



Are you well ?

augmenting the stressed mainstream health infrastructure
extending the leverage of existing health & social infrastructure

July 2020



COVID-19
HEALTH ASSISTANCE

Disclaimer

Information regarding potential product direction is only intended to outline our general product concept direction.

The information mentioned here is not a commitment, promise, or legal obligation.

The future development, release, and timing are only indicative in nature and are subject to changes at our sole discretion.

COVID-19 Stress on Society

Entire communities are under tremendous stress

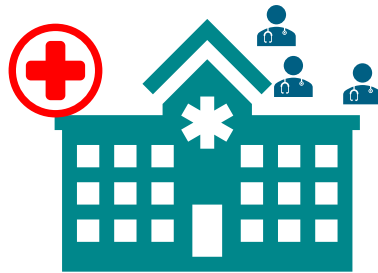
Regular Citizens



Worried about:

- How to stay safe
- What to make of certain symptoms
- Visiting healthcare facilities
- How to resume normal way of life
- Employment

Healthcare Institutions



Worried about:

- Surge in hospitalization of patients
- Capacity to provide care for the critically ill
- How to detect and provide early care to prevent hospitalization

Workplaces



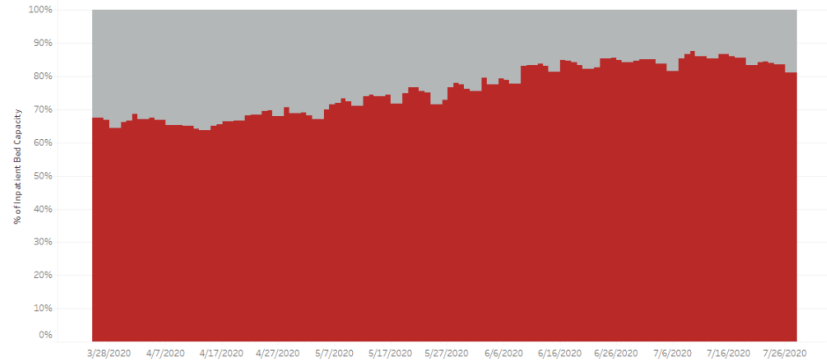
Worried about:

- Sustaining the business by resuming safely
- Protecting Employees

Example: COVID-19 Stress on Arizona Hospitals

Number of Inpatient Beds Available and In Use at Arizona Hospitals

■ Inpatient Beds Available
■ Inpatient Beds In Use



- Increased hospitalization **localized** to some states and regions
 - State of Arizona reported 85% full
 - Maricopa County registered most cases. More than twice all other counties combined!
- Total COVID positive: 12.7%
- Hospitalization rate: 6% of total cases

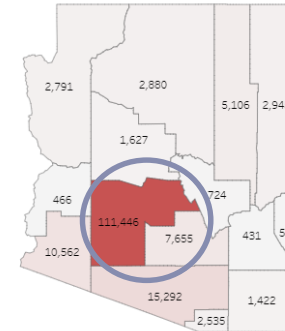
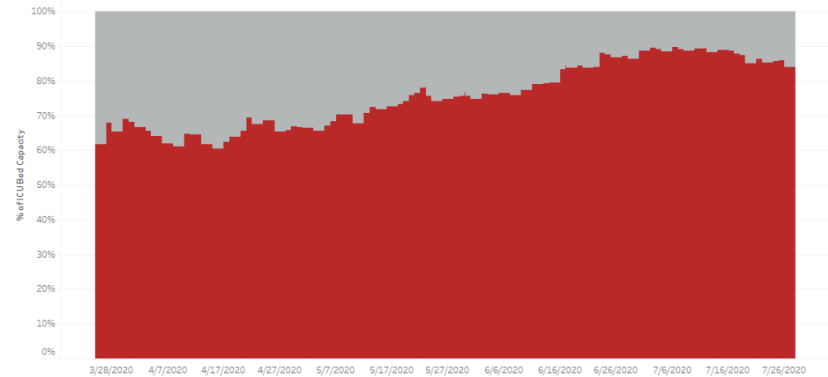
Increased hospitalization rate can overrun hospitals!

Number of Intensive Care Unit (ICU) Beds Available and In Use at Arizona Hospitals

Hover over the icon to get more information on the data in this dashboard.



■ Adult Intensive Care Unit Beds Available
■ Adult Intensive Care Unit Beds In Use





COVID-19
HEALTH ASSISTANCE

Are You Well?

**Comprehensive medical
assistance system, designed
to augment the stressed
mainstream healthcare
infrastructure**

“Are you well?” is a comprehensive medical assistance system that augments the current health care infrastructure



COVID-19
HEALTH ASSISTANCE

**Record &
Assist**



**Monitor and
guide**



**Group Health
Dashboard**



**Integrate
with Health
system**



**Assist
Governance
&
Compliance**

The application will play a crucial role in combatting Covid-19

Reducing the stress on our over-taxed medical system

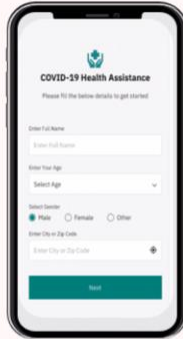
Providing a linkage with vital information and services

Helping us to return to a new normal and re-open society



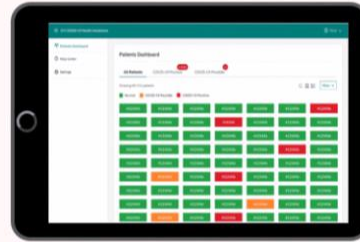
360° Global view

Mobile APP



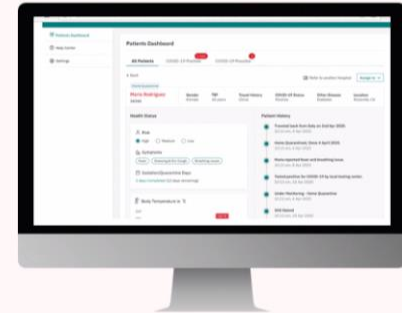
Don't wait until it's too late, with a simple APP on your mobile, they'll hear you.

