

MOBILE APP FOR CLINICAL AUDIT

PROJECT SCOPE

Medical auditors work for insurance companies to make sure if the procedures used by hospitals to treat patients are indeed necessary. Their work involve a lot of medical information about the patients, and today their reports are made on paper - resulting in a time-consuming process and sometimes mishandled information. Our job was to make all this information arrive fast and safe at the insurance company's database and also make the auditor's work more comfortable. The final solution is a mobile app designed to help the auditor to plan his visit, to fill the reports and to gather strategic information for the insurance company so it can improve the treatment and the relationship with its customers.

RESULTS

1. Significant time reduction in report completion;
2. Real-time information transmitting;
3. No more wrong patitent data in both audit firm and insurance company database;
4. Direct communication channel between insurance company and auditor;
5. Quick and easy setup of visit itinerary;
6. Patient records maintenance;
7. Better control of discharged patients;
8. Real-time home care prescription.

ROLES AND RESPONSABILITIES

- Supervised project team performance and deliverable
- Project management
- User experience, mobile interface design and prototype
- Project Concept and app features
- Service design, including user journey and touchpoints

