

The logo for emorphis, featuring the word "emorphis" in a lowercase, sans-serif font. The letter "o" is replaced by a red circle with a white arrow pointing clockwise, suggesting a cycle or transformation. The background of the slide features a large, semi-circular graphic with a dark blue outer ring, a red inner ring, and a central area showing a person in a white lab coat interacting with a futuristic, glowing blue digital interface. The interface displays a human silhouette and various data points. The overall aesthetic is clean, modern, and tech-oriented.

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Think • Do • Achieve

Revolutionizing Care Management for Enhanced Patient Care

Case Study

| Solution for Care Management

Revolutionizing Care Management for Enhanced Patient Care

About Client:

Our client is a prominent care management service provider specializing in offering its services to medical practices and small hospitals across the United States. With a commitment to delivering superior patient care, they sought to transform their care management processes.

Client Challenge:

Manual Care Management:

The client's care managers were entrenched in labor-intensive tasks, including making patient calls and even conducting home visits to collect health data. This manual approach led to inefficiencies and delays.

Patient Data Trust:

A major concern was the reliance on patient-reported health parameters, as there were no mechanisms to verify the accuracy of the data.

Diverse EHR Systems:

The client served multiple healthcare entities, necessitating the manual entry of data into various Electronic Health Record (EHR) systems. This practice led to data inaccuracies and operational bottlenecks.

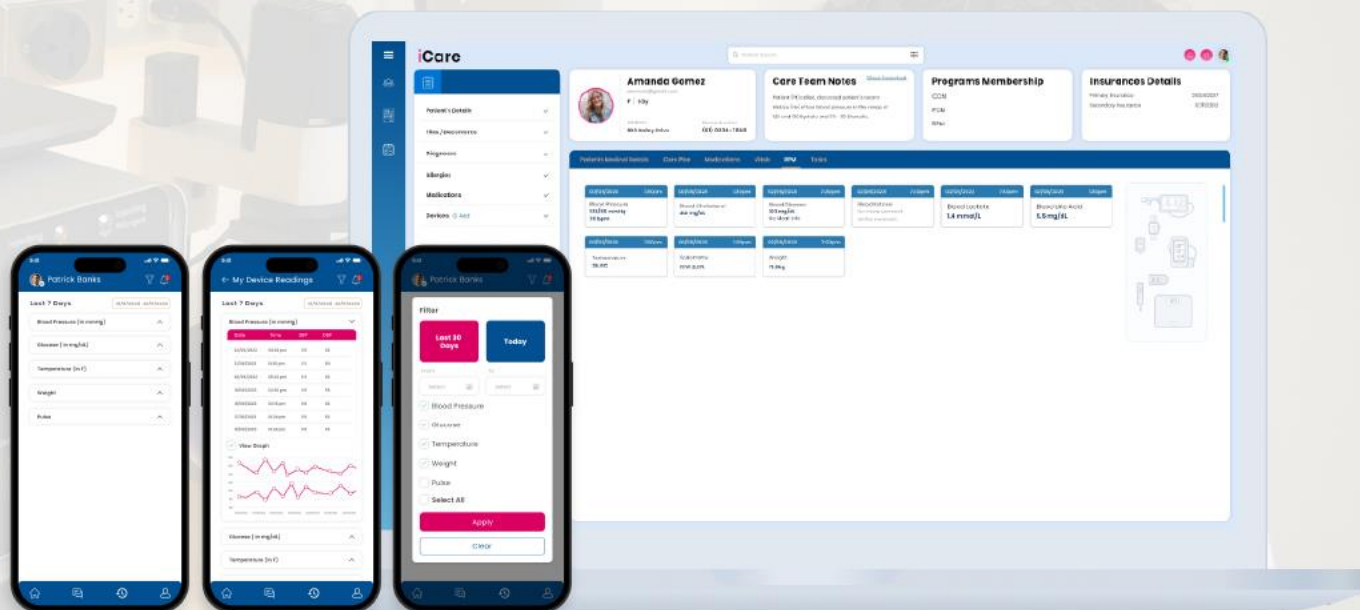
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Our Solution:

Sales Remote Patient Monitoring via Mobile App:

- **Patient-Centric Mobile App:** We engineered a patient-centric mobile application, seamlessly integrating it with a wide array of health monitoring devices through Validic.
- **Automatic Data Capture:** This innovative mobile app autonomously captured essential health parameters, including temperature, heart rate, blood pressure, diabetes indicators, and sleep patterns, using Bluetooth-enabled monitoring devices.
- **Data Flow:** Patient data flowed seamlessly from the mobile app to the care management portal, ensuring real-time updates.

