person who seeks to help people who are going through or have gone through health crises like me. I would like to connect with people interested in the field :)

<https://www.linkedin.com/in/kore-romero/>

12:30:53 From Dr Gyles Morrison to Everyone:

<https://drgylesmorrison.com/cuxcg/>

12:31:16 From Puja Chatterjee to Everyone:



12:31:17 From Rebecca Davis to Everyone:

Thank you!

12:31:18 From Smrita to Everyone:



12:31:18 From Xinran Wang to Everyone:

Thank you Dr. Gyles!!

12:31:20 From Purvi Gusain to Everyone:

I'm just amazed truly!

12:31:20 From Noble Inasu to Everyone:

Great session

12:31:21 From Smrita to Everyone:



12:31:22 From Teresa to Everyone:



12:31:23 From Nicola Marcon to Everyone:

Thank you so much!!

12:31:24 From Chianta Dorsey to Everyone:



12:31:24 From Sharad to Everyone:



12:31:24 From Orlando Castillo to Everyone:

We also need a better way to unveil the discrimination on medical and dental. I see doctors always taking advantage of these gov covered patients and overly and falsely diagnosing. This is why Clinical UX is important to me.

12:31:25 From Purvi Gusain to Everyone:

You're genius!

12:31:27 From Dr Gyles Morrison to Everyone:

Thank you everyone for joining

12:31:28 From Josephine Giaimo to Everyone:

I have worked in user-centered healthcare IT and can share my experience.

12:31:30 From Theresa Worley to Everyone:
Thank you!!

12:31:30 From abbey ripstra to Everyone:
can't wait for your book! Seems you have a giant audience!!

12:31:34 From Georgia Petroutsas to Everyone:



12:31:34 From Carol Kramme to Everyone:
Thank you!

12:31:35 From John Johnson to Everyone:


12:31:36 From Christine Jones to Everyone:
 

12:31:37 From Stephanie Gotico to Everyone:
Thank you Dr. Gyles!

12:31:39 From Vinícius Sasso to Everyone:
    

12:31:43 From Thi Hannah Chau to Everyone:
 great presentation!!

12:31:44 From Adrienne to Everyone:
cool

12:31:47 From Lisa Semidey to Everyone:
Thank you Dr. Gyles

12:31:48 From Ehsan .t to Everyone:
Thank you so much

12:31:49 From Elizabeth Hubbard to Everyone:
Thank you!

12:31:55 From Allen Thomas to Everyone:
This was awesome! Thanks!


12:32:00 From Vinícius Sasso to Everyone:
Thank you so much, dr!

12:32:02 From Orlando Castillo to Everyone:
Gracias!!!

12:32:02 From Lauren Singer - UXRS to Everyone:
Check out the UXRS website for information about past events, upcoming events, and more!
<https://www.uxresearchandstrategy.com/>

12:32:04 From renata s to Everyone:
  

12:32:05 From Nasimeh Taghavi to Everyone:
thank you!

12:32:05 From Christine Jones to Everyone:


12:32:08 From Gulshan S to Everyone:
Have to drop out but phenomenal insights

12:32:11 From Danielle Egipto to Everyone:
Thank you so much Dr. !!!

12:32:11 From Kate Drummond to Everyone:
Thank you!

12:32:14 From Børge Kristensen to Everyone:



12:32:15 From Gulshan S to Everyone:
Thank you so so much Dr. Gyles

12:32:17 From abbey ripstra to Everyone:
Thank you everyone!! Such a great event!!! <3

12:32:19 From Kristie to Everyone:
Thank you!

12:32:21 From Lauren Singer - UXRS to Everyone:
The recording for today's event will be posted on Youtube. Subscribe to get notifications when a new video is posted!
<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>

12:32:22 From FS to Everyone:
thank you!

12:32:26 From Abena Gyimah to Everyone:
Thank you!

12:32:37 From Jennifer McRae to Everyone:

👏

12:32:52 From Lauren Singer - UXRS to Everyone:
We have a Code of Conduct make sure you are following our respectful guidelines
https://www.uxresearchandstrategy.com/uploads/1/2/6/7/126713167/uxrs_code_of_conduct.pdf

12:32:59 From Mike Rodriguez to Everyone:
I have to get going. It was nice meeting everyone!

