



# mhealth+

## **Solution Overview**

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Associazione Italiana Ospedalità Privata

(Italian Association of Private Hospitals)





Challenges  
Faced in  
Healthcare Delivery

Difficulty maintaining  
continuity of care

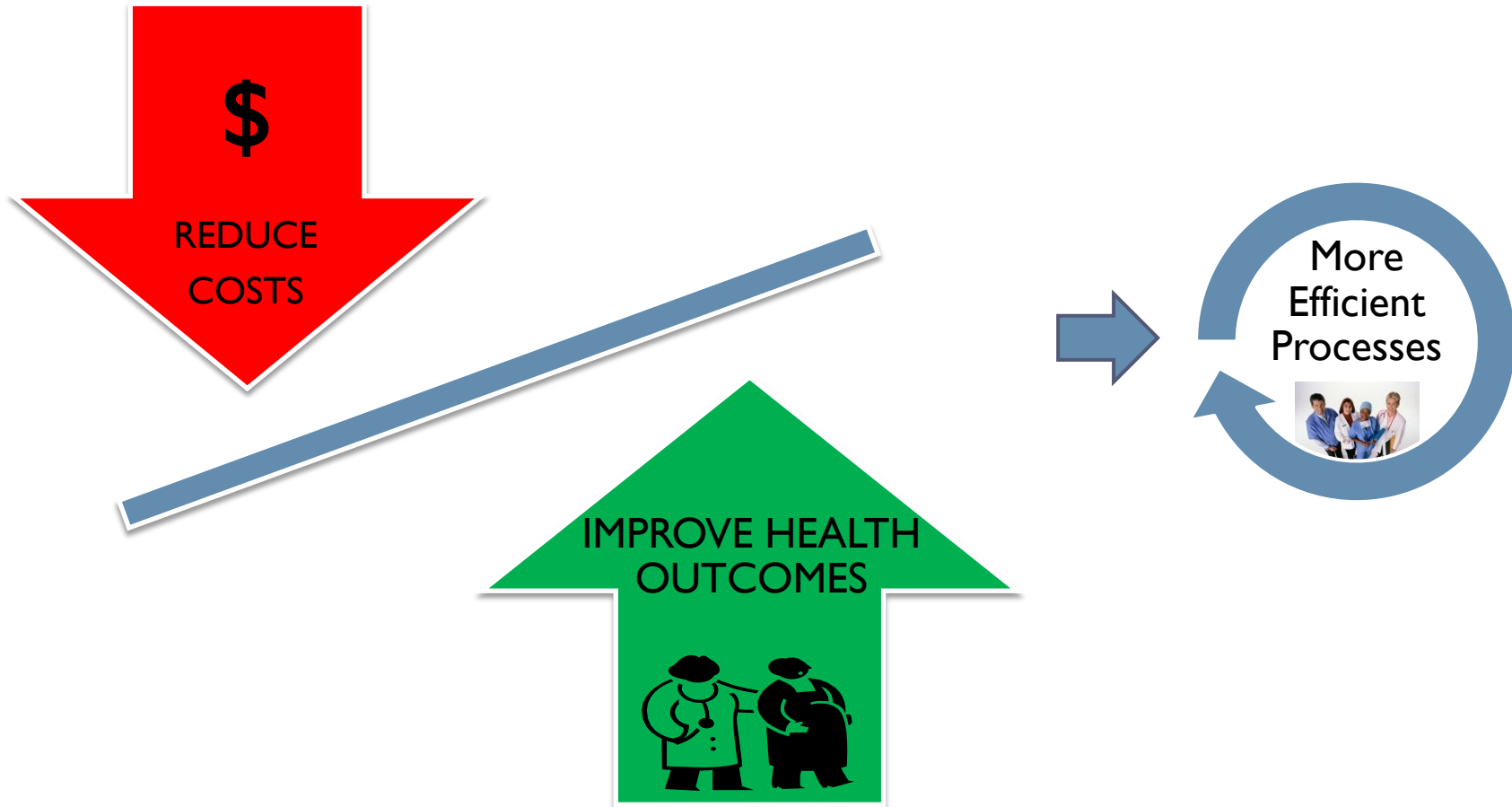
Rising costs related to  
missed appointments

