

# Product to manage patient appointment



The client is a 360-degree connected outpatient healthcare platform and a tech-enabled clinic chain aggregator that brings together all the healthcare needs of the patients onto a single platform. Its goal is to look towards transforming outpatient care by upgrading the standalone clinics and converting them into full-service health centers providing quality care. The client digitizes the patient records to help partner doctors keep track of individual patient medical histories without having to add to their paperwork.

## The Challenges

One of the biggest challenges that the client was facing was, that it has two mobile apps with monolithic code; one was for appointment and consultation services and another for booking lab tests. This led to numerous performance issues including syncing of data. There were customer escalations resulting in declining user base due to poor user experience.

## Quarks Solution

Quarks provided digital solutions to improve the application & user flow of the product.

- Streamlined release cycle.
- Merged doctor appointment and lab test app into a single platform using React Native, ReactJS, and Java.
- Improved the application flow to manage different tasks simultaneously.
- Completely revamped the patients' and doctors' portals.
- Improved overall application performance using the Metabase DB to manage, store, and distribute the data.

## The Benefits

Quarks innovative solutions helped :

- 4 and 5-star ratings given by end users, directly increased their subscribers' rate by 25%.
- Improved user experience increased the active customers base by ~40%.
- Code refactoring led to faster response time.
- Improved the app stability across the platform.