<https://www.linkedin.com/in/its-mike-rodriguez/>

12:33:06 From Luz Perez to Everyone:
Thanks for the talk!

12:33:19 From Jillian Warren to Everyone:
Thank you!! I must bow out - at home with kids alone. Please come find me if you're interested in children's health and well-being and UXR. <https://www.linkedin.com/in/jillianlwarren/>

12:33:43 From Noble Inasu to Everyone:
<https://www.linkedin.com/in/drnobleinasu/>

12:33:54 From Smrita to Everyone:
<https://www.linkedin.com/in/smritajain/>

12:33:58 From Rebecca Davis to Everyone:
I have to get going as well. Thank you! Looking forward to connecting with everyone!

12:39:12 From farzaneh salehi to Everyone:
LET'S CONNECT FOR GETTING THE MOST OUT OF THIS EVENT!
<https://www.linkedin.com/in/farzaneh-salehi-8ab878106>

12:41:07 From Jen Blatz - UXRS to Lauren Singer - UXRS(Direct Message):
It's only been 5 minutes. Feels longer. Lol

12:47:18 From Lauren Singer - UXRS to Jen Blatz - UXRS(Direct Message):
Yeah it feels like forever lol

12:47:31 From Jen Blatz - UXRS to Lauren Singer - UXRS(Direct Message):
I'ma closing in 1. Minute

12:47:49 From Lauren Singer - UXRS to Jen Blatz - UXRS(Direct Message):
Sounds good.. want to broadcast that?

12:48:01 From Jen Blatz - UXRS to Lauren Singer - UXRS(Direct Message):
It will give them a minute to wrap things up.

12:48:37 From Jen Blatz - UXRS to Lauren Singer - UXRS(Direct Message):
Ok I broadcasted it!

12:50:01 From abbey ripstra to Everyone:

I lost everyone's linden's from our breakout -the chat disappeared before I could catch them... Aris, Jose Mizzu- send me your linked ins..<https://www.linkedin.com/in/abigailripstra/>

12:50:02 From Hillary Hines to Everyone:

Too little 🙄

12:50:07 From abbey ripstra to Everyone:

yeah... a little too short

12:50:17 From Noreen Whysel to Everyone:

<https://www.linkedin.com/in/nwhysel>

12:50:19 From Kingsley Omokhuale to Everyone:

I guess its ok

12:50:25 From Allie's Galaxy A71 5G to Everyone:

agree good enough to connect later

12:50:33 From Sonya Passi to Everyone:

@ Sarah Dussault www.linkedin.com/in/sonya-p-82076084

12:50:36 From Dr Gyles Morrison to Everyone:

<https://www.linkedin.com/in/gylesmorrison/>

12:50:37 From Sarah N. to Everyone:

www.linkedin.com/in/sarahneumeier

12:50:39 From Edward Amezquita to Everyone:

Zbelle213@gmail.com

Would love to chat with everyone about behavior change and design research :)

12:50:40 From Michele Berg to Everyone:

www.linkedin.com/in/micheleberg-43857b83

12:50:43 From Allie's Galaxy A71 5G to Everyone:

<https://www.linkedin.com/in/alliesieben>

12:50:49 From Edward Amezquita to Everyone:

<https://www.linkedin.com/in/eddie-amezquita/>

12:50:53 From Theresa Worley to Everyone:

Nurse working to transition into UX. Would love to connect. <https://www.linkedin.com/in/theresa-worley/>

12:50:56 From Mark Werner (he/him) to Everyone:

I'd be happy to connect with folks on LinkedIn: <https://www.linkedin.com/in/markwernerphd/>

12:51:04 From Arthur Akalazu to Everyone:

<https://www.linkedin.com/in/arthur-akalazu-a9320073>

12:51:13 From Alexander Kingsley to Everyone:

<https://www.linkedin.com/in/ifemeje-ifeanyi>

12:51:26 From Michele Berg to Everyone:

micheleiceeberg@gmail Nurse Informatics professional

12:51:30 From Mary Li to Everyone:

www.linkedin.com/marylilx

12:51:34 From Allen Thomas to Everyone:

<https://www.linkedin.com/in/adt073/>

12:51:38 From Melanie Sage to Everyone:

<https://www.linkedin.com/in/melaniesage/>

12:51:39 From Hillary Hines to Everyone:

May I be put back with Teresa Nguyen?

