Medical Product UX Design
Collaboration Tips for Designers and Medtech Companies

**1. DESIGNERS**
Meet with clinicians to learn about the problem the product solves and stakeholders' business objectives and desired outcomes.

**2. DESIGNERS**
Don’t be intimidated if you receive significant, candid feedback from clinicians or scientists. Continue to be professional and ask questions.

**3. DESIGNERS**
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Ask detailed questions about the device and its context, and listen carefully to answers and rationales.

**4. DESIGNERS**
Be prepared to learn on the job. Keep growing your knowledge about the healthcare industry and clinical environment with each project.

**5. DESIGNERS**
You likely won’t be able to conduct focus groups, user-test ideas, or observe patient appointments yourself. So you may need to get creative with how you gather information about the patient experience.

**6. DESIGNERS**
Ask for photos of the environment in which the device will be used (with the patients’ faces blurred) so you can see how the clinician will operate it.

**7. DESIGNERS**
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**8. DESIGNERS**
When onboarding a design team, providing them with more than just specs is essential. To create a successful product, they’ll need access to user research that reveals the needs, perspectives, and pain points of patients, caregivers, and healthcare workers.

**1. MEDTECH COMPANIES**
Don’t wait to engage a designer. Establishing a clear UX design direction from the start of the development process pays dramatic dividends.

**2. MEDTECH COMPANIES**
When hiring a designer, pay attention to soft skills. Prioritizing these skills can set your project up for success.

**3. MEDTECH COMPANIES**
Great UX designers know how and when to ask questions. Look for candidates who are skilled at extracting details from technical data and understanding users.

**4. MEDTECH COMPANIES**
Design deliverables such as user cases, user flows, and diagrams make business analytics, project management, and internal stakeholders happy.

**5. MEDTECH COMPANIES**
Be prepared to meet and share a description of the medical procedure and its duration, the context of the device’s use, usage frequency, and operating conditions.

**6. MEDTECH COMPANIES**
Design deliverables such as user cases, user flows, and diagrams make business analytics, project management, and internal stakeholders happy.

**7. MEDTECH COMPANIES**
When a new product is about to launch, the medtech company works with the design team to ensure a smooth transition from the clinical environment to the real world.