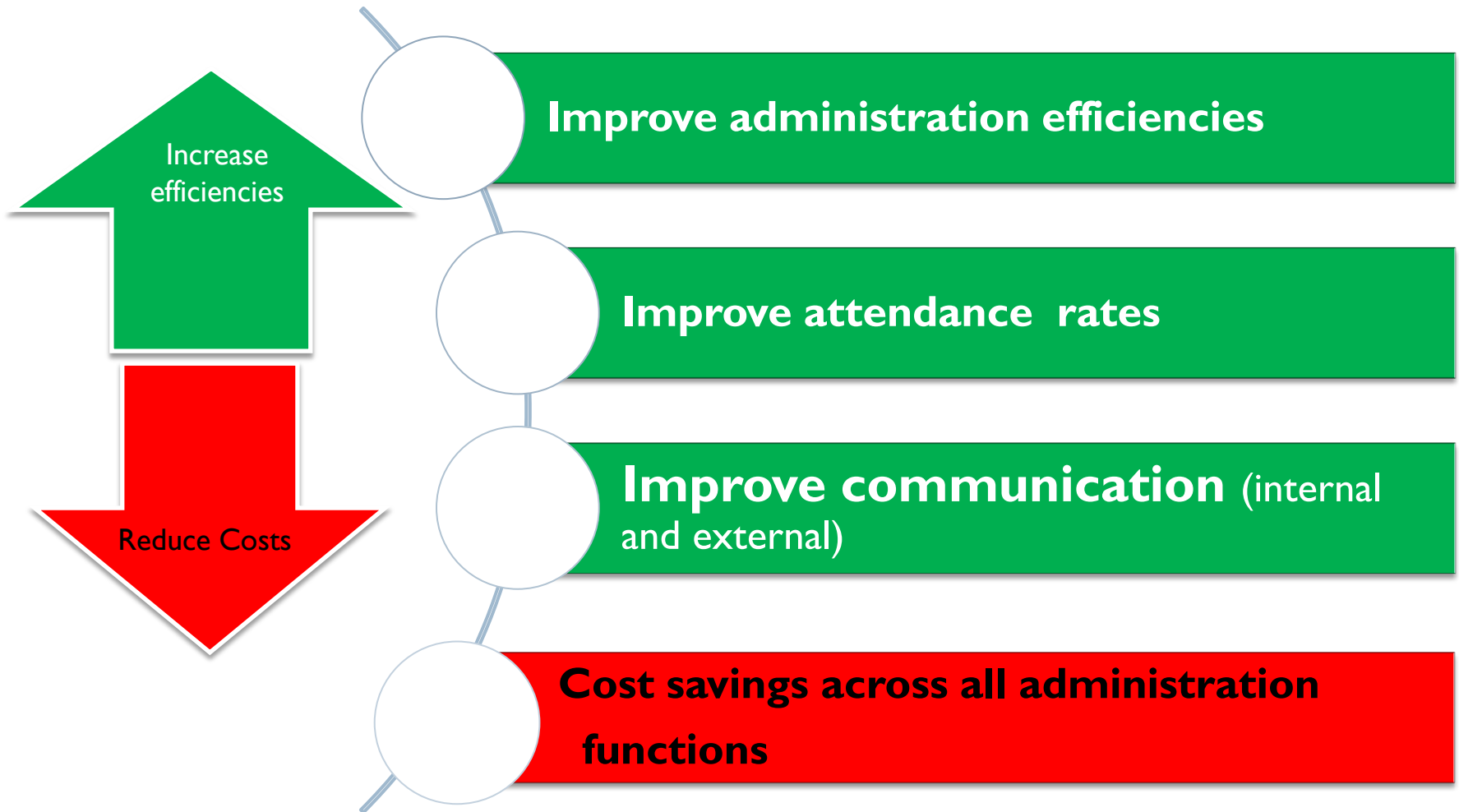
Ineffective administration  
processes

Inability to easily  
promote health programs



## Getting the balance in Healthcare delivery







## Improved Health Outcomes

**Improve population health rates** (e.g. Immunizations, Recalls for Breast and Cervical Screenings, Lab results, etc.)

**Improve patient appointment attendance.**  
Increase the response rate for less engaged Patients.

**Improve patient response** to the reminder of their appointments – Patients can inform the hospital in advance to allow another patient receive the changed slot.