12:51:39 From Diagét Miller to Everyone:

Hi everyone! I'm a clinical researcher looking to pivot into ux!
Let's connect!

<https://www.linkedin.com/in/diagetmiller>
12:51:40 From Judit Antos to Everyone:
<https://www.linkedin.com/in/judit-raksi-antos-73400096/>
12:51:42 From Lauren Singer - UXRS to Jen Blatz - UXRS(Direct Message):
I need to go let doggy out. Will be back in a fw mins
12:51:47 From Varsha to Everyone:
<https://www.linkedin.com/in/varshagawai>
12:52:01 From Henry Hsu to Everyone:
<https://www.linkedin.com/in/hehuaihsu/>
12:52:03 From Puja Chatterjee to Everyone:
<http://linkedin.com/in/puja-roychatterjee-06381236> please find me here if you wanna connect!
12:52:12 From Josephine Giaimo to Everyone:
<https://www.linkedin.com/in/josephinegiaimo/>
12:52:29 From Noreen Whysel to Everyone:
Teresa's great to chat with!
12:52:29 From Dr Gyles Morrison to Everyone:
It's amazing how many people I've connected with on LinkedIn!
12:52:29 From Adrienne to Everyone:
<https://www.linkedin.com/in/adrienne-yang/>
12:52:41 From abbey ripstra to Everyone:
I love seeing these connections - and getting connected Thank you UXRS <3
12:52:43 From Liz Chen to Everyone:
<https://www.linkedin.com/in/liz-chen-72865389/>
12:52:55 From Beatriz Arantes to Everyone:
For those in Germany :) <https://www.linkedin.com/in/beatriz-arantes-9156b913/>
12:52:58 From abbey ripstra to Everyone:
You are great Jen!!!
12:53:04 From abbey ripstra to Everyone:
Great moderator!
12:53:04 From Hillary Hines to Everyone:
Yes you're doing great!
12:53:38 From Michele Berg to Jen Blatz - UXRS(Direct Message):
I have to leave, CAn you email be the slack channel ? micheleiceeberg@gmail.com
12:54:11 From Michele Berg to Jen Blatz - UXRS(Direct Message):
You are doing great! My first time here
13:01:23 From Jen Blatz - UXRS to Lauren Singer - UXRS(Direct Message):
I can't remember when I put people into rooms. Do you?
13:01:43 From Lauren Singer - UXRS to Jen Blatz - UXRS(Direct Message):
12:52
13:01:53 From Lauren Singer - UXRS to Jen Blatz - UXRS(Direct Message):
ish
13:02:09 From Jen Blatz - UXRS to Lauren Singer - UXRS(Direct Message):
Ok thanks.
13:02:26 From Jen Blatz - UXRS to Lauren Singer - UXRS(Direct Message):
I might give them a bit more than 15 minutes this time. For some reason these people want more time. lol
13:02:39 From Lauren Singer - UXRS to Jen Blatz - UXRS(Direct Message):
Yeah that sounds good
13:11:20 From Judit Antos to Everyone:
I have to leave, this was a really great event! Thank you for the experience
13:11:38 From Lauren Singer - UXRS to Everyone:
What did you think of WIAD Long Beach with UXRS? Complete the survey now! Help us improve the UXRS events

https://docs.google.com/forms/d/e/1FAIpQLScx9BI1sdp4MFSKvpqqbVJoedKQFQv5UdXyhsUNzAQ59quYIA/viewform?usp=sf_link

13:11:55 From Dr Gyles Morrison to Everyone:
I'm here for 10mins longer since I just moved house on Tuesday and must recover from all the stress moving brings 😅

13:12:14 From Dr Gyles Morrison to Everyone:
But feel free to connect <https://www.linkedin.com/in/gylesmorrison/>

13:13:04 From Josephine Giaimo to Everyone:
<https://www.linkedin.com/in/josephinegiaimo/>

13:13:12 From Kingsley Omokhualo to Everyone:
Thanks Dr Gyles, UXRS and all. Great session but I got to go attend a family event.

