RE-ENGINEERING THE WAY PATIENT CARE IS DELIVERED

PREPARED BY

Lisa Moore

ISSUED TO

Global maritime healthcare provider

Client Overview

The client is leading global maritime healthcare provider offering 24/7 medical management and consultancy services into the maritime industry.

Business Need

To develop a 24/7 secure HIPPA compliant and scalable bespoke EMR medical system into a multi-channel white label video conferencing and AI collaboration platform. The scope of the project included consultancy, end to end development, requirement gather, analysis, design coding, UAT, training and delivery.

The healthcare system and platform has been designed to operate in low bandwidth satellite connectivity environments and includes core functionality such as Patient, Doctor and Admin Portals, Electronic Patient Record Management, Scheduling and Planning, Patient Management, Document Management, Analytics, as well as Patient Video Consultations and Medical Call centre queue management, coupled with many more features planned.

Business Challenge

Time: 48 hours to produce Beta video solution, deployed in a 10-day period
People, Skillset: Software Engineers – Artificial Intelligence Cloud, Node JS & React
Resourcing: Global FrontM Team
Complexity: High / Custom IFE Server

Planning & Sequencing

Usability: FrontM shall ensure that the solution is user friendly for an average user to understand and use

Efficiency: FrontM shall ensure Solution's functionality is available for both online and offline use across all devices

Reliability: FrontM shall ensure that the solution is not prone to material interruptions or material errors while in use during beta testing and commercial Operations

Functionality: FrontM shall ensure all functionality developed is consistent with the mutually agreed requirements

The solution was tested by FrontM to function fully with Android and iPhone mobile devices, in a mobile-responsive manner and supported on major mobile browsers.

FrontM Approach

Consultancy & Account Management

At FrontM we think relationship and take a proactive, flexible and supportive approach to understanding the client's needs and business challenges. No two projects or clients are the same. For this reason, we worked in collaboration with the client to diagnose and create a solution roadmap that clearly understood the problem the client wished to solve. This allowed the client to provide full feedback at any given stage of the project whilst helping to educate and train the client as to how best to leverage their platform to improve operational effectiveness.

We worked with the clients internal and external stakeholders to create a project plan that met the timescales of the contract and highlighted key delivery milestones such as Design, Alpha Build, Beta Build and Delivery. Each phase of the delivery was reviewed via weekly progress reports and project meetings, and more regularly when needed, this ensured we were working closely together at all times to identify any change management issues at their earliest opportunity.

Business Solutions

Intelligent Maritime Medical Care for the future focused on user cantered design rather than buildings….

- **Streamline operations** – Digitised and transformed front to back office medical care delivery, by automating manual processes and improving transparency across the business.

- **Increase profitability** – Provides a delivery vehicle to deploy and launch new solutions and services, therefore attracting new sources of revenue.

- **Cost Reduction** – Reduced dependency on expensive legacy EMR systems helping to reduce costs by at least **50%** over the longer term whilst allowing the business to reduce operational overheads.

- **Yoga for Business** – Ability to fully digitise all patient care operations and add new features allowing the business to expand its global footprint.

About FrontM

FrontM is a UK headquartered technology start-up with teams spread between London, San Francisco and Bangalore. FrontM provides a highly scalable collaboration and programmable AI software platform built to operate in isolated and remote environments such as the maritime and aviation sectors. For more information, visit **www.frontm.com** or contact the team at **info@frontm.com**.