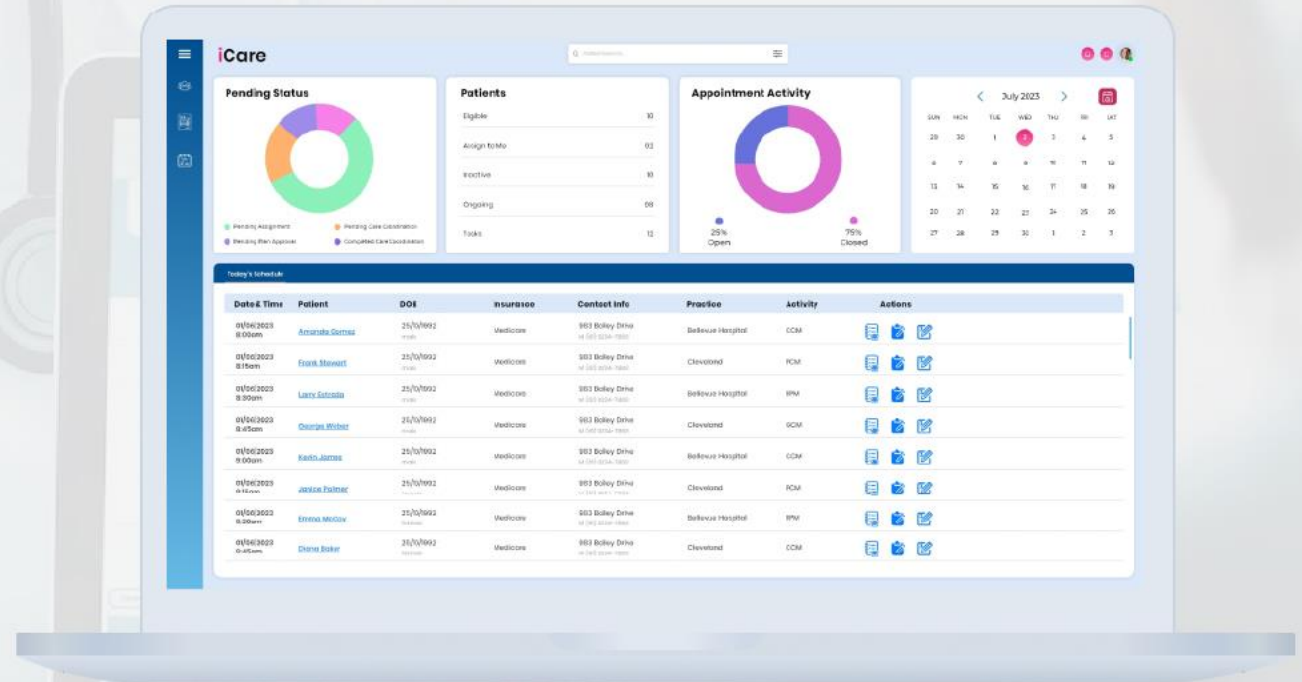


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Care Management Portal:

- **Comprehensive Care Hub:** We architected a comprehensive care management portal, serving as the central platform for care managers.
- **Real-Time Data Access:** Care managers gained immediate access to patient health data, enabling them to analyze and monitor patients effectively.
- **Secure Communication:** The portal facilitated secure patient communication through chat and email, fostering better engagement.
- **Alert Mechanism:** We implemented an alert system to notify care managers about patients who missed health vitals monitoring deadlines or had health parameter breaches, with alerts sent to both patients and associated doctors.



