A SERVICE TO REVOLUTIONIZE HEALTHCARE PROCEDURES

Noesis developed a phone triage service, for one of the largest health groups operating in Portugal. The service, directed for adults, performed by nurses and **available 24 hours a day**, refers patients to the most appropriate channel timely, according to their clinical situation.

This solution helped our clients to get the best option for their problem, with **non-physical triage**, providing a powerful digital experience for its patients.

LOW-CODE FOR

HIGHEREXPERTISE

by **noesis**

BUSINESS UNIT	SOLUTION
Low-Code Solutions	OutSystems

4k
Users

11
Months Development Time

Service available 24 hours/day

Built-in Location Intelligence, through Azure Maps

THE CHALLENGE

Healthcare services have a great turnout, in order to give the best response to patients.

Inconveniences such as: **unnecessary agglomerations in hospitals** and **slow** and **ineffective diagnosis processes** led this health group to develop an application that made possible medical screening through a phone call, ensuring the best medical care possible.

GOALS

Our client identified as key features:

› The capability to give/receive **medical recommendation during the phone call** with further monitoring of medical condition evolution also from a phone call.

› The possibility to give recommendations to patients **from the nearest health facility** according to the medical specialty.

SOLUTION

Through our **non-physical triage solution**, the patient journey begins with a phone call, where the screening process takes place, with patient's inputs and symptoms on their clinical condition

The platform supports the **case definition**, determines the **severity of the clinical condition** and the **appropriate procedure** to be taken along with recommendations for the patient.

Through the **integration of Azure Maps**, it was possible to **built-in location intelligence**, informing users about the nearest hospital which supports that medical specialty. The app was also integrated into **client's Salesforce CRM** to automatically send new information to this database.

THE RESULTS

This solution is helping this leading portuguese healthcare group to **improve its internal processes**, increase the effectiveness of its administrative services and to take preventive actions that have impacts on overall healthcare procedures:

> **Monitoring** of the patient/client's clinical condition not only to trace the evolution of his clinical condition but also to **ensure the effectiveness** of the treatment recommended.

> **Reduced waiting time** for medical care, since only patients who really need it will be referred to a hospital unit.

> **Higher degree of proximity between patients and health professionals**, through effective monitoring of the clinical status of patients.

> Patient **information shared** across the hospitals network, allowing an adequate service to the patients' needs.

noesis

Noesis is an international tech consulting company offering services and solutions to support clients in digital transformation and the development of their businesses. In order to obtain sustained value that is transversal to all sectors, Noesis is focused on infrastructures, software, quality and people.

outsystems

The Noesis and OutSystems partnership dates back to the very first project developed with the low-code platform. Today Noesis has more than 240 OutSystems certifications within its team. A highly skilled team that is able to deliver custom made solutions in record-time, with the greatest business impact.

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