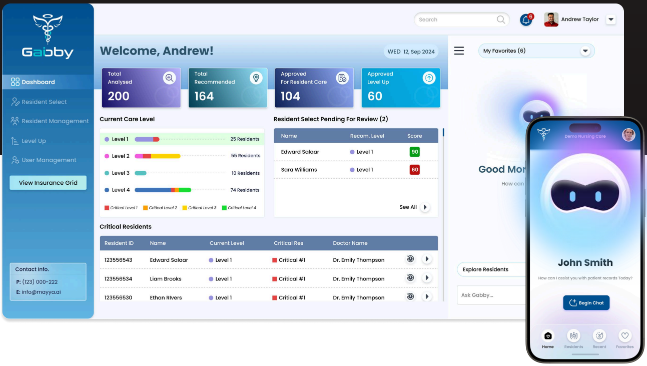
Role: Lead Product Designer

Duration: Ongoing (8+ Months)

Gabby

PROJECT CASE STUDY

Joshua Wilson


Gabby
Dashboard
Resident Select
Resident Management
Level Up
User Management
View Insurance Grid
Contact Info.
P: (123) 000-222
E: info@mayya.ai
Search
6
Andrew Taylor
Welcome, Andrew!
WED 12, Sep 2024
Total Analysed
200
Total Recommended
164
Approved For Resident Care
104
Approved Level Up
60
Current Care Level
Level 1
25 Residents
Level 2
55 Residents
Level 3
10 Residents
Level 4
74 Residents
Critical Level 1
Critical Level 2
Critical Level 3
Critical Level 4
See All
My Favorites (6)
Good Mor
How can
Explore Residents
Ask Gabby...
Demo Nursing Care
John Smith
How can I assist you with patient records Today?
Begin Chat
Home
Residents
Recent
Favorites

Resident Select Pending For Review (2)

Name	Recom. Level	Score
Edward Salaar	Level 1	90
Sara Williams	Level 1	60

Critical Residents

Resident ID	Name	Current Level	Critical Res	Doctor Name
123556543	Edward Salaar	Level 1	Critical #1	Dr. Emily Thompson
123556534	Liam Brooks	Level 1	Critical #1	Dr. Emily Thompson
123556530	Ethan RIvers	Level 1	Critical #1	Dr. Emily Thompson

About Project (MVP)

Gabby AI is a digital assistant platform designed to improve care workflows in nursing homes by streamlining medication logging, care communication, and staff coordination. **The Minimum Viable Product (MVP)** aimed to address the most critical pain points experienced by nurses, administrators, and family members.

This first release focused on launching a **usable, testable version** of the platform with just the core functionalities required to validate the product's value and usability in real-world caregiving environments.

General Problem Statement

Caregiving environments in nursing homes are often overburdened with manual, inefficient processes that affect both care quality and staff well-being.

Despite the increasing demand for elderly care, most nursing home systems rely on outdated, fragmented workflows—especially for tasks like medication tracking, daily documentation, and family communication. This leads to:

- **High cognitive load** on nurses due to repetitive data entry
- **Inconsistent record-keeping** that can impact patient safety
- **Lack of real-time transparency** for families who want updates on their loved ones
- **Low adoption** of digital tools due to poor usability and overwhelming interfaces

Context

Nursing homes operate in high-pressure environments where caregivers juggle repetitive documentation, medication tracking, and emotional care—often using outdated or disconnected systems. These inefficiencies lead to staff burnout, errors in patient records, and frustration among family members who feel left out of the care loop.

Post-pandemic, the need for smarter tools became urgent. Families expected real-time updates, while nurses needed systems that reduced—not added to—their workload.

Gabby AI was introduced as a Minimum Viable Product (MVP) to address these challenges by offering an intuitive, AI-assisted digital assistant that could streamline workflows, improve communication, The absence of a smart, intuitive, and caregiver-friendly platform contributes to **care fatigue, errors, and strained communication** between staff and families.

and support high-quality care with minimal friction.

/01 About Process

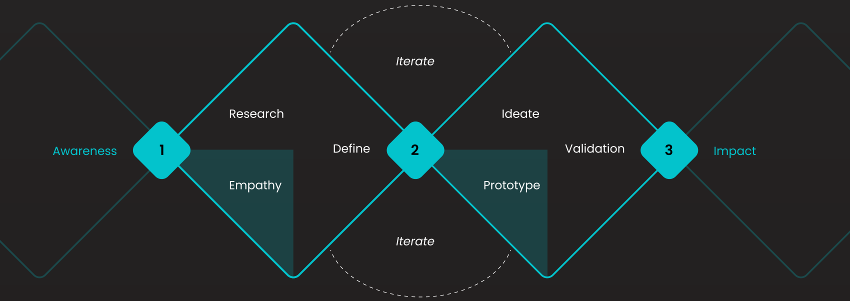
Design Process

The Gabby AI design process followed the Double Diamond framework within an Agile setup, ensuring rapid iteration and tight collaboration. I started with stakeholder interviews and heuristic evaluations to uncover key issues in care documentation and communication. Insights were synthesized into personas and user journeys, and we prioritized features using the **MoSCoW method**.

Wireframes and prototypes were created in Figma, tested with users, and refined based on feedback. Close coordination with developers ensured smooth handoff and feasibility. The final designs focused on clarity, accessibility, and usability—validated through early user metrics and stakeholder input.

Double Diamond Process

Measurable Results


Iterate
Research
Ideate
Awareness
1
Define
2
Validation
3
Impact
Empathy
Prototype
Iterate

/02 Survey

Research

Audience research played a key role in shaping Gabby AI. I collected both quantitative and qualitative data through surveys, focusing on caregivers' pain points, feature expectations, and daily workflow challenges.

Stats Block

👨‍⚕️138
Responders

82%
struggled with documentation load

63%
spent more than 4 minutes on a single medication entry

54%
found existing tools non-intuitive

What Do Caregivers Expect from a Digital Assistant?

Reduce data entry time	78%
Easy access to patient history	66%
Fewer repetitive steps	71%
Simplified family communication	52%

AI-based suggestions	45%
Task reminders	49%
Cognitive ease (less clutter)	58%
Mobile-friendly UI	36%

/03 In-depth interview

Empathy

To deeply understand caregiver needs, I conducted in-depth interviews with nurses and administrators across different nursing homes. The goal was to uncover real challenges in their daily routines and identify opportunities where design could simplify and support their workflow.

Interview Questions

01 Walk me through your typical shift. At what points does documentation feel most stressful or time-consuming?
Purpose: Identify workflow bottlenecks and emotional peaks.

02 How do you currently record and manage patient data, especially medications or daily observations?
Purpose: Understand existing tools/processes and their shortcomings.

03 What do you find most frustrating when using your current system or tools?
Purpose: Pinpoint usability issues and mental load.

04 How do you communicate with family members about a resident's condition or updates?
Purpose: Explore transparency gaps and trust issues.

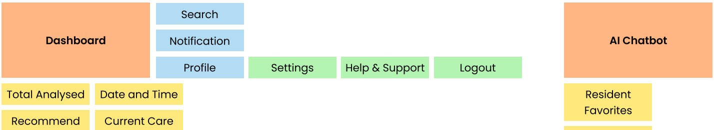
05 If you could wave a magic wand and fix one thing in your daily routine, what would it be?
Purpose: Elicit priorities in a human-centered way.

06 Have you ever made an error or missed something due to system limitations or time pressure?
Purpose: Surface risk factors and design opportunities for error prevention.

/04 Card Sorting

Empathy

To create an intuitive and caregiver-friendly information architecture, I conducted an open card sorting exercise with a group of nursing staff. The goal was to understand how they naturally group and label tasks related to patient care, documentation, and daily routines.



Dashboard
Search
Notification
Profile
Settings
Help & Support
Logout
Total Analysed
Date and Time
Recommend
Current Care
AI Chatbot
Resident Favorites

- Approved
- Level Up

- Level Graph
- Resident Select Pending For Review
- Critical Residents
- View All
- Care History

- Explore Residents
- Chat Window

Resident Select

- Upload Centre
- Manual Upload
- Sync Files
- Analyse CTA
- Edits Actions
- Table
- Approved
- Rejected
- Pending

Resident Management

- Approved for resident care
- Status
- Care Level
- Score
- Approved for Level up
- Recommend
- Application
- Search

Level Up

- Analysis Overview
- Review
- More Info
- Table
- Level Up Recommendation
- Residents
- Care info
- Dropdowns

User Management

- User Role
- Table
- Details
- Add Member
- Pop-up
- Field

Add Member Details

- First Name
- Last Name
- Email
- Phone
- Role
- Password

Add user Role

- Assign Role
- Checkboxes
- Create CTA
- User Activities

View Insurance Grid

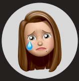
- List Of Companies

/05 Research and Discovery

Qualitative Insights

Built around real feedback from nursing staff, including nurses, assistants, and admins. Aimed at replacing scattered tools like whiteboards, sticky notes, and fragmented messaging apps. Emphasis on task clarity, timely updates, and easy onboarding for a non-tech-savvy user base. Designed for both mobile and desktop usage.

Qualit



"I often struggle to find up-to-date patient records quickly, which slows down my work and risks patient safety."

"I wish I could speed up getting insurance details and mapping patient scores. That way, I'd know faster if a patient can be moved to the next care level."

"There's no AI assistant to help track patient status — everything is done manually, which slows us down and increases the chance of errors."

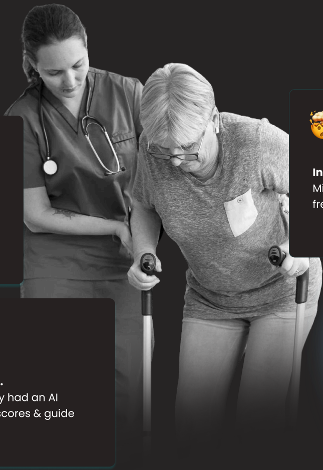
"It's frustrating having to manually dig through records just to find out why a patient's status was rejected. I need a clear view of the rejection reason tied to their score."