**Improve patient satisfaction and perception of service** through timely alerts using 21st century technology which is used in day to day form of communication.

**Improve patient services and perceived value of care.** Reduce Waiting Lists times.

**Improve staff efficiencies**

**Increase the response rate** for Patients that don't perceive high-value in schedule appointments.

Improve Health  
Outcomes





## How Vensa mHealth+ can help?



Automate the sending and receiving of text messages, emails, voice, social media and mobile sites to remind outpatients of their scheduled appointments

Recognized as “the most personal, and direct way to communicate with patients” in hospitals and primary care.

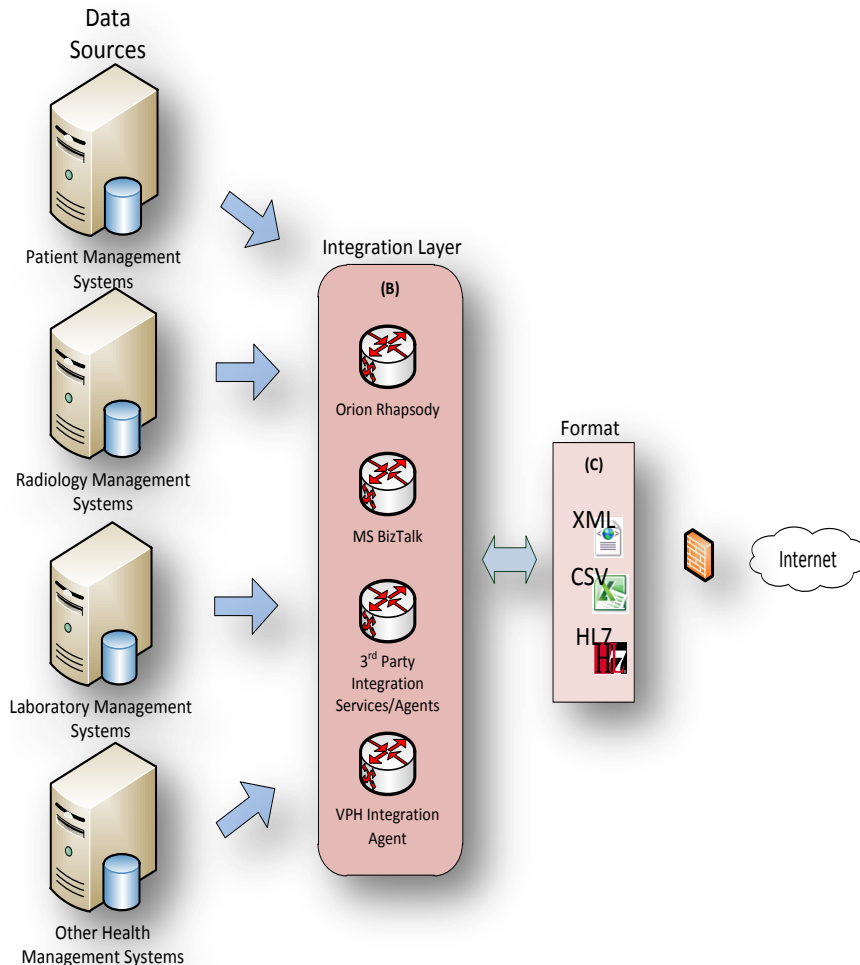
**Mobile health service which can interface with any managed PAS systems operated by the hospitals from one single platform and automate process of reminders end-to-end.**

**System can be implemented in 2-6 week period per hospital (on average), with the expectations of missed appointments dropping immediately.**

