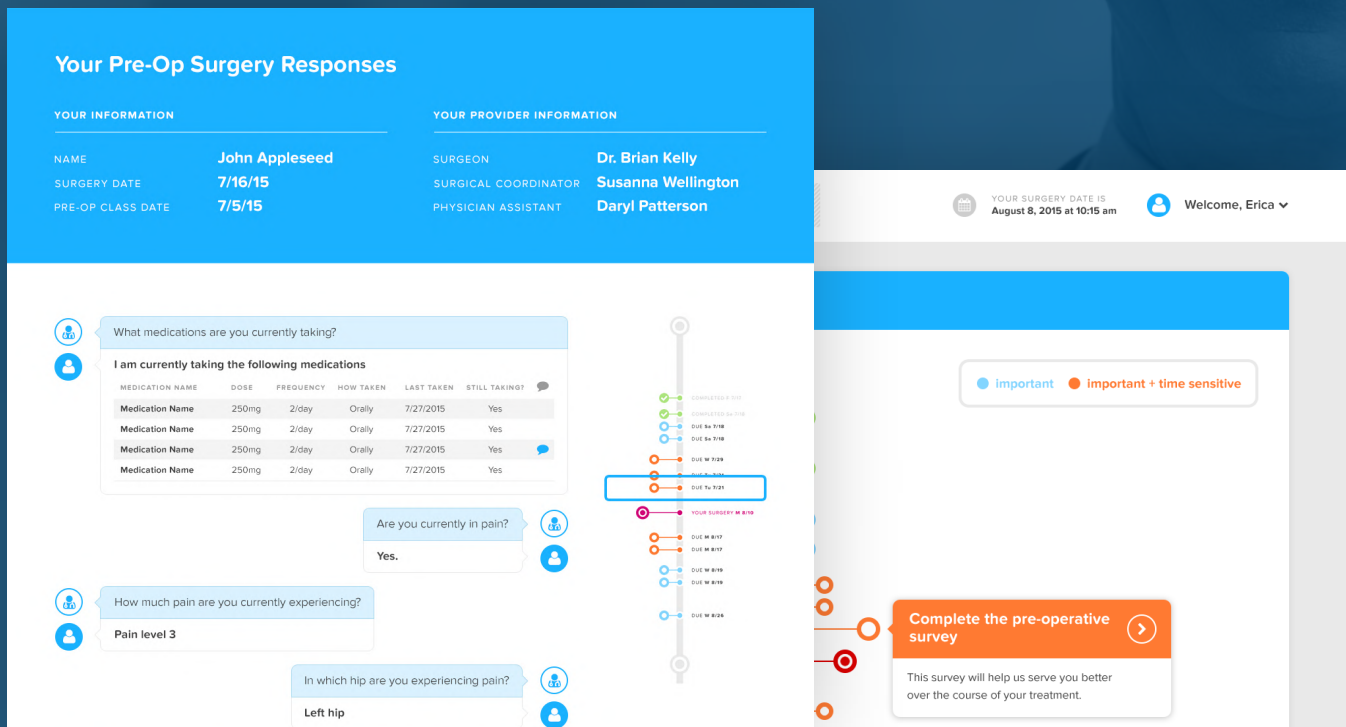


getwell:)network®



CASE STUDY:

Customizable Care Coordination Platform Improves Workflows While Increasing Patient Engagement



Your Pre-Op Surgery Responses

YOUR INFORMATION

NAME	John Appleseed
SURGERY DATE	7/16/15
PRE-OP CLASS DATE	7/5/15

YOUR PROVIDER INFORMATION

SURGEON	Dr. Brian Kelly
SURGICAL COORDINATOR	Susanna Wellington
PHYSICIAN ASSISTANT	Daryl Patterson

YOUR SURGERY DATE IS August 8, 2015 at 10:15 am

Welcome, Erica

What medications are you currently taking?

I am currently taking the following medications

MEDICATION NAME	DOSE	FREQUENCY	HOW TAKEN	LAST TAKEN	STILL TAKING?
Medication Name	250mg	2/day	Orally	7/27/2015	Yes
Medication Name	250mg	2/day	Orally	7/27/2015	Yes
Medication Name	250mg	2/day	Orally	7/27/2015	Yes
Medication Name	250mg	2/day	Orally	7/27/2015	Yes

Are you currently in pain?

Yes.

How much pain are you currently experiencing?

Pain level 3

In which hip are you experiencing pain?

Left hip

Complete the pre-operative survey

This survey will help us serve you better over the course of your treatment.

“ The team at PointClear Solutions was agile, professional and thorough. Through a systemic review of our clients, users and stakeholders, they helped synthesize the intent of our product. Equipped with this deeper understanding of our application, PointClear Solutions helped us dramatically refactor the user experience... Deliverables produced from this engagement have fit right into our roadmap and our development sprints. ”

THE CHALLENGE:

GetWell Network, a leader in patient care and engagement solutions, wanted to redesign its ViiMed care coordination platform. The new platform had to allow for customization of provider workflows. It also had to provide patients insight into – and set expectations for – surgical event(s).

THE SOLUTION:

GetWell engaged PointClear Solutions for its award-winning design expertise. In addition to addressing the challenges above, PointClear Solutions also worked to ensure that the new ViiMed platform enabled communication between patients and providers via secure messaging, and supported patient education / disease management efforts.

KEY PROJECT DELIVERABLES INCLUDED:

- UX audit
- User personas
- Wireframes and prototype
- Stakeholder and user interviews
- UI visual design and style guide

THE RESULTS:

GetWell's redesigned ViiMed platform supports:

- Increased operational efficiency by enabling care teams to work through prioritized task lists and serve patients in a more timely and contextual manner
- Improved patient engagement and education by allowing patients to visualize their pre- and post-surgical journey and take action when necessary