MOURI TECH®



Transforming Patient Support Programs with **Advanced Digital Solutions** for a **Life Sciences** Leader

Client **Overview**

The client is a leading life sciences company focused on improving patient outcomes through innovative healthcare solutions. Their Patient Support Program (PSP) is designed to provide comprehensive support to patients, ensuring they receive the care and resources needed for effective treatment and recovery.



Challenges

- **Seamless Patient Onboarding:** The client needed a streamlined process for onboarding patients into their PSP, reducing delays and administrative burdens.
- **Improving Patient-Doctor Engagement:** Enhancing communication and interaction between patients and healthcare providers to improve treatment adherence and outcomes.
- **Comprehensive View of Patient Well-Being:** Providing a holistic view of patient health, enabling better monitoring and management of patient conditions.
- **Regulatory Compliance:** Ensuring the platform complies with PII (Personally Identifiable Information) and PHI (Protected Health Information) regulations, including HIPAA compliance.

Solutions

MOURI Tech developed an advanced digital platform for the PSP, featuring a mobile application to enhance patient-caregiver engagement, streamlined patient onboarding, medication tracking, and a sophisticated patient management system. The platform ensured compliance with PII and PHI regulations through encryption and HIPAA compliance

1. **Multi-Tenant Architecture:**

   Scalability and Customization: Implemented a multi-tenant architecture to support multiple clients with isolated data environments, allowing for scalability and customization while maintaining data security and integrity.

2. **Microservices-Based Platform:**

   Modular and Flexible: Developed a microservices-based platform to ensure modularity, flexibility, and ease of integration with other systems. This architecture facilitated continuous deployment and scalability.

3. **Mobile Application:**

   Patient-Caregiver Engagement: Developed a user-friendly mobile app that facilitates communication between patients and caregivers, including appointment scheduling, medication reminders, and health updates.

   Patient Education: Integrated educational resources to help patients understand their conditions and treatments better.

4. **Streamlined Patient Onboarding:**

   Digital Onboarding Process: Created a seamless digital onboarding process that minimizes paperwork and accelerates patient enrollment into the PSP.

   Automated Workflows: Implemented automated workflows to handle patient data entry, verification, and approval efficiently.

5. **Medication Tracking:**

   Medication Management: Enabled patients to track their medication schedules, receive reminders, and report adherence, ensuring they follow their treatment plans.

   Alerts and Notifications: Provided caregivers and healthcare providers with alerts and notifications about missed medications or critical health updates.

6. **Patient Management System:**

   Comprehensive Patient Profiles: Developed a sophisticated patient management system that offers a holistic view of patient health, including medical history, current treatments, and progress tracking.

   Analytics and Reporting: Integrated advanced analytics and reporting tools to monitor patient well-being, identify trends, and provide actionable insights to healthcare providers.

7. **Regulatory Compliance:**

   Data Encryption: Ensured all patient data is encrypted both in transit and at rest to protect PII and PHI.

   HIPAA Compliance: Implemented stringent security measures to comply with HIPAA regulations, safeguarding patient information.

Business **Outcomes:**

- **Improved Patient Onboarding:** The digital onboarding process significantly reduced administrative burdens and accelerated patient enrollment.
- **Enhanced Patient-Doctor Engagement:** The mobile application facilitated better communication and interaction, improving treatment adherence and patient outcomes.
- **Comprehensive Patient Management:** The sophisticated patient management system provided a holistic view of patient health, enabling better monitoring and care.
- **Regulatory Compliance:** The platform ensured full compliance with PII and PHI regulations, safeguarding patient information.
- **Increased Patient Satisfaction:** Patients reported higher satisfaction levels due to the improved support and streamlined processes.

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