**The service supports multiple applications such as labs results notifications, health advice, medication reminders and preventative advise all supported across multiple media’.**



## How Vensa mHealth+ can help?

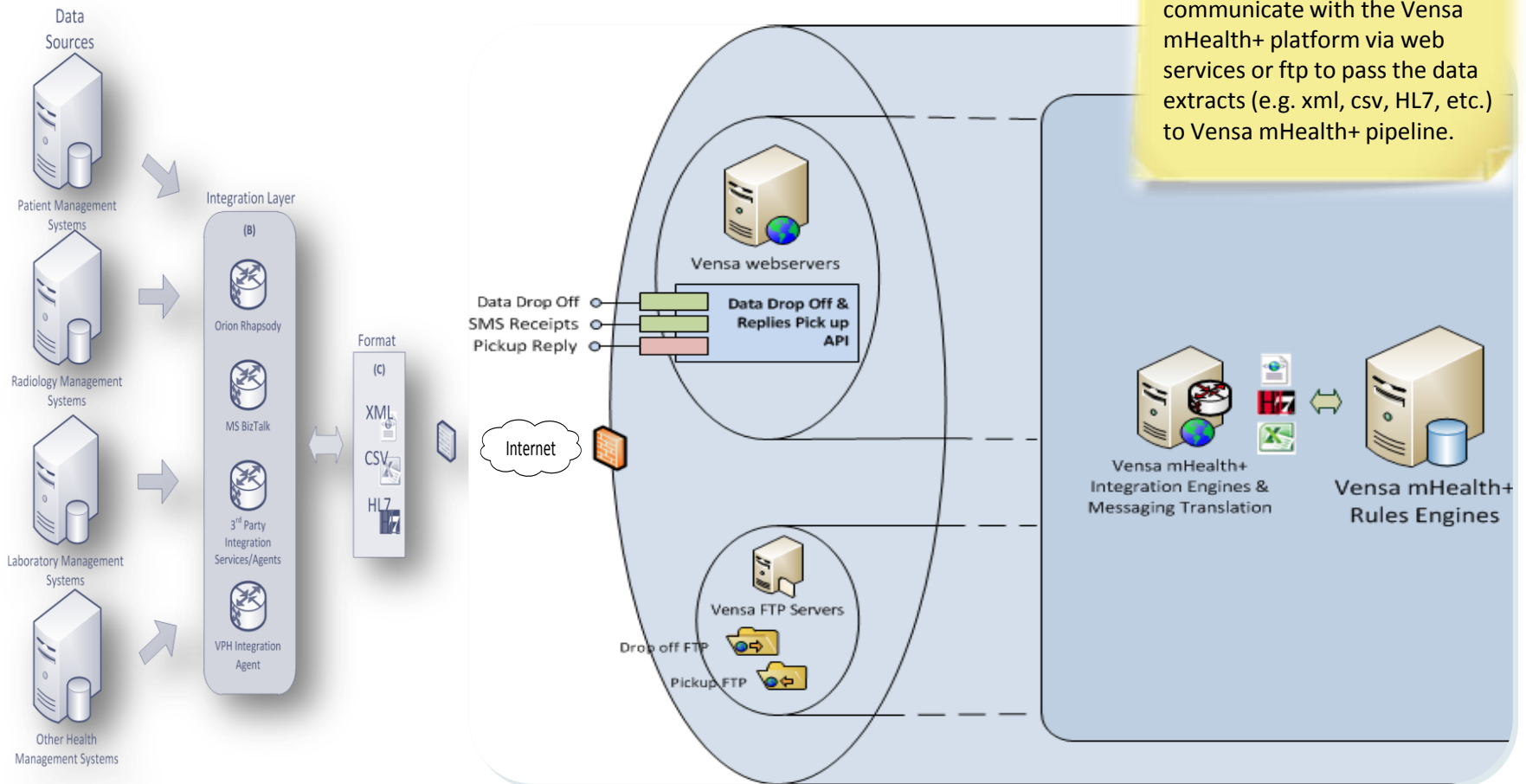


a)

As part of the implementation Vensa provides the hospital with routes to be used by the integration engines. Datasets (i.e. appointment & patient details) can be extracted on regular basis.



