Developing a telehealth platform that connects over a million users with healthcare providers

Customer	Country	Industry
Leading Healthtech Company	India	Healthcare

About The Client

The client is a leading Indian telehealth company specializing in delivering digital healthcare solutions through a user-friendly mobile application. Their telehealth platform aims to enhance access to medical services and improve patient care.

Technology Stack

React	node.js

Business Situation

Our client aimed to enhance the delivery of healthcare services by making them more streamlined, accessible, and user-friendly. Previously, patients had to navigate multiple platforms for consultations, appointments, and managing claims, leading to a fragmented experience. The administrative team also struggled with managing various systems, which resulted in inefficiencies and errors.

To address these issues, our client envisioned a comprehensive telehealth platform to streamline operations and improve user experience, integrating different portals for users, administrators, and corporate employees. This would ensure seamless access to healthcare services, efficient administration, and enhanced visibility for corporate clients.

Therefore, the client sought a technology partner with expertise in developing custom telehealth platforms. They chose Daffodil Software for its deep knowledge of telehealth application development, understanding of healthcare industry standards and compliance, and proven track record of delivering innovative, scalable, and robust telehealth solutions.

The key requirements were to:

✅ Design and develop a comprehensive telemedicine platform that seamlessly integrates with the existing system, incorporating a variety of features to enhance user engagement and streamline healthcare services.

✅ Develop a robust admin portal to efficiently manage patient services, prescriptions, and other administrative tasks.

✅ Create the employee portal with features like member manager, claims management, network hospital dashboard, and endorsement management.

The Solution

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. We developed an intuitive interface, leveraging React for the frontend and Node.js for the backend, which provided a reliable and scalable platform. The backend was designed to handle real-time interactions and manage large volumes of sensitive healthcare data, adhering strictly to indian healthcare standards and compliance for data security and patient confidentiality.

To enhance operational efficiency, we also developed comprehensive admin and employee portals. the admin portal streamlined the management of patient services, prescriptions, and lab orders, while the employee portal featured tools for member management, claims management, and a network hospital dashboard. These improvements ensured that the platform was not only user-friendly but also capable of supporting high performance even during peak usage times.

We incorporated various features such as:

User portal:

Video consultation: We designed and implemented a high-quality video calling feature that allows patients to conduct virtual face-to-face consultations with healthcare experts. This feature also includes the ability to monitor face vitals and generate Medical Examination Reports (MER), which improved the telemedicine experience.

Appointment scheduling system: Recognizing the importance of efficient healthcare access, we incorporated a user-friendly appointment scheduling system into the app. This feature allows patients to book and manage appointments with their preferred healthcare providers with ease, reducing wait times and improving the overall coordination of care.

Health goal tracking: To further support users in their wellness journey, we integrated health goal tracking features. These include tools for monitoring daily water intake and step count, enabling users to set personal health objectives and track their progress directly through the app. This motivates users to maintain healthy habits but also provides valuable data to inform their healthcare consultations.

Cashless dental service booking: Understanding the need for hassle-free access to dental care, we implemented a cashless dental service booking system. This feature enables users to find dental services, schedule appointments, and avail cashless transactions through fitcoins, within the app. It streamlines the payment process for dental care, making it more accessible and less stressful for users.

Gaming and engagement mechanics: To increase user engagement, we created an interactive gaming component within the app that rewards users with 'fit coins' for completing health challenges and meeting wellness goals. This gamification strategy encouraged constant app usage.

Digital wallet: We incorporated the application's digital wallet functionality, enabling users to easily manage transactions for health services. This streamlined payment system contributed to a hassle-free user experience.

Claims processing interface: To simplify the insurance claims process, we established a streamlined claims processing interface within the app. This system facilitates the submission and tracking of healthcare claims, making it more convenient for users to handle their medical expenses and for employers to manage reimbursements. The digitalization of this process also helps to minimize errors and expedite claim resolution.

Admin Portal

Appointment booking forms: We developed a comprehensive appointment booking form system that allows administrators to create appointments while capturing important information such as customer details, insurance information, and healthcare package selections. This feature streamlined the appointment-setting process, ensuring that all relevant details are accounted for, leading to a more personalized and organized service for customers.

Orders dashboard: The introduction of an orders dashboard equipped administrators with a centralized platform to view and manage all orders. This consolidation of information and actions has led to improved case management and operational efficiency, allowing for quick decision-making and better service provision.

QC dashboard: Our development of a quality control dashboard provided a dashboard feature that gives administrators the ability to approve, reject, or partially approve cases with full visibility into case details.

Partners listing dashboard: The development of a partners listing dashboard on covalence for partner management allowed for better coordination and management of healthcare service providers and diagnostic labs. This feature improved communication and collaboration between the platform and its partners, leading to more integrated services.

Employee Portal:

Member manager: We developed a member manager feature that serves as a comprehensive dashboard, displaying all user details for administrators. This feature has streamlined the process of managing user data, allowing for quick access and updates, which in turn has improved the overall efficiency of member management.

Claims management: This feature we developed provides a clear and organized representation of all claims. This has facilitated a more efficient claims handling process, enabling employees to track, process, and resolve claims more effectively, leading to faster claim resolution and increased user satisfaction.

Network hospital dashboard: By developing the network hospital dashboard, users can view detailed information about hospitals and healthcare facilities associated with the employee's healthcare plan. This feature has made it easier for employees to find and access the care they need within their network, enhancing the convenience of the healthcare experience.

Endorsement feature: The endorsement feature allows employees to view and manage all raised requests in one place. This development has helped in streamlining the request-handling process, ensuring that endorsements are addressed promptly and accurately, thus improving service responsiveness.

The Impact

The comprehensive development of the new telehealth platform by Daffodil Software significantly elevated the user experience. The integration of features such as video calling, gaming mechanics, and digital wallets greatly increased user engagement and satisfaction. The robust admin and employee portals were designed to streamline operational efficiency, enhancing the management of patient services and claims. The seamless appointment scheduling and health goal tracking features improved healthcare access and reduced wait times. Overall, these advancements not only enhanced the platform's resilience and performance but also positioned our client as a more attractive and efficient solution for users, healthcare providers, and employers.

Services Used

Telehealth Software Development

Healthcare IT Services

Have a software product vision in mind?

Setup a personalized consultation with our technology expert.

Let's Talk