



Success Story

Telehealth Application Development for a US-based Healthcare Firm

Customer

An emerging health-tech firm

Country

United States

Industry

Healthcare

About the client

The client is an emerging health-tech firm in the US, addressing mental health & social needs of patients through an innovative community-centered referral platform. The holistic platform hosts & connects healthcare providers, community partners and patients with an aim to reduce health disparities and deliver trauma-informed care, while making mental healthcare become more equal, accessible and fair for all.

Tech Stack



Business Situation

Social trauma often goes undetected due to lack of awareness and understanding of the profound impact it can have on people. Due to its invincible nature, the signs often go unnoticed and consequently, if left untreated, it can lead to depression, anxiety and other serious mental health conditions. Which is why, addressing and treating social traumas well in time is important to break the cycle of suffering.

Unfortunately, not everyone has the right resources and knowledge to manage their conditions and most medical systems today are unable to bridge this gap & take a deep dive into patient's social and psychological conditions due to lack of time, resources and proper tools.

The client, an emerging health-tech firm, aimed to address these pain points with a holistic, patient-centered solution that could assess patient's trauma and align them with the trauma-informed community partners.

To bring this vision to life, the client reached out to Daffodil Software for its long-standing expertise in developing impactful, cutting-edge & future-ready healthcare solutions.

Key challenges faced by the client were:

- ✔ Traditional healthcare systems lacked the right tools to address psychosocial risk factors and social determinants of health (SDOH). Patients often returned with same or similar health issues due to sole focus on symptomatic treatment.
- ✔ The siloed nature of healthcare systems posed a great challenge for healthcare providers to connect patients with social caregivers and offer relevant mental and social health resources.
- ✔ Electronic health records [EHRs] captured only clinical data, often neglecting essential SDOH details such as financial, housing status etc. - creating gaps in care delivery.
- ✔ The client wanted to address these healthcare industry challenges and bring his vision to life.

The Solution

A cross-functional team of Daffodil's dedicated developers, quality analysts, and DevOps professionals collaborated closely with the client to understand project scope, challenges and requirements. Our team conducted an in-depth analysis of core functionalities, user flow, and technical infrastructure, gathering detailed specifications from the client to ensure a tailored solution. The team leveraged React & Angular to develop a robust, user-friendly web application for the client. Node.js was implemented for an efficient server-side architecture while PostgreSQL and MongoDB were utilized for data storage solutions.

The developed platform connected care providers, patients and community partners together to facilitate efficient and impactful care delivery.

How the solution works:

Upon patient's visit to the clinic, care provider would assess and onboard patients who are likely to have social trauma and would ask them to take-in the trauma assessment questionnaire on the platform - a tool to evaluate the type of trauma such as family & home, money & resources, social & emotional health etc, impact of trauma and other risks. Upon submission of the same, through a point-based scoring system, the care provider would then be able to identify the exact type of trauma and the patient's psychosocial needs. With a holistic view into the patient's mental state, the provider could then refer the patient to a specialized community partner for trauma recovery.

The community partner (specialized in patient's type of trauma), based on the assessment, would further pay a visit to the patient and offer a trauma-informed care plan that promotes sensitive, patient-centered care. Care providers could also track the progress of the patient-partner referral through the system. Additionally, in order to accelerate recovery and facilitate awareness, a comprehensive mental and social health education center is also included on the platform.

Unlike traditional settings where resources were shared in a paper-binder, the education center enables a full-fledged module to access & share relevant, evidence-based and up-to-date resources. These could be sent in video or PDF format to the patients in a few clicks, facilitating timely and accurate care delivery.

The core features of the solution:

Team Daffodil developed a suite of comprehensive portals for providers, patients as well as community partners to facilitate streamlined patient onboarding cycle, psychosocial assessment, referral process & much more, to improve health outcomes of the vulnerable population. Let's explore these features in detail.

Care Provider Portal:

- ✔ **Provider's dashboard:** A user-friendly interface to view all details of patients such as patient age, social risk, status etc. Providers could also access the list of available community partners to refer patients to, through the dashboard.
- ✔ **Patient onboarding form:** Providers / medical practitioners could onboard new patients and collect their medical history through a seamless onboarding form and initiate the referral process.
- ✔ **Referral management:** Providers could track and manage the referrals shared with the community partners easily through this feature.
- ✔ **Education center:** Providers could view patient data, medical history, assessment results and resources via education center.
- ✔ **Messages:** Doctors could easily connect with patients as well as community providers through secure messaging feature.

Patient Portal

- ✔ **Patient's dashboard:** Personalized dashboard for patients to view their appointments, community partner details, and care plans.
- ✔ **Assessment tool:** Patients could access and take trauma assessment questionnaire through this tool.
- ✔ **Appointment management:** Patients could view details of upcoming appointments with community partners easily.
- ✔ **Education center:** Patients could access their educational resources through this feature.
- ✔ **Resource directory:** Patients could view what resources were shared with them through the resource directory.
- ✔ **Messages:** Patients could connect with providers or community partners through messaging feature, in-built on the platform.

