

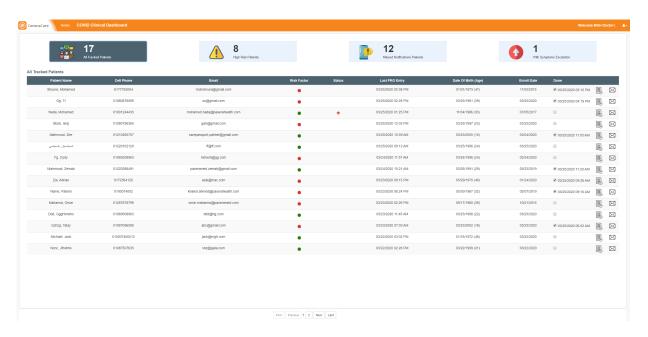
## Architecture



## **Patients**



## Healthcare Organization



Command Center Tracker Designed for Call Centers

# **Application Features: Mobile App**



- Enable patients at home or work to report symptoms back to a healthcare organization's call center via mobile app (iOS and Android).
- Enables patients to register: (1) through a facility-specific QR code, or (2) via an enrollment module using text message/email invite for large scale enrollment.
- One time onboarding process to capture demographics and risk factors.
- Targeted automated reminders (Text, push notifications or emails) for patients to report symptoms.
- Patient to provider communication through instant messages and video chat directly through the app.
- A module available to add tailored education materials as part of the app.
- Patients can retrieve their medical data from their EMRs via the FHIR protocol (currently connected to 2,800+ US health systems) or input their own "patient generated data" to give providers a full scope of their previous and current health data.

## CoronaCare Timeline





#### **ENROLLMENT**

Patient receives a QR code to download application and link to the healthcare facility, either directly after discharge from clinic or ER, or through the platform's mass enrollment module sending a text invitation to a population



#### **NOTIFICATION**

Patient receives push notification to answer preliminary COVID-19 survey regarding recent travels and basic symptoms



#### **REPORT**

Patient can directly report dramatic changes in their symptoms immediately to their providers through app



#### COMMUNICATE

Providers can communicate with patients via built-in instant messaging and video calling, and request return of high-risk patients to the facility for in-depth care



#### REGISTRATION

Patient downloads, registers, and identifies self through application



#### **SURVEYS**

Patient receives customized frequent COVID-19 surveys during the time of treatment to track symptoms



#### **RESULTS**

Surveys are available to the physician via the provider portal and are color-coded by severity of case

# **Application Features: Provider Portal**



## **Call Center Command Center:**

- Command center tracker with numerous filters including ones that identify: Patients with symptom escalation, Patients who failed to report symptoms, High-risk patients, and Patients who recently sent messages
- Functionalities to optimize concerted coordination across multiple callers stationed at the call center including:
  - (1) Patient record locking functionality to ensure that only one caller is working on one patient at a time
  - (2) Patient detailed pages that includes historical data reports along with note taking
- Geo-location maps for high risk and quarantined patients using location services
- Color-coded severity chart presented in the provider Command Center based on an Al algorithm
- An Al-enabled chatbot to help answer frequent questions or redirect to the facilities live person chat
- Track patient location upon filling the questionnaire