Global View



Dashboard view of the registered patient records.

Doctor's Screen



Follow a doctor's advice at all times. Only he will know what to do.

“Are You Well ?” Feature List



COVID-19
HEALTH ASSISTANCE

Mobile App

Healthcare Monitoring System

Patient
assistance

Enable
Medical
Assistant

Governance
and regulation

Integration

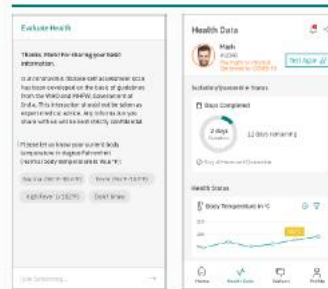
- Patient Registration
- Android App
- Patient dashboard
- Record health parameters and obtain guidance
- Quarantine and testing guidance
- SOS functionality
- Chat with Healthcare providers
- IBM Watson Assistant integrated

- Responsive Design
- Operator dashboard
- Auto triage of patients
- Call / chat with patient
- Assign patient to medical expert
- Send ambulance to patient
- Reassign patient to another facility
- Medical expert (Doctor/Nurse) dashboard
- Medical expert call / chat with patient
- Scalable deployment on IBM Cloud

Designing an end-to-end solution via design thinking process. Seamless experience for Patient and Medical practitioners using persona, user journey.



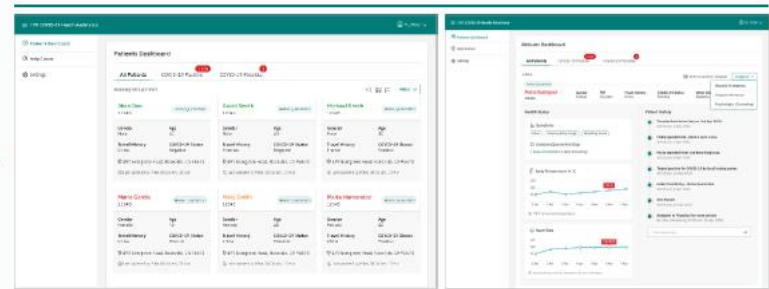

Patient & Patient Assistant



Symptoms Chatbot

Daily Health Data


Medical Assistant & Physician / Doctor



Monitoring Dashboard

Patient Details



Carbon Design System

Aligned to carbon design guidelines,
Visual accessibility taken care.



frog Design

Experience of working with IBM,
Understanding of human centred design.



1. Patient can register, get health evaluation and share health records on mobile app in few steps with ease and confidence
2. Medical assistant can monitor (n) number of patients, identify critical patients and initiate steps to provide them right available medical treatment without any delay.
3. A Health administrative appointee of Government, Health institute, Hospital or Local Agency can rapidly deploy the system to augment the stressed mainstream health infrastructure in the crisis situation.
4. Doctor is able to virtually attend to more critical patients in less time and guide them with right treatment based on their health record and stay connected with them till their recovery without getting over-worked.

Business Model – Multi-sides Platform

Platform Constituents

+

Value Exchange

+

Ability to Connect



**CORE
PLATFORM
INTERACTION**

Citizen Users

- Capgemini employees & partners
- Our clients' employee & partners
- App stores (general public availability)

Healthcare Providers

- Hospitals/ hospital chains
- Government managed healthcare systems
- Community clinics
- Private medical facilities

- Informed citizenry
- Expert advice
- Access to resources
- Population monitoring
- Population data gathering (in accordance to privacy standards and laws)
- Reduced stress on medical infrastructure

- Ease / convenience of mobile application
- Intuitive design/navigation
- Easy onboarding and adoption
- Seamless two-way communications
- Expert advisory

***The
“Are you well ?”
Platform***

Target Users & Channel

“Are You Well ?” Roadmap



COVID-19

HEALTH ASSISTANCE

+1 month

+2 Months

Beyond

Patient
assistance

Enable
Medical
Assistant

Governance
and regulation

Integration

- iOS App
- Voice based patient interaction
- Create dashboard based on locations
- Export recorded data via Email
- Configurable questions
- Enhance Medical Assistant dashboard
- Identify Hotspots
- Enhance Patient dashboard

- Specific integrations with Government or local authority records
- Responsive Design
- Opt-in Geo fencing to assist Quarantine cases
- Updates based on feedback

- Integrate with health systems like first responder, hospital database, insurance systems, etc
- Support medical wearables and apps



COVID-19
HEALTH ASSISTANCE

“Are you
well?”

Target pandemic
and crisis situation

Patient Assistance

*Signup with a central
monitoring system*

- *Get all assistance and info in this crisis situation*
- *Record your health parameters based on expert defined guidelines*
- *assist the out stressed medical system with altruistic purpose*

User Mobile App

Central Monitoring System

- *Dashboard view of the registered patient records and condition*
- *Focus on critical situations with informed insight*
- *Assist in connecting critical patients with available medical treatment*

*Web based monitoring
and alerts*

End-to-end Use Case for future

- *Create zones for hot spot detection or locality based actions*
- *Opt-in Geo fencing to restrict movement of possible and confirmed cases*
- *Extend to make it configurable to integrate with all patient monitoring system*

*Future Governance Use
cases*

alTRAN

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