

Success Story

Developing a custom Practice Management System (PMS) for a US-based telehealth provider

Customer

A US based telehealth provider

Country

USA

Industry

Healthcare

About The Client

Our client is a US-based leading telehealth solution provider that provides weight loss programs. Their comprehensive services include online consultations and weight-loss medications. The client also offers subscription-based plans featuring doctor support and access to GIL/GLP-1 Medication.

Technology Stack

 React	 node.js
 mongoDB	 React Native

Business Situation

The client initially utilized a third-party online intake form and practice management software to deliver its services. While this tool facilitated appointment scheduling, patient communication, invoicing, and daily task management, its limited flexibility presented challenges for both patients and the client's staff in handling data, medications, and appointments. Furthermore, performance issues prompted the client to reconsider its service delivery approach.

Recognizing the constraints and drawbacks of the existing platform, the client aimed to develop its own custom practice management system. The goal was to drive the operations as per their processes, enhance the patient experience, improve engagement, and achieve scalable growth while adhering to HIPAA compliance and guidelines. Additionally, to expand its business and ensure accessibility across different platforms, the client sought the development of a Progressive Web Application (PWA). The client wanted to develop the PWA with interactive features to empower patients to log and monitor their daily activities throughout their weight loss journeys.

To implement a comprehensive PWA-based PMS solution, the client was in search of a technology partner with experience and proficiency in building such systems. In this context, Unthinkable emerged as the chosen technical partner to meet these specific requirements due to our extensive and proven experience in developing custom practice management solutions

Team Unthinkable was expected to develop a user-friendly platform with several features to help doctors and patients connect for seamless discussion on treatment plans and routine checkups.

The client had the following key expectations from team Unthinkable:

- ✓ Creating a roadmap and providing consulting to design, develop, and maintain a comprehensive PWA-based PMS software.
- ✓ Incorporating various features along with interactive dashboards for doctors, staff, and patients.
- ✓ Developing a comprehensive system to track patients' weight loss journey, with activity logs, medication intake, and video consultations.
- ✓ Implementing dynamic forms to collect patient data and information to craft an all-rounded weight loss plan.
- ✓ Ensuring strict adherence to industry standards and HIPAA compliance regulations for PWA-based PMS software.

After thoroughly understanding the client's requirements, team Unthinkable developed a comprehensive practice management system, which included several features for the clinic, staff, and patients. Additionally, realizing the need for a flexible cross-platform solution, our experts also developed a PWA-based patient portal.

Our developers leveraged an extensive tech stack using NodeJS that powered the backend development, ensuring scalable and efficient server-side operations. MongoDB, a NoSQL database, facilitated seamless data management, enhancing system responsiveness.

For the front end, ReactJS was employed, delivering a dynamic and user-friendly interface. This tech synergy streamlined patient data management and provided a unified experience.

The Solution

For Clinics and Doctors

Recognizing the imperative need for a robust system to cater to both doctor and staff requirements, our team worked on developing an all-encompassing solution. The following features were incorporated into the platform:

✔ Super admin and staff dashboards

Our experts developed an extensive super admin dashboard, serving as a centralized hub that empowered admins with a comprehensive overview. This dashboard displayed detailed lists of both currently active and inactive patients, as well as clinics. It also featured detailed spending charts for both credit card and cash transactions.

Simultaneously, the staff dashboard was developed to enhance operational efficiency. Staff members gained access to pivotal features, including a detailed list of upcoming and ongoing appointments, real-time membership status tracking, and an organized repository of pending forms submitted by patients.

✔ Appointment booking

Unthinkable's team added an intuitive appointment scheduling module that was accessible through the website or a shared link. A dedicated booking page displayed the status of the appointments, enabling clinic admin and staff to assign doctors and nurses as required.

✔ Video integration

The platform enabled clinic admins and staff to upload video content, promoting an interactive environment. This feature aimed to keep patients engaged with a varied collection of weight-loss-related educational materials while they were waiting for their appointments to start.

