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group

Simplify your Healthcare Transformation Journey

Unify the patient experience with digital services that care

Healthcare is integral to humanity's primary needs since the ancient times. This is one field that touches every person living on this planet. The availability of medical services and patient care have been diverse and unevenly scattered across countries, urban and rural settlements, small and big towns.

Today, in the age of digitization, the hitherto written rules of how healthcare was being handled are rapidly changing. Perhaps, never ever before has the disruption in technology been so widespread and all-encompassing.

Digital Transformation is revolutionizing the medical healthcare systems and empowering all stakeholders - the patient, healthcare workers, as well as the support staff, amalgamating into a data driven and an interconnected health ecosystem.

What was rolling is now snowballing

The pandemic has hit hard on the front line healthcare workers. It has, on the other hand, accelerated the **trillion dollar opportunity** for an efficient use of IT applications and digital technology in healthcare. Economies of scale can now be achieved quickly for any medical care organization due to the availability of digital technology that is easy to build and cost-effective as well. The emergence of new trends such as **telemedicine, telehealth**, and Remote Patient Monitoring (RPM) are now changing how patient care is being handled. On the backbone of digitization, both the healthcare receivers and the providers are using technology to stay connected personally even when there is lime or no physical contact.

Hospital 4.0

This is a novel concept that is here to stay in the **post covid landscape**. Doctors and patients can now be connected virtually using web conference tools such as **Zoom** and **Teamsapp** for consultations. This makes the best of remote healthcare accessible to each and every one, democratizing patient care that transcends physical and geographical limitations. Such **contact-less & low contact experiences** combined with the comfort and convenience of zero travel, has a massive impact in fostering an environment where the patient is at the pivot of the healthcare service ecosystem. Clinical information systems are the powerhouses for a sustainable patient care business.

Bringing order to a disintegrated array of disjointed healthcare domain

Amid the multitudes of apps and disconnected back-end systems that hold **fragmented data sources**, there is a need for a comprehensive digital layer to synchronize the flow of medical data and information. No wonder then, that the digital powerhouses such as Microsoft have invested heavily in tailor-made solutions for healthcare organizations. Holistic solutions at the software as well as the hardware level are building up a robust system that focuses on unifying the patient support. **Digital patient engagements** are now possible with sensor technology that can even monitor the patient's health right from his/her home. **Remote patient care** systems can write new rules for **virtual care.**

For instance, leading healthcare **platform Xealth** has created a digital centralized system to automate workflows, seamlessly connecting all cogs of healthcare, backed by cutting-edge tools to order, deliver, monitor and analyse its digital health pro-grams.

Complete the health story, fill in the gaps through synchronization

Multitudes of apps that are cloud-first and mobile-first enable the smartphone as the foremost **digital engagement touch points** for preventive as well as cure-based medical services. **Cloud computing** has the power to build up a collaborative healthcare network. Combined with big data and artificial intelligence, machine learning models can be deployed on cost-effective cloud resources. Data patterns can be ingested and huge amounts of diagnostic data can be mined and researched at speeds incomparable before. Deep learning can study the complex interactions in the human body, and also understand complex medical data. This can heal unearth deep insights and relationships that can empower medical research and correlation of symptomatic conditions across humans.

At the very outset, **telehealth** has become a common buzzword. **Consumerism** has affected all arenas like never before and the **healthcare industry** is no exception. The expectations of patients and end-users of health services are now sky-high. The medical staff expects to be updated with latest in technology and have all information handy at the tip of their fingertips.

Medical assessments, documents, and records of a patient can easily be ingested and shared in digital formats, for faster and precise diagnosis and hence effective treatment.

EHR platforms support such data storage capacities that can enable doctors and healthcare providers to have access to a patient's updated medical records. Automated triggers such as medicine reminders, tracking of due medical appointments, and even **online scheduling** of the same are now the accepted norm of a digital health platform. From smaller clinics to large hospitals, the digital penetration is now visible and people are getting highly dependent on the same.

