

# Health Cloud Case Study



## Use Case 01

Major Challenges	Scope of Project	Outcome
<p>Amid the COVID-19 pandemic, the Customer spotted a market niche for online on-demand mental health care services.</p>	<p><b>Appointment Scheduling</b> A&gt;Initial patient survey to help identify the patient's needs and concerns. Based on the survey results, the app provides a list of best-suited mental health specialists who can help deal with the described issues. B&gt;Selection of a mental health professional from the list suggested by the app. The patient can view the photo, job title, education, experience, competency area, location, pay rate, patient reviews of a mental health specialist to find the one that suits them best. C&gt; Urgent help for unauthorized users (using "Need to Talk Now" button). The patient is connected with an available mental health specialist that accepts the emergency help request.</p>	<p>The Customer received a fully functional app of their iOS mental health application within 4 months. To ease the future evolution of the software, team provided detailed and clear documentation on the mental health app.</p>
<p>The Customer wanted to launch an Uber-like telemedicine application to connect people experiencing anxiety, depression, crises, etc. with mental health practitioners.</p>	<p><b>Patient-therapist communication</b> A&gt;Online therapy sessions to discuss patients' concerns using in-app video calls. The session with the therapist may be immediate or scheduled. After each session, the patient can rate the provided services and leave the feedback on the therapist's services in the app. If the session was successful and the patient wants to continue working with the specialist, they can add the therapist to favorites and reach out to them again. B&gt;Instant messaging. The patient and the therapist can exchange text messages, images, and links.</p>	<p>Satisfied with the delivered functionality, the Customer launched the app to the market to gather feedback from a focus group of patients and mental health professionals.</p>

## Use Case 02



### Major Challenges

The Customer needed a health monitoring module to expand their software for assisted livings. The solution was to help the caregivers track patients' health status during their stay at the facility.

### Scope of Project

Our team divided the health monitoring module functionality into two groups – vitals and test results.

A>The vitals submodule includes the following elements:

Blood pressure

Pulse Respiration Temperature

Weight

Height

Meal intake

Bowel movement

Fluid intake and output Upon each patient examination the record with certain vitals is created. As healthcare data is aggregated from different modules of the software, each record is marked with a code of its source – M for manual entry, MD for medication delivery, S for confirmed services (shower / bath assistance, housekeeping, meal monitoring / escort to meals and more), I for incident. Moreover, the system processes the aggregated information to notify the providers about the negative changes in resident's health. The caregivers receive alerts about significant weight changes, low meal or fluid intake, low bowel movement and more. s

The test results submodule includes records on blood glucose, INR and pulse oximetry. The results are also marked with sources similar to the previous submodule.

### Outcome

The resulting health monitoring module allows to efficiently track the health status of patients via aggregation of vitals and test results, healthcare data analytics and automated alerts to notify the personnel about the negative changes.

System users can also create reports for each particular resident to get an overview and evaluate his or her state of health during the period of monitoring.

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### Use Case 03



#### Major Challenges

The Customer needed to develop a Health Portal, which could provide an opportunity to consult experts, contribute to debates and find a variety of healthy recipes. Meanwhile, users were to have an ability to get an overall view of the many different healthy initiatives and opportunities

The Customer was looking for a partner to continue the development process, design, architecture and performance of health portal.

#### Scope Of Project

Each health portal user was provided with an individual web page with detailed information. The portal pages were localized for English and Danish cultures, which were switched in line with the user's PC cultural settings. One significant change to the previous version was made: the health Portal maintained authorization and rights division, thus website admin got ample opportunities for managing website content, including user's data edition, activities management, creating questionnaires for each activity and generating summary reports. The health Portal solution also supported two main ways of notification and confirmation: via e-mail and text messages. In addition, the developed solution allowed generating Excel reports by the means of MS SQL Server Reporting Service (SSRS).

#### Outcome

Team developed a complete portal that allowed users to consult experts, contribute to debates and find a variety of healthy recipes. Portal became popular with visitors and still gains popularity.

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