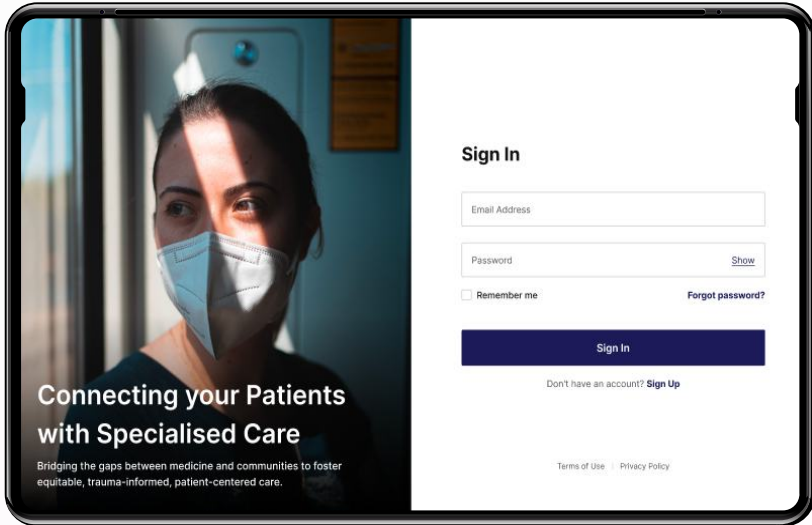
Community Partner Portal:

- ✔ **Community partner's dashboard:** Holistic view of accepted referrals, appointment schedules, resources, patient addresses, medical details, etc.
- ✔ **Referral management:** A complete module to accept or further refer patients to another community partner or back to the provider for reassessment.
- ✔ **Education center:** Partners could easily manage resources to share with patients securely, and in real time.
- ✔ **Manage appointments:** Community partners could schedule, postpone, cancel appointments based on their availability.
- ✔ **Messages:** Community partners could connect with doctors/providers as well as patients through a secure messaging feature.

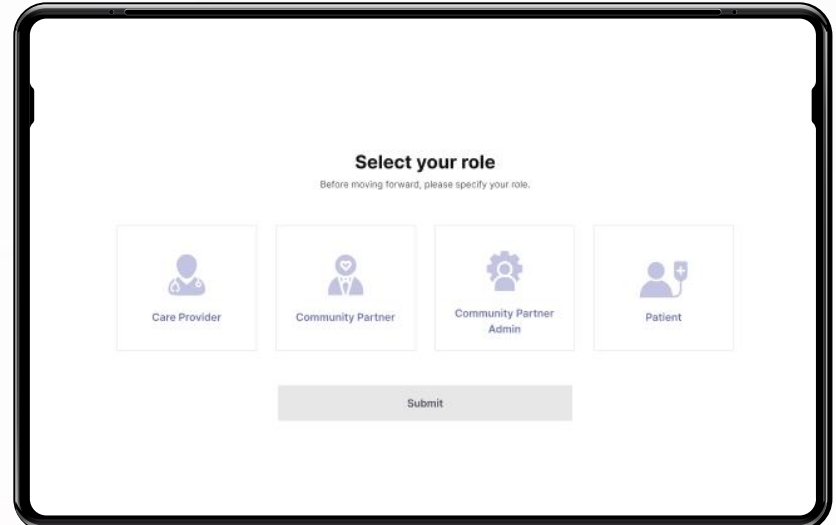
Impact

The collaboration with Daffodil Software has been instrumental in driving change. With this comprehensive solution, Team Daffodil has addressed the critical gaps in managing mental health and social determinants of health needs for the client. The solution & its thoughtful feature-listing has enabled the client to create a safe space for patients suffering with psychosocial challenges and bringing them closer to care delivery, with people they can talk to. Owing to the great success of the pilot project, the client has shown keen interest in future partnerships with Team Daffodil to enrich the platform further.

