

A woman with short blonde hair, wearing a bright yellow sweater, is sitting on a light-colored sofa. She is looking intently at a laptop computer. The laptop screen displays a dashboard with various charts, including a bar chart and a line graph, and a small image of a person. The background is softly blurred, showing more of the sofa and a white cushion.

Patient Need Management

How we navigate patients to proper care?

Largest private healthcare provider **in Poland**

200 outpatient **clinics**

12 hospitals

5000 physicians

4000 nurses and other medical staff

2,2 M patients

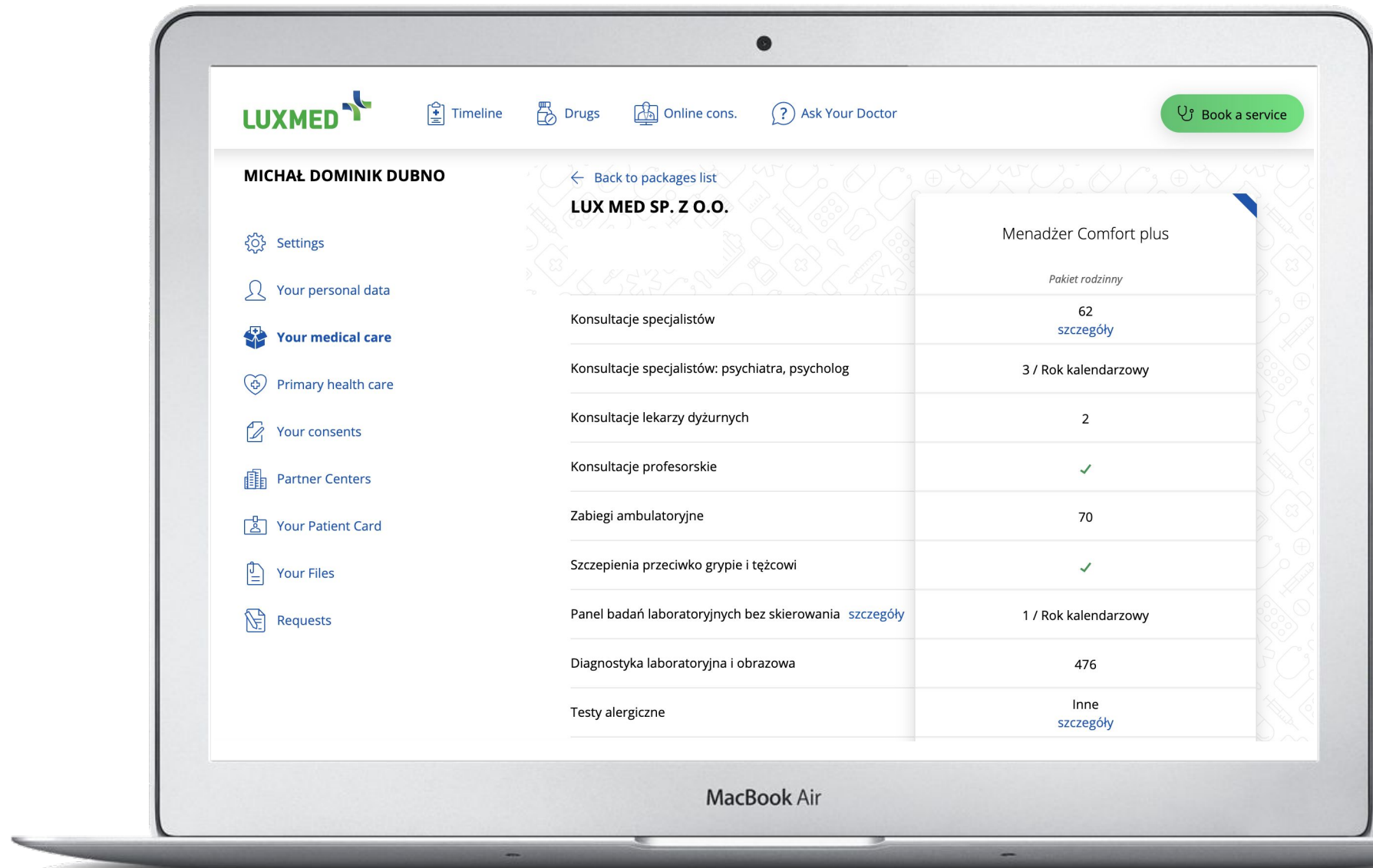
We are part of:



