



## Are you well ?

Comprehensive medical assistance system augmenting the stressed mainstream health infrastructure

July 2020

**alTran**  
Part of Capgemini



**COVID-19**  
HEALTH ASSISTANCE



# Disclaimer

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

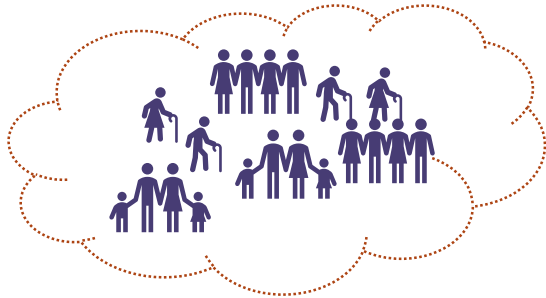
The information mentioned here is not a commitment, promise, or legal obligation.

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 prevent hospitalization by detecting and providing early care

## Workplaces

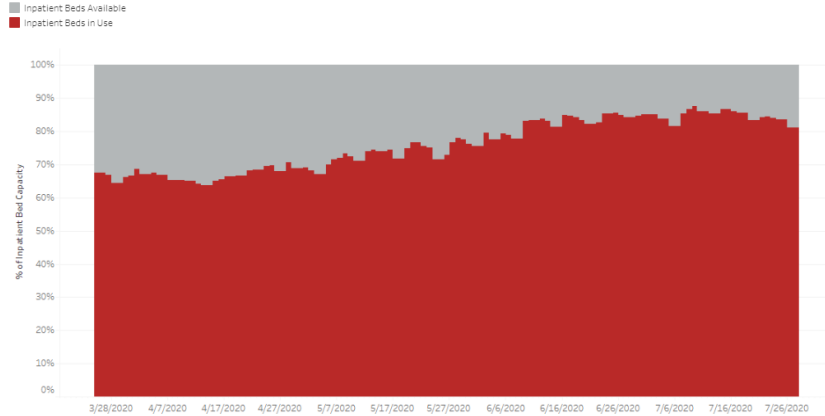


### Worried about:

- Sustaining the business by resuming operations safely
- Protecting Employees
- Costs and liabilities to business

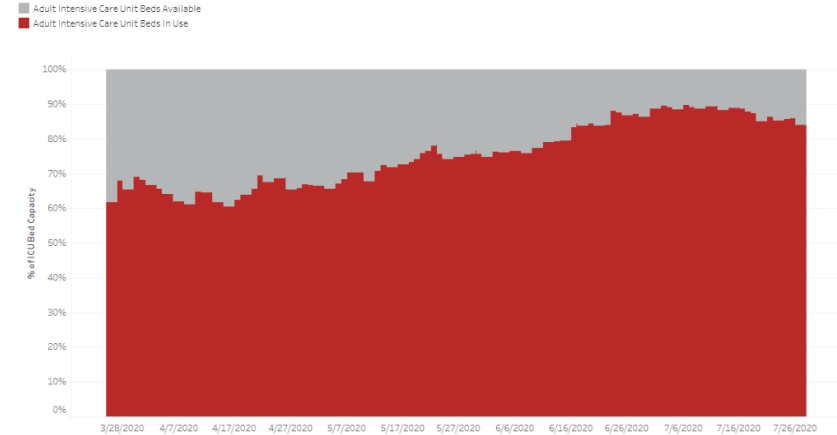
# Example: COVID-19 Stress on Arizona Hospitals

Number of Inpatient Beds Available and In Use at Arizona Hospitals

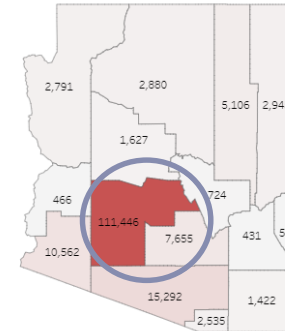


Number of Intensive Care Unit (ICU) Beds Available and In Use at Arizona Hospitals