13:13:28 From Tiffany Hendricks to Everyone:
and filling those forms out again :'(

13:13:56 From Allen Thomas to Everyone:
Forms and intake are easily fixed and can be such a strong barrier for people

13:15:47 From Lauren Singer - UXRS to Everyone:
YES Allen!

13:15:49 From Sarah N. to Everyone:
YES - [We] Must believe we have transferrable skills!! 😊

13:16:24 From Lauren Singer - UXRS to Everyone:
Love that idea Abbey!

13:16:32 From Carmen Keating to Everyone:
let's make one!!! I'll join you!

13:16:36 From Tiffany Hendricks to Everyone:
I do love that idea!

13:16:38 From Catarina Santos to Everyone:
Need to leave but many thanks to UXRS and @Dr Gyles thanks for the amazing talk and really nice to see you again.

13:17:02 From Teresa to Everyone:
ResearchOps (research operations) is a fantastic way to get into UX. There is a free virtual conference coming up in June - <https://reopsconf22.joinlearners.com/>

13:17:07 From Lauren Singer - UXRS to Everyone:
Sign up for our Slack channel! There is also a specific channel for ux in healthcare. Fill in this form.
<https://forms.gle/4pFyZJyreEdvPWoz6>

13:17:13 From Melanie Sage to Everyone:
there's a slack channel for mental health professionals in tech

13:17:43 From Melanie Sage to Everyone:
mental health therapists in tech: <https://www.therapistsintech.com/>

13:17:46 From Jennifer McRae to Everyone:
I also need to leave, but thank you Dr. Gyles and everyone else. I love that there are this many people passionate about improving healthcare for better patient outcome!

13:17:59 From Josephine Giaimo to Everyone:
Will the chat be available afterwards?

13:18:27 From Tiffany Hendricks to Everyone:
digital health canada

13:18:33 From Aris Blevins to Everyone:
<https://www.ehra.org>

13:19:00 From Noreen Whyssel to Everyone:
Kantarainitiative.org. FIRE and HIA working groups. I've presented at US HHS ONC on our framework. CARIN Alliance is another one, coming from a industry perspective.

13:19:03 From Lauren Singer - UXRS to Everyone:

Yes Josephine - we will post the chat transcript to our website a few days after this event! <https://www.uxresearchandstrategy.com/>

13:19:16 From Dr Gyles Morrison to Everyone:

I need help with expanding the Clinical UX Association

13:19:29 From Carmen Keating to Everyone:

@abby can you put your linkedIn in the chat to connect?

13:19:51 From Dr Gyles Morrison to Everyone:

If you are interested in helping with our online presence or run-in events, just send me an email to Gyles@clinicalux.org

13:20:15 From Jen Blatz - UXRS to Everyone:

If you have a question or comment you'd like share, raise your hand.

13:21:16 From Kristin A. to Everyone:

I'd love to help, Dr Morrison! I'll send you an email

13:21:28 From abbey ripstra to Everyone:

Maybe that I can't respond to a doctor in Mychart after a month or so - even though I just thought of an important question. (doesn't make sense from a UX perspective, so I image it is a regulation issue, or a business issue that that decision was made from)

13:21:38 From Tiffany Hendricks to Everyone:

Deeper stakeholder interviews :) All restrictions should be known before starting design.

13:21:57 From Hillary Hines to Everyone:

AMAZING QUESTION

13:24:07 From Allen Thomas to Everyone:

This has been a really awesome experience. It's been great to meet y'all!

13:24:19 From Hillary Hines to Everyone:



13:24:26 From Carmen Keating to Everyone:

nice to meet you Allen!