### **Administrative Tools:**

- Users and roles management tools
- Tools to manage survey questions





# Administrative Portal (Command Center)



For the Facility

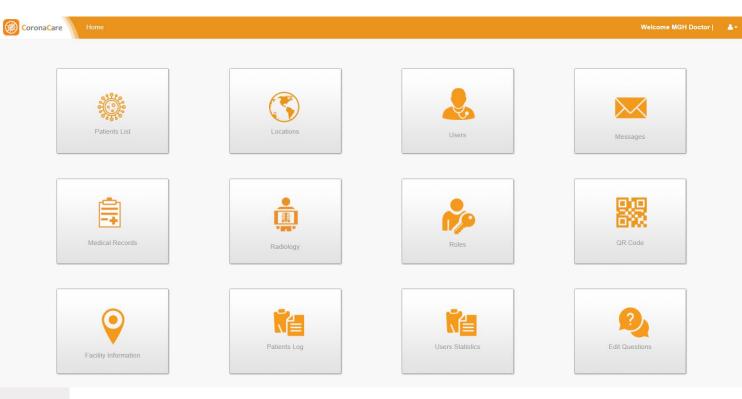
## **Administrative Portal**



## **Key features:**

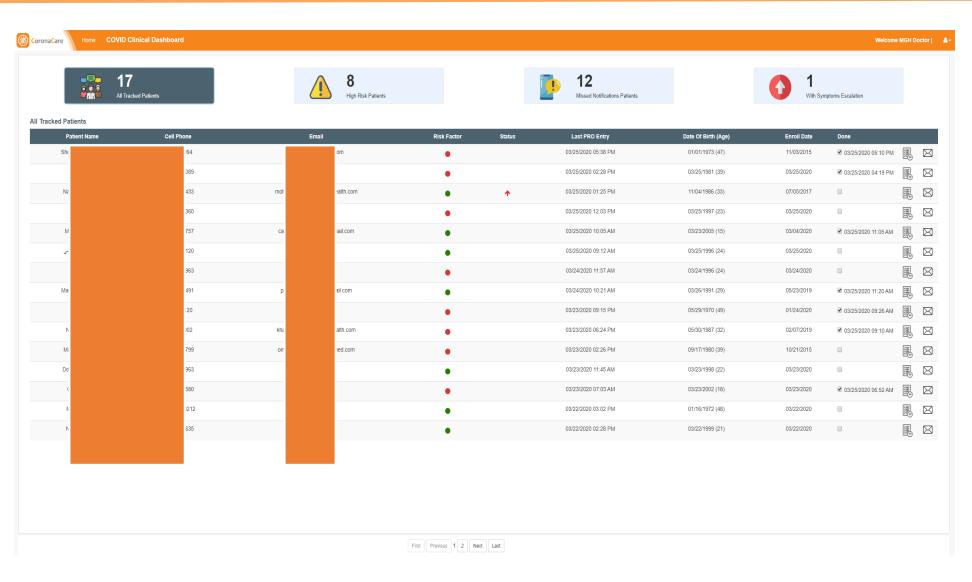
- Tools to register new callers
- Manage and edit app questionnaires
- Tools for bulk email to get patients to sign up
- Location mapping for patients and population





## **Command Center**



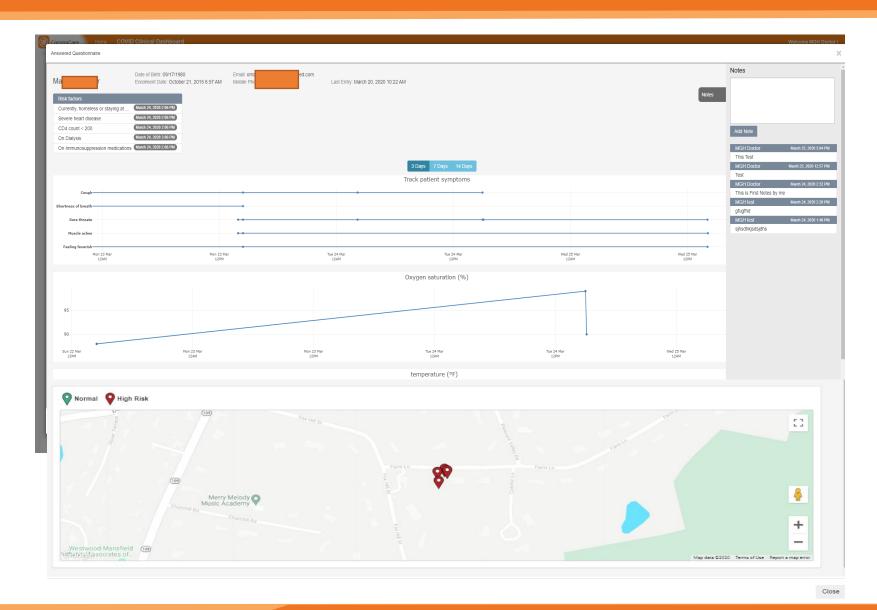


## **Key features:**

- Filters
- Record locking to ensure only 1 caller is working with 1 patient at a time
- Messaging