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



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



**Increased hospitalization rate can overrun local hospitals!**



**COVID-19**  
HEALTH ASSISTANCE

## Are You Well?

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

## 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



# “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**

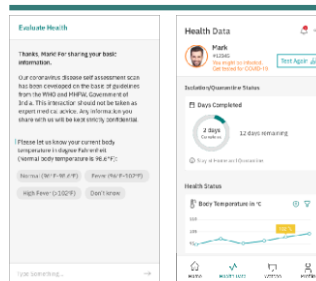


**Assist  
Governance  
&  
Compliance**

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



Patient &amp; Patient Assistant

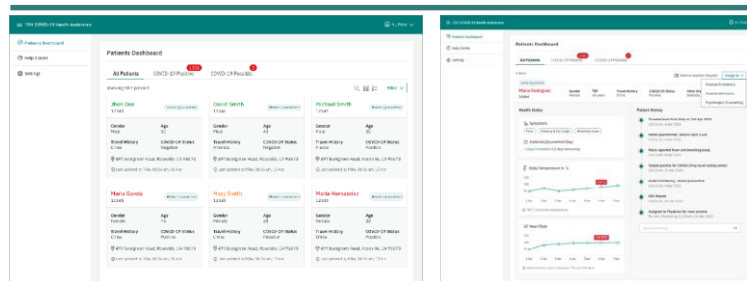


Symptoms Chatbot

Daily Health Data



Medical Assistant &amp; Physician / Doctor



Monitoring Dashboard

Patient Details



Carbon Design System



frog Design

Aligned to carbon design guidelines, Visual accessibility taken care.

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





## Medical Help Seekers



### Patient



1. Healthy Person

Can check Information & Safety Tips

2. Medium Risk Patient

Can capture symptoms, check Information & Safety Tips

3. High Risk Patient

Can capture symptoms, check Information & Safety Tips



### Patient Assistant




Health worker or Government assigned person who is capturing symptoms of multiple patients on behalf of them.

Can check list of patients, add new patient, capture symptoms on patients behalf.

*\*Future Scope*



## Healthcare Providers



### Medical Assistant



Health Worker or Medical Staff who is monitoring  
N number of patients and assigning critical ones to right  
available physician or doctor

Monitor multiple patients, identify critical ones and  
assign them to available physician



### Physician



Physician \ Doctor who can see details of the patients along  
with history and symptoms captured on mobile by patients.

Monitor multiple patients, identify critical ones and guide  
them to healthy recover and provide advice to them.



## Administrative appointee



### Administrator



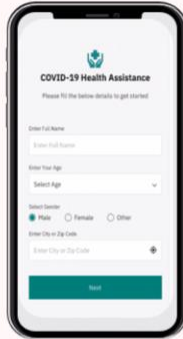
Health Service Provider Administrator who can configure  
Watson Questionnaire and Risk evaluation algorithm.

Rapidly deploy and configure the entire system.



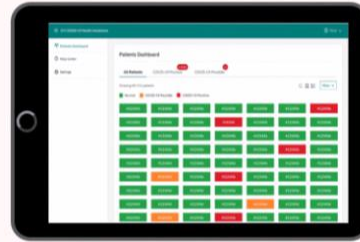
# 360° Global view

## Mobile APP



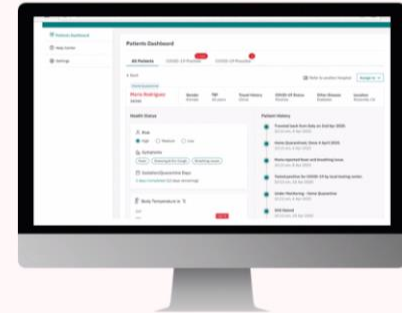
Don't wait until it's too late, with a simple APP on your mobile, they'll hear you.

## 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.

# Hills

Who, What, and the Wow



**COVID-19**  
HEALTH ASSISTANCE

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.

# “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
- Medical Assistant dashboard
- Auto triage of patients
- Call / chat with patient
- Assign patient to medical expert (Doctor / Nurse)
- Send ambulance to patient
- Medical expert dashboard
- Medical expert updates patient health risk status
- Medical expert call / chat with patient
- Scalable deployment on IBM Cloud



# 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
- Refer patient to Emergency Services
- 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
- Refer patient to Counseling Services
- Push notifications

- Integrate with health systems like first responder, hospital database, insurance systems, etc.
- Support medical wearables and apps
- Integrate with IBM CloudPak for Data for Analytics, regulation compliance, and large scale deployments





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*

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