

On-Screen Text

On-Screen Text Examples

The set of screenshots below is from an enrollment application project. My role as tech writer on the project was to create the on-screen text and manage the form layouts.

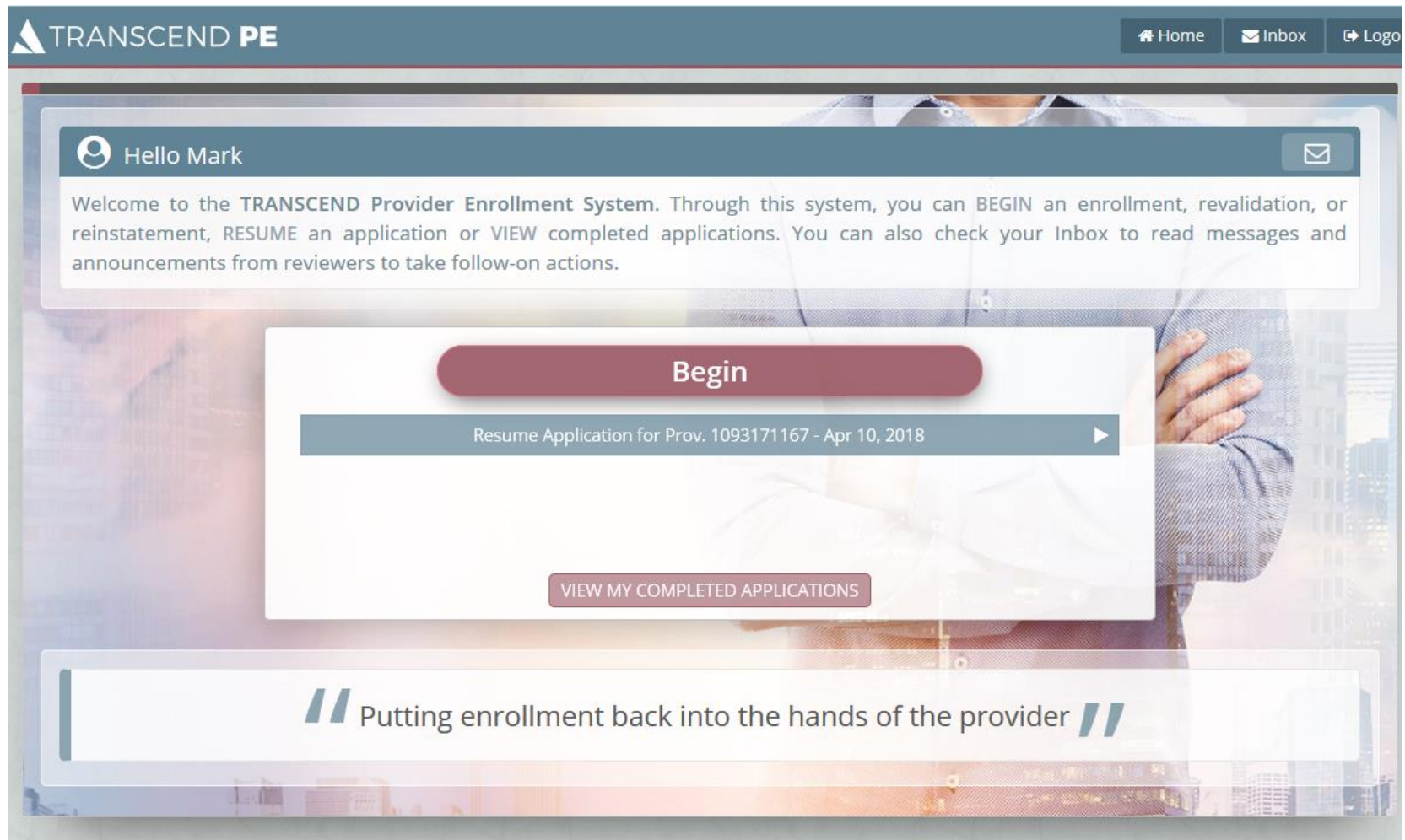
When creating on-screen text for applications, I aim for being concise but complete. To support the explanations, I utilize field labels along with form titles and subtitles to aid the user in understanding what the text is saying to do. At times, I also use background highlighting, bordered areas, and font variations to add visual cues.

In order to achieve this, I work closely with the UI/UX application designer, the solution architect, and the developers to understand the application and have them incorporate elements I need. For the enrollment application project, they wrote an internal CMS for the application that enabled me to build and modify the forms while staying within their standards and guidelines.

On-Screen Text

Application Welcome and Instructions

For the Dashboard that enrollees see first upon entry to the application, I welcome them with instructions on how to proceed using the three main operations in caps to provide additional visual cues.



SCREENSHOT 1: DASHBOARD WITH WELCOME AND INSTRUCTIONS

On-Screen Text

External Link and Warning

Providers must indicate whether they are required to have a compliance program by consulting an external website. I direct them to the site using an icon similar to the external link icon used in Wikipedia for familiarity. The highlighted warning at the top informs enrollees of potential financial risks if they jump ahead of the enrollment process.

