

## **Software Development Case Study**

### **About the client**

A large multi-location healthcare facility.

### **About the project**

The multi-location healthcare facility needed a portal for varied communications between the staff members, patients, and the referring physicians. They were operating on multiple portals with a constant need for intercommunications. The facility wanted a solution which can accelerate their patient services and approached Makro Health.

Makro Health works with healthcare organizations to create a successful environment with its complementing services that include software development, implementation support, and integration between systems.

### **Makro Health solution**

Makro Health came up with an efficient, effective, and enhanced single portal.

Our portal convergence solution was set up successfully and easily integrated with the facility's earlier web presence. Given the ability to log in to the new single portal 24 x 7, the patients felt easier in submitting the patient information, requesting medication refills, and paying bills online. Our portal convergence solution also incorporated search engines powered by POEMS as well as patient information databases.

The encrypted and authorized logins from one centralized secure web location made the flow of the data easy and fast among the staff members as well as helped the online referrals. The portal solution enhanced and fastened the staff's ability to manage the patients efficiently and effectively.

Our portal solution, with the added features increased patient satisfaction. The staff members have benefited from the enhanced ability to manage all of the information through one single portal. The facility had seen a significant increase in its portal adoption both among the patients and the staff.

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