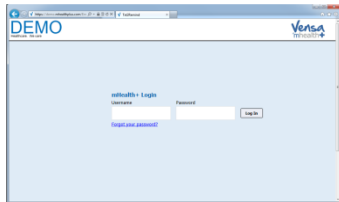
## How Vensa mHealth+ can help?



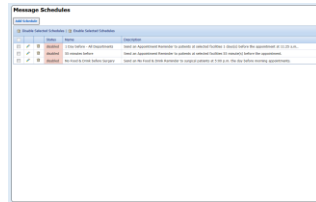


# How Vensa mHealth+ can help?

Login



Create Rule



What (Message Type)



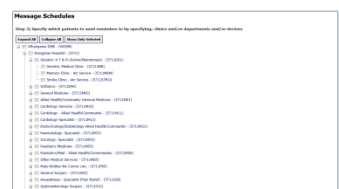
When



c)

Once the integration agents are up and running, hospital staff can log in to the portal and create messaging rules that will be automatically initiated by the Vensa Messaging Rules agents.

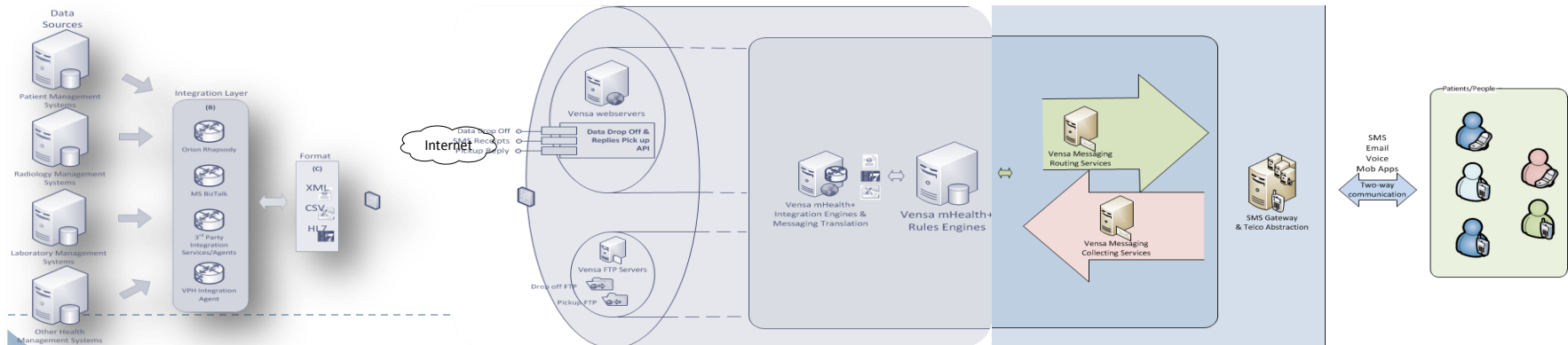
Who (Dept. Clinics, etc)



How (Template)



Finish





## How Vensa mHealth+ can help?

### Dashboards



### Messages Sent

ID	Recipient	Status	Date
1	...	Sent	...
2	...	Sending	...
3	...	Failed	...