# Command Center: Patient Detailed Page

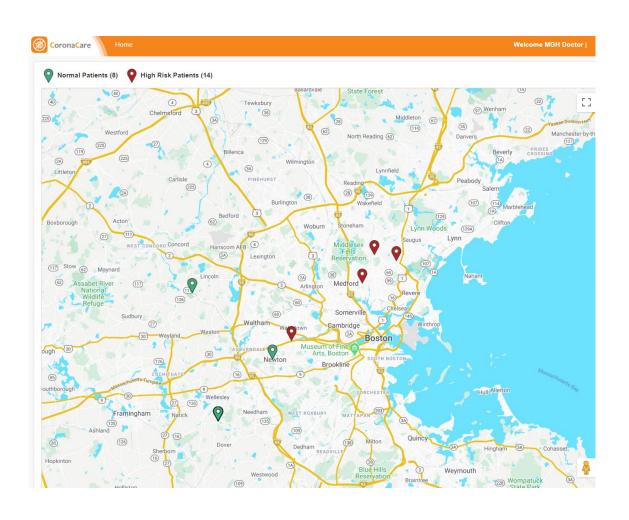




- Notes capability
- Risk factor identification
- Symptoms tracking
- Patient location tracking within the isolation zone (if any)

# **Population COVID-19 Maps**

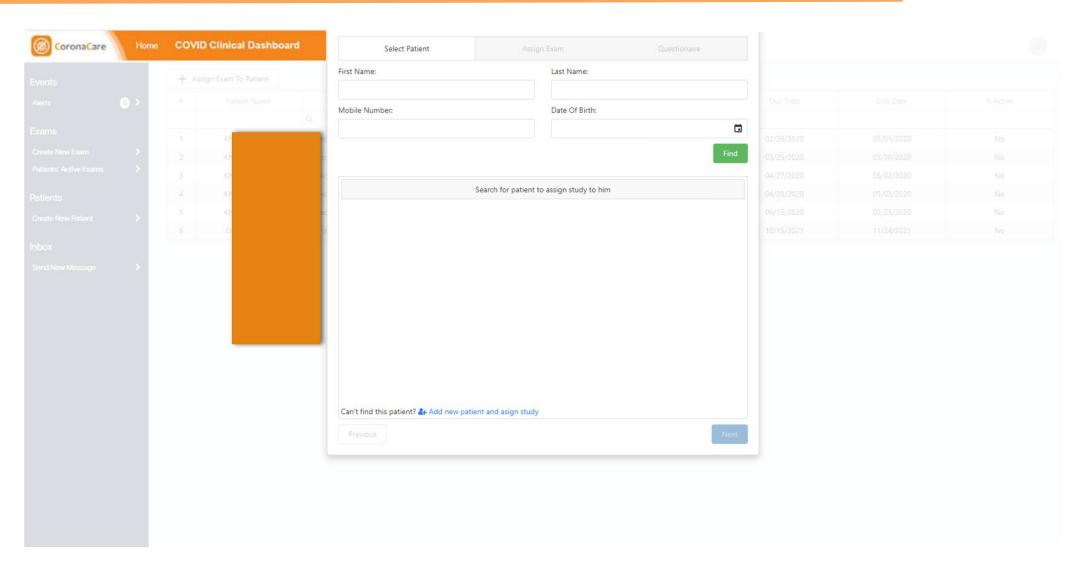




- Maps high risk and low risk patients
- Identifying patients outside their isolations area

