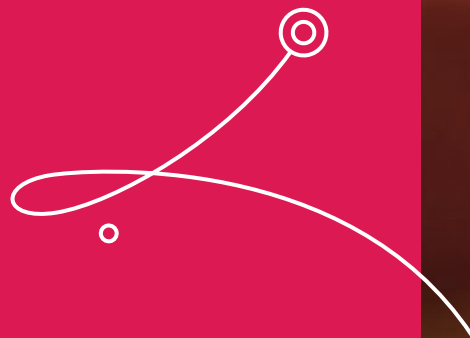




Mindtree

A Larsen & Toubro Group Company

Developed a robust
patient engagement
solution for the
largest not-for-profit
health consortium,
managing over
**1 Million video
consultations**





Client overview

The client is the largest not-for-profit health consortium, serving more than 9.1 million members in the USA. Its technology group develops and implements technology solutions to assist clinicians in their practice and improve member access and service.



Challenges

Being a market leader in their region, the client wanted to expand its digital technologies for its physicians, clinical staff, and members. The client was looking for a partner to develop an application that would improve physician and clinicians staff productivity, provide personalized health reminders, and better healthcare access to its patients, including virtual consultations. Simultaneously, the client also wanted to expand data quality improvements through integrations.



Solution

- **Developed an android patient mobile application** to get personalized health reminders, **check for doctor appointment** details, view lab results, or **join video consultations**.
- Mindtree co-developed the application with the client and continues to maintain the Android and iOS versions with enhanced **EMR integration**.
- We provide ongoing assistance, including network device support and 24/7 monitoring of the devices.
- Conceptualized to expand the solution **with wearable device support** and **Alexa integration** to support chronic care patients.



Business outcomes

- High physician adoption and satisfaction. **Over 900,000 active user** base, expected to cross 1 million users.
- The applications support more than 50% of doctor, urgent care, and ER visits.
- **1 Million+ video consultations** supported to date.
- On-time launch of the application in the market in alignment with business expectations.

ABOUT MINDTREE

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. "Born digital," in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 270+ enterprise client engagements to break down silos, make sense of digital complexity and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of Continuous Delivery to spur business innovation. Operating in more than 17 countries across the world, we're consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 22,000 entrepreneurial, collaborative and dedicated "Mindtree Minds."