take care health systems℠
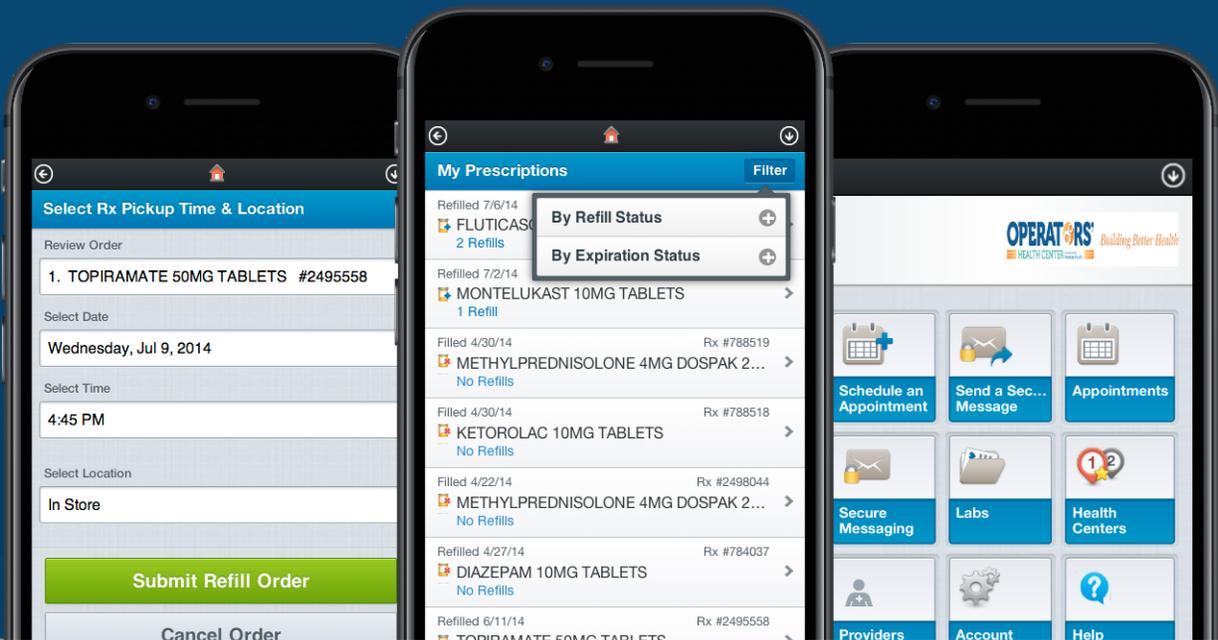a *Walgreens* Health and Wellness Company

CASE STUDY:

Mobile patient portal and scheduling app increases demand for clinic services resulting in expansion of brick and mortar footprint

> " From our portals to our new mobile apps, we are enabling our clinics to be a complete ecosystem integrating patient, provider, pharmacist and payer. PointClear has been a great partner helping to move these innovations forward. Walgreens is committed to providing convenient and intuitive tools for patients to manage care, prescriptions, and communications with providers. "

—APRIL MARBURRY, CIO

THE CHALLENGE:

Take Care Health, which operates health clinics inside Walgreens and corporations, wanted to expand its web-based patient portal to operate in a mobile environment. They knew this required more than shrinking the current app to fit on a smart phone. It meant providing a solution that guaranteed a rich patient experience – encouraging sustained use and brand loyalty with every click.

"Take Care Health understood the increasing importance of mobile technology to its users," said Blaine Anderson, chief strategy officer at PointClear Solutions. "They also understood that their patient portal – both web- and app-based versions – needed to function in real-time and be interoperable with existing systems."

THE SOLUTION:

Take Care Health selected PointClear to both design and build its mobile patient portal application.

PointClear began by conducting research around the company's existing patient portal, to better understand how the technology was being used and how it could be improved. Onsite visits to several health centers and employer clients took place, for the purpose of both observation and interviews.

Based on feedback from this research, PointClear developed a mobile application that supported:

- Integrating eligibility verification;
- Real-time appointment scheduling in the EMR;
- Connection to Walgreens' prescription fulfillment system; and
- Secure messaging.

Similar functionality was also implemented across Take Care Health's web-based application.

"This project was challenging in several ways," said Shawn Ewing, director of project management at PointClear Solutions. "Integration with a third-party EMR required that we work around an antiquated API and stored procedures. And customization at the client level – including variations in service offerings and appointment scheduling preferences – meant we had to create a separate admin application to manage all implementations and configuration options. It was challenging for sure, but done – and done right – from start to finish."

THE RESULTS:

Take Care Health's new, attractive, intuitive mobile interface was successfully launched to support 64 clinic sites with ~1,000,000 potential users. The organization has plans to expand the offering nationwide in the future.