“Tracking level-up approvals and rejections wasn’t transparent. I needed a system that shows the full history — who approved or rejected, when, and why.”

“When shifts change, there’s no quick way to get up to speed — important patient updates often slip through the cracks.”

Quantitative Data

Built around real feedback from nursing staff, including nurses, assistants, and admins. Aimed at replacing scattered tools like whiteboards, sticky notes, and fragmented messaging apps. Emphasis on task clarity, timely updates, and easy onboarding for a non-tech-savvy user base. Designed for both mobile and desktop usage.



📁 63%

No visibility on rejections.
Staff said they couldn’t easily track why level-up requests were denied.

🤯 74%

Insurance delays are frustrating.
Missing or scattered documents led to frequent delays in approvals.

🤖 81%

Craving smart support.
Care teams wished they had an AI assistant to help track scores & guide actions.

Key Insights

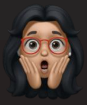
After conducting interviews, shadowing sessions, and staff feedback rounds across multiple nursing homes, three major pain points stood out — loud and clear. These insights were at the core of building Gabby, a tool designed to bring clarity and efficiency to care coordination.

Record handovers are a mess

When shifts change, nurses and care staff struggle to get a clear view of each patient’s status, leading to repeated tasks, missed updates, and frustration.

There’s no AI helping out

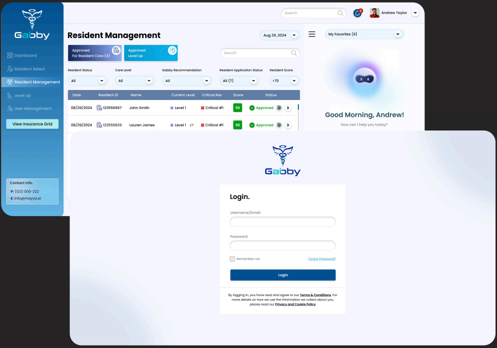
From tracking insurance status to managing care scores — everything is done manually. Staff waste hours filling forms and chasing approvals that could be automated.



Approval history is a black hole

Care coordinators can’t easily track why a patient’s score upgrade was denied. There's no system to show rejection reasons, creating guesswork and delays in care decisions.

Target


Gabby
Search
Andrew Taylor
Dashboard
Resident Select
Resident Management
Level Up
User Management
View Insurance Grid
Contact Info.
P: (123) 000-222
E: info@mayya.ai
Aug 29, 2024
Approved
For Resident Care (4)
Approved
Level Up
Search
My Favorites (6)
Good Morning, Andrew!
How can I help you today?

Resident Management

Resident Status	Care Level	Gabby Recommendation	Resident Application Status	Resident Score
All	All	All	All (7)	>70

Date	Resident ID	Name	Current Level	Critical Res	Score	Status
08/29/2024	123556667	John Smith	Level 1	Critical #1	90	Approved
08/29/2024	123556629	Lauren James	Level 1	Critical #1	90	Approved

Login.

Username/Email

Password

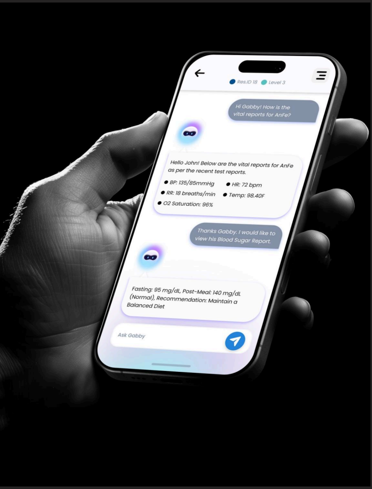
☐ Remember me Forgot Password?

Login

By logging in, you have read and agree to our **Terms & Conditions**. For more details on how we use the information we collect about you, please read our **Privacy and Cookie Policy**

Gabby is built for caregivers, nurses, and coordinators in nursing homes who are overworked, under-supported, and stuck juggling too many tools just to do their core job.

They're not tech-averse — just too busy for systems that don't speak their language. Gabby simplifies handovers, approvals, and care tracking, so staff can spend less time chasing data and more time giving actual care.


Res.ID 18
Level 3
Ask Gabby

Hi Gabby! How is the vital reports for AnFe?

Hello John! Below are the vital reports for AnFe as per the recent test reports.

- BP: 135/85mmHg
- HR: 72 bpm
- RR: 18 breaths/min
- Temp: 98.40F
- O2 Saturation: 96%

Thanks Gabby. I would like to view his Blood Sugar Report.

Fasting: 95 mg/dL, Post-Meal: 140 mg/dL (Normal), Recommendation: Maintain a Balanced Diet

AI Changes Everything

GenAI: Enhancing care, streamlining data access, preventing rehospitalization, and boosting ROI.

🔍 Smart Admission Recommendations

Gabby analyzes medical history, insurance coverage, and care needs to recommend the right care level for incoming residents — ensuring faster, smarter admissions and reducing decision fatigue.

📈 Adaptive Care Leveling

Leverage predictive models that detect shifts in condition and recommend timely level-ups — dynamically aligned with PDPM and insurance grids, ensuring residents get the right care, right when it's needed.

💬 AI Chat Assistant

Ask and get answers. From medication histories to care timelines, Gabby's conversational AI delivers instant context — no more digging through charts or toggling between systems.

/06 User Persona And Empathy Map

Empathy

To design a solution that truly fits the needs of those working in caregiving environments, I created detailed user personas based on real insights gathered through interviews and surveys. These personas helped me humanize the data, focus on user-specific goals and frustrations, and guide design decisions throughout the product lifecycle. By understanding their behaviors, pain points, and expectations, I was able to ensure that Gabby AI addresses the real challenges faced by both caregivers and administrative staff in nursing homes.

Sarah Williams, 31 y.o.
Role: Sr. Caregiver
Work Environment: Nursing Home (Day Shift)

📝 Description

Sarah manages medication schedules, vital logging, and family updates for over 20 residents each day. Her routine is repetitive, high-pressure, and documentation-heavy. She values tools that are fast, clear, and reduce the number of manual steps.

🎯 Goals & Needs

1. Complete documentation quickly without errors
2. Get reminders for time-sensitive tasks
3. Reduce duplicate data entry
4. Communicate updates to families effortlessly

❤️ Frustrations

1. Gets interrupted during tasks and loses progress
2. Legacy systems are too slow and cluttered
3. Forms are not mobile-friendly
4. No consolidated resident overview

💬 Tech Stack

1. Android tablet on shift
2. Limited time to learn new tools
3. Prefers voice or tap-based quick actions

Empathy Map

Do

- Logs medication & vitals
- Responds to urgent alerts
- Helps residents with basic needs

Think

- “I don't have time to fix tech issues.”
- “This should be easier—it's 2025.”
- “I just want everything in one place.”

Say

- “Why do I have to enter this twice?”
- “Can someone make this faster, please?”
- “The families keep calling for updates.”

Feel

- Stressed under time pressure
- Frustrated with repetitive tasks
- Proud when things run smoothly

Persona

Rinto George, 28 y.o.
Role: Operations Analyst
Work Environment: Admin Office (Back Office)

📝 Description

Rinto is responsible for overseeing care data consistency, generating reports, and ensuring compliance. He isn't involved in direct caregiving but uses the system daily to pull data, spot inconsistencies, and manage escalations.

🎯 Goals & Needs

1. Access accurate, real-time data
2. Reduce manual cleanup of logs
3. Customize reports with ease
4. Track task completion and system errors

❤️ Frustrations

1. Wastes time correcting input errors
2. No filters for targeted data views
3. Can't view data trends visually
4. Needs better alerts for missed logs

💬 Tech Stack

1. Desktop web-based system
2. Excel, Power BI for reporting
3. Works in 3 tabs minimum at a time

Empathy Map

Do

- Reviews shift logs
- Flags missing data
- Prepares compliance reports

Think

- "Can I trust the data I'm seeing?"
- "Why don't I get a notification for errors?"
- "There's got to be a more visual way."

Say

"Check if someone forgot to log the vitals."

"I need this filtered by date and resident."

"It's hard to make decisions without clarity."

Feel

Overloaded with data

Responsible for reporting accuracy

Motivated to streamline backend work

CJM

/07 Customer Journey Map

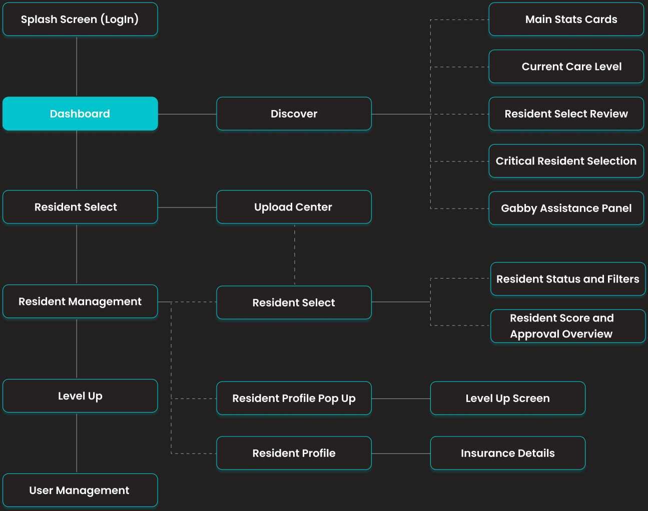
Define

Sarah Williams
Age: 31 | Role: Senior Caregiver

Scenario: Sarah begins her morning shift at the nursing home and uses Gabby AI to manage her daily tasks, from logging vitals to updating family members.