13:24:31 From Puja Chatterjee to Everyone:



13:24:35 From Hillary Hines to Everyone:

Conceptual audits

13:26:06 From abbey ripstra to Everyone:

in some companies I have worked in (that are for profit), decisions about product are decided by leadership - and sometimes UXR is asked to reverse engineer why those products are not being used... It is a backward process. If research was used to inform the product definition decisions, there would be no use for reverse engineering research.

13:26:23 From Aris Blevins to Everyone:

Regulators also miss this opportunity: there are many issues with existing regulations that would be quite different with broader input.

13:26:58 From Theresa Worley to Everyone:

Thanks this was great!! Got to run.

13:26:58 From abbey ripstra to Everyone:

concept testing is good - and \generative research before deciding what to build for whom and why, is even better!

13:30:21 From Noreen Whyssel to Everyone:

I was recently invited to join a patient portal for my ENT and Allergist's office. I joined and it's completely blank. It's the only place that holds my allergy records and test results, but it was a few years ago and now there's a new system. I'm glad I kept the papers.

13:30:46 From Beatriz Arantes to Everyone:

What I see as becoming more and more complex is how all these different tools and platforms speak to each other, regardless of industry. How does information flow (safely) between platforms?

13:30:57 From Jose Lopez to Everyone:

@Noreen Oof.. sounds like the rollout wasn't as smooth as it should have been..

13:31:00 From Smrita to Everyone:

I agree @abbey

13:31:12 From Puja Chatterjee to Everyone:

Awesome meeting and hearing you all lovely passionate people 🙌 but it's already night in my part of World here in Germany so gotta wave you bye now 🙌 Thank you so much for this great experience!

13:31:38 From Noreen Whysel to Everyone:

@jose to be honest I don't remember if my records were available on their old portal either.

13:31:45 From Smrita to Everyone:

@abbey, but companies aren't doing concept testing AT ALL, they are absolutely jumping the gun

13:32:01 From Jose Lopez to Everyone:

@Noreen Ah, the plot thickens 🤔

13:32:33 From abbey ripstra to Everyone:

Sounds like there are some power sharing issues to address in this industry... those in power want to keep their power. And... regulation is important.. and can be misunderstood or misapplied.

13:32:48 From Noreen Whysel to Everyone:

Lol. I also had to get all my immunizations redone when I went to grad school because my mom didn't keep my records. It's not just a digital issue.

13:33:35 From Smrita to Everyone:

@noreen, I use Hudson Allergy Portal and have similar experience, its all blank no connection with my healthcare, payments, they all have sections, but things are blank, they only track appointments -- really its pointless to call itself a portal

13:34:25 From Hillary Hines to Everyone:

Next one: feasible, viable, desirable

13:34:27 From Jose Lopez to Everyone:

I'm curious how much of a factor training (or lack thereof) for providers, etc. on using those systems is in leading to those portals not actually serving their purpose

13:34:32 From Noreen Whysel to Everyone:

@beateiz, you are talking about interoperability. CARIN Alliance and Kantara Initiative have working groups dealing with those issues. What's missing is Patient Choice.

13:34:35 From Hillary Hines to Everyone:

#cuxastudent lool

13:35:00 From Aris Blevins to Everyone:

@Jose it's essential, and widely overlooked.

13:35:03 From Noreen Whysel to Everyone:

@smitra it's not really a patient portal. It's a marketing CRM.

13:35:17 From Beatriz Arantes to Everyone:

Thanks for sharing the technical term, @noreen :) I'm new to the tech space, working in physical environments for 14 years :)

13:35:31 From Noreen Whysel to Everyone:

That was really hilarious

13:35:47 From abbey ripstra to Everyone:

Thank you! Dr.. for saying this. outrageous!!

13:36:01 From Noreen Whysel to Everyone:

@Beatriz 👍

13:36:21 From Aris Blevins to Everyone:

There are increasing amounts of academic research around the connection between training, adoption, effectiveness

13:36:54 From Josephine Giaimo to Everyone:

Some people have imaginations that are dangerous.