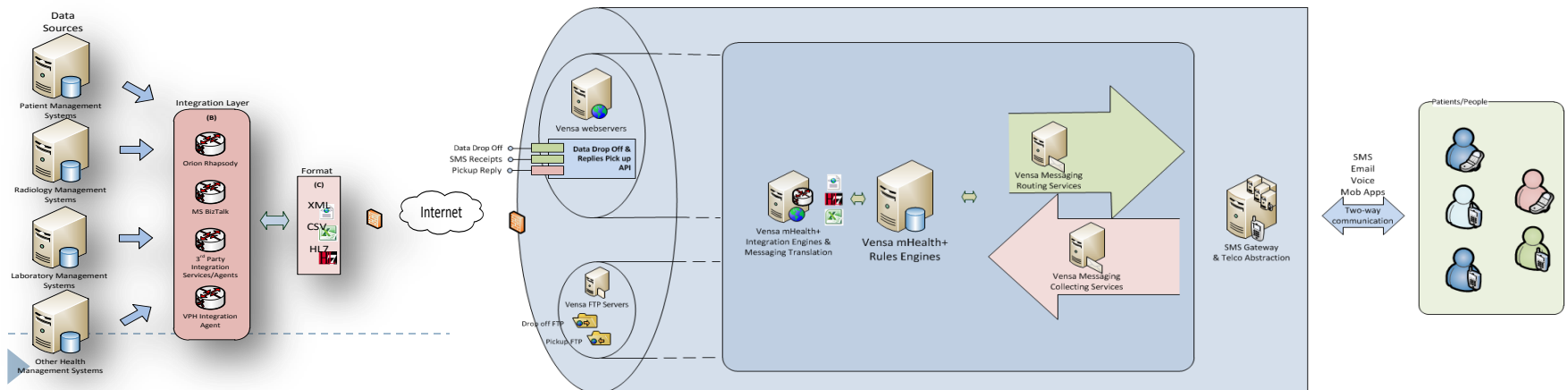
### Replies

ID	Sender	Status	Date
1	...	Received	...
2	...	Failed	...
3	...	Sending	...

d)

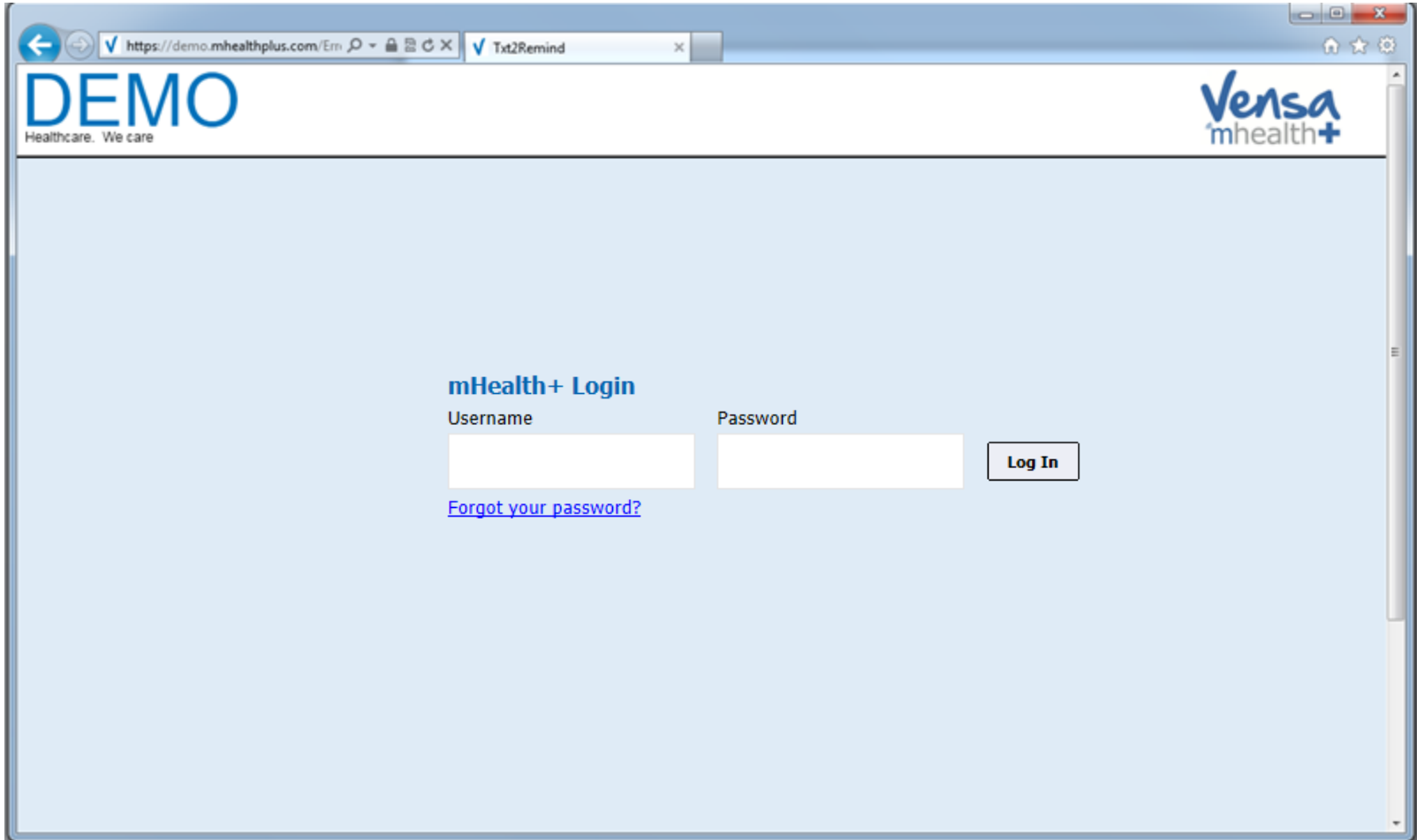
Message delivery status are available (e.g. Sent, Sending, Failed).