Stages	Start Shift	Log Vitals & Medications	Family Communication	End-of-Shift Review
User Actions	Signs into Gabby on the shared tablet	Logs vitals for 8 residents, updates meds	Sends a group update to a family via Gabby	Reviews if all logs are complete and signs out
User Goals	Quickly access dashboard and task list	Save time, reduce repeat entries	Keep families informed without extra effort	Ensure compliance, leave notes for next shift
Pain Points	Confusing login screens on shared devices	Too many clicks to record recurring medication	Afraid of sending updates to the wrong family	Can't view missed logs easily
Joys	Clean layout with patient list	AI suggestions speed up dosage entry	Message templates help her write faster	End-of-day summary provides clarity
Feelings	😊 (Ready but needs speed)	😐 (Mildly frustrated by task repetition)	🙂 (Satisfied but cautious)	😌 (Relieved if things go well, anxious if not)

/08 Gabby AI - Resident Care Management User Flow



Splash Screen (LogIn)

Dashboard

Discover

Main Stats Cards

Current Care Level

Resident Select Review

Critical Resident Selection

Gabby Assistance Panel

Resident Select

Upload Center

Resident Management

Resident Select

Resident Status and Filters

Resident Score and Approval Overview

Level Up

Resident Profile Pop Up

Level Up Screen

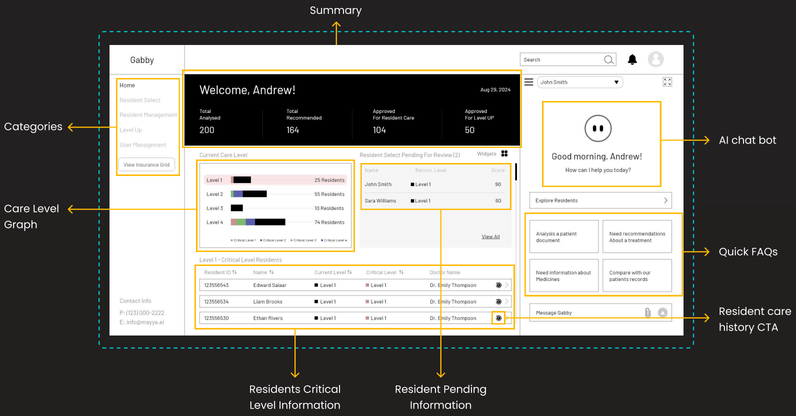
Resident Profile

Insurance Details

User Management

/09 Wireframes

Blueprint of the interface focusing on layout, user journey, and functional flow—crafted prior to visual design


Gabby
Home
Resident Select
Resident Management
Level Up
User Management
View Insurance Grid
Search
John Smith
Widgets
View All
Explore Residents
Message Gabby

Welcome, Andrew!

Aug 29, 2024

Total Analysed	Total Recommended	Approved For Resident Care	Approved For Level UP
200	164	104	50

Current Care Level

Level 1	25 Residents
Level 2	55 Residents
Level 3	10 Residents
Level 4	74 Residents

■ Critical Level 1 ■ Critical Level 2 ■ Critical Level 3 ■ Critical Level 4

Resident Select Pending For Review (2)

Name	Recom. Level	Score
John Smith	■ Level 1	90
Sara Williams	■ Level 1	60

Level 1 - Critical Level Residents

Resident ID ⇅	Name ⇅	Current Level ⇅	Critical Level ⇅	Doctor Name
123556543	Edward Salaar	■ Level 1	■ Level 1	Dr. Emily Thompson
123556534	Liam Brooks	■ Level 1	■ Level 1	Dr. Emily Thompson
123556530	Ethan Rivers	■ Level 1	■ Level 1	Dr. Emily Thompson

Contact Info
P: (123) 000-2222
E: info@mayya.ai

Good morning, Andrew!

How can I help you today?

Analysis a patient document

Need recommendations About a treatment

Need information about Medicines

Compare with our patients records

Summary

Categories

Care Level Graph

AI chat bot

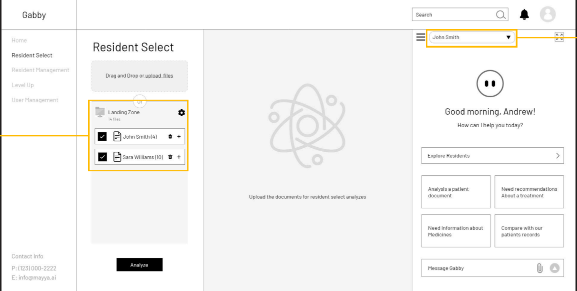
Quick FAQs

Resident care history CTA

Residents Critical Level Information

Resident Pending Information

File upload Review


Gabby
Search
Home
Resident Select
Resident Management
Level Up
User Management
Drag and Drop or upload files
or
Analyze
Explore Residents
Analysis a patient document
Need recommendations About a treatment
Need information about Medicines
Compare with our patients records
Message Gabby

Resident Select

Landing Zone
14 files

☑ John Smith (4)
☑ Sara Williams (10)

Upload the documents for resident select analyzes

John Smith

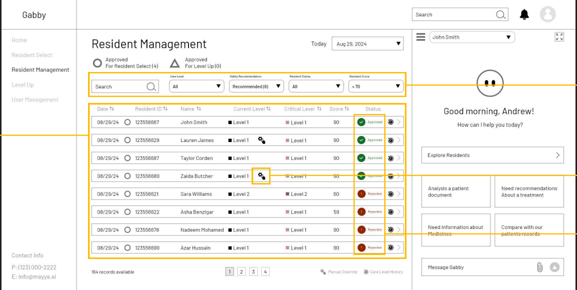
Good morning, Andrew!

How can I help you today?

Contact Info
P: (123) 000-2222
E: info@mayya.ai

Resident select drop down

Listing for Resident Management


Gabby
Search
Home
Resident Select
Resident Management
Level Up
User Management
Explore Residents
Analysis a patient document
Need recommendations About a treatment
Need information about Medicines
Compare with our patients records
Message Gabby
1
2
3
4
Manual Override
Care Level History

Resident Management

Today: Aug 29, 2024

○ Approved For Resident Select (4)
△ Approved For Level Up (0)

Search
Care Level: All
Gabby Recommendation: Recommended (8)
Resident Status: All
Resident Score: > 70

Date		Resident ID	Name	Current Level		Critical Level	Score	Status
08/29/24	○	123556667	John Smith	■ Level 1		Level 1	90	Approved
08/29/24	○	123556629	Lauren James	■ Level 1	⚙	Level 1	90	Approved
08/29/24	○	123556687	Taylor Corden	■ Level 1		Level 1	90	Approved
08/29/24	○	123556680	Zaida Butcher	■ Level 1	⚙	Level 1	90	Approved
08/29/24	○	123556621	Sara Williams	■ Level 2		Level 2	60	Rejected
08/29/24	○	123556622	Asha Benzigar	■ Level 1		Level 1	59	Rejected
08/29/24	○	123556678	Nadeem Mohamed	■ Level 1		Level 1	90	Rejected
08/29/24	○	123556690	Azar Hussain	■ Level 1		Level 1	90	Rejected

164 records available

John Smith

Good morning, Andrew!

How can I help you today?

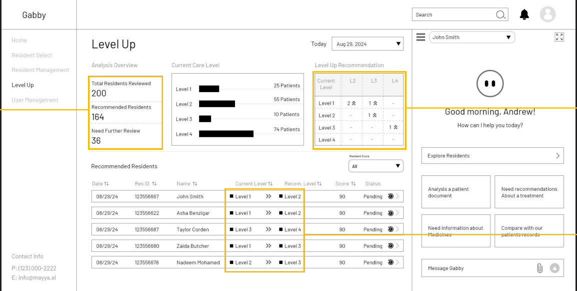
Contact Info
P: (123) 000-2222
E: info@mayya.ai

Selection Dropdowns

Manual Override

Status information

Data for Analysis Numbers


Gabby
Search
Home
Resident Select
Resident Management
Level Up
User Management
Explore Residents
Analysis a patient document
Need recommendations About a treatment
Need information about Medicines
Compare with our patients records
Message Gabby

Level Up

Today: Aug 29, 2024

Analysis Overview

Total Residents Reviewed
200
Recommended Residents
164
Need Further Review
36

Current Care Level

Level 1	25 Patients
Level 2	55 Patients
Level 3	10 Patients
Level 4	74 Patients

Level Up Recommendation

Current Level	L2	L3	L4
Level 1	2 ⮝	1 ⮝	-
Level 2	-	1 ⮝	-
Level 3	-	-	1 ⮝
Level 4	-	-	-

Recommended Residents

Resident Score: All

Date	Res ID	Name	Current Level		Recom. Level	Score	Status
08/29/24	123556667	John Smith	■ Level 1	»	■ Level 2	90	Pending
08/29/24	123556622	Asha Benzigar	■ Level 1	»	■ Level 2	90	Pending
08/29/24	123556687	Taylor Corden	■ Level 3	»	■ Level 4	90	Pending
08/29/24	123556680	Zaida Butcher	■ Level 1	»	■ Level 3	90	Pending
08/29/24	123556678	Nadeem Mohamed	■ Level 2	»	■ Level 3	90	Pending

John Smith

Good morning, Andrew!

How can I help you today?

Contact Info
P: (123) 000-2222
E: info@mayya.ai

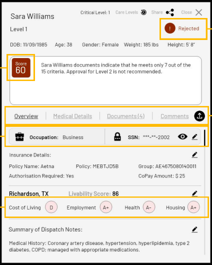
level up recommendations

Level upgrade information

Resident Score

Resident SSN details

Resident Information


Care Levels
Share
Close
Overview
Medical Details
Documents (4)
Comments

Sara Williams

Critical Level: 1

Level 1

Rejected

DOB: 11/09/1985 Age: 38 Gender: Female Weight: 185 lbs Height: 5' 8"

Score 60

Sara Williams documents indicate that he meets only 7 out of the 15 criteria. Approval for Level 2 is not recommended.

Occupation: Business

SSN: ***-**-2002

Insurance Details:

Policy Name: Aetna Policy: MEBTJD5B Group: AE4675080140011

Authorisation Required: Yes CoPay Amount: $ 25

Richardson, TX Livability Score: **86**

Cost of Living D Employment A+ Health A- Housing A+

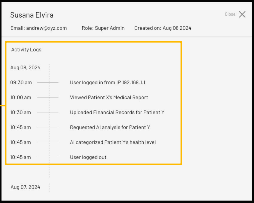
Summary of Dispatch Notes:

Medical History: Coronary artery disease, hypertension, hyperlipidemia, type 2 diabetes, COPD; managed with appropriate medications.

