

Transforming Patient Experience with a Digital Front Door for a Healthcare Clinic



Problem

Patients at the Healthcare Clinic faced frustrations with long wait times, difficulty navigating the healthcare system, and fragmented communication with providers.

Solution

Development of a comprehensive "Digital Front Door" platform offering patients a range of online services:

- ✓ **Online Appointment Scheduling:** Convenient and streamlined appointment booking.
- ✓ **Medical Record Access:** Secure access for patients to view their medical history.
- ✓ **Care Team Messaging:** Direct communication with healthcare providers.
- ✓ **Virtual Visits:** Ability to conduct telehealth consultations

Results

- ✓ Dramatically improved patient experience with increased satisfaction scores.
- ✓ Dramatically improved patient experience with increased satisfaction scores.
- ✓ Dramatically improved patient experience with increased satisfaction scores.

Technology Stack

- ✓ **Patient Portal:** Custom web application built using modern frameworks (React, Angular, etc.).
- ✓ **Backend:** Robust backend system (Node.js, Java, Python) for data processing and management.
- ✓ **Database:** Flexible database solution (NoSQL like MongoDB or traditional like MySQL).
- ✓ **Integration:** Secure APIs for seamless integration with EHRs (Electronic Health Records) and other healthcare systems.

Software Development

- ✓ **Methodology:** Agile development for flexibility and rapid iteration based on user feedback.
- ✓ **Focus:** Prioritizing intuitive user experience (UX) design.
- ✓ **Compliance:** Strict adherence to HIPAA guidelines for secure data handling and patient privacy.

Before Metrics

Appointment no-show rate: 15%

Patient satisfaction score: 70%

After Metrics

Appointment no-show rate: 8%

Patient satisfaction score: 85%