

# CASE STUDY

Driving The Future of Healthcare with akaTelehealth



## DRIVING THE FUTURE OF HEALTHCARE WITH akaTelehealth

*Covid-19 highlighted the importance and usefulness of technology as it urged the healthcare industry to navigate into the age of modern healthcare delivery. In the context of a raging global pandemic where physical contact is discouraged, there is constant panic, doubt and needs to consult a doctor. Many, however, are deterred from visiting the hospital in person due to fear of contracting diseases.*

Borne out of necessity for public safety, telehealth was the ultimate solution to providing care while minimizing the risk of infections. As of July 2021, telehealth utilization spiked 38 times higher than the pre-Covid period [1]. In the United States, a whopping 95% of healthcare centers are now offering telehealth options, compared to just 43% in 2019 [2]. The technology lets healthcare providers a chance to reinvent virtual and hybrid virtual/in-person care models that are accessible and affordable.

Realizing the need of both consumers and providers, FPT Software developed akaTelehealth – a product that allows improved access to care at fewer complications.

### THE CLIENT

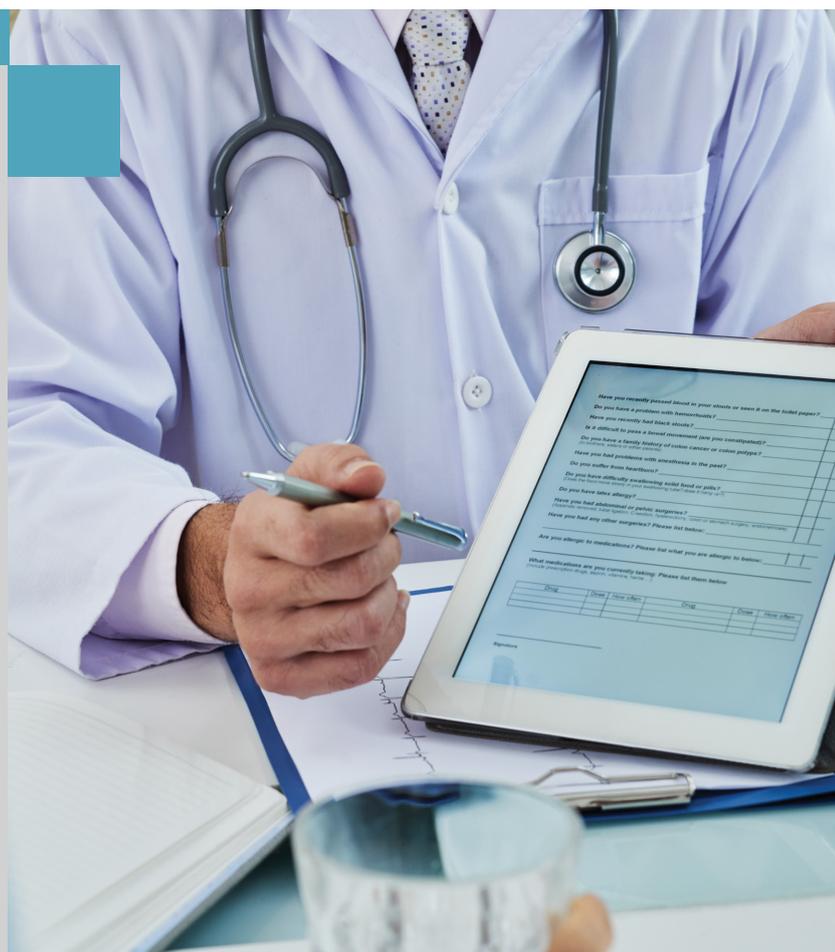
Our client is the largest private hospital operator in the Philippines. Their nationwide network consists of 19 hospitals with a combined authorized bed capacity of up to 3,800 beds and serves over 3.5 million patients annually. Our client actively searches for investment opportunities to grow, expand and be more accessible to a broader audience. Their investment interests boast across primary care clinics, cancer care centres, and forming alliances in healthcare services.

Given the client’s wide network and subsidiaries, putting consumers at the center of the experience is crucial. FPT Software team of experts has presented our telehealth solution to provide convenience and efficiency to both our clients and their customers.



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## FPT SOFTWARE'S SOLUTIONS

**Easy access through smartphones** where patients can connect to doctors from anywhere.

**Easy integration between the application** and the existing systems, as the application is developed in HL7 standard with Micro-services on a Healthcare platform.

**A throughout plan of the project** includes but is not limited to: how the project team is structured, what technologies are used, the timeline of the projects, how the system is designed, details of the different phases within the project.

After carefully studying the project plan, akaTelehealth solution is developed on a visual platform accessible on browsers and apps. The project is implemented on Google Cloud; its platform is built based on HL7 standards, and CIDC is applied to ensure the product's security.

## AKATELEHEALTH PRODUCT FEATURES:



### Online booking

Enable your patients to book appointments at their convenience, whenever and wherever, without going through a receptionist. After doctors approve the appointment, patients can see it on the app's schedule.



### Remote patient monitoring

Provide virtual clinical care and supports to the patients remotely via telecommunications technology, like audio/video calls, online appointment records and notes.



### Guardianship

The Patient App provides a 'Family members' feature, where records of their close relatives are also saved on the system and available for viewing. In case of emergency, the guardians can provide health records or consent to necessary treatments on behalf of incompetent patients.



### Prescription management:

Doctors can easily submit prescriptions on to the system, which patients can check on their mobile devices. This information can then be shared with pharmacies for ease of purchase.



### Automated reminders

Ensure consistent checkups by reminding the patients of upcoming appointments via in-app notifications, alerts, mobile texts, emails, and automated phone calls.

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## VALUES

**REDUCE DISEASE EXPOSURE**

**SAVE TIME AND COSTS**  
FOR BOTH PATIENTS AS WELL AS SERVICE PROVIDERS.

**REDUCE TRAFFIC WHILE MAINTAINING A HIGH LEVEL OF ACCESSIBILITY AT BOTH HOSPITALS AND CLINICS**

**HIGHER QUALITY CARE FOR OLDER ADULTS AT LOWER PRICES, ESPECIALLY FAVOURABLE IN NURSING HOMES.**



## DISCLAIMER

FPT Software is a global technology and IT services provider headquartered in Vietnam, with more than USD 600 million in revenue and 22,000 employees in 26 countries. As a pioneer in digital transformation, the company delivers world-class services in Smart factory, Digital platforms, RPA, AI, IoT, Cloud, AR/VR, BPO, and more. It has served 1000+ customers worldwide, a hundred of which are Fortune Global 500 companies in the industries of Automotive, Banking and Finance, Logistics & Transportation, Utilities, and more. For more information, please visit: <https://www.fpt-software.com>.

[1]

<https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/telehealth-a-quarter-trillion-dollar-post-covid-19-reality>

[2]

<https://www.jnj.com/innovation/how-telehealth-is-revolutionizing-medical-care>