Resident Level Upgrade Status

Selection Information

Record Timeline



Susana Elvira

Email: andrew@xyz.com Role: Super Admin Created on: Aug 08 2024

Activity Logs

Aug 08, 2024

09:30 am User logged in from IP 192.168.1.1

10:00 am Viewed Patient X's Medical Report

10:30 am Uploaded Financial Records for Patient Y

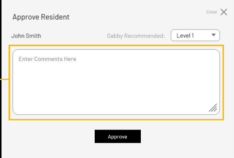
10:45 am Requested AI analysis for Patient Y

10:45 am AI categorized Patient Y's health level

10:45 am User logged out

Aug 07, 2024

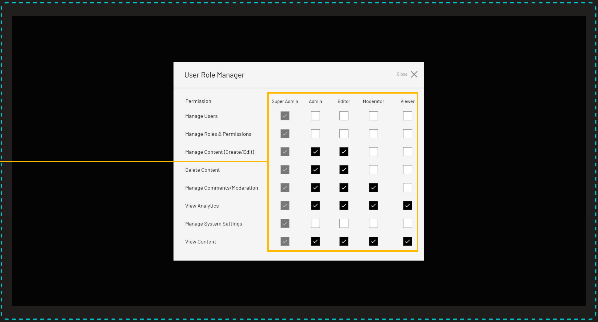
Pop up screen. Type field box.


Close
Approve

Approve Resident

John Smith Gabby Recommended: Level 1

Enter Comments Here

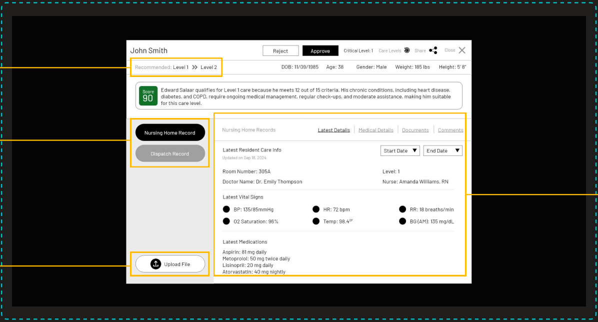


User Role Manager

Close

Permission	Super Admin	Admin	Editor	Moderator	Viewer
Manage Users	☑	☐	☐	☐	☐
Manage Roles & Permissions	☑	☐	☐	☐	☐
Manage Content (Create/Edit)	☑	☑	☑	☐	☐
Delete Content	☑	☑	☑	☐	☐
Manage Comments/Moderation	☑	☑	☑	☑	☐
View Analytics	☑	☑	☑	☑	☑
Manage System Settings	☑	☐	☐	☐	☐
View Content	☑	☑	☑	☑	☑

Check box



John Smith
Reject
Approve
Critical Level: 1
Care Levels
Share
Close

Recommended: Level 1 >> Level 2

DOB: 11/09/1985 Age: 38 Gender: Male Weight: 185 lbs Height: 5′ 8″

Score 90

Edward Salaar qualifies for Level 1 care because he meets 12 out of 15 criteria. His chronic conditions, including heart disease, diabetes, and COPD, require ongoing medical management, regular check-ups, and moderate assistance, making him suitable for this care level.

Nursing Home Record
Dispatch Record
Upload File
Nursing Home Records
Latest Details
Medical Details
Documents
Comments
Start Date
End Date

Latest Resident Care Info

Updated on Sep 18, 2024

Room Number: 305A

Level: 1

Doctor Name: Dr. Emily Thompson

Nurse: Amanda Williams, RN

Latest Vital Signs

- BP: 135/85mmHg
- HR: 72 bpm
- RR: 18 breaths/min
- 02 Saturation: 96%
- Temp: 98.4$^{\circ F}$
- BG (AM): 135 mg/dL

Latest Medications

Aspirin: 81 mg daily
Metoprolol: 50 mg twice daily
Lisinopril: 20 mg daily
Atorvastatin: 40 mg nightly

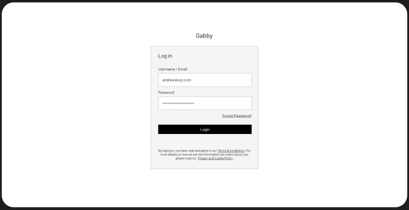
Level recommendation status

Nursing and dispatch selection

Upload additional files CTA

Recent Resident Care Information

/10 More Screens



Gabby

Log in

Username / Email

andrew@xyz.com

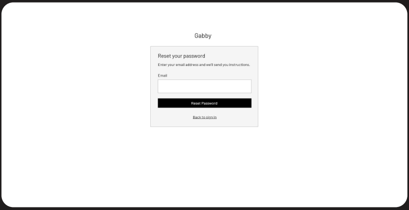
Password

****

Forgot Password?

Login

By loging in, you have read and agree to our Terms & Conditions. For more details on how we use the information we collect about you, please read our Privacy and Cookie Policy.



Gabby

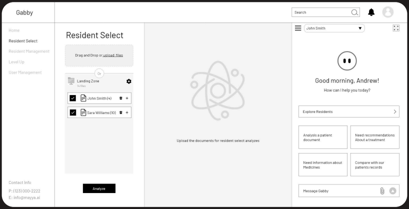
Reset your password

Enter your email address and we'll send you instructions.

Email

Reset Password

Back to sign in



Gabby

Search

- Home
- Resident Select
- Resident Management
- Level Up
- User Management

Contact Info
P: (123) 000-2222
E: info@mayya.ai

Resident Select

Drag and Drop or upload files

Or

Landing Zone
14 files

☑ John Smith (4)
☑ Sara Williams (10)

Analyze

Upload the documents for resident select analyzes

John Smith

Good morning, Andrew!

How can I help you today?

Explore Residents

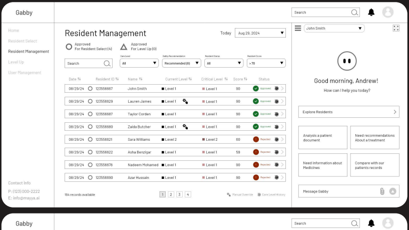
Analysis a patient document

Need recommendations About a treatment

Need information about Medicines

Compare with our patients records

Message Gabby



Gabby

Search

- Home
- Resident Select
- Resident Management
- Level Up
- User Management

Contact Info
P: (123) 000-2222
E: info@mayya.ai

Resident Management

Today Aug 28, 2024

○ Approved For Resident Select (4)
△ Approved For Level Up (0)

Search
Care Level: All
Gabby Recommendation: Recommended (8)
Resident Status: All
Resident Score: > 70

Date		Resident ID	Name	Current Level	Critical Level	Score	Status
08/29/24	○	123556667	John Smith	Level 1	Level 1	90	Approved
08/29/24	○	123556629	Lauren James	Level 1	Level 1	90	Approved
08/29/24	○	123556687	Taylor Corden	Level 1	Level 1	90	Approved
08/29/24	○	123556680	Zaida Butcher	Level 1	Level 1	90	Approved
08/29/24	○	123556621	Sara Williams	Level 2	Level 2	60	Rejected
08/29/24	○	123556622	Asha Benzigar	Level 1	Level 1	59	Rejected
08/29/24	○	123556678	Nadeem Mohamed	Level 1	Level 1	90	Rejected
08/29/24	○	123556690	Azar Hussain	Level 1	Level 1	90	Rejected

164 records available

1 2 3 4

Manual Override
Care Level History

John Smith

Good morning, Andrew!

How can I help you today?

Explore Residents

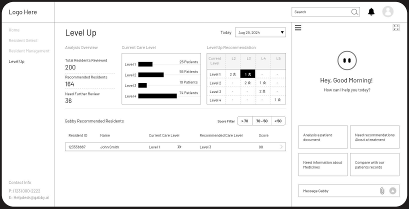
Analysis a patient document

Need recommendations About a treatment

Need information about Medicines

Compare with our patients records

Message Gabby



Logo Here

Search

- Home
- Resident Select
- Resident Management
- Level Up

Contact Info
P: (123) 000-2222
E: Helpdesk@gabby.ai

Level Up

Today Aug 28, 2024

Analysis Overview

Total Residents Reviewed
200

Recommended Residents
164

Need Further Review
36

Current Care Level

Level	Patients
Level 1	25 Patients
Level 2	55 Patients
Level 3	10 Patients
Level 4	74 Patients

Level Up Recommendation

Current Level	L2	L3	L4	L5
Level 1	2	1	-	-
Level 2	-	2	1	-
Level 3	-	-	2	-
Level 4	-	-	-	1

Gabby Recommended Residents

Score Filter: > 70 | 70 - 50 | < 50

Resident ID	Name	Current Care Level	Recommended Care Level	Score
123556667	John Smith	Level 1	Level 3	90

Hey, Good Morning!

How can I help you today?

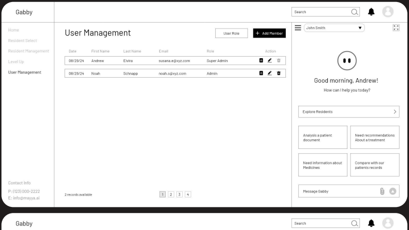
Analysis a patient document

Need recommendations About a treatment

Need information about Medicines

Compare with our patients records

Message Gabby



Gabby

Search

- Home
- Resident Select
- Resident Management
- Level Up
- User Management

Contact Info
P: (123) 000-2222
E: info@mayya.ai

User Management

User Role
+ Add Member

Date	First Name	Last Name	Email	Role	Action
08/29/24	Andrew	Elvira	susana.e@xyz.com	Super Admin	
08/29/24	Noah	Schnapp	noah.s@xyz.com	Admin	

2 records available

1 2 3 4

John Smith

Good morning, Andrew!

How can I help you today?

