

The Future of Healthcare IT Solutions

The healthcare industry has undergone a significant transformation over the recent years, and the pandemic has accelerated the need for investment in healthcare infrastructure and resources, to be better equipped to handle future healthcare crises. Healthcare enterprises worldwide, are constantly working towards enhancing the patient care experience, optimizing health outcomes, and reducing healthcare costs.

The recent advancements in healthcare IT solutions have been a game-changer, and it has changed the way healthcare services are delivered today. Some of the ways in which healthcare IT solutions are being used today include:

1. **Telemedicine** has surged in popularity, particularly during the COVID-19 pandemic. It enables healthcare providers to remotely diagnose, treat, and monitor patients, offering convenience and access to those in remote areas. From common ailments to mental health support, telemedicine offers a wide range of services, reducing infectious disease transmission and expanding healthcare reach.
2. **Electronic Health Records (EHRs)** are digital versions of a patient's medical history, including their health status, medical conditions, test results, treatments, and medications. EHRs provide a centralized platform for healthcare providers to access a patient's health information, which can improve the coordination and quality of care. EHRs can also help reduce medical errors, enhance patient safety, and increase efficiency in healthcare delivery.
3. **mHealth (mobile health)** refers to the use of mobile devices to deliver healthcare services and information. Patients can use mHealth apps to track their health status, monitor symptoms, and manage chronic conditions. Healthcare providers can use mHealth to remotely monitor patient health status and communicate with patients to provide guidance and support. mHealth also has the potential to reduce healthcare costs by providing preventative care and reducing hospital admissions.
4. **Artificial Intelligence (AI)** is potentially transforming healthcare by enabling the analysis of vast amounts of patient data, predicting health outcomes, and improving diagnostic accuracy. AI is being used in several ways in healthcare, including Medical imaging, Clinical decision support, Personalized medicine and through the use of AI powered Robots in surgical procedures.
5. **Wearable devices** are being used to monitor and manage chronic conditions, track fitness and wellness, and provide real-time patient monitoring. Patients can use wearable devices to track their own health status, receive personalized health coaching, and receive alerts or reminders to take medication or attend appointments. Healthcare providers can also use wearable devices to remotely monitor patient health status and provide feedback or interventions as needed.

While all this may sound very exciting the fact is that the implementation of healthcare IT solutions is not without its challenges. Some of the challenges that healthcare providers may face when implementing healthcare IT solutions:

1. **Data Security** -This is the biggest challenge for any healthcare service provider. Patient data is sensitive, and it needs to be stored securely to prevent unauthorized access. Healthcare providers need to ensure that patient data is protected from cyber threats and breaches.
2. **Integration with Existing Systems** -Healthcare IT solutions need to be integrated with existing systems to ensure that they work seamlessly. This can be a challenge, especially if the existing systems are outdated and not compatible with new technologies.

3. **Cost** - Implementing healthcare IT solutions can be expensive, and healthcare providers need to ensure that they have the financial resources to implement these solutions. The cost of healthcare IT solutions can be a significant barrier, especially for small healthcare providers.
4. **User Adoption** - Healthcare IT solutions are only effective if they are used by healthcare providers and patients. User adoption can be a challenge, especially if the solutions are complex and difficult to use. The adoption may also witness resistance & may remain unwelcomed at the initial level among paramedics and support staff.
5. **Healthcare compliances**: The healthcare industry faces the challenge of constantly adapting to a dynamic and highly regulated regulatory framework. Healthcare providers face the ongoing task of adapting to changes such as the implementation of ICD-10 and healthcare reforms like the Affordable Care Act (ACA) and the American Healthcare Act (AHCA). Healthcare organizations must tirelessly invest time, resources, and effort to conform with regulations, ensuring legal compliance and upholding industry standards in a dynamic healthcare landscape.

Intersoft has been shaping innovative healthcare IT solutions since 2009. With top-notch domain experts, our solutions prioritize predictive intelligence, security, compliance, and scalability, revolutionizing client outcomes through cutting-edge features.

Our commitment to modularity, configurability, flexibility, ease of integration, intuitive user experience, availability, and scalability sets us apart in the industry.

Our extensive expertise lies in the design and implementation of several critical applications, including e-prescription systems, Vaccines Reimbursement Information systems, lab orders management systems, and Clinical data exchange platforms.

At Intersoft, we prioritize data security and privacy, ensuring compliance with HIPAA regulations. Our solutions are specifically designed with HIPAA compliance in mind, providing our clients with peace of mind when it comes to protecting sensitive patient information.

Additionally, our scalable & modular approach allows for seamless integration with existing systems, empowering healthcare providers to tailor the solutions to their specific needs and grow alongside the evolving demands of the healthcare industry. Among our extensive experience serving healthcare providers, we have achieved notable accomplishments with clients such as 4Medica, Instant DX, American Data Bank (ADB), BTE Technologies, and more.

Intersoft collaborated with **4Medica** to accelerate their strategic initiatives and improve customer experience. We designed and developed applications such as E-Prescription, Inpatient Desktop, and a Patient Health Record (PHR) system & made significant enhancements to enable interoperability of their Laboratory Information System (LIS) application with different health systems, hospitals, providers, labs, HIEs, payors, etc. Our team developed APIs for generating HL7 electronic orders and implemented parsers for handling HL7 lab results. We conducted thorough functional and regression testing to ensure application quality and reliability. Finally, we collaborated with the client to support them in obtaining Meaningful Use certification and ensuring compliance with HIPAA regulations.

We collaborated with **Instant DX** to design and develop e-prescription, Vaccine consortium, and the Vaccines Reimbursement Information Center for GlaxoSmithKline. Customizations were made for different customers, including UI adjustments and functionality modifications. A mobile version of the e-prescription application, Handheld5, was developed using Bootstrap and tiles. We achieved significant improvements, approximately 50-60%, in page response

times. Our team obtained HL7 FHIR, Surescripts, and Meaningful Use (MU) certifications. We provided efficient maintenance and support services with quick turnaround times and cost-effectiveness. Our commitment to excellent service and transparency fostered a strong long-term relationship with InstantDX.

ADB partnered with Intersoft in 2013 to develop a robust software solution that would establish them as an industry leader in Immunization Compliance Tracking. We developed an ERP called Compilo, which centralizes intelligence for immunization tracking, compliance information, and user compliance tracking. The system adapts to evolving rules and provides information in various formats. As a result, ADB expanded its business to numerous clients, including schools, hospitals, universities, and consortiums. In just a few years, Compilo became a top service provider for Immunization Compliance in the United States. The integration with third-party systems positioned ADB for significant business growth opportunities.

Our team developed a software solution for BTE Technologies to optimize the operation of their cutting-edge equipment used in physical therapy, occupational therapy, and athletic training. The software provided clinicians with a user-friendly interface to efficiently evaluate and record patients' progress at each stage of the rehabilitation process. This streamlined approach enhanced the clinicians' ability to monitor and track the effectiveness of the treatments, ultimately improving patient outcomes.

Partnering with Intersoft means gaining access to comprehensive, future-proof healthcare IT solutions that drive remarkable outcomes for our clients. We are dedicated to delivering excellence in every aspect, from design to implementation, and continuously strive to exceed expectations in the healthcare IT landscape.

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