Blurring the lines of virtual and physical

IoT enabled networks and apps can send back this data to remotely located control centre. **Remote clinical trials** can now be made possible for research and quick turnaround even for some cases such as the highly sought-after vaccine for Covid-19. The **telehealth platforms** can be further connected to augment the patient service based on the data received from automated systems. Customer support staff can be augmented with the AI-powered conversational platforms that can give personalized services. Chatbots, for instance, can be used to automatically **"check-in" patients** in a hospital or clinic. Omni-channel experiences can be woven into seamlessly for enquiry handling and remembering the history of the patient's past interactions with the hospital. This can transform into higher engagement and customer satisfaction.
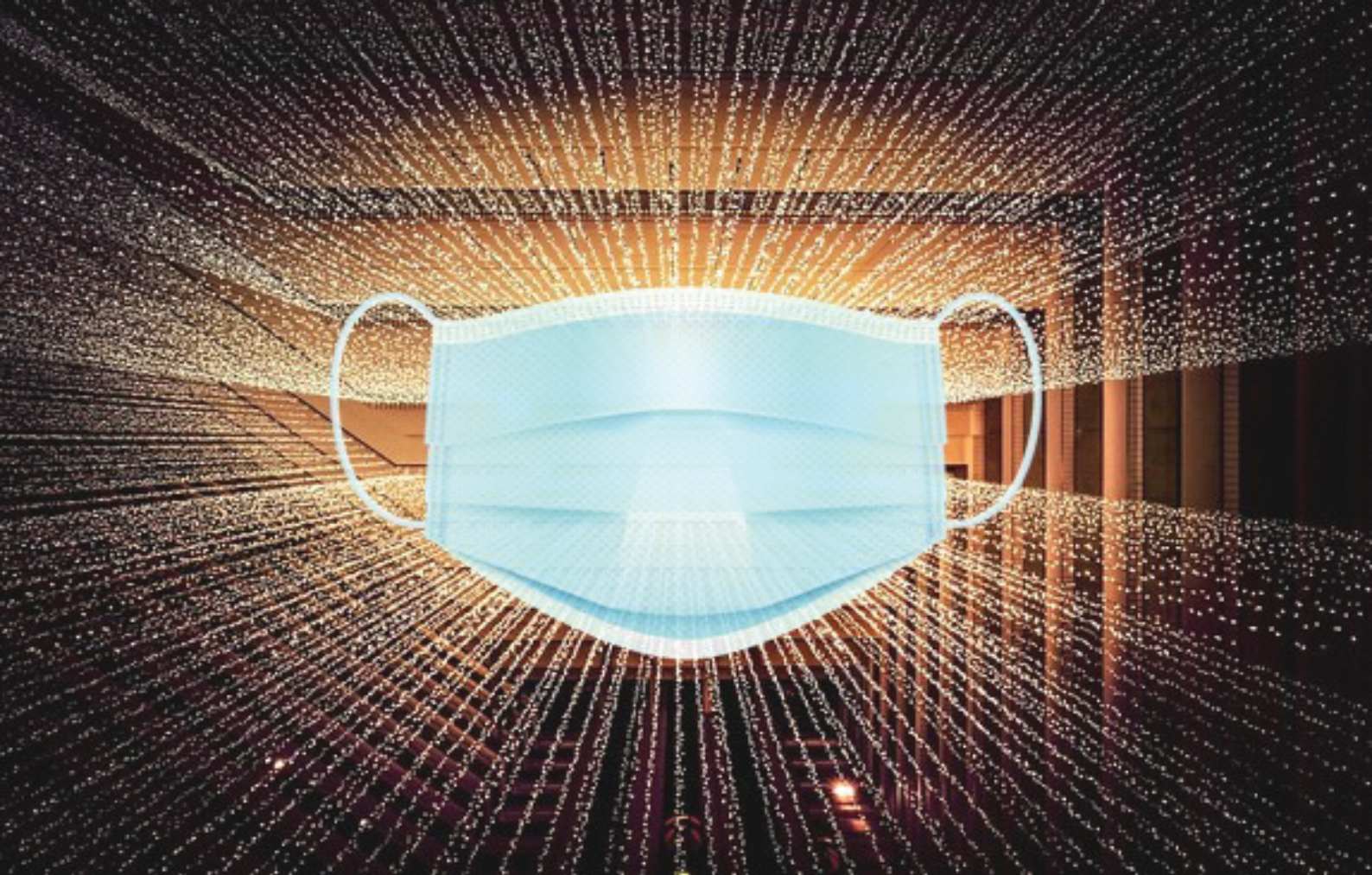
Medical staff can benefit from voice recognition systems that can help to save precious time such as login and authorization into electronic record system of a hospital. Biometric data can be used to allow access via automated digital control. Portals that have conversational bots to quickly help access the desired information such as EHR records can assist doctors.

Leverage the expertise, gain from past experience

A commercially viable and proven platform offers the best practices and the knowledge of existing deployments that can benefit an organization much more than piecemeal solutions. Compliance to HIPAA and HITECH standards as well as GDPR regulations gets simpler due to the **digital functions** that rely on automation. Audit trails and security best practices are at the core of such systems. The Microsoft Azure Collaborative Health suite of solutions for businesses in the **healthcare industry** offers a big relief when it comes to adherence to local and global compliance.

Even healthcare insurance, a major stakeholder in healthcare sector, is seeing a surge of business due to the digital transformation. Claims Data can now be digitized for engaging AI for finding fraud and for faster claim settlements. Hospitals can tie with healthcare insurance providers to share medical data thorough digital means that reduces paperwork and reduces manual error.

Collaboration and trust through digital connect

The flexibility to connect 24 X 7 across partner-ing organizations in healthcare is the basis of comprehensive **virtual care enablement**. Inherent to the need of interconnection is a robust backbone of Office 365 tools and related solutions that offers **workforce collaboration platforms** for smooth collaboration amidst globally spanning employees and staff of a healthcare enterprise. This builds a culture of transparency and trust that is the core of any successful business and its operations.

Techminds has deep expertise in multiple facets of a business dealing with health are. Some of the offerings include **Remote Patient Monitoring systems** that help to avert unnecessary and cumbesome hospital visits. The patient can connect with the healthcare provider using a smart-phone, tablet or any other device from the comfort of his/her home. **Telemedicine** is another area that has enabled medical carts and EMR services via digital technology. With a strong focus on telecommunications, the **telehealth** solutions provided by **Techminds** are tailor-made for personalized management of patient care, education and diagnosis. One such solution is the **https://www.kencorhealth.com** .

All aspects of healthcare, starting from digital registration, encounters, interactions, diagnosis, billing, consultations, treatment, ordering and claims, can be achieved at a single place with com-prehensive solutions from Techminds.

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