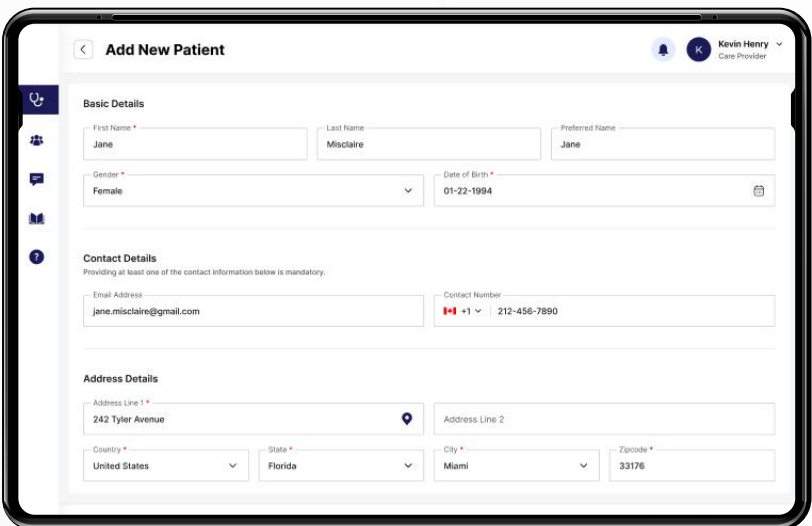
Product Snapshots



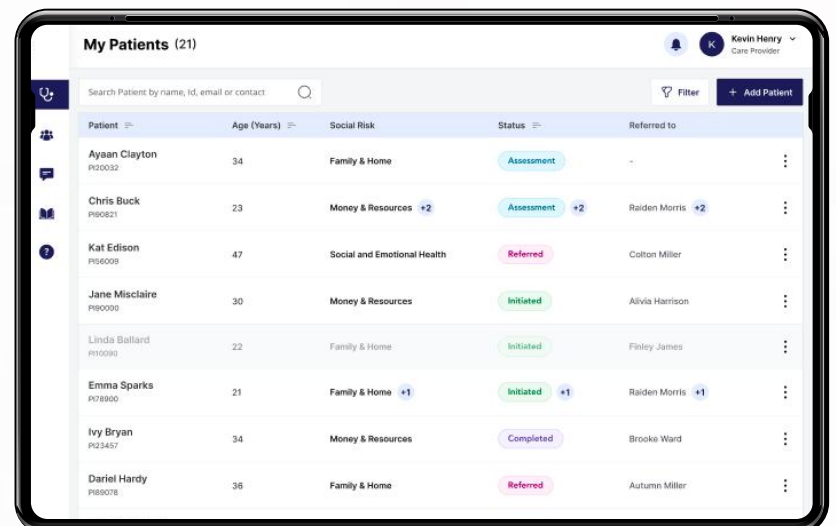
Holistic, trauma-informed, patient-centered solution



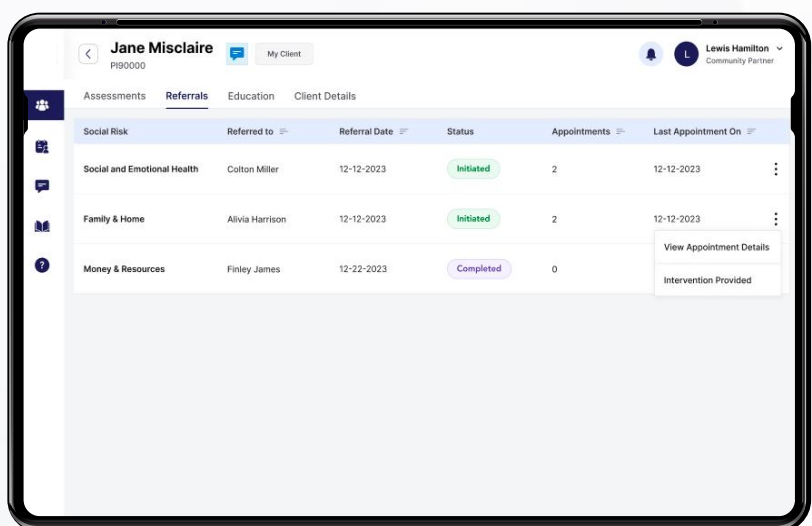
Care provider, patient and community partner role selection screen



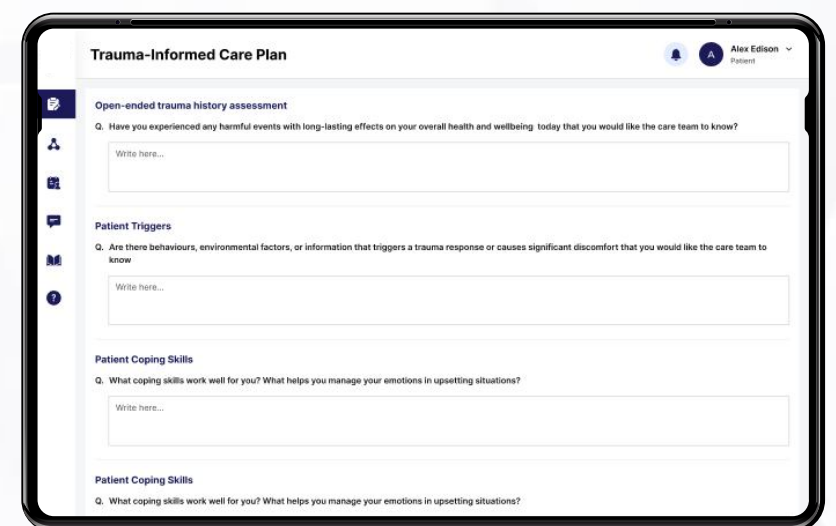
Patient onboarding by provider



Care provider's portal to view patient data



Referrals on community partner's portal



Trauma informed care plan

Services Used

Telemedicine Software Development Services

Healthcare Software Development Services

Have a software product vision in mind?

Setup a personalized consultation with our technology expert.

Let's Talk