

# HEALTHCARE PROPOSITION





# OUR MISSION

## MISSION

“ Our **Mission** in the healthcare sector is to support the **patient journey** and to reduce no value-added activities for the **healthcare professionals**.

We support healthcare providers step by step, in redesigning and digitalizing processes with an end-to-end approach, enabled by open, scalable, interoperable, customised and standard compliant technological solutions ”



## MAIN PILLARS



**PATIENT CENTRICITY**



**HEALTHCARE PROFESSIONALS  
CONTINUOUS SUPPORT**





# OUR APPROACH

## CHALLENGES:

Healthcare providers are facing many **challenges** such as fast-evolving patient' expectations, proactive and personalised care paths, protection of sensitive information, disconnected information sources, too many paper-based processes, huge amount of data to collect, store and analyse to allow data-driven decision-making.

In addition to the above, it is crucial to take into account the outcomes of the recent pandemic outbreak on the healthcare stakeholders and all the related processes.



## OUR APPROACH:

The **Patient Relationship Management (PRM)** is our approach to tackle the challenges that healthcare providers are facing and it is based on our main pillars: **patient centricity** and **healthcare professionals continuous support**.

The PRM is build on a set of focused solutions/technologies, aiming at supporting the response to patients' needs throughout their journeys and to strengthen the relationship with the healthcare provider.

The PRM allows to overcome disconnected information sources thanks to the integration with internal and third-party systems in favor of a **centralised view of patient history** and insights. Moreover, it drives **operational efficiency** by automating routine tasks, administrative processes, and communications.

The PRM enables **healthcare professionals collaboration** and gives access to different information anywhere, anytime, from any device, **protecting sensitive information** and meeting compliance standards.





# MAIN CREDENTIALS

## CAMPAIGN AUTOMATION



*Design of the campaign template/message triggering process automation to target patient' clusters. We unified patient' records of two healthcare providers and we segmented the patient' profiles to target those campaigns.*

## SINGLE POINT OF CONSULTATION



*Design, development and implementation of a single point of consultation for doctors to overcome the fragmented consultation of disconnected information sources in order to promote a centralised view of patient history.*

## PRIVATE PRACTICE QUOTATION



*A specific solution to manage the end-to-end private practice quotation process from the doctor's quotation request, to the quotation by the administrative office, and the patient acceptance. The admission for hospitalisation is done remotely by the patient with a «Click & GO» admission.*

## INFECTION CHAIN MANAGEMENT



*The infection chain management solution enables health departments employees and healthcare companies managing cases and also contact persons digitally. Dashboards with near time data allow to monitor the infection spread. The solution is interoperable with external systems such as contact tracing apps.*

## TELEMEDICINE



*Development and implementation of a WebApp and login management through active directory to create a remote outpatient appointment called «televisita». System integration activities to facilitate «televisita» implementation and dissemination.*

## SMART-MATCHING & AUTOMATION



*Automation and smart-matching between the healthcare provider outpatient internal catalog (supplied by SSN) and the Regional catalog (Catalogo Unico Regionale – CUR). The new catalog feeds the healthcare information system and aims at increasing the electronic prescription by healthcare professionals.*



# CONTACT DETAILS

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