

Teleconsultation



About Teleconsultation

Teleconsultation allows health care professionals to evaluate, diagnose, and treat patients at a distance using telecommunication technology.

Teleconsultation involves the use of electronic communications and software to provide clinical consulting services to patients without an in-person visit. It is frequently used for follow-up visits, specialist consultation, and a host of other clinical services that can be provided remotely via secure video and audio connections.

Teleconsultation involves technology (computers, video, phone, messaging, etc.) by a medical professional to diagnose and treat patients in a remote location.

Client

Vitalife Clinic is a network of multi-specialty clinics offering the complete range of family healthcare services under one roof at affordable rates. Since 2007, Vitalife Clinic has been providing patients with high-quality care and exceptional service at its clinics and hospitals located in Pune, Bangalore, and Chennai. Over 2,00,000 patients received treatment and care at their clinics every year. More than 100 experienced doctors are impaneled with them across their clinics and hospitals.

Vitalife has a patient-centric model and holds an unwavering commitment to the highest standards of quality and ethics while delivering these services. A professional team manages Vitalife with wide-ranging experience in medicine and management. Vitalife is guided by a single-minded focus approach on high-quality patient care while executing its growth plans.

Challenge

In January 2020, due to the Covid-19 pandemic in India and abroad, it was the biggest challenge for the patients to reach out to doctors associated with VitaLife clinic for regular check-ups and consultations.

Hence there was a need for a way of attending patients remotely when doctors can't meet their patients face-to-face.

Solution

IWORKTECH has built a teleconsultation tool for Vitalife, which helps the patient to book an appointment with the doctor and have a video consultation with him. The application works on all common browsers and mobile devices with a responsive user interface.

The application's process flow:

- A patient books an appointment with a doctor over a call to a VitaLife clinic or schedule an appointment online with an OTP verification
- For online booking, payment is made using a credit card or a debit card, net banking, UPI, etc.
- On the booking of an appointment, the patient and the doctor receives SMS with date and time of an appointment with a link for a video consultation.
- The doctor initiates the video consultation
- The patient joins the video consultation room
- The doctor can make the prescription online and send to the patient via Email/ SMS

Results

Using the teleconsultation tool, VitaLife is now managing consultations with various specialist doctors associated with its clinic. It provides, as an alternative to in-person visits has a host of benefits for patients and providers alike.

Patient's benefits:

- Time-saving due to zero travel and zero waiting period.
- Less interference with the regular chore.
- Privacy is maintained.
- No exposure to other potentially contagious patients

Provider's benefits:

- Increase in revenues.
- It improves hospital and clinic efficiency.
- An answer to the competitive threat of retail health clinics and online-only providers
- Better patient follow-through and improved health outcomes
- Fewer missed appointments and cancellations

About IWORKECH

Since 2004, iWorkTech is on a mission to build critical enterprise-wide solutions for its clients and partners. iWorktech provides solutions that can be productized if need be. Our main domain focus is on Utility, Healthcare, and Education sectors.

We have mastered the dynamics of distributed software development and simultaneous release on different platforms like Web, iOS, and Android. Our R&D and architect group continuously works towards improving the productivity of the team and providing cost-effective solutions that address the problems of the customers.

Recently IWORKECH was selected as one of the 20 Top promising 'outsourced product companies by SiliconIndia – US.

IWORKTECH's goal is to become a respectable IT service company.