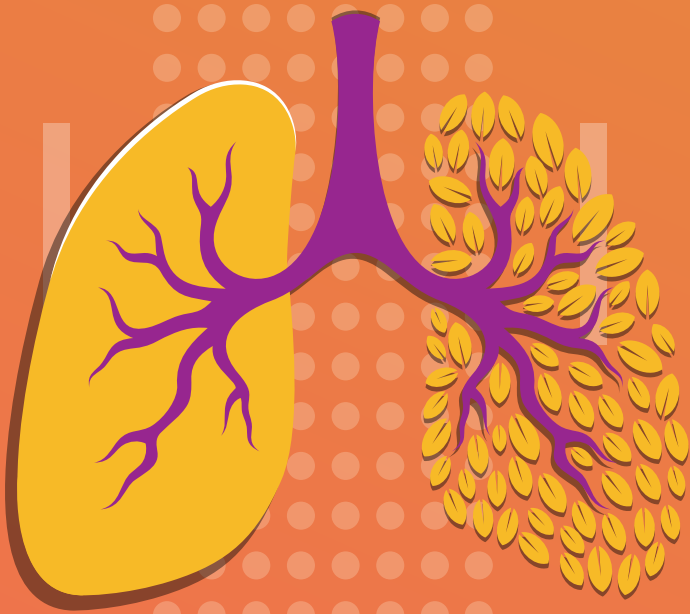


BREAKING BARRIERS TO PATIENT
WELLNESS THROUGH HYPER
PERSONALIZATION AND
COLLABORATION



Our client is a faith-based healthcare organization that manages a network of 11 hospitals and over 100 clinics, offering a wide range of services to nearly 1.5 million outpatients.

Key Challenge

A Patient-Friendly Healthcare Experience

Patients encountered challenges accessing convenient care locations, most suitable facilities, and timely treatment, prompting the need for a comprehensive solution. With the aim to become the go-to healthcare choice for patients, the client decided to overhaul their care experience.



The Solution

Empowering Through Hyper-Personalized Experiences

With the objective of alleviating patient challenges, our client partnered with Infosys to build an intuitive application that personalized healthcare experiences and helped develop a long-term relationship with patients.

Revolutionizing Patient Engagement



User-Centric Upgrades

Listened to user feedback to improve usability



Agile Transformation

Adopted agile methodology for development and testing



Flutter Cross-Platform

Developed app on Flutter for iOS and Android platforms ensuring a common code base

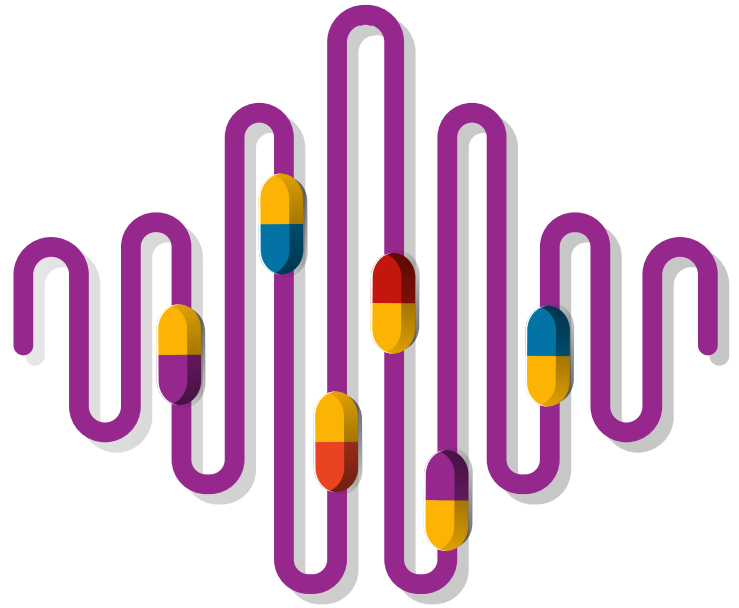
Benefits

The Shift to Continuous Care

Thanks to the partnership with Infosys, the client was able to make the transition from episodic to continuous care, recording improved performance with:

- **Improved Service Efficiency**
Call avoidance through self service
- **Speedy Experiences**
Reduced wait times at the hospital
- **Increased App Usage**
Increased adoption among customers

Empowered by their partnership with Infosys, our client was able to align themselves with their broader transformational strategy that prioritizes patients and enhances their overall experience.



Infosys Healthcare Practice

Infosys empowers healthcare organizations to streamline intricate ecosystems, uniting processes, data and core systems. By forging seamless connections across the value chain, we pave the way for harmonized healthcare journeys that enhance connectivity between members and patients, fine-tune operational costs and orchestrate speed-to-market.

Learn more about how we enable organizations to amplify their possibilities and drive transformative growth.

www.infosys.com/healthcare



For more information, contact askus@infosys.com



© 2023 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.