Case Study ID: TC-001

Title- Telemedicine: Connecting Patients and Doctors through Real-Time Video Consultations

2. Introduction

Telemedicine has changed the way we access healthcare, especially for people living in remote areas. This research focuses on HealthConnect, a telemedicine platform that allows patients to talk to doctors via video, making treatment easier and more convenient. How it works and the challenges it faces Problems in delivering services and solutions to improve patient care and overall performance.

3. Background

Organization/System Description:

HealthConnect is dedicated to eliminating healthcare disparities among people in rural communit ies. Through the platform, patients can have virtual consultations, schedule followups, and even r eceive healthcare from the comfort of their own homes. This configuration enables the platform t o manage different patients and maintain quality services. WebRTC technology enables real-time video communication to complete the interaction between patients and doctors.

4. Problem Statement

Latency Issues:

Latency Issues: Some patients experience delays during video calls, which can be frustrating and affect the consultation process. Serious concerns about data breaches.

5. Proposed Solutions

Method:

Network Upgrade: HealthConnect decided to upgrade its network infrastructure to increase band

width in order to reduce latency and improve user experience. QoS protocol to monitor the priori ty of video traffic to ensure smooth and uninterrupted communication.

Technology/Methods Used:

WebRTC: This technology was chosen for its ability to facilitate direct video communication bet ween users and reduce latency. Security, protecting patient privacy while talking.

6. Implementation

Process:

Network Assessment: HealthConnect conducted a comprehensive assessment of its existing netw ork to identify potential conflicts and areas for improvement. Update software to improve efficie ncy.

Staff and patient education: The organization developed easy-to-
follow guidelines and held training sessions to ensure everyone can easily use the new system.

ISP partnership: HealthConnect secures higher bandwidth and establishes redundant connections with network providers.

Introduction of video conferencing tools: They ensure that all devices used by patients and provi ders are compatible with the latest video conferencing tools. and Feedback: The forum works to collect user input for revisions before a full release is made: 1 month

7. Results and Analysis

Received:

Latency Improvement: After the upgrade, latency during calls was reduced by 40%, making the c hat smoother. imagine a better experience in telemedicine.

Network performance measurement: Monitoring tool helps ensure reliable service by showing lo wer dropout rate and better video quality. Facilitates treatment.

8. Security Integration

Security measures:

End-to-end encryption:

HealthConnect uses encryption for all video sessions to keep patient information secure.

9. Conclusion

Background:

Improving HealthConnect's network infrastructure and security measures have improved the qua lity of telehealth services, promoting better patient care and satisfaction. IT team dedicated to mo nitoring and troubleshooting network performance. Collaborating to provide technology to under served communities to enable more patients to benefit from telehealth services.

10. References

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White, L. (2023). "Security in Telemedicine: Protecting Patient Data." Cybersecurity in Healthcare Review.

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SECTION-NO: 04

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