DigiCare

Improve the quality of life for post-discharge patients using Digicare

A digital healthcare assistant that allows physicians to prescribe home healthcare programs, monitor vitals, offer remedies and largely improve coordination between patients, physicians, and healthcare providers to avoid re-hospitalization.

LIFE OF A POSTDISCHARGE PATIENT AND THEIR HEALTHCARE PROVIDERS

Home based post surgery care for patients is a complex process. In addition to the medication and lifestyle changes they undergo, it is mandatory for them to get themselves regularly checked up and have their vital parameters recorded to make sure that they don't have to face getting hospitalized once again.

In such cases, physicians prescribe a customized recovery plan for their patients, based on which healthcare providers periodically visit their home to make note of any required parameters for physicians to evaluate; and advice on the appropriate treatment. This is no simple task.

WHAT MAKES POST DISCHARGE CARE FOR A PATIENT SO COMPLICATED?

Co-ordination inconsistencies between the physician, healthcare provider and patient	Absence of a centralized record of a patient's treatment and progress	Patients having little to no visibility on the treatment protocol and restricted access to healthcare advise from the physicians.

DIGICARE

Tech Mahindra's Digicare is aimed at making post-discharge home healthcare a comfortable solution for both patients as well as care-givers. The Pega based mobile solution provides a well-defined workflow that improves care-coordination between patients, physicians and healthcare providers.

It is built on a centralized platform where physicians can subscribe to treatment protocols, schedule plans for healthcare providers to visit them, capture relevant health parameters and make progress notes, all on a single platform. Additionally, the solution provides visibility to the patients on all medical reports and treatment protocols subscribed, allows them to conveniently coordinate with healthcare providers on home visits, as well as receive regular advice from the physician.

Doctor Recommendation
Care plan selection
Cloud based system
Updates & Feedback From Doctor
Home visits by field staff
Self Assessment (patient)
Customer Care Setup
Updates & Feedback to patient
Cycle of Visits
Feedback & Coordination
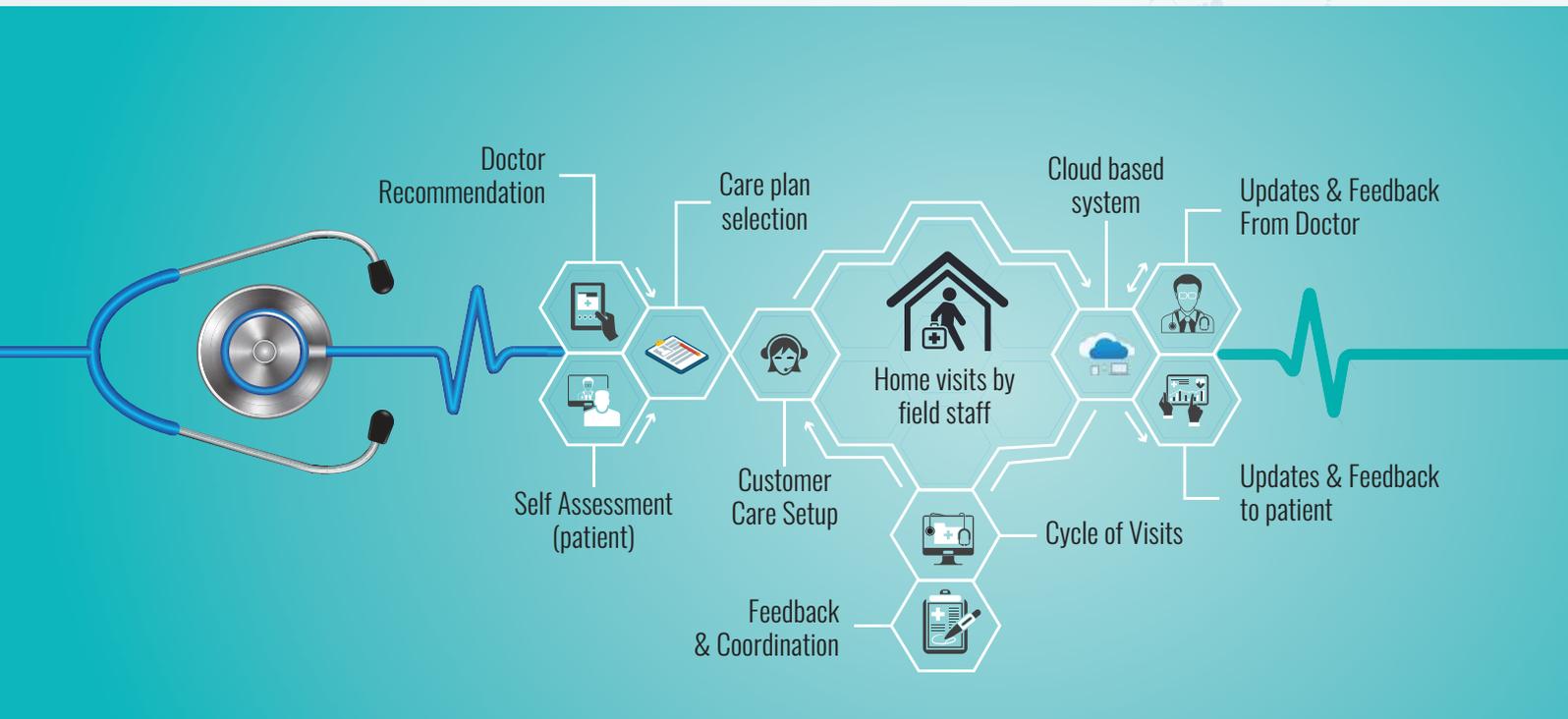
SOLUTION HIGHLIGHTS

Centralized platform ensuring clear visibility to treatment and progress of patients

Ability for physicians to remotely provide advice to patients and update care plans

Enables physicians to create customized treatment protocol

Flexibility to leverage functionality of existing systems using APIs

Increased mobility support with Pega's mobile application

BUSINESS BENEFITS

Reduction in hospital re-admission frequency of patients

Reduction in overall healthcare treatment costs by a minimum of 30%

ABOUT TECH MAHINDRA

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology experiences, enabling Enterprises, Associates and the Society to Rise™. We are a USD 4.8 billion company with 112,900+ professionals across 90 countries, helping over 910 global customers including Fortune 500 companies. Our convergent, digital, design experiences, innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value and experiences to our stakeholders. Tech Mahindra is amongst the Fab 50 companies in Asia (Forbes 2016 list).

We are part of the USD 19 billion Mahindra Group that employs more than 200,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, after-market, information technology and vacation ownership.

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