

# CASE STUDY

## **MOBILE HOMECARE APPLICATION FOR A HEALTHCARE INFORMATION TECHNOLOGY LEADER**

### **Client Background**

Our client is the leader in software, services, information and connectivity solutions that empower physicians and other healthcare providers to deliver best-in-class patient care, safety, clinical outcomes and financial results. Nationwide, more than 160,000 physicians, 800 hospitals and thousands of other healthcare providers in clinics, post-acute care facilities, and homecare agencies, use the company's solutions to automate and connect their clinical and business operations.

**softserve**

## Business Challenge

The client's company has a robust home healthcare division, however with technology changing at a rapid pace they needed to update their homecare technology solution. The current solution was developed for laptops and provided clinicians with the ability to view patients' data offline and enter information during the course of their homecare visits. It also allowed the data to be automatically synchronized when they returned to the hospital. To expand their presence in the market and provide better customer care, our client needed to develop a Mobile Homecare application with similar functionality.

The new mobile application needed to be user-friendly and allow more flexibility to clinicians, providing the ability to work with a variety of mobile devices. The solution also needed to ensure the application could work both online and offline and allow real time synchronization assuring the patient information was up to date.

## Solution

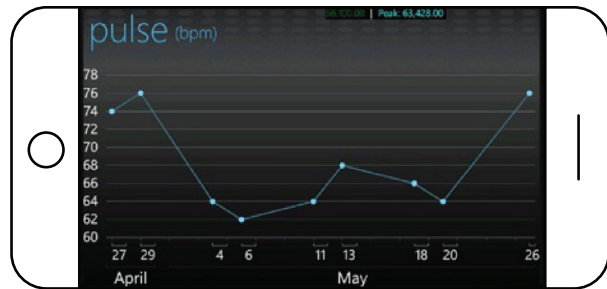
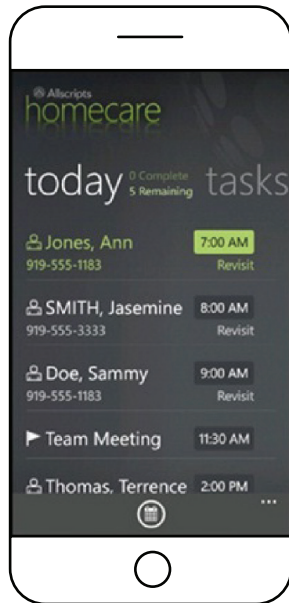
The client and SoftServe partnered to create a new Mobile Homecare Application. It was the first application in the Healthcare industry developed on the Windows Phone 7 platform and the goal was to streamline functions for both AID (Homemakers) and PT (Physical Therapist). The application development included:

- Data Encryption & Compression according to the HIPAA regulations to provide security, privacy and integrity of data
- Anti-Hijacking and Traffic tracking Complex home care scheduling requirements
- Access to the most current clinical information and data at the point of care

## Business Value

The Mobile Homecare application for our client met all of the staff requirements as well as clinical needs. It provided real-time mobile information exchange between the point of care providers and their patients. Developed specifically for clinicians, this tool enabled effortless data gathering and clinical record updating while preserving the hands-on care as well as constant interaction between the doctors and the patients. Some benefits included:

- Higher customer satisfaction and better homecare to patients
- More efficient and timely patient care
- Improved flexibility and time management
- An intuitive, easy-to-use and cost-effective application, saving money on hardware.



## ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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