



Patient Connect Solution to Personalize the Patient Experience

For a Multinational Technology Giant

The client is the world leader in information technology & infrastructure with revenue US \$50 Billion.

Behind the Scenes

The way patients are digitally connected and full of information, patient experience is increasingly becoming a top priority for healthcare providers. How healthcare providers handle patient experience can make or break their bottom line. Digital technology is now at the crux of everything and it's becoming a game changer in not just improving overall experience from one-off interactions to personalized experience but also controlling cost.

Providing Personalized Patient Experience Is Key to Improving the Quality of Care

1 Strategy and Objectives

The client wanted to manage the experience in a typical hospital room setup using its Media Experience platform including access to a host of services using easy-to-use footwall and mobile endpoints. The objective was to deliver more personalized attention to the growing numbers of patients entering a healthcare system while keeping costs under control.

- **Build an inpatient room solution**
- **Provide a single solution for entertainment, education, collaboration and interaction**
- **Deliver a better patient experience and personalized care using member preference, location, presence, environmental, and clinical system information**

2 Value Chain

What the client really missing was a next-gen platform that could help transform and personalize in patient room experience. Major capabilities desired were accessibility of personalized patient information and engagement, educational content, nutrition information and entertainment.

- JavaScript framework for web applications
- Swift for iOS app and Java for Android app
- Webrtc, SIP for one-to-one & one-to-many communication

3 Enablers

The solution we delivered now helps the client improve and personalize patient experiences at the point of care. Patients can use their own devices to stay securely connected with primary care providers and hospital services. And they can access information, educational content, and entertainment tailored just for them.

- Patients receive access to personalized information, educational resources, in-room services, entertainment & video collaboration
- Video calling allows friends & family to communicate easily during hospital stays
- Manage the patient experience in hospitals to support patients, care team staff, and hospital administrators

4 Digital Capital Delivered

The solution provides improved experience of personalized visit and scheduled information. It automates delivery of personalized content, information, and collaboration capabilities across the care continuum. So care providers can operate more efficiently, and focus spending their time on direct patient interaction and engagement.



Improved patient satisfaction & care quality



More connected are continuum to deliver the right care, at the right place at the right time



Connect, inform, educate & engage the entire healthcare journey



Reduced operational costs

ABOUT US

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: Big Data Analytics, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as "Born Digital . Born Agile", our capabilities spans across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality.

Headquartered in Bangalore, India; Happiest Minds has operations in USA, UK, The Netherlands, Australia and Middle East.

Know more about how we are enabling our clients to deliver digital capital faster.

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