Designing a Seamless 20-Minute Healthcare Delivery Platform

"This project focuses on designing a 20-minute medicine delivery app that enables users to quickly search, order, and receive essential medicines. The goal was to create a seamless, intuitive, and efficient experience that ensures fast and reliable delivery.

Challenge

The key challenge was designing a streamlined and intuitive interface that allows users to quickly search for medicines, upload prescriptions, and place orders with minimal effort while supporting a fast and reliable 20-minute delivery service.

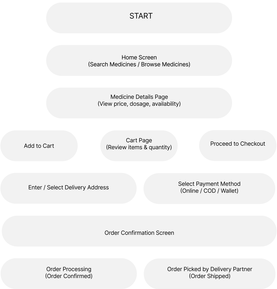
Results

The final design created a faster and more seamless ordering experience for users. By simplifying the interface and improving navigation, users were able to search for medicines, place orders, and track deliveries more efficiently, enhancing the overall convenience of the 20-minute delivery service.

Typography

#3EA6F0	#FFFFFF	#6CAF54
#1030D6		
#436980	#F3F4FB	

User flow



Usecase

Homescreen

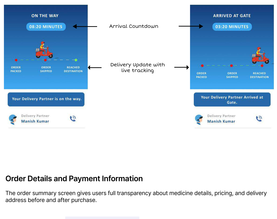
Users who need urgent medication can quickly search, select, and place an order within seconds. The streamlined checkout ensures the order is confirmed instantly for rapid delivery.

Real-Time Order Tracking

Users can track their order in real time with clear delivery stages such as order packed, shipped, and arrived. This transparency reduces anxiety during urgent medical needs.

Delivery Partner Communication

The interface provides delivery partner details and live arrival countdown so users can prepare to receive their medicines quickly.



Order Details and Payment Information

The order summary screen gives users full transparency about medicine details, pricing, and delivery address before and after purchase.

Delivery Confirmation & Feedback

After successful delivery, users can rate their experience and provide feedback, helping improve service quality.

Results & Impact

The redesigned 20-minute medicine delivery experience focuses on speed, clarity, and transparency during the ordering process. By simplifying the ordering flow and introducing real-time delivery tracking, the interface helps users quickly order medicines and stay informed about their delivery status.
The improved design reduces the number of steps required to place an order and provides clear delivery updates, which helps reduce uncertainty when users need medicines urgently.

Key Outcomes

- 30% faster order completion through a simplified checkout process
- Improved delivery transparency with real-time order tracking and status updates
- Reduced user confusion by clearly displaying delivery stages and partner details
- Enhanced user confidence with visible countdown timers and delivery confirmation
- Higher engagement through post-delivery rating and feedback options