

Table 3

Heuristic Evaluation of MyHR Using Health Literacy Online Checklist

Domains	Checklist Criteria	Information Website	Record
1. Write actionable content	a. Identify user motivations and goals.	Y	N—no introductory statements on home page.
	b. Put the most important information first.	N—key information not consistently in first paragraph.	N—no introductory statements on home page.
	c. Describe the health behavior—just the basics.	Y	N—inconsistent instructions throughout.
	d. Stay positive. Include the benefits of taking action.	Y	Y
	e. Provide specific action steps.	Y	N—inconsistent instructions throughout.
	f. Write in plain language.	N—mean Flesch-Kincaid grade level >11, long sentences (sometimes >20 words), jargon used without explanation in places.	N—poor use of active voice. Readability untested.
	g. Check content for accuracy.	Y	Y
2. Display content clearly on page	a. Limit paragraph size. Use bullets and short lists.	Y	Y
	b. Use meaningful headings.	Y	N—too many headings, with layering of key information under other headings, which makes navigation to some parts of the record difficult.

	c. Use readable font that's at least 16 pixels.	Y	Y
	d. Use white space and avoid clutter.	Y	Y
	e. Keep the most important content above the fold—even on mobile.	N—key information sometimes below the fold.	N—important content on home page falls below the fold.
	f. Use links effectively.	Y	N—links not clearly differentiated from surrounding text.
	g. Use color or underline to identify links.	Y	N—links not clearly differentiated from surrounding text.
	h. Use images that help people learn.	N—few images used on site.	N—no images.
	i. Use appropriate contrast.	Y	Y
	j. Make web content printer friendly.	Y	Y
	k. Make your site accessible to people with disabilities.	N—investigators unable to get access keys to work.	N—investigators unable to get access keys to work.
	l. Make websites responsive.	Y	Y
	m. Design mobile content to meet users' needs.	Y	Y
3. Organize content and simplify navigation	a. Create a simple and engaging home page.	N—some of the links would be better represented by clickable buttons. Image of health professional used makes the page appear designed for a health professional rather than consumer.	Y
	b. Label and organize content with your users in mind.	Y	Y

	c. Create linear information paths.	Y	Y
	d. Give buttons meaningful labels.	Y	Y
	e. Make clickable elements recognizable.	N—only when the user skims across some headings with their mouse do they change and become active clickable buttons, which may not be obvious to the average user.	N—links not clearly differentiated from surrounding text.
	f. Make sure browser “back” button works.	Y	Y
	g. Provide easy access to home and menu pages.	Y	Y
	h. Give users options to browse.	Y	Y
	i. Include a simple search function.	N—search function not obvious. No heading such as “search My Health Record” or “Go” button.	N—no search function.
	j. Display search results clearly.	Y	N—no search function.
4. Engage users	a. Share information through multimedia.	N—text only, few pictures, no multimedia used.	N—no ability to share information
	b. Design intuitive interactive graphics and tools.	N—no use of interactive graphics or tools.	N—however, a number of interactive quizzes about child health are available through parent’s section.
	c. Provide tailored information.	N—no ability for users to enter personal details to tailor and guide their information gathering.	Y

	d. Create user-friendly forms and quizzes.	N—no forms or quizzes.	N—forms can be challenging to find in the record and not intuitive to use.
	e. Consider social media sharing options.	N—no social media sharing option	N—no social media sharing options

Source: US Department of Health and Human Services, Office of Disease Prevention and Health Promotion. “Health Literacy Online: A Guide to Simplifying the User Experience.” 2nd ed. 2015. Available at <http://health.gov/healthliteracyonline/>.