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- **Efficient Care Planning:** Our portal featured easy-to-use workflows for creating care plans tailored to individual patients, allowing care managers to specify necessary goals and interventions.
- **Follow-up Scheduling:** Care managers could conveniently schedule follow-up appointments and reminders to ensure continuity of care.
- **Task Management:** Task management tools were integrated into the portal, enabling seamless coordination among members of the care management team. This ensured that tasks were assigned, tracked, and completed efficiently, optimizing patient care and communication.

EHR Integration:

- **Seamless EHR Connection:** Our solution seamlessly integrated the care management portal with a spectrum of EHR systems used by different healthcare practices.
- **Redox Engine Integration:** To ensure efficient and consistent data synchronization between the care management portal and diverse EHR platforms, we harnessed the power of the Redox engine.

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Medical Billing via CPT Code :

- **Streamlined Billing:** We introduced a dedicated module to assist medical practices (clients of our client) in medical billing using Current Procedural Terminology (CPT) codes, a standardized coding system for medical services and procedures.
- **Clear Billing:** This module facilitated transparent and accurate billing for medical services provided, ensuring that practices billed accurately for each patient encounter.
- **Commission Tracking:** Additionally, this module streamlined commission tracking for our client, allowing them to easily calculate their commissions based on the billed amounts to their client practices.

Versatile Care Management :

- **Multi-Program Execution:** Our platform's versatility allowed for the execution of various care management programs, including Chronic Care Management (CCM), Principal Care Management (PCM), Remote Patient Monitoring (RPM), Transitional Care Management (TCM), and Remote Therapeutic Monitoring (RTM).
- **Customized Care:** Clients could tailor care management programs to meet the unique needs of their patient populations, ensuring personalized and effective care delivery.

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Benefits Delivered:

Efficiency and Accuracy:

- **Streamlined Processes:** Our solution effectively reduced the labor-intensive manual data entry processes, reducing errors and optimizing care manager efficiency.
- **Timely Interventions:** Real-time health parameter monitoring empowered care managers to intervene promptly, leading to improved patient outcomes.



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Enhanced Patient Engagement:

- **Remote Monitoring:** Patients benefited from remote monitoring, which not only enhanced their convenience but also fostered increased engagement in managing their health.
- **Adherence Encouragement:** Timely alerts served as reminders, encouraging patients to adhere to their prescribed health routines.

Streamlined EHR Integration:

- **Interoperable Data:** Redox engine integration simplified the intricacies of connecting with diverse EHR systems, ensuring data consistency and seamless interoperability.

Improved Medical Billing:

- **Accurate Billing:** The medical billing module improved the accuracy and transparency of billing for medical practices, reducing billing errors.
- **Commission Monitoring:** Our client benefitted from streamlined commission monitoring, ensuring they received their dues promptly and accurately.

Customized Care Plans :

Our versatile platform empowered healthcare entities to design and implement customized care plans tailored to the specific needs of their patient populations.

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Efficient Resource Allocation:

The ability to execute multiple care management programs efficiently ensured that healthcare providers could allocate resources effectively to address various patient care scenarios.

Expanded Service Offerings:

Clients could diversify their service offerings by providing a broader spectrum of care programs, catering to a wide range of patient needs and conditions.

Technology Stack:

Java:

Employed for robust backend development and seamless system integration.

Swift:

Utilized for crafting an intuitive iOS app, ensuring an exceptional user experience for patients.

Android Technology Stack:

Leveraged for Android app development, catering to a broad user base.

Redox Engine:

Instrumental in facilitating effortless integration with a myriad of EHR systems, ensuring data coherence and interoperability.

Validic:

Integrated to seamlessly connect a diverse range of health monitoring devices with the patient mobile app, automating data capture.

A close-up photograph of two people in business attire shaking hands. The person on the left is wearing a blue and white checkered suit jacket, and the person on the right is wearing a dark brown suit jacket. The background is blurred, showing what appears to be a modern office or meeting space.

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