

Table 2 Number of problems associated with all Nielsen principles in laboratory information system, divided by different sections

Heuristic	Outpatient admission	Inpatient admission	Sample collecting	Result reporting	Total
Visibility of system status	8	8	5	6	27
Match between system and real world	2	2	2	2	8
User control and freedom	1	1	2	1	5
Consistency and standards	8	8	5	5	26
Help users recognize, diagnose and recover from errors	1	1	0	0	2
Error prevention	5	3	3	4	15
Recognition rather than recall	4	4	0	3	11
Flexibility and efficiency of use	10	10	6	6	32
Aesthetic and minimalist design	9	7	5	6	27
Help and documentation	3	3	1	2	9
Total (%)	51 (31.48%)	47 (29.01%)	29 (17.90%)	35 (21.60%)	162