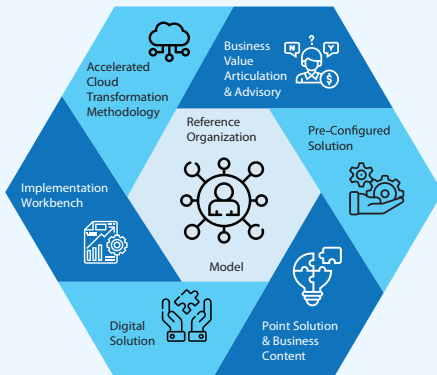# REF-OR-M SOLUTION – PERSONALIZED HEALTHCARE

The REF-OR-M Solution for Personalized Healthcare offers an innovative approach to classifying, understanding, preventing diseases and treating patients based on patient's historical medical records, current condition and lifestyle. It is a preconfigured, end-to-end reference solution, tailored to ensure that the screening, diagnosis, treatment and even prevention of diseases will more quickly

and effectively transform the lives of people everywhere - ensuring the right treatment for the right patient at the right time. It comprises end to end process flows, proven best practices from successful, D365 transformation engagements to achieve greater business value with Microsoft Dynamics 365.
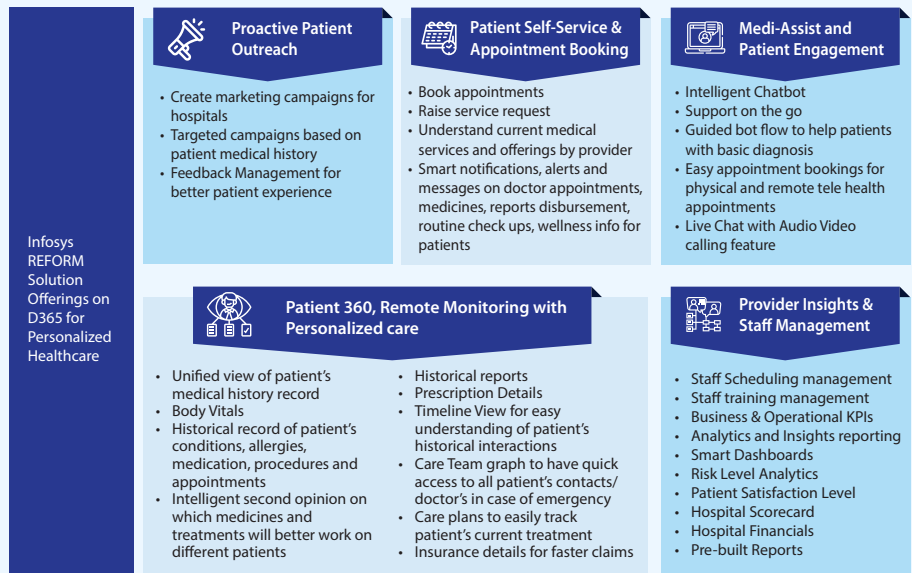
The REF-OR-M Solution for Personalized Healthcare offers a one-stop solution for patients & providers for easy interactions, management of routine tasks like appointment bookings along with facilitating continuity of care & accelerate patient care through virtual visits & unified patient view. It offers solution components for member management, patient self service, patient outreach, remote monitoring, 24/7 medical support, tracks KPIs and provide hospital level insights.

REF-OR-M Framework

The Personalized Healthcare solution is built using the Reference Organization (REF-OR-M) Framework which is a pre-packaged solution enabling faster deployment, reduced TCO, enhanced experience and superior quality

Solution Capabilities & Business Process Breakdown

Infosys REFORM Solution Offerings on D365 for Personalized Healthcare

Proactive Patient Outreach

- Create marketing campaigns for hospitals
- Targeted campaigns based on patient medical history
- Feedback Management for better patient experience

Patient Self-Service & Appointment Booking

- Book appointments
- Raise service request
- Understand current medical services and offerings by provider
- Smart notifications, alerts and messages on doctor appointments, medicines, reports disbursement, routine check ups, wellness info for patients

Medi-Assist and Patient Engagement

- Intelligent Chatbot
- Support on the go
- Guided bot flow to help patients with basic diagnosis
- Easy appointment bookings for physical and remote tele health appointments
- Live Chat with Audio Video calling feature

Patient 360, Remote Monitoring with Personalized care

- Unified view of patient's medical history record
- Body Vitals
- Historical record of patient's conditions, allergies, medication, procedures and appointments
- Intelligent second opinion on which medicines and treatments will better work on different patients

- Historical reports
- Prescription Details
- Timeline View for easy understanding of patient's historical interactions
- Care Team graph to have quick access to all patient's contacts/doctor's in case of emergency
- Care plans to easily track patient's current treatment
- Insurance details for faster claims

Provider Insights & Staff Management

- Staff Scheduling management
- Staff training management
- Business & Operational KPIs
- Analytics and Insights reporting
- Smart Dashboards
- Risk Level Analytics
- Patient Satisfaction Level
- Hospital Scorecard
- Hospital Financials
- Pre-built Reports

Key Benefits and Outcomes

Increased understanding of disease

- Understand contributing factors to disease manifestation and progression
- Identify and develop improved treatment and testing procedures

Increased speed and Accuracy of diagnosis

- Allows a more precise diagnostic and prognostic assessment of patients with the chance of earlier and more specific treatment

Avoid potential adverse reactions from patients

- Decrease chances of drug reactions based on patient's medical history
- Accelerate preventive healthcare

Increased confidence in therapeutic decisions

- Greater certainty of the appropriateness of a treatment by a combination of increased availability of diagnostic information and improved decision-support by AI

Enhanced Experience

- Simplicity for Patients to use with Digital platforms
- Ease of use fro doctors, staff, care teams with automation and no IT load

Measurable Performance Metrics

- Various Analytics reports help in understanding hospital analytics
- Helps in strategic decision making at hospital admin level

Applicability of REFORM Solution

- Greenfield implementation, Upgrade or move to modernization using a digital platform like Dynamics 365
- Focus on building application in agile and incremental way

- Minimizing trial and error medicine by improved decision-making with the help of historical medical records of patients i.e., intelligent second opinion
- Leverage best practices from successful

Dynamics 365 transformation engagements and reduced handoffs between systems and groups to achieve greater business value

Deployment Approach

Initial Due Diligence

using our ACE program

Business Value Articulation to

explore the solution to define road-map to form end-to-end business processes; where value resides in the execution of these process steps

Preconfigured Solution and Business content

- Ready to run foundational configurations specific to Personalized Healthcare
- System specific process flows for further customization analysis

Point Solutions, Business Content & Digital Solutions

- Bolt-on Solutions specific to industry requirement
- Digital Solutions (like chat-bots/ AI/ML etc..) available in ready to deploy state

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