Explore Residents

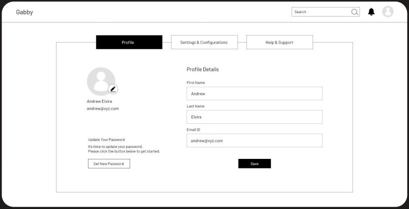
Analysis a patient document

Need recommendations About a treatment

Need information about Medicines

Compare with our patients records

Message Gabby



Gabby

Search

Profile | Settings & Configurations | Help & Support

Andrew Elvira
andrew@xyz.com

Update Your Password

It's time to update your password.
Please click the button below to get started.

Set New Password

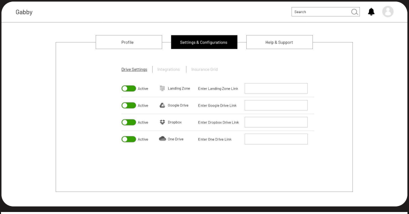
Profile Details

First Name: Andrew

Last Name: Elvira

Email ID: andrew@xyz.com

Save



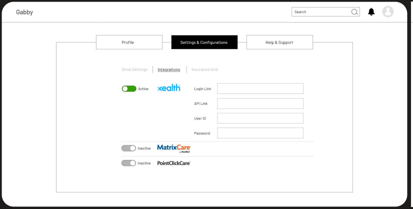
Gabby

Search

Profile | Settings & Configurations | Help & Support

Drive Settings | Integrations | Insurance Grid

Status	Drive	Link
Active	Landing Zone	Enter Landing Zone Link
Active	Google Drive	Enter Google Drive Link
Active	Dropbox	Enter Dropbox Drive Link
Active	One Drive	Enter One Drive Link



Gabby

Search

Profile | Settings & Configurations | Help & Support

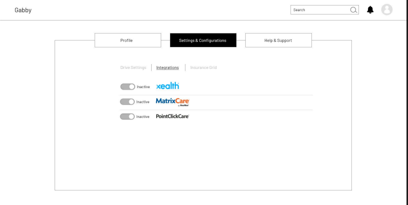
Drive Settings | Integrations | Insurance Grid

Active xealth

Login Link
API Link
User ID
Password

Inactive MatrixCare by ResMed

Inactive PointClickCare



Gabby

Search

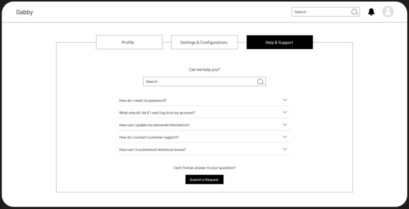
Profile | Settings & Configurations | Help & Support

Drive Settings | Integrations | Insurance Grid

Inactive xealth

Inactive MatrixCare by ResMed

Inactive PointClickCare



Gabby

Search

Profile | Settings & Configurations | Help & Support

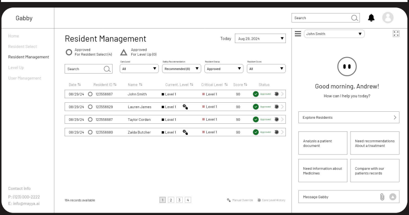
Can we help you?

Search

- How do I reset my password?
- What should I do if I can't log in to my account?
- How can I update my personal information?
- How do I contact customer support?
- How can I troubleshoot technical issues?

Can't find an answer to your question?

Submit a Request



Gabby

Search

- Home
- Resident Select
- Resident Management
- Level Up
- User Management

Contact Info
P: (123) 000-2222
E: info@mayya.ai

Resident Management

Today Aug 28, 2024

○ Approved For Resident Select (4)
△ Approved For Level Up (0)

Search
Care Level: All
Gabby Recommendation: Recommended (8)
Resident Status: Approved
Resident Score: All

Date		Resident ID	Name	Current. Level	Critical Level	Score	Status
08/29/24	○	123556667	John Smith	Level 1	Level 1	90	Approved
08/29/24	○	123556629	Lauren James	Level 1	Level 1	90	Approved
08/29/24	○	123556687	Taylor Corden	Level 1	Level 1	90	Approved
08/29/24	○	123556680	Zaida Butcher	Level 1	Level 1	90	Approved

164 records available

1 2 3 4

Manual Override
Care Level History

John Smith

Good morning, Andrew!

How can I help you today?

Explore Residents

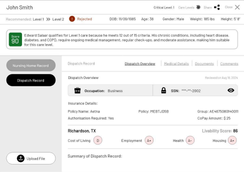
Analysis a patient document

Need recommendations About a treatment

Need information about Medicines

Compare with our patients records

Message Gabby


Critical Level: 1
Care Levels
Share
Close
Nursing Home Record
Dispatch Record
Dispatch Overview
Medical Details
Documents
Comments
Upload File

John Smith

Recommended: Level 1 >> Level 2 Rejected DOB: 11/09/1985 Age: 38 Gender: Male Weight: 185 lbs Height: 5' 8"

Score 90 Edward Salaar qualifies for Level 1 care because he meets 12 out of 15 criteria. His chronic conditions, including heart disease, diabetes, and COPD, require ongoing medical management, regular check-ups, and moderate assistance, making him suitable for this care level.

Dispatch Record

Dispatch Overview

Reviewed on Aug 18, 2024

Occupation: Business

SSN: ***-**-2002

Insurance Details:

Policy Name: Aetna

Policy: MEBTJD5B

Group: AE4675080140011

Authorisation Required: Yes

CoPay Amount: $ 25

Richardson, TX

Livability Score: 86

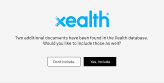
Cost of Living D

Employment A+

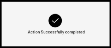
Health A-

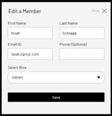
Housing A+

Summary of Dispatch Record:


xealth
Don't Include
Yes, Include

Two additional documents have been found in the Xealth database.
Would you like to include those as well?


Action Successfully completed



Edit a Member

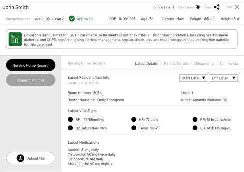
First Name: Noah

Last Name: Schnapp

Email ID: noah.s@xyz.com

Phone (Optional):

Select Role: Admin


Critical Level: 1
Care Levels
Share
Close
Nursing Home Record
Dispatch Record
Latest Details
Medical Details
Documents
Comments
Start Date
End Date
Upload File

John Smith

Recommended: Level 1 >> Level 2 Approved DOB: 11/09/1985 Age: 38 Gender: Male Weight: 185 lbs Height: 5' 8"

Score 90 Edward Salaar qualifies for Level 1 care because he meets 12 out of 15 criteria. His chronic conditions, including heart disease, diabetes, and COPD, require ongoing medical management, regular check-ups, and moderate assistance, making him suitable for this care level.

Nursing Home Records

Latest Resident Care Info

Updated on Sep 18, 2024

Room Number: 305A

Level: 1

Doctor Name: Dr. Emily Thompson

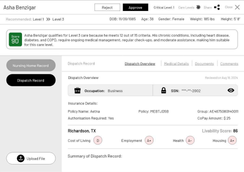
Nurse: Amanda Williams, RN

Latest Vital Signs

- BP: 135/85mmHg
- HR: 72 bpm
- RR: 18 breaths/min
- O2 Saturation: 96%
- Temp: 98.4°F
- BG (AM): 135 mg/dL

Latest Medications

Aspirin: 81 mg daily
Metoprolol: 50 mg twice daily
Lisinopril: 20 mg daily
Atorvastatin: 40 mg nightly


Reject
Approve
Critical Level: 1
Care Levels
Share
Close
Nursing Home Record
Dispatch Record
Dispatch Overview
Medical Details
Documents
Comments
Upload File

Asha Benzigar

Recommended: Level 1 >> Level 3 DOB: 11/09/1985 Age: 38 Gender: Female Weight: 185 lbs Height: 5' 8"

Score 90 Asha Benzigar qualifies for Level 3 care because he meets 12 out of 15 criteria. His chronic conditions, including heart disease, diabetes, and COPD, require ongoing medical management, regular check-ups, and moderate assistance, making him suitable for this care level.

Dispatch Record

Dispatch Overview

Reviewed on Aug 18, 2024

Occupation: Business

SSN: ***-**-2002

Insurance Details:

Policy Name: Aetna

Policy: MEBTJD5B

Group: AE4675080140011

Authorisation Required: Yes

CoPay Amount: $ 25

Richardson, TX

Livability Score: 86

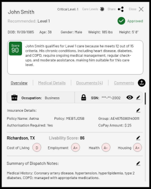
Cost of Living D

Employment A+

Health A-

Housing A+

Summary of Dispatch Record:


Critical Level: 1
Care Levels
Share
Close
Overview
Medical Details
Documents (4)
Comments

John Smith

Recommended: Level 1 Approved

DOB: 11/09/1985 Age: 38 Gender: Male Weight: 185 lbs Height: 5' 8"

Score 90 John Smith qualifies for Level 1 care because he meets 12 out of 15 criteria. His chronic conditions, including heart disease, diabetes, and COPD, require ongoing medical management, regular check-ups, and moderate assistance, making him suitable for this care level.

Occupation: Business

SSN: ***-**-2002

Insurance Details:

Policy Name: Aetna

Policy: MEBTJD5B

Group: AE4675080140011

Authorisation Required: Yes

CoPay Amount: $ 25

Richardson, TX

Livability Score: 86

Cost of Living D

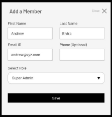
Employment A+

Health A-

Housing A+

Summary of Dispatch Notes:

Medical History: Coronary artery disease, hypertension, hyperlipidemia, type 2 diabetes, COPD; managed with appropriate medications.



Add a Member

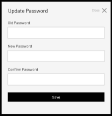
First Name: Andrew

Last Name: Elvira

Email ID: andrew@xyz.com

Phone (Optional):

Select Role: Super Admin

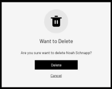


Update Password

Old Password

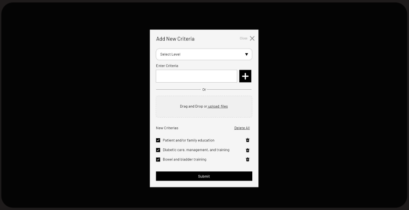
New Password

Confirm Password


Delete
Cancel

Want to Delete

Are you sure want to delete Noah Schnapp?



