



Development of flexible application for tracking patient data and transportation information

CASE STUDY | APPLICATIONS | HEALTHCARE

Highlights

MphasiS helped a leading ambulance provider in developing software which gave a flexible way of tracking the patient data and the transportation information

Client Type

A leading ambulance provider

Industry

Healthcare

Type of Work

Emergency response and treatment
Appointment scheduling

Skill Set

C# 2.0, Web Services, SQL Server 2000, agile methodology

Customer Quotes

Team has done an excellent job and thanks for implementing the last minute change and made this application go live on date. Thanks for all your hard work

Client SPOC

Offshore team has done an excellent job, delivering the application on time. Thanks for all your support and hard work

Client IT Director

MphasiS developed an application for a leading ambulance provider in the US which gave a flexible way of tracking the patient data and the transportation information

The Client

A leading US-based ambulance provider serving communities and customers

Objectives

- To deliver a seamless healthcare delivery system by calling a single number
- To give the client's customers access to emergency response and treatment and appointment scheduling
- To support different kinds of insurance providers and their business requirements dynamically

Challenges

- To implement Agile-Extreme Programming for software development and enhancement activities, in the face of vague or rapidly changing requirements
- To get input values from the third party component every time it launches the new instance of application, but at any point of time should have single instance of the application
- Application to support the dynamic business validation rules ; each module had to be loosely coupled

Solution

MphasiS developed the application which gave flexible way of tracking the patient data and the transportation information and also provided the design, development and maintenance support for software product life cycle. Entire product was developed by using the .Net framework 2.0 and C # 2.0 languages.

• Patient Search

The Application supports dynamic patient search based on contract. Some of the contract patient search is driven by database and few of them from Web service.

• Location Search

The application supports extensive location search, which helps the agent to speed up the process. Wherever the address information is required address search is used. It also supports the speed coding. Search allows user to search location name (hospital name), address, County, City and State.

• Emergent / Non Emergent call

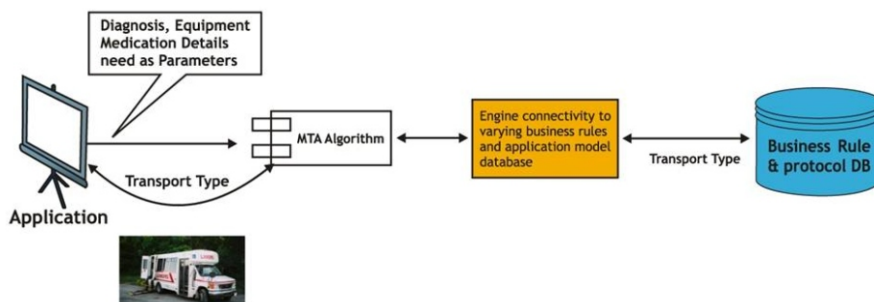
The application also supports ability to identify type of the call

• Non Emergent call

An algorithm was used to determine the type of ambulance, equipments and medications required during the transportation. This helps the customer to provide the right ambulance at the right time. It also helps to identify the right service provider.



Algorithm Execution Plan



• Emergent

A third party tool guides the paramedic person to do the necessary first aid to the patient during the emergent call and also determines type of vehicle required for the call

• USPS (United States Postal Service) Standard Verification

Whenever agents enter the patient address, the application verifies against the USPS standard.

• Reports

The application has a list of comprehensive reports, which gives the detail information about the call.

• Greeting Screen

Application also obtains the caller details like first name, last name, phone number etc and identifies whether the caller is a patient, doctor or their relatives.

• Location Screen

This application screen collects the patient response location and destination location details. It verifies with the USPS address verification component.

• Call Look up

This screen gives the list of previous calls, which allows agent to run the report against the call or open the call for review.

Benefits

- Developed common framework (container), which allows client to load the dynamic screens
- Developed common DAL and error handling, which can be used for future projects
- Components loosely coupled, application works dynamically
- Implemented agile/iterative approach- provides a means to control the project risk and create a greater flexibility to accommodate changing requirements
- Provided the right service at the right time to their patients
- Framework allowed dynamic loading of the topic, which helped clients to add more contracts
- Low cost maintenance support
- Resolved all the production issues on time
- Helped to maintain the application alive all the time

About Mphasis

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For more information, contact: sales@mphasis.com

USA: 460 Park Avenue South, Suite #1101, New York, NY 10016, USA
Tel.: +1 212 686 6655, Fax: +1 212 686 2422

UK: 88 Wood Street, London EC2V 7RS, UK
Tel.: +44 20 85281000, Fax: +44 20 85281001

AUSTRALIA: 410 Concord Road, Rhodes, NSW 2138, Australia
Tel.: +61 290 221 146, Fax: +61 290 221 134

INDIA: Bagmane Technology Park, Byrasandra Village, C.V. Raman Nagar, Bangalore 560 093, India
Tel.: +91 80 4004 0404, Fax: +91 80 4004 9999

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