13:37:26 From Dr Gyles Morrison to Everyone:

Dangerous and stupid 😂

13:39:31 From Adrienne to Everyone:

thanks to UXRS for another great event.

13:40:48 From abbey ripstra to Everyone:

“dogfooding”

13:42:17 From Beatriz Arantes to Everyone:

Funny quick TikTok you can all watch later on lack of basic research :) <https://www.tiktok.com/@raminitiktoks/video/7040156660551240965>

13:43:28 From abbey ripstra to Everyone:

and generally (in many places) there are many more engineers than designers and researchers

13:46:24 From abbey ripstra to Everyone:

Sometimes unfortunately, the idea of agile and Lean can be used as an excuse to speed things up - this is a misinterpretation of both.

13:46:34 From Smrita to Everyone:

@hillary I just want to add to what @dr.Gyles mentioned that — which also, I suggest my mentors at Designlab and Springboard is to be proactive in the team (over explain) and create your mini UX roadmap and THINK and PLAN ahead, I did that when I was working at EY and I can guarantee, it helped me handle the pressure I went through with so much of pressure of deadlines, and what Dr. Gyles, was mentioning about Jira and ticketing service in order to track changes, I actually launched that system in EY before I left EY 😊 — I hope this helps 😊 — all the best with deadlines

13:46:42 From Kim Mats Mats to Everyone:

Excellent presentation and discussion today. Thank you Dr. Morrison and UXRS community! 🙌🙌🙌

13:47:17 From Lauren Singer - UXRS to Everyone:

Thank YOU for joining today!! And thanks to Dr. Morrison as well!

13:48:14 From Diagét Miller to Everyone:

Thank you all for holding space for this discussion! I hope you all have a great weekend and the best of success on your career endeavors!

13:48:17 From Dr Gyles Morrison to Everyone:

Have a research or project plan. It helps you make a first step, but you can always change your plan after taking that first step.

13:48:22 From Aris Blevins to Everyone:

Really great discussion. Epic Systems is hiring UXDs right now: <https://epic.avature.net/Careers/FolderDetail/User-Experience-Designer/752>

13:48:31 From abbey ripstra to Everyone:

clear and open communication is so important!

13:48:40 From Jose Lopez to Everyone:

@Smrita do you have any resources/templates that might have helped you back when you first started running into those issues?

13:49:17 From Dr Gyles Morrison to Everyone:

Epic Systems NEEDS UXDs 🙏🙏

13:49:35 From Aris Blevins to Everyone:

Let's talk more

13:49:39 From abbey ripstra to Everyone:
So great!!!! Thank you everyone.

13:49:40 From Dr Gyles Morrison to Everyone:
This was the best event

13:49:42 From Lauren Singer - UXRS to Everyone:
WIAD global website
<https://www.worldiaday.org/2022>

13:49:47 From Smrita to Everyone:
@Jose I don't have templates, but reach out, I can help you

13:49:52 From Jose Lopez to Everyone:
Great!

13:50:02 From Lauren Singer - UXRS to Everyone:
WIAD22 Gift Bag
<https://tally.so/r/w7YV2m>

13:50:03 From Jose Lopez to Everyone:
Are you @ <https://www.linkedin.com/in/smritajain/> ?

13:50:03 From Smrita to Everyone:
<https://www.linkedin.com/in/smritajain/>

13:50:06 From Jose Lopez to Everyone:
Perfect 😊

13:50:09 From Lauren Singer - UXRS to Everyone:
What did you think of WIAD Long Beach with UXRS? Complete the survey now! Help us
improve the UXRS events
https://docs.google.com/forms/d/e/1FAIpQLScx9BI1sdp4MFSKvpqqbVJoedKQFQv5UdXyhsUNzAQ59quYIA/viewform?usp=sf_link

13:50:09 From Arthur Akalazu to Everyone:
I really learned a lot

13:50:16 From Sonya Passi to Everyone:
Thank you everyone!!

13:50:21 From Catarina Santos to Everyone:
thank you

13:50:22 From Arthur Akalazu to Everyone:
Thanks Dr. Morrison