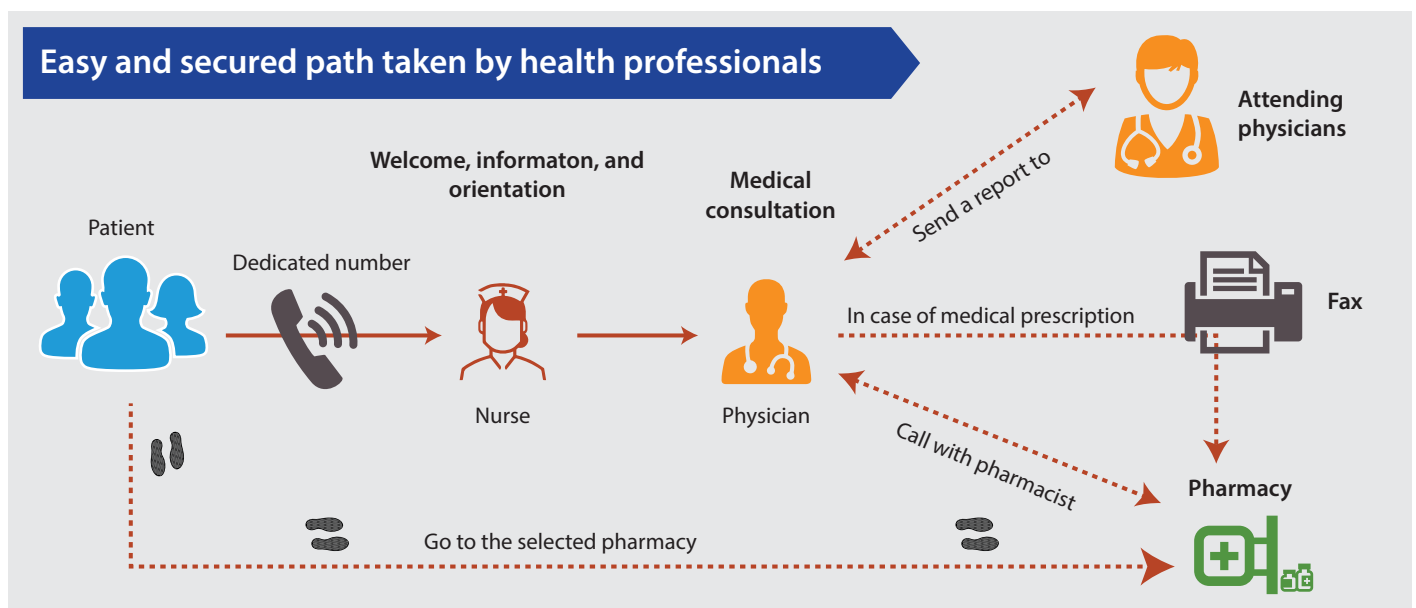


Infosys Telemedicine

Infosys telemedicine solution is designed for doctors and nurses to manage patients, their requests, and provide consultation. The solution captures all the information related to a patient throughout his/her life

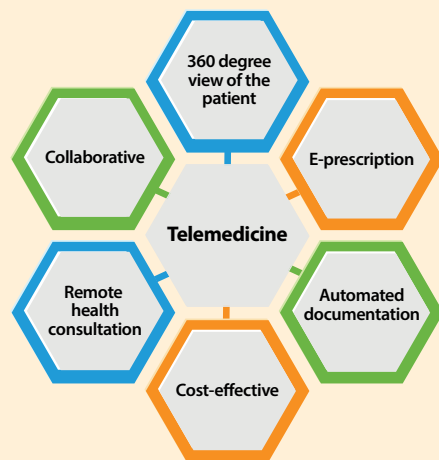
cycle, including past medical history and treatments, biometric data, etc., thereby providing a 360 degree view of the patient to the medical representatives. The doctor gets consolidated information that helps

them make accurate decisions that are communicated back to the patient with a quick turnaround time.



Solution benefits

- Remote health consultation
- Effective and convenient communication between patient and medical staff
- Easy access to medical services
- Quick transmission of prescriptions, reports, and other consultation-related data
- Automated documentation
- 360 degree view of the patient



Core functionality of the telemedicine platform

- Capture phone call details
- Capture request details
- Track patient information – biometry / past medical history / treatments / phone number / addresses
- Assign the patient to the doctor depending on locality

- Visibility of patient record depending upon the individual doctor's access
- Analysis of patient medical history and consultation information
- E-prescription / e-diagnosis / radiology prescription, etc.

Solution features

Dashboards

- Customized and preconfigured dashboards
- Configurable daily phone call activity and request dashboard

Phone call

- Records incoming calls along with the reason for the call
- Captures all the details regarding the patient and the beneficiary
- Records outgoing calls made by medical staff
- In-line grid view to access other records (patient file, request file, etc.)

Patient file

- Maintains the patient details – phone numbers, address, etc.
- Manages patient and his/her eligibility throughout the life cycle based on contract terms

Request file

- Receptacle of all medical information recorded during the phone call(s)

- Captures the biometric details, past medical history, and treatment information
- Assists in assessing the medical situation of the patient

Request outcome

- Based on patient query and his/her medical context, the request outcome is decided
- Indicates a patient's query has been addressed
- The outcome is one or more among the following three:
 - Information
 - Orientation
 - Consultation

Activities

- To assign tasks to a user or a team
- To track the fax records, SMS, email messages, letters sent to an external recipient or the patient
- To generate documents with medical personnel data, which will be sent as an attached document from the certified mailbox (from the certified platform only accessible to healthcare professionals) or by postal mail

Reports

- To generate e-prescription, radiology prescription, biology prescription
- To generate daily, weekly, monthly, annual reports

For more information, contact askus@infosys.com

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