We offer subscription for medical services

Example of subscription

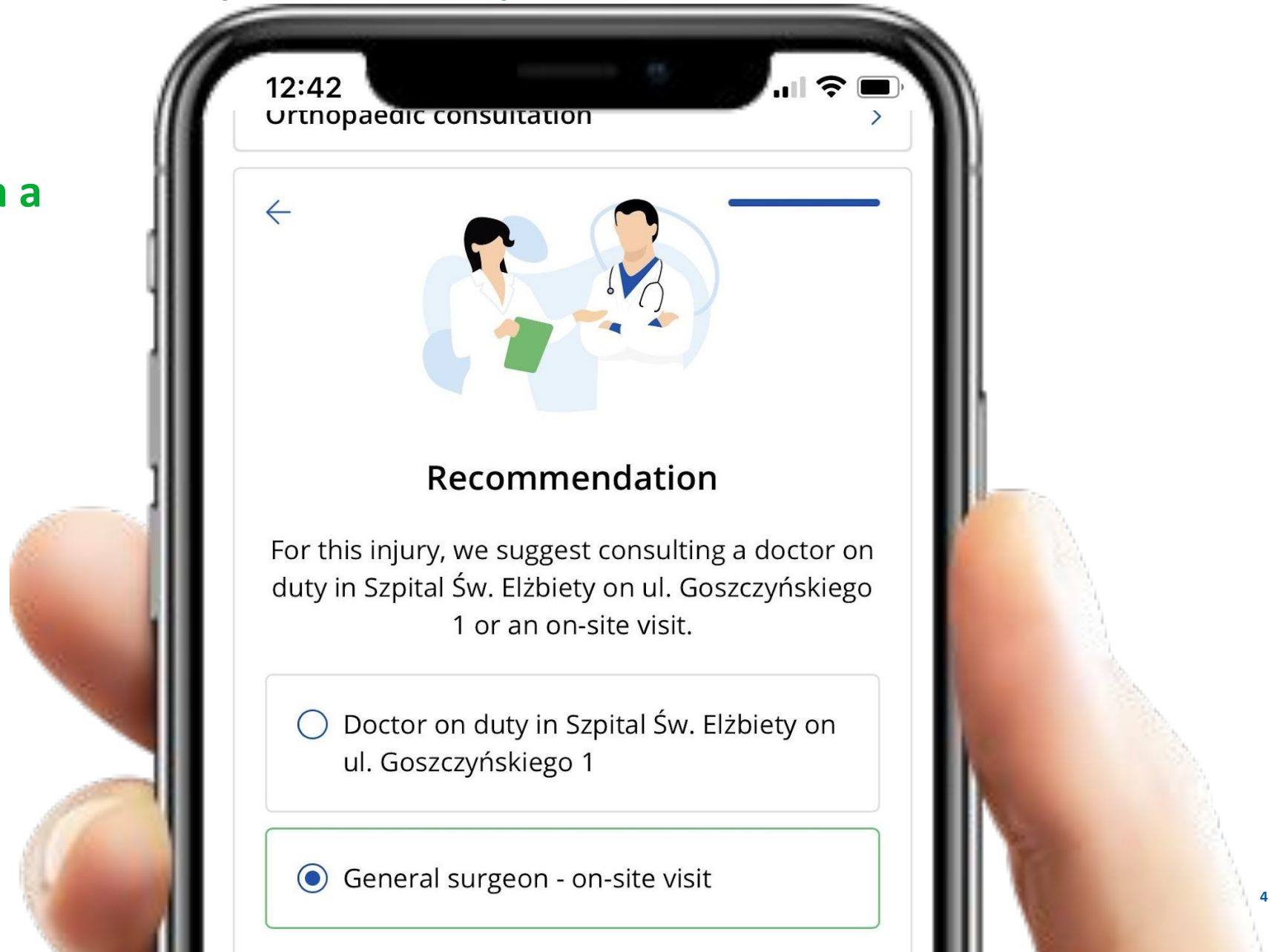
- 62 doctors' specializations
- 70 types of medical procedures
- 476 types of laboratory tests and imagery diagnostics



We care to perform only needed procedures

Use case