If there is a reply, it is then associated to the original message and can be viewed from the web portal as well as messages sent.





## mHealth+ Demo





## System Architecture

- **Web based portal** for hospital staff to monitor and configure messaging rules, security (users and roles), and system options.
- **Reminder rules** can be created to provide different reminder settings for different outpatient clinics. The message arriving on the patient's mobile phone can automatically be configured to be sent any time before the appointment date (e.g. 2 days in advance, 2 hours before appointment, morning before afternoon appointment at 10am, etc.).
- **Secure channel** for transferring data between only the hospital's information system(s) and the Vensa MHealth+ Application.
- **End-to-end audit trail** of outgoing/incoming messages from/to the PMS and clinical systems. Each messages sent, associated acknowledgments and patient responses has a unique identifier and can be tracked/managed within a secure Web Portal.
- **Acknowledgements and receipts** - Status returned will be, Received, Failed, Expired, Number Unreachable, Not Received, Error. When patient replies to a text-message sent from a Hospital clinic, the responses can be routed back to the sending party /or Outpatient department as well as monitored/audit via the secure management web portal.
- **Conformance** to formally defined and agreed web service contracts as well as ability to transact messages into various standards and formats (e.g. HL7) to allow for a central audit trail/clinical purposes.
- **Back-end Management Adherence** to agreed SLAs and ability to produce quantitative and qualitative measurements of system performance. Vensa Health has established SLA's with its gateway infrastructure into local Telco's on message delivery. This enables Vensa Health to offer reliable two-way communications over the mobile phone along with short code services.
- **Reliable Hosting Platform** - Vensa Health works with established local hosting centres which mean added reliability.
- **Integration Gateway** - Vensa Personal Health's MHealth+ can be configured to integrate in different ways with Patient Administration System through leading integration messaging engines (i.e. Orion Health Rhapsody, BizTalk, etc.).
- **Multi-lingual** - A mobile messaging platform that is multi-lingual ensuring personal service, which people can respect, and act on. The solution is capable of automatically send txt messages in the patient language of choice (e.g. English, Arabic, etc.).



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## mhealth+ mHealth+ for Hospitals

Vensa mHealth+ interfaces with the multiple hospital HIS to provide a single communication platform and automate process of appointment reminders for all the outpatient clinics via electronic messaging with patients via two-way text messaging, Mobile sites, email, voice and more.

## TXT2Remind for Primary Healthcare

Allows for General, Nurses and admin staff to send appointment reminders, test result alerts and recalls for services through mobile text-messaging.

## Telehealth Solutions

mHealth+ Telehealth focuses on interfacing with medical devices and transferring personal health records (PHR) from medical devices to healthcare professionals for purpose of monitoring the health status from the patient home.

## Services & Consulting

Vensa Health partners with our clients to implement our solutions in the healthcare space spanning both primary and secondary care.