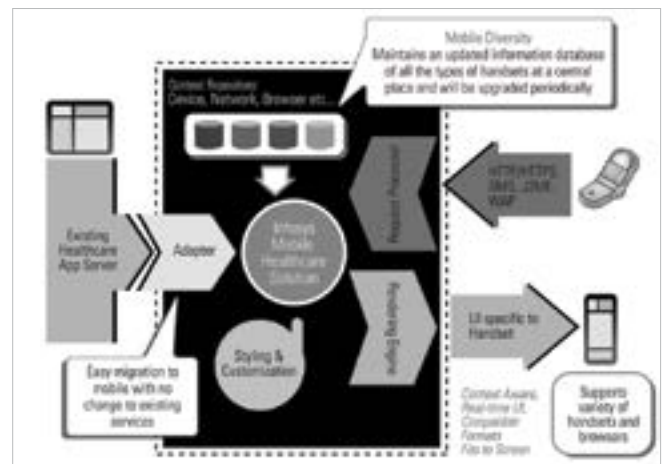# MOBILE HEALTHCARE SOLUTION

Infosys' Mobile Healthcare Solution allows healthcare providers to rapidly extend their existing Hospital Information Systems across multiple channels like mobile messaging, mobile Web and mobile applications. The benefits include:

- Improved clinician effectiveness by mobilizing clinical workflows, access to real-time patient data and actionable alerts to nurses and physicians
- Better real-time collaboration between provider and patients

Solution Features

1. **Rapid Mobile Enablement:** The Infosys Mobile Healthcare solution leverages mobile-enabling functionalities of the existing healthcare information systems. It uses the readily available internet transaction systems and existing IT infrastructure, including the current platform, with minimal or no change.

2. **Context Aware solution:** The solution is capable of identifying the context of the user accessing the services like user profile, usage history, device/browser characteristics, location, time etc. in order to:
   - Optimize usability based on the user profile. For e.g. elderly patient, young tech-savvy physician, phone patient, etc.
   - Enhance experience of the user accessing the service via intelligent content rendering specific to devices/ browsers
   - Provide critical location-based services

3. **Multiple Channels:** The solution enables rapid development and deployment of services across multiple screens with consistent, personalized user experience across multiple screens

4. **Portable, scalable and secure:**
   - Certified to work on multiple operating systems, application servers and database servers
   - Works in a cluster environment
   - Supports HTTP and HTTPS

Target Areas

1. **Mobile Disease Management and Home Monitoring Solutions:**
   - Chronic disease patients, such as those with CHF, Diabetes, COPD
   - Elderly care and wellness management
   - Early discharged/home-hospital transition solution

   Healthcare P4P:
   Anytime, anywhere access to information and systems helps in higher compliance rates across pay for performance programs. For example, a P4P monitoring system can be configured to send an alert at the 15th minute to a physician's PDA (the physician being away), if an Aspirin has not yet been prescribed to one of his AMI patients within 30 minutes of the patient's arrival, the physician in turn can access the patient's EMR over mobile and prescribe Aspirin and send an alert to nurses in order to comply with the CMS P4P guidelines.

2. **Hospital Real-time Performance Monitoring:**
   - Hospital executives and care givers can get real-time access to performance dashboards over their mobile device
   - System access over mobile helps in shaping outcomes proactively
   - Ensures higher compliance and care delivery to the patients
   - CXOs will have real-time performance information at their finger tips to make informed decisions

3. **Mobile marketing solutions**
   Pharmaceutical industry can improve drug adherence and brand image from mobile marketing solution considering the personalized nature of mobile devices.

Illustrative case of EHR being mobile-enabled via browser for iPhone

Other Mobility Service Offerings

Mobile Strategy Formulation and Technology Migration
- Business case development, mobile architecture definition, feasibility analysis
- Migration from proprietary/legacy systems to latest technologies

Mobile Application Development and Validation
- Custom-built as well as ERP, CRM and SCM package-based IT systems
- Development, testing, integration and deployment services across the enterprise
- Testing and deployment: simulator-based testing, remote controlled testing and live operator network testing
- Device Types: we have capabilities on a wide range of device platforms ranging from enterprise devices like BlackBerry, consumer devices like Nokia, Sony-Ericsson, Motorola, LG, and industrial handhelds like Symbol, Fujitsu, and Intermec

Mobility Service Enablers
- Mobility service infrastructure design for notification, viz. SMS, MMS, Email and IM
- Location information and location-based service rendering on GSM/UMTS Networks

Mobile Device Management
- Software distribution, asset management, security, backup and recovery mechanisms
- Device provisioning and configuration for enabling applications and services using SMS, OTA, SIM Toolkit or resident mobile client application

Allied services

Business Consulting
Provides you with strategic differentiation and operational superiority, assessments, proprietary industry analyses & projects structured around beating the competition.

Enterprise Solutions
Our Enterprise Solutions help you automate your value chain using off-the-shelf packages. Our solutions span ERP, CRM, SCM and EAI. They help you to mitigate your risks, achieve faster returns and lower TCO.

Hospital Performance Management
Helps you balance quality of care and profitability by managing business process efficiency. Infosys' Hospital Performance Analysis Framework supports real-time monitoring of KPIs and workflows, real-time alerts and role-based dashboards.

Enterprise Application Integration
Make the whole of your IT applications much greater than the sum of its parts. Infosys can leverage the Global Delivery Model (GDM) to deliver immediate and dramatic productivity growth like no one else can.

For more information, contact askus@infosys.com

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