✔ Prescription and invoice generation

After consultations, doctors used the PMS system to prescribe medications, injections, and supplements with intake details through a secured messaging portal. The system also tracked the total injections used by the patients and sent customized alerts based on criteria like remaining injections or time until the next prescription.

✔ Video consultation

Team Unthinkable integrated a video consultation feature that allowed doctors to remotely connect with patients to discuss weight loss plans and medications. Additionally, doctors had the option to invite patients to group consultations. To streamline group consultation arrangements, Unthinkable designed a system that can automatically select participants based on their membership plans.

✔ Membership and renewal

Our team implemented a membership feature, enabling clinic staff to choose and assign membership plans to patients, including options like manual renewal or first-time plans. In addition, patients received information about when to reorder medication and the membership renewal date to ensure uninterrupted service.

For Patients

The new practice management system included several features for patients on the platform. Some of these features are mentioned below:

✔ **Dynamic form creation**

Our developers created pre-defined patient forms to assist them in their weight loss journey. These dynamic forms played a pivotal role in collecting essential information to better comprehend and support the patient's weight-loss goals. The system comprised two fundamental forms: a general information form and a consent form.

The general information form captured pertinent details about the patient, ensuring a comprehensive understanding of their background and health status. For the consent form, team Unthinkable implemented a feature that allowed patients to add their signatures seamlessly, either by typing or writing within a designated window.

✔ **Appointment booking**

The PMS platform enabled patients to book appointments online through the clinic's website. Additionally, patients could also choose their preferred date and time. The system also facilitated patients with an option for in-person appointments and payment in cash at the clinic.

✔ **Prescriptions and payment support**

In the PMS interface, patients could check remaining injections and receive alerts as supplies diminished. Furthermore, patients could get doctor-generated prescribed medications. The system also allowed patients to easily make payments for the medication using a third-party payment application.

✔ **Educational video**

Before the patient joined an appointment call, the system was designed to play a series of educational videos to provide informative content and enhance the patient's understanding of their weight loss journey.

Patient Progressive Web App (PWA) development

Realizing the needs and requirements of the patients, team Unthinkable developed a comprehensive patient-progressive web app powered with various features. The web app lets doctors see all patient forms, invoices, shared documents and files, details about appointments, and payment methods.

In addition to the above, the PWA also featured:

✔ **Online messaging functionality**

The PWA platform included a messaging feature, allowing smooth communication between patients and healthcare providers & also allowed patients to share attachments with their messages. Additionally, separate messaging channels empowered patients to submit requests to connect with a nurse or doctor.

The Impact

✔ Daily logs feature

Daily logs allowed patients to record their daily progress by logging activities. Our team enabled patients to enter details like daily meals, water intake, activity log, exercise log, and weight. This feature facilitated progress tracking, allowing patients and doctors to view and make necessary recommendations. Additionally, Unthinkable's team incorporated a checklist feature for patients to mark their daily tasks. The system also provided diet and exercise plan recommendations based on patient inputs.

✔ Interactive reports

The PWA was designed to provide patients with a user-friendly interface that included daily weight charts in graphical format. This visual representation facilitated easy tracking of weight changes over time, giving a clear overview of progress.

A custom practice management system was carefully developed to address the client's unique requirements while ensuring compliance with HIPAA regulations. The system included dynamic form creation to enhance patient interaction and improve program efficiency through comprehensive nutrition plans. Our team incorporated robust features, including secure messaging for streamlined doctor-patient communication and video consultations for remote connectivity. The elaborate appointment booking feature empowered staff and doctors to efficiently organize their operations. Impressed by Unthinkable's timely delivery and attention to detail, the client entrusted us with the development of a mobile application compatible with both iOS and Android devices for its PMS platform. Furthermore, the client extended our collaborative partnership to integrate several additional features.

Is there a digital platform you want to build or take to the next level?

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