Patient Engage

Enables patients to take control of their health outcomes through effective engagement tools and simplified health record access.

Easy access to medical records

Patients can access and share their digital medical records in a secure manner via any device – mobile, tablet, or desktop. They can also upload their existing offline records making it a single comprehensive repository of medical records.

Linking dependent records

Enables care givers and guardians to link dependent patient medical records. It implements a robust patient consent management system to control access.

Appointments booking and prescription refills

Patients can book, manage, and track appointments through Patient Engage. They can also submit their prescription refill requests online at their convenience.

Advanced patient engagement tools

Provides features like care pathways, instant messaging, smart alerts, and follow-up questionnaires. These enable providers to engage patients in positively improving their health outcomes.

Benefits

Improves patient experience

Features like online appointment booking and prescription refill requests ensure convenient patient interaction. The advanced patient engagement tools that enhance overall patient care experience.

Drives better patient outcomes

Acts as an enabler in improving patient compliance and in tracking treatment outcomes. It allows care providers to proactively intervene to ensure positive patient outcomes.

Enhances cost efficiencies

The self-service features of Patient Engage reduce the burden on call centres. Also, it tethers to your existing systems ensuring no additional switching costs.

Case Study

MphRx's Patient Engage enabled the client to streamline appointment booking and ensured cost effective delivery of lab and radiology results.

About the Customer

One of the top healthcare service providers in India operating across 11 hospitals. It has more than 2000 beds with 2100 doctors and over 9000 clinical staff. The client offers healthcare services across more than 30 disciplines.

Business Challenge

* Increase operational efficiency by reducing reliance on paper and film based medical records.

* Improve brand loyalty by ensuring a personalized rather than transactional patient experience.

* Enable online appointment booking, thus reducing burden on call centre resources.

Proposed Solution

* MphRx deployed Patient Engage for the client with Minerva being the underlying platform.

* Minerva aggregated patient's lab and radiology results on a single platform and made them accessible through Patient Engage. Patients could view, download, and print these reports.

* The application was white labeled to client's branding guidelines. Online appointment booking system was seamlessly integrated with the client's website to ensure consistent user experience.

Business Benefits

* Improved patient experience and engagement. The platform currently, manages 150,000 patients of which 30% are active users.

* Significantly lowered distribution costs by reducing reliance on paper/film based records.

* Enhanced productivity of call centre staff by implementing online appointment booking system.

Visit www.mphrx.com for more details.

For queries and more information, contact us at : info@mphrx.com.