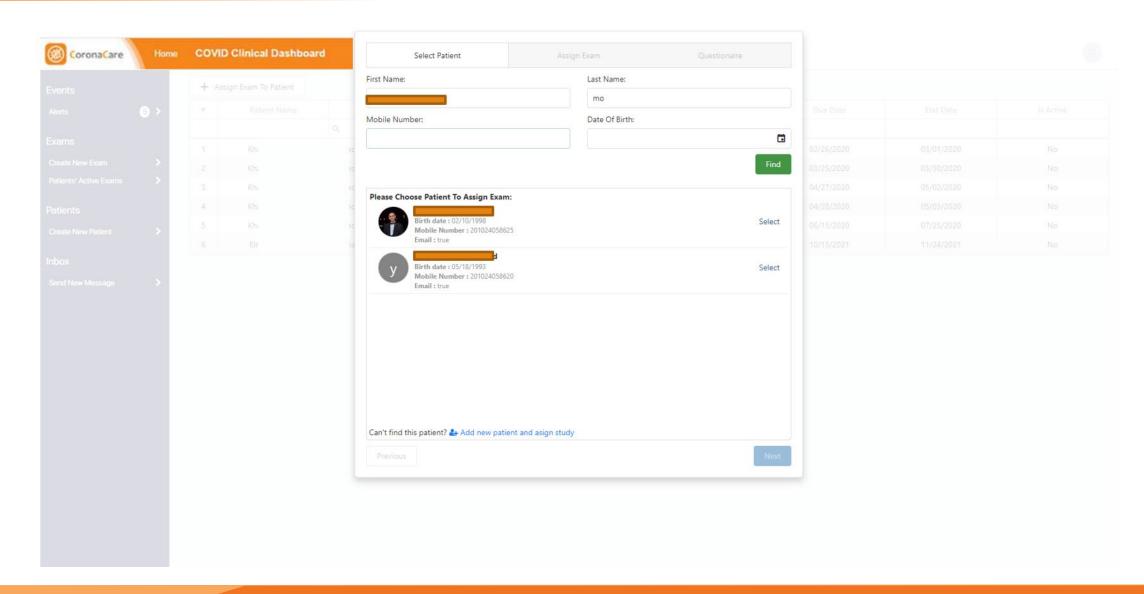
# **Patient Registration**





# Search Result – Registration

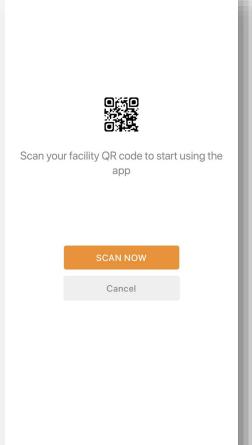




# Patient Enrollment and Bulk Messaging

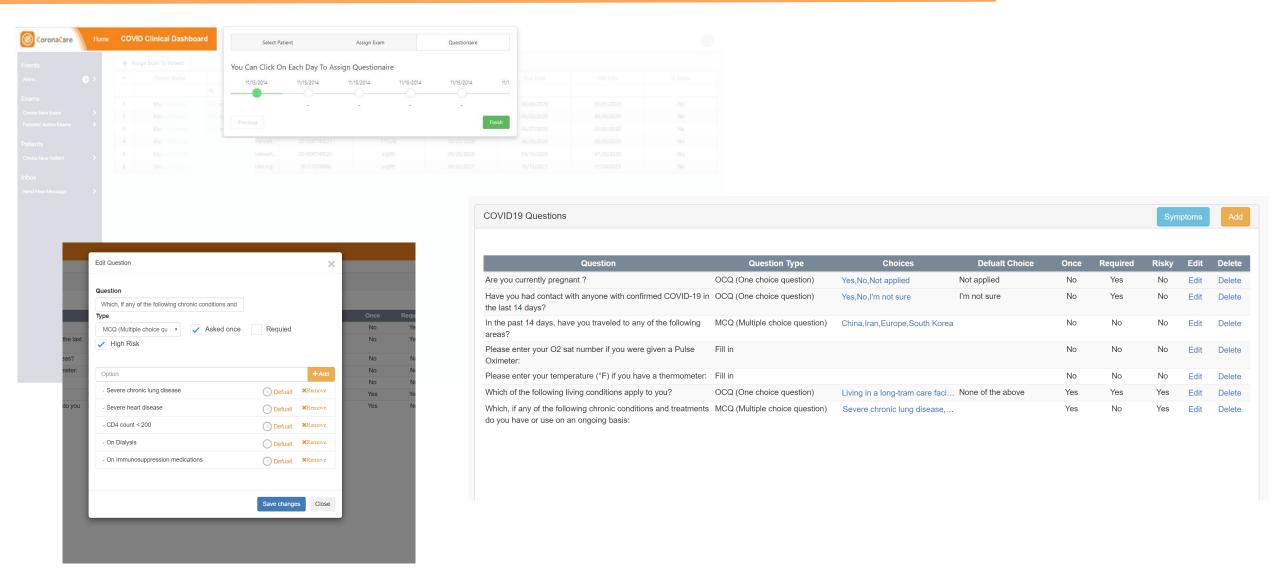


|  |  | ·          |  |               |             |        |            |          |
|--|--|------------|--|---------------|-------------|--------|------------|----------|
|  | Announcements (Bulk Messages   |            |  |               |             |        |            |          |
|  | Facilities   | lities     |  | Country       |             | City   |            |          |
|  | Partners Healthcare (EST UTC -6)  ▼ Zip Code   |            |  | United States |             | Boston |            |          |
|  |  |            |  | Gender        |             | Age    |            |          |
|  |  |            |  | All           | ¥           | 45     | 65         |          |
|  |  |            |  |               |             |        |            | Q Search |
|  | •  | First Name |  | Last Name     | Cell Phone  |        | Birth Date |          |
|  |  |            |  |               | 1857277584  | 3      | 01/01/1990 |          |
|  |  |            |  |               | 1714401965  | )      | 12/19/1940 |          |
|  |  |            |  |               | 1617870124  | )      | 10/01/1982 |          |
|  |  |            |  |               | 2012878787  | 9      | 09/17/1980 |          |
|  |  |            |  |               | 20122028849 | 1      | 03/26/1991 |          |
|  | Message  |            |  |               |             |        |            |          |
|  | Please make sure to check your temperature every two hours. Call 911 in case of any emergency.                       |            |  |               |             |        |            |          |
|  | Hint: This message will be sent to all selected patients. Kindly be patient since this process may take a long time. |            |  |               |             |        |            |          |



