

# PATIENT CONNECT – PLATFORM

to Enhance Patients Collaboration  
and Experience



**Services:** Product Development

## OVERVIEW

The client is a leading provider of healthcare solutions and services for community hospitals, clinics, and post-acute care facilities. The healthcare software provider primarily focuses on enhancing the health of the communities, connecting communities for a better patient care experience, and refining the financial operations. Additionally, they provide comprehensive EHR solutions for community hospitals and their affiliated clinics. The client approached ACL Digital to develop a platform that enhances the patient experience through frictionless interactions. We worked with the healthcare company to design the system to offer a better and more coordinated patient experience.

## CHALLENGES



Digitalizing the patient registration process and automating the appointment scheduling through BOT



Accessing and handling volumes of EHR records across multiple states and cities



Accessing patient records securely and enabling patients to complete the appointment procedures



Developing new experiences to manage the secured collaboration between patients and the facility's front desk



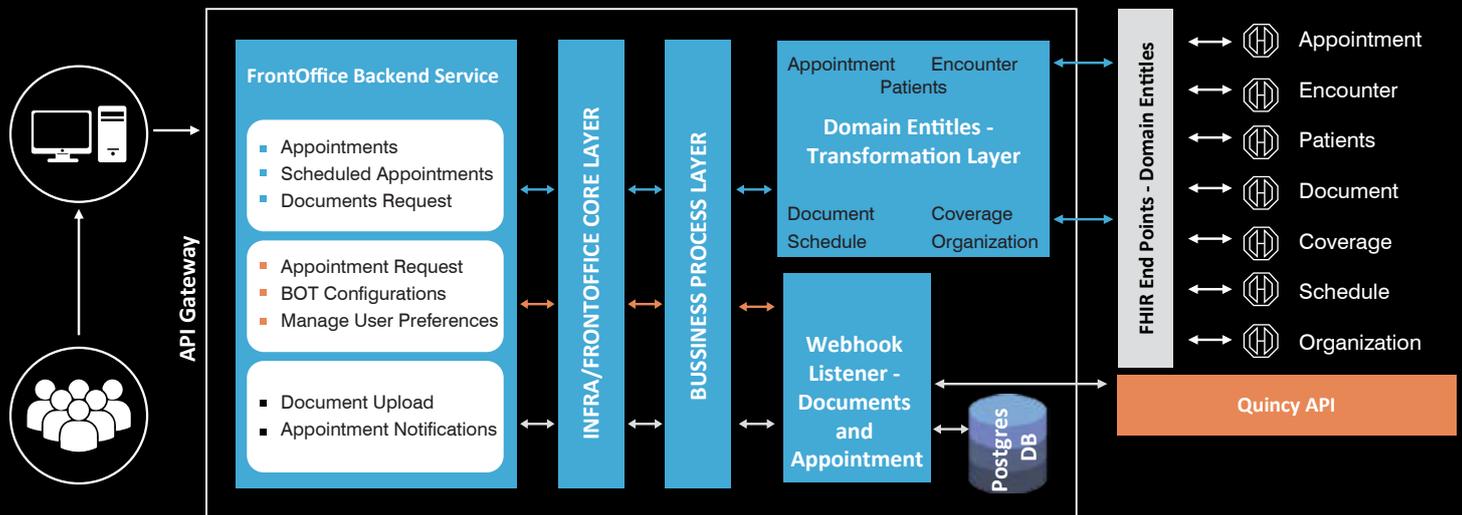
To create brand affinity through the proximity of the design and technology-enabled experience with the company brand guidelines - aesthetic elements and engagement with the portal

## SOLUTIONS

**The patient-centric platform we developed is tailored and designed to provide more personalized patient experiences and support while ensuring a Total experience strategy. Underpinned by innovative technologies, below are the solutions we offered:**

- Upgraded the existing healthcare ecosystem and designed the system by integrating crucial healthcare data and information with autonomous endpoints to manage the transactions.
- The experts at ACL Digital defined orchestrating between multiple endpoints to derive meaningful data for a patient to complete the appointment and upload the required details
- Aggregated EHR data to form the controlled data set representing the patients' details and visit-related information
- We created a responsive, user-friendly design that reflects the complete conceptualization of the portal with an in-depth understanding of the requirements and wants of the end-users
- We developed a Patient Connect – Platform built on .NET Rest API with the backend database postgres to enhance patients' collaboration and experience
- Our solution assisted the company in meeting all the necessary and legal HIPAA requirements. Also, it helped them deal with Protected Health Information (PHI) with the process, physical, and network security measures to be in place, ensuring HIPPA compliance.
- The FHIR-based patient-centric platform satisfies all the standards for exchanging and storing electronic healthcare data among patients, hospitals, and healthcare institutions. Also, it added immense value to the existing healthcare ecosystem.

**The Solution Diagram**



## BENEFITS

- Provided a robust look and rich user experience to the platform by decorating the frontend with an Angular User Interface
- The unique application provides seamless patient interaction with healthcare facilities and to book an appointment of their preferred slot. The patient can upload their documents for processing, and they will also receive reminders about their appointment slots.
- The front desk portal helps the employees with the correct information and provides a better experience throughout the customer journey.
- Offers personalized and interactive way that ensures improved patient collaboration and experience.
- The solution helps hospitals, clinics, and healthcare institutions reduce no-shows or cancellation of appointments due to seamless patient experience.

## CONCLUSION

Interactions throughout the hospital are now fast and frictionless, significantly improving the patient experience. The hospital front desk can now easily track new appointments and communicate quickly for an uninterrupted appointment scheduling experience. Additionally, the proactive employee interactions will provide a meaningful patient experience.

ACL Digital is at the forefront of Product Innovation & Engineering, Digital Experience transformation and caters to the global Healthcare and Medical Manufacturing industry. Also, we enhance the way healthcare companies deliver insight-driven solutions and patient analytics. [Get in touch](#) with the consultants of ACL Digital Consultants if your business needs any help in building a digital roadmap, customer experience and modernizing applications.

ACL Digital is a design-led Digital Experience, Product Innovation, Engineering and Enterprise IT offerings leader. From strategy, to design, implementation and management we help accelerate innovation and transform businesses. ACL Digital is a part of ALTEN group, a leader in technology consulting and engineering services.

[business@acldigital.com](mailto:business@acldigital.com) | [www.acldigital.com](http://www.acldigital.com)

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