TRANSCEND PE Home Inbox Logo

Practitioner Enrollment - OMIG Compliance

Please provide the following answers

Please note, you will be at financial risk if you render services to Medicaid beneficiaries before successfully completing the enrollment process. Payment will not be made for any claims submitted for services, care, or supplies furnished before the enrollment effective date authorized by the Department of Health.

Enrollment Effective Date*

Are you enrolled in Medicare?* [?](#)
☐ Yes ☐ No

Review the **Are You Required to Have a Compliance Program?** questionnaire on the [OMIG Compliance](#) website. If a compliance program is required, you must upload a copy of the OMIG Provider Compliance Program confirmation page along with the other required documents in a later step.

Are you required to have a compliance program?* [?](#)
☐ Yes ☒ No

If you have any questions, contact the eMedNY Call Center at (800) 343-9000

PREV NEXT

SCREENSHOT 2: EXTERNAL LINK AND WARNING

On-Screen Text

Multiple Repeating Entries

Some providers render services at multiple locations which need to be entered in the enrollment system. In order to scale the form to handle providers with different numbers of locations, the Add function allows providers to enter their additional locations and tag them with a unique identifier that they specify for ease of identification. I conveyed this in three sentences in concert with the form description and field labels.

TRANSCEND PE

Home Inbox Logo

Practitioner Enrollment - Service Address (Physician only)

Enter Where Services Are Performed Plus Practice Type and Locale

ADD CANCEL

Unique Identifier for this Entry

You can add multiple entries of the fields below. Each entry can be assigned a unique identifier to help you refer back to the data you've entered. Use the Add button to save your data and begin another entry.

Type of Practice*

☐ Group ☐ Individual

Place of Service*

☐ Hospital/Nursing Home ☐ Private Office ☐ Freestanding Clinic

Doing Business As Name

Address (P.O. Box not allowed)*

Attention To

Address Line 1

Address Line 2

City

Zip Code

Validate

PREV

NEXT

SCREENSHOT 3: MULTIPLE REPEATING ENTRIES INSTRUCTIONS

On-Screen Text

Conditional Options

Not all providers pay an application fee and only the ones that do see this form. They may also apply for a waiver due to certain conditions and not pay the fee. I make sure that it is clear how to make out the check and where to send it, and make equally clear the circumstances for applying for a waiver. Also, I reversed the order of instructions for Yes and No on paying the fee by having No first for additional emphasis.

The screenshot shows a web application interface for Transcend PE. The top navigation bar includes the Transcend PE logo and links for Home, Inbox, and Logo. The main heading is "Practitioner Enrollment - Application Fee". The form content is titled "Are You Paying The Application Fee?". It states that a \$560 fee is required and provides the address for checks: eMedNY, PO Box 4603, Rensselaer, NY 12144-4603. It then lists two conditions for a fee waiver: being enrolled elsewhere or having paid the fee, and claiming a hardship. The form asks the user to select "Yes" or "No" based on whether they are requesting a waiver or paying the fee. The "No" option is selected. Navigation buttons for "PREV", a menu, a save icon, and "NEXT" are at the bottom.

TRANSCEND PE

Home Inbox Logo

Practitioner Enrollment - Application Fee

Are You Paying The Application Fee?

A fee of \$560 is required for this application. Please submit a check payable to *New York State Department of Health* to the address on the right and include your NPI or Federal Employer Identification Number (FEIN) on the check.

eMedNY
PO Box 4603
Rensselaer, NY 12144-4603

You may, however, qualify for a waiver and not have to pay the fee for either of the following:

- You Are Enrolled In A Program Elsewhere or Have Paid The Fee
- You Are Claiming A Hardship

Select No if you are requesting a Waiver. Select Yes if you are paying the NY Medicaid application fee.*

☒ Yes ☐ No

PREV [Menu] [Save] NEXT

SCREENSHOT 4: CONDITIONAL APPLICATION FEE OPTIONS

On-Screen Text

Uploading Attachments

Providers must upload one or more documents. I tell them how to get the documents from their system to the application, and how to work with them once they are uploaded. In addition, I used a larger font offset in a bounded area to clearly list the allowable document types.

The screenshot shows the 'Practitioner Enrollment - Document Uploads' page in the Transcend PE application. The page has a dark blue header with the Transcend PE logo and navigation links for Home, Inbox, and Logo. Below the header is a dark gray bar with the title 'Practitioner Enrollment - Document Uploads'. The main content area is titled 'Upload The Required Documents To Support Your Application'. It contains a paragraph of instructions: 'For each required document under Files to Upload, click Choose to navigate to its location and Upload to upload it to the portal. Uploaded documents are listed on the right and may be removed by clicking the Delete button.' Below this is a box labeled 'Allowable document types are' containing the text 'PDF • gif • jpg • tiff'. The interface is divided into two main sections: 'Files to Upload' and 'Uploaded Files'. Under 'Files to Upload', there is a section for 'License/Registration' with three buttons: '+ Choose', 'Upload', and 'Cancel'. The 'Uploaded Files' section is currently empty. At the bottom of the interface, there are navigation buttons: '< PREV', a menu icon, a document icon, and 'NEXT >'. The background of the interface features a blurred image of a medical stethoscope and a keyboard.

SCREENSHOT 5: UPLOAD ATTACHMENTS INSTRUCTIONS