Add New Criteria

Close

Select Level ▼

Enter Criteria

+

Or

Drag and Drop or upload files

New Criterias

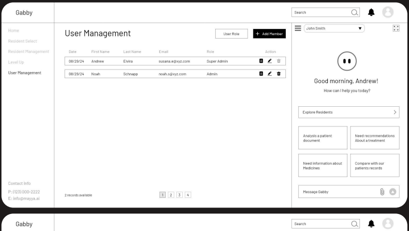
Delete All

☑ Patient and/or family education

☑ Diabetic care, management, and training

☑ Bowel and bladder training

Submit



Gabby

Search

- Home
- Resident Select
- Resident Management
- Level Up
- User Management

User Management

User Role
+ Add Member

Date	First Name	Last Name	Email	Role	Action
08/29/24	Andrew	Elvira	susana.e@xyz.com	Super Admin	
08/29/24	Noah	Schnapp	noah.s@xyz.com	Admin	

2 records available

1
2
3
4

Contact Info
P: (123) 000-2222
E: info@mayya.ai

John Smith ▼

Good morning, Andrew!

How can I help you today?

Explore Residents

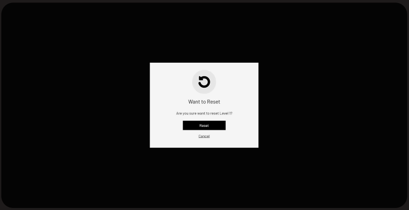
Analysis a patient document

Need recommendations About a treatment

Need information about Medicines

Compare with our patients records

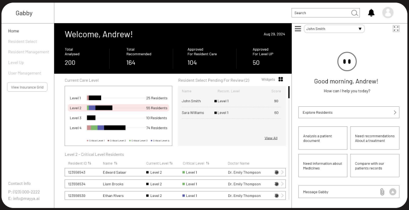
Message Gabby



Want to Reset

Are you sure want to reset Level 1?

Reset
Cancel



Gabby

Search

- Home
- Resident Select
- Resident Management
- Level Up
- User Management

View Insurance Grid

Welcome, Andrew!

Aug 29, 2024

Total Analysed	Total Recommended	Approved For Resident Care	Approved For Level UP
200	164	104	50

Current Care Level

Level 1
25 Residents
Level 2
55 Residents
Level 3
10 Residents
Level 4
74 Residents
Critical Level 1
Critical Level 2
Critical Level 3
Critical Level 4

Resident Select Pending For Review (2)

Widgets

Name	Recom. Level	Score
John Smith	■ Level 1	90
Sara Williams	■ Level 1	60

View All

Level 2 - Critical Level Residents

Resident ID ⇅	Name ⇅	Current Level ⇅	Critical Level ⇅	Doctor Name
123556543	Edward Salaar	■ Level 2	🟩 Level 1	Dr. Emily Thompson
123556534	Liam Brooks	■ Level 2	🟩 Level 1	Dr. Emily Thompson
123556530	Ethan Rivers	■ Level 2	🟦 Level 1	Dr. Emily Thompson

Contact Info
P: (123) 000-2222
E: info@mayya.ai

John Smith ▼

Good morning, Andrew!

How can I help you today?

Explore Residents

Analysis a patient document

Need recommendations About a treatment

Need information about Medicines

Compare with our patients records

Message Gabby

/11 UI Kit

Poppins

ABCDEFGHIJKLNMOPQRSTUVWXYZ

abcdefghijklnmopqrstuvwxyz

1234567890!@#$%^&*()

Regular

Medium

SemiBold

Bold

Primary Colors

#004F8F

#64B6E4

#BE1210

#FFD500

#06A018

Secondary Colors

#12255B

#069CCF

#A4E6F6

#19DE33

#FFA200

#181268

#054357

#FF0B0B

Gradient and Hover Colors

#BAB5FF

#9BE6FF

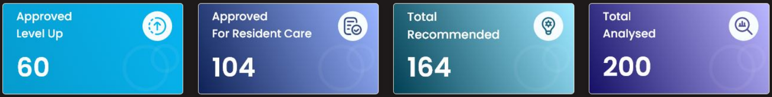
#97B2FE

#08B4EF

#B7EFEE

#BEF0EF

Cards UI

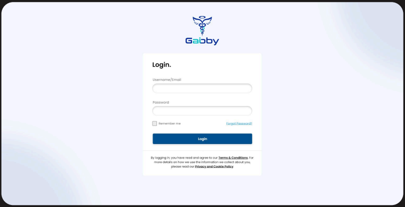

Approved Level Up
60
Approved For Resident Care
104
Total Recommended
164
Total Analysed
200

Icon

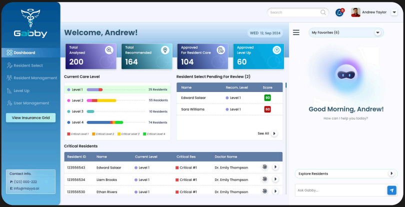
Toggle

/12 UI Design

Crafted UI screens for Gabby AI—translating care intelligence into clear, accessible, and purpose-driven design for nursing home operations.


Gabby
Login.
Username/Email
Password
Remember me
Forgot Password?
Login

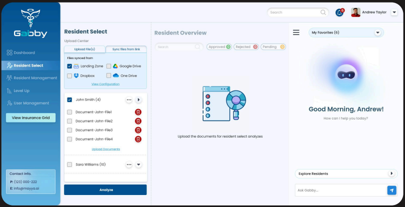
By logging in, you have read and agree to our **Terms & Conditions**. For more details on how we use the information we collect about you, please read our **Privacy and Cookie Policy**


Gabby
Dashboard
Resident Select
Resident Management
Level Up
User Management
View Insurance Grid
Search
Andrew Taylor
Welcome, Andrew!
WED 12, Sep 2024
Total Analysed 200
Total Recommended 164
Approved For Resident Care 104
Approved Level Up 60
Current Care Level
Level 1 25 Residents
Level 2 55 Residents
Level 3 10 Residents
Level 4 74 Residents
Critical Level 1
Critical Level 2
Critical Level 3
Critical Level 4
Resident Select Pending For Review (2)
See All
Critical Residents
My Favorites (6)
Good Morning, Andrew!
How can I help you today?
Explore Residents
Ask Gabby...

Name	Recom. Level	Score
Edward Salaar	Level 1	90
Sara Williams	Level 1	60

Resident ID	Name	Current Level	Critical Res	Doctor Name
123556543	Edward Salaar	Level 1	Critical #1	Dr. Emily Thompson
123556534	Liam Brooks	Level 1	Critical #1	Dr. Emily Thompson
123556530	Ethan Rivers	Level 1	Critical #1	Dr. Emily Thompson

Contact Info.
P: (123) 000-222
E: info@mayya.ai


Gabby
Dashboard
Resident Select
Resident Management
Level Up
User Management
View Insurance Grid
Search
Andrew Taylor
Resident Select
Upload Center
Upload File(s)
Sync files from link
Files synced from
☑ Landing Zone
☐ Google Drive
☐ Dropbox
☐ One Drive
View Configuration
☑ John Smith (4)
☐ Document-John-File1
☐ Document-John-File2
☐ Document-John-File3
☐ Document-John-File4
Upload Documents
☐ Sara Williams (10)
Analyze
Resident Overview
Search
Approved 0
Rejected 0
Pending 0
Upload the documents for resident select analyzes
My Favorites (6)
Good Morning, Andrew!
How can I help you today?
Explore Residents
Ask Gabby...

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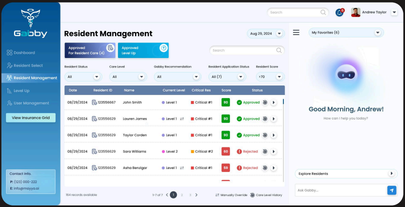
Gabby
Dashboard
Resident Select
Resident Management
Level Up
User Management
View Insurance Grid
Search
Andrew Taylor
Resident Management
Aug 29, 2024
Approved For Resident Care (4)
Approved Level Up
Search
Resident Status: All
Care Level: All
Gabby Recommendation: All
Resident Application Status: All (7)
Resident Score: >70
164 records available
1-7 of 7
1 2 3
Manually Override
Care Level History
My Favorites (6)
Good Morning, Andrew!
How can I help you today?
Explore Residents
Ask Gabby...

Date	Resident ID	Name	Current Level	Critical Res	Score	Status
08/29/2024	123556667	John Smith	Level 1	Critical #1	90	Approved
08/29/2024	123556629	Lauren James	Level 1	Critical #1	90	Approved
08/29/2024	123556629	Taylor Corden	Level 1	Critical #1	90	Approved
08/29/2024	123556629	Sara Williams	Level 2	Critical #2	60	Rejected
08/29/2024	123556629	Asha Benzigar	Level 1	Critical #1	59	Rejected

Contact Info.
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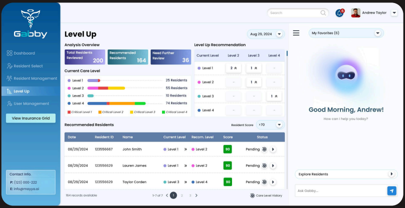
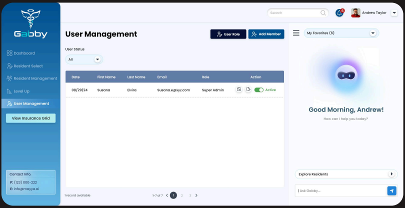
E: info@mayya.ai


Gabby
Dashboard
Resident Select
Resident Management
Level Up
User Management
View Insurance Grid
Search
Andrew Taylor
Level Up
Aug 29, 2024
Analysis Overview
Total Residents Reviewed 200
Recommended Residents 164
Need Further Review 36
Current Care Level
Level 1 25 Residents
Level 2 55 Residents
Level 3 10 Residents
Level 4 74 Residents
Critical Level 1
Critical Level 2
Critical Level 3
Critical Level 4
Level Up Recommendation
Recommended Residents
Resident Score >70
164 records available
1-7 of 7
1 2 3
Care Level History
My Favorites (6)
Good Morning, Andrew!
How can I help you today?
Explore Residents
Ask Gabby...