# **Assigning Questionnaires**









# **Mobile Application**

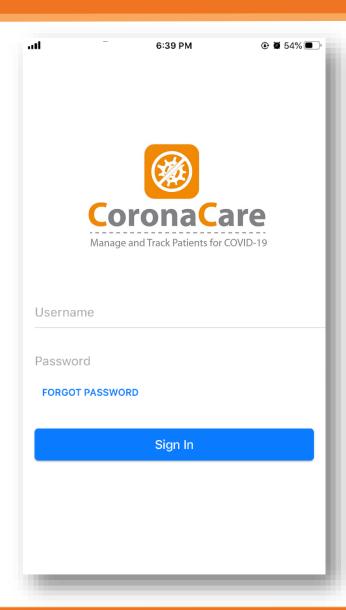


For the Patient

# Login



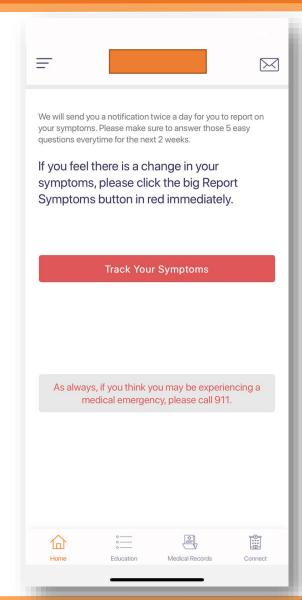


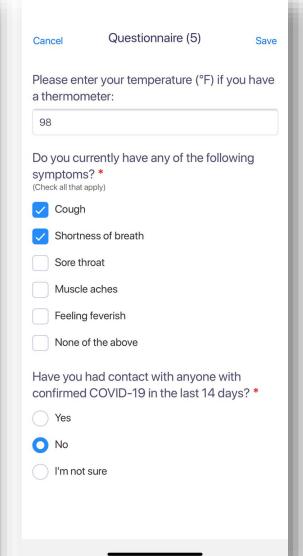


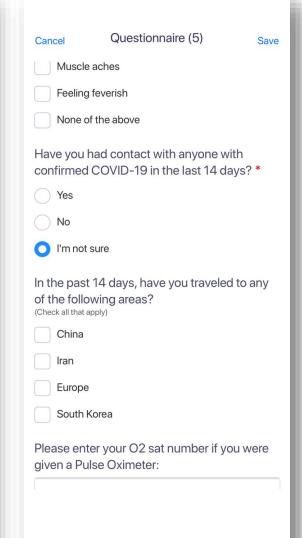
Sign-on to the app is Touch ID enabled

# **COVID-19 Survey**









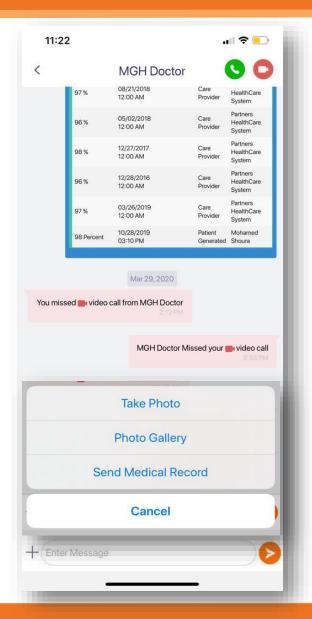
Questions and notifications can easily be edited in Administrative Tools

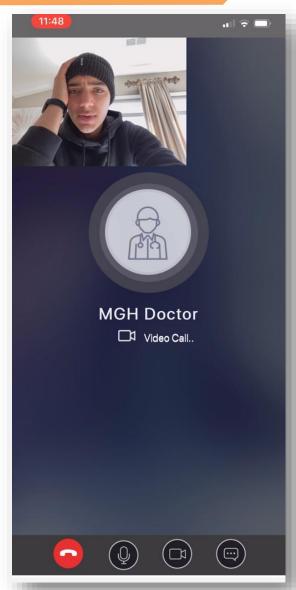


# Messaging / Video Calling



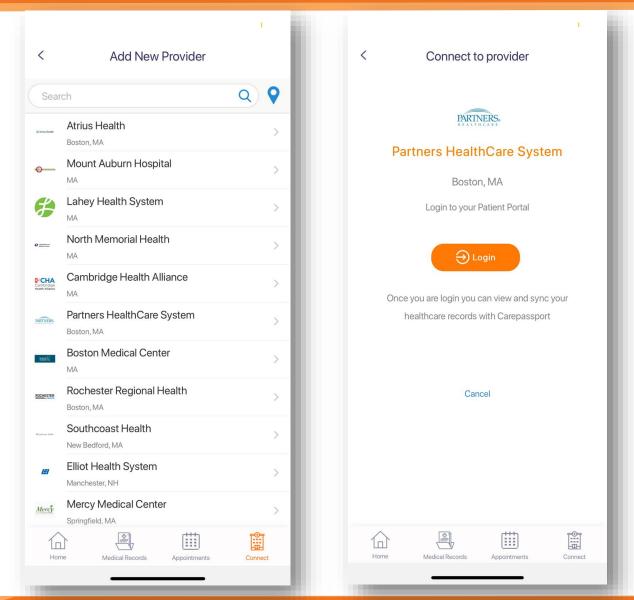






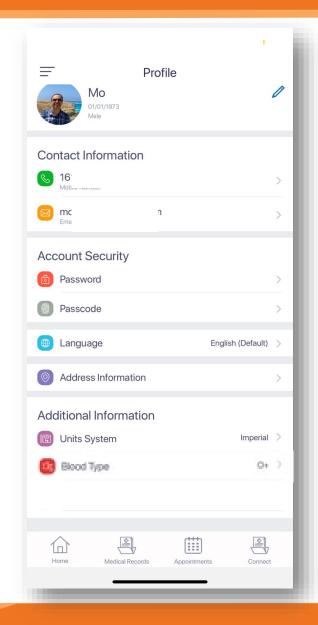
## Connecting to Healthcare Data via FHIR





## **Patient Profile and Dashboard**









## Contact us to learn more about what Savvy Tech Solutions can do for you:



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