

Improve patient outcomes and maximize productivity of caregivers



The client is a US based renowned provider of intelligent business communication apps and infrastructure for telecommunications and healthcare verticals. Headquartered in Silicon Valley with development and support offices spread across globe.

The Challenges

Being involved with the healthcare vertical, clients have seen how a communication gap can be life threatening. Any delay in communication can cause slower response time and decision making, which can pose a very strict action on business.

Another major challenge was the limitation in defined workflow that resulted in miscommunication and poor collaboration between care team personnel.

Quarks Solution

We came up with an idea of decision support tool, a cloud-based clinical communication and collaboration (CC&C) platform that meets the challenges faced by providers. It seamlessly blends unified communications and Health IT technologies into a simple and easy to use mobile and web client that supports clinical workflows which drive better patient outcomes and higher ROIs.

Key Features

- Plugin with MS Teams.
- Dashboard for care team with real time alerts, priority tasks and facility to chat with patients.
- Improved communication.
- Reduced average length of stay & time-to-service.
- Zero HIPAA violation penalties and fewer medical errors.

The Benefits

Our solution helped in bridging the gap between care team, doctors, and patients. Care team members can view individual patient details accurately. Provision for chat, call and scheduling meetings allow an edge for taking right decision in minimal time

- Reduced medical errors by 40%.
- 2. 30% improvement in accidental death/serious injuries caused.