Current Level	Level 2	Level 3	Level 4
Level 1	2	1	-
Level 2	-	1	-
Level 3	-	-	1
Level 4	-	-	-

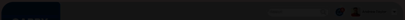
Date	Resident ID	Name	Current Level	Recom. Level	Score	Status
08/29/2024	123556667	John Smith	Level 1	Level 2	90	Pending
08/29/2024	123556629	Lauren James	Level 1	Level 2	90	Pending
08/29/2024	123556629	Taylor Corden	Level 3	Level 4	90	Pending

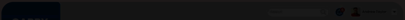
Contact Info.
P: (123) 000-222
E: info@mayya.ai

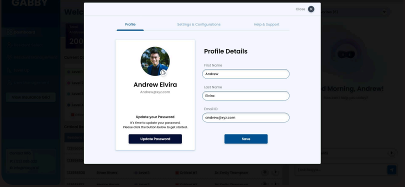

Gabby
Dashboard
Resident Select
Resident Management
Level Up
User Management
View Insurance Grid
Search
Andrew Taylor
User Management
User Role
Add Member
User Status: All
1 record available
1-7 of 7
1 2 3
My Favorites (6)
Good Morning, Andrew!
How can I help you today?
Explore Residents
Ask Gabby...

Date	First Name	Last Name	Email	Role	Action
08/29/24	Susana	Elvira	Susana.e@xyz.com	Super Admin	Active

Contact Info.
P: (123) 000-222
E: info@mayya.ai





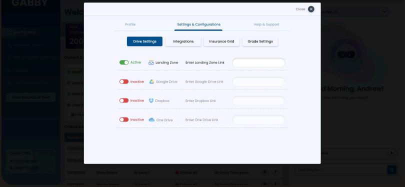

Close
Profile
Settings & Configurations
Help & Support
Update Password
Save

Andrew Elvira
Andrew@xyz.com

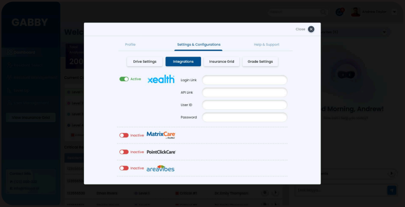
Update your Password
It's time to update your password.
Please click the button below to get started.

Profile Details

First Name: Andrew
Last Name: Elvira
Email ID: andrew@xyz.com

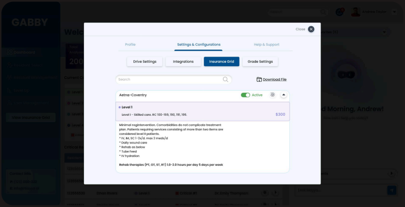

Close
Profile
Settings & Configurations
Help & Support
Drive Settings
Integrations
Insurance Grid
Grade Settings

Active	Landing Zone	Enter Landing Zone Link
Inactive	Google Drive	Enter Google Drive Link
Inactive	Dropbox	Enter Dropbox Link
Inactive	One Drive	Enter One Drive Link


Close
Profile
Settings & Configurations
Help & Support
Drive Settings
Integrations
Insurance Grid
Grade Settings

Active xealth
Login Link
API Link
User ID
Password

Inactive MatrixCare
Inactive PointClickCare
Inactive areaVibes


Close
Profile
Settings & Configurations
Help & Support
Drive Settings
Integrations
Insurance Grid
Grade Settings
Search
Download File

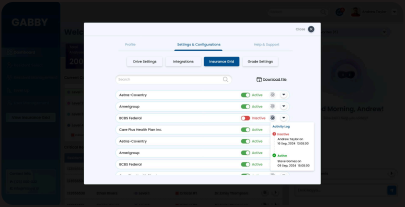
Aetna-Coventry — Active

Level 1

Level I - Skilled care. RC 100-169, 190, 191, 199. $300

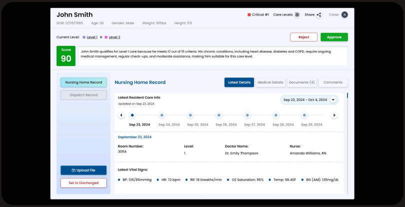
Minimal nsgintervention. Comorbidities do not complicate treatment plan. Patients requiring services consisting of more than two items are considered level II patients.
* IV, IM, SC 1-2x/d. max 2 meds/d
* Daily wound care
* Rehab as below
* Tube Feed
* IV hydration

Rehab therapies (PT, OT, ST, RT) 1.0-2.0 hours per day 5 days per week


Close
Profile
Settings & Configurations
Help & Support
Drive Settings
Integrations
Insurance Grid
Grade Settings
Search
Download File

Aetna-Coventry	Active
Amerigroup	Active
BCBS Federal	Inactive
Care Plus Health Plan Inc.	Active
Aetna-Coventry	Active
Amerigroup	Active
BCBS Federal	Active

Activity Log
Inactive
Andrew Taylor on
16 Sep, 2024 13:08:00
Active
Steve Gomez on
09 Sep, 2024 16:08:00


Critical #1
Care Levels
Share
Close
Reject
Approve
Nursing Home Record
Dispatch Record
Latest Details
Medical Details
Documents (4)
Comments
Upload File
Set to Discharged

John Smith

DOB: 11/09/1985 Age: 38 Gender: Male Weight: 185lbs Height: 5'8

Current Level: Level 1 » Level 2

Score 90

John Smith qualifies for Level 1 care because he meets 12 out of 15 criteria. His chronic conditions, including heart disease, diabetes and COPD, require ongoing medical management, regular check-ups, and moderate assistance, making him suitable for this care level.

Nursing Home Record

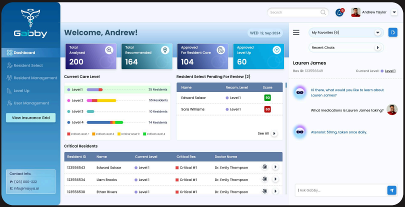
Latest Resident Care Info
Updated on Sep 23, 2024
Sep 23, 2024 - Oct 4, 2024

Sep 23, 2024 Sep 24, 2024 Sep 25, 2024 Sep 26, 2024 Sep 27, 2024 Sep 28, 2024 Sep 29, 2024

September 23, 2024

Room Number:	Level:	Doctor Name:	Nurse:
305A	1	Dr. Emily Thompson	Amanda Williams, RN

Latest Vital Signs:
- BP: 135/85mmHg
- HR: 72 bpm
- RR: 18 breaths/min
- O2 Saturation: 96%
- Temp: 98.40F
- BG (AM): 135mg/dL


Gabby
Dashboard
Resident Select
Resident Management
Level Up
User Management
View Insurance Grid
Search
6
Andrew Taylor
My Favorites (6)
Recent Chats
See All
Critical Level 1
Critical Level 2
Critical Level 3
Critical Level 4

Welcome, Andrew!
WED 12, Sep 2024

Total Analysed 200
Total Recommended 164
Approved For Resident Care 104
Approved Level Up 60

Current Care Level
- Level 1 — 25 Residents
- Level 2 — 55 Residents
- Level 3 — 10 Residents
- Level 4 — 74 Residents

Resident Select Pending For Review (2)

Name	Recom. Level	Score
Edward Salaar	Level 1	90
Sara Williams	Level 1	60

Critical Residents

Resident ID	Name	Current Level	Critical Res	Doctor Name
123556543	Edward Salaar	Level 1	Critical #1	Dr. Emily Thompson
123556534	Liam Brooks	Level 1	Critical #1	Dr. Emily Thompson
123556530	Ethan Rivers	Level 1	Critical #1	Dr. Emily Thompson

Contact Info.
P: (123) 000-222
E: info@mayya.ai

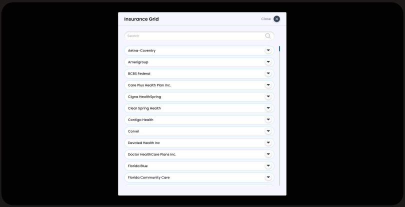
Lauren James
Res ID: 123556649 Current Level: Level 1

Hi there, what would you like to learn about Lauren James?

What medications is Lauren James taking?

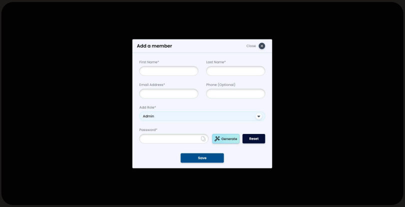
Atenolol: 50mg, taken once daily.

Ask Gabby...


Close
Search

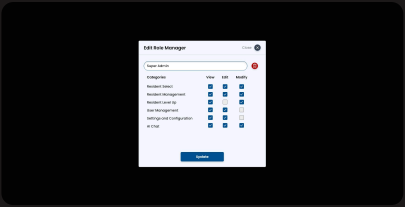
Insurance Grid

- Aetna-Coventry
- Amerigroup
- BCBS Federal
- Care Plus Health Plan Inc.
- Cigna HealthSpring
- Clear Spring Health
- Contigo Health
- Corvel
- Devoted Health Inc
- Doctor HealthCare Plans Inc.
- Florida Blue
- Florida Community Care


Close
Generate
Reset
Save

Add a member

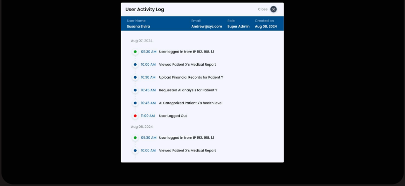
First Name*
Last Name*
Email Address*
Phone (Optional)
Add Role*: Admin
Password*


Close
Update

Edit Role Manager

Super Admin

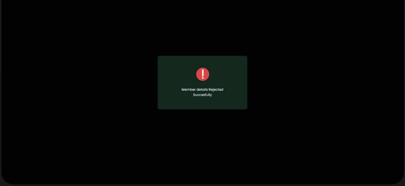
Categories	View	Edit	Modify
Resident Select	☑	☑	☑
Resident Management	☑	☑	☑
Resident Level Up	☑	☐	☑
User Management	☑	☑	☐
Settings and Configuration	☑	☑	☐
AI Chat	☑	☑	☑

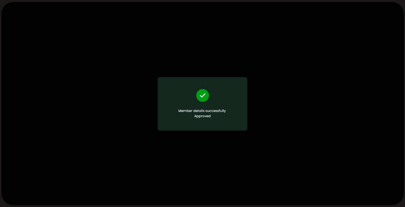

User Activity Log

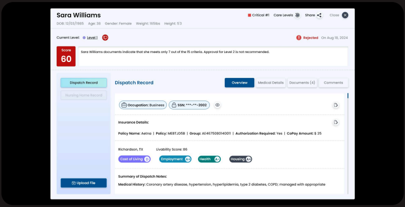
User Name: Susana Elvira
Email: Andrew@xyz.com
Role: Super Admin
Created on: Aug 08, 2024

Aug 07, 2024
09:30 AM User logged in from IP 192. 168. 1.1
10:00 AM Viewed Patient X's Medical Report
10:30 AM Upload Financial Records for Patient Y
10:45 AM Requested AI analysis for Patient Y
10:45 AM AI Categorized Patient Y's health level
11:00 AM User Logged Out

Aug 06, 2024
09:30 AM User logged in from IP 192. 168. 1.1
10:00 AM Viewed Patient X's Medical Report


Member details Rejected Succesfully


Member details successfully Approved


Sara Williams

DOB: 12/03/1985 Age: 38 Gender: Female Weight: 165lbs Height: 5'3

Current Level: Level 1

Rejected On Aug 18, 2024

Score 60

Sara Williams documents indicate that she meets only 7 out of the 15 criteria. Approval for Level 2 is not recommended.

Dispatch Record

Occupation: Business SSN: ***-**-2002

Insurance Details:

Policy Name: Aetna | **Policy:** MEBTJD5B | **Group:** AE4675080140011 | **Authorization Required:** Yes | **CoPay Amount:** $ 25

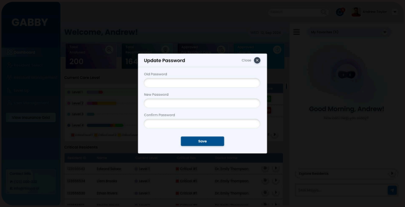
Richardson, TX Livability Score: 86

Cost of Living D Employment A+ Health A- Housing A+

Summary of Dispatch Notes:

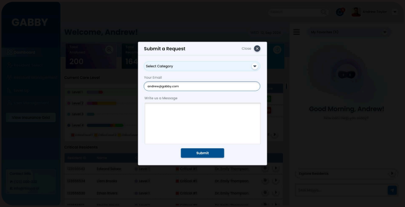
Medical History: Coronary artery disease, hypertension, hyperlipidemia, type 2 diabetes, COPD; managed with appropriate

Critical #1
Care Levels
Share
Close
Dispatch Record
Nursing Home Record
Upload File
Overview
Medical Details
Documents (4)
Comments


Update Password

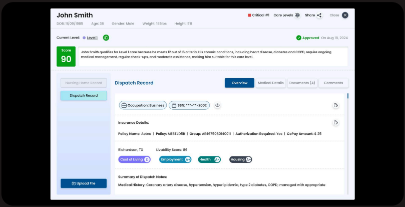
Old Password
New Password
Confirm Password

Close
Save


Submit a Request

Select Category
Your Email: andrew@gabby.com
Write us a Message

Close
Submit


John Smith

DOB: 11/09/1985 Age: 38 Gender: Male Weight: 185lbs Height: 5'8

Current Level: Level 1

Approved On Aug 18, 2024

Score 90

John Smith qualifies for Level 1 care because he meets 12 out of 15 criteria. His chronic conditions, including heart disease, diabetes and COPD, require ongoing medical management, regular check-ups, and moderate assistance, making him suitable for this care level.

Dispatch Record

Occupation: Business SSN: ***-**-2002

Insurance Details:

Policy Name: Aetna | **Policy:** MEBTJD5B | **Group:** AE4675080140011 | **Authorization Required:** Yes | **CoPay Amount:** $ 25

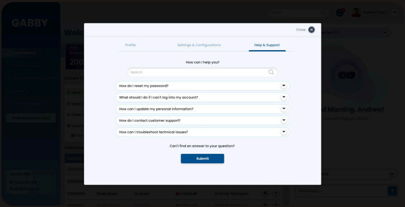
Richardson, TX Livability Score: 86

Cost of Living D Employment A+ Health A- Housing A+

Summary of Dispatch Notes:

Medical History: Coronary artery disease, hypertension, hyperlipidemia, type 2 diabetes, COPD; managed with appropriate

Critical #1
Care Levels
Share
Close
Nursing Home Record
Dispatch Record
Upload File
Overview
Medical Details
Documents (4)
Comments


How can I help you?

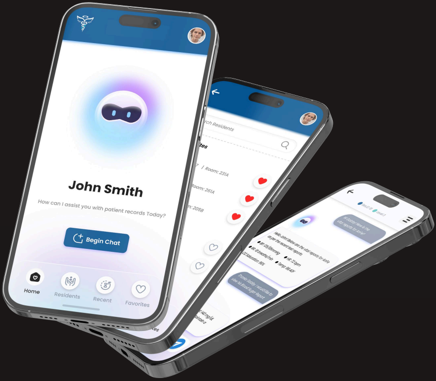
How do I reset my password?
What should I do if I can't log into my account?
How can I update my personal information?
How do I contact customer support?
How can I troubleshoot technical issues?

Can't find an answer to your question?

Close
Profile
Settings & Configurations
Help & Support
Search
Submit

/13 Key Features

Designed intuitive UI screens for Gabby AI, transforming complex care intelligence into clear, accessible, and user-centric interfaces tailored for nursing home operations.


John Smith
How can I assist you with patient records Today?
Begin Chat
Home
Residents
Recent
Favorites

01 Automated Documentation Assistant
Gabby streamlines the caregiving process by automatically generating medical and behavioral notes through voice or quick inputs, reducing manual workload and documentation errors for nursing staff.

02 Voice-Activated Inputs
Caregivers can dictate real-time updates while attending to residents, enabling hands-free data entry that saves time and ensures critical observations are recorded on the spot.

03 Resident-Centric Dashboard
A clean, intuitive dashboard gives caregivers an at-a-glance view of each resident's status, medical history, and recent updates—supporting more informed, faster decision-making.

04 Smart Alert System
Gabby uses intelligent triggers to flag anomalies or critical changes in resident behavior or health patterns, helping staff act quickly and reduce potential risks.

/14 User Feedback + Agile Responses

Understanding caregiver needs, challenges, and expectations to inform Gabby's design direction

1. **"I often forget if I logged a task or not."**
   → 🛠 Add a visual indicator or confirmation message after every log.
   Agile Sprint Fix: Add a green "Task Logged" toast with undo option.

2. **"The medication entry screen feels too long and repetitive."**
   → 🛠 Introduce smart auto-fill based on previous entries.
   Agile Sprint Fix: Implement AI-powered pre-fill based on resident history.

3. **"I have to scroll too much to find a resident's name."**
   → 🛠 Enable search or alphabetical filtering on the resident list.
   Agile Sprint Fix: Add a searchable dropdown or A–Z filters in the UI.

4. **"Sometimes the app lags when switching between tabs."**
   → 🛠 Optimize screen transitions and preload key data.
   Agile Sprint Fix: Assign dev task to streamline API calls in next sprint.

5. **"It's hard to tell what's urgent and what's not."**
   → 🛠 Use color-coded priority tags for tasks or alerts.
   Agile Sprint Fix: Redesign task list with priority labels (e.g., High, Medium, Low).

6. **"I'm not sure if I completed all required tasks by the end of the shift."**
   → 🛠 Add a shift summary or checklist at the end of each day.
   Agile Sprint Fix: Build a dashboard widget showing "Tasks Remaining."

7. **"The text is too small on the tablet we use."**
   → 🛠 Improve accessibility with larger fonts and scalable UI.
   Agile Sprint Fix: Redefine font sizes using relative units (em/rem).

8. **"I sent a message to the wrong family member by mistake."**
   → 🛠 Add a review step before sending messages.
   Agile Sprint Fix: Add a final confirmation screen before message delivery

9. **"There's too much going on in the dashboard—it's overwhelming."**
   → 🛠 Simplify layout using collapsible sections and progressive disclosure.
   Agile Sprint Fix: Redesign dashboard with collapsible panels or tabs.

10. **"It takes too many steps to do simple things like logging vitals."**
    → 🛠 Introduce quick-action shortcuts or voice-assisted logging.
    Agile Sprint Fix: Add a floating quick-action menu for most-used tasks.

/15 Conclusion

Designing with empathy and urgency for those who care for others

Through these conversations with frontline caregivers, it became clear that the real challenge isn't just managing tasks—it's managing time, emotions, and documentation under pressure. Gabby was designed not as another tool to learn, but as a quiet assistant that works with their pace, not against it.

Key insights from the interviews included:

- Caregivers often delay or forget documentation due to high-pressure workflows.
- Existing systems are cumbersome, leading to partial or missed data entry.
- Voice input and real-time note-taking are seen as major time-savers.
- There's a strong need for smart alerts to catch early signs of deterioration.
- Privacy and reliability are non-negotiable for any in-shift digital tool.

Gabby is built to meet these needs with minimal disruption, enabling caregivers to focus more on what matters most—caring for people.

Explore More
To see how these insights came to life,
watch the prototype video and dive into detailed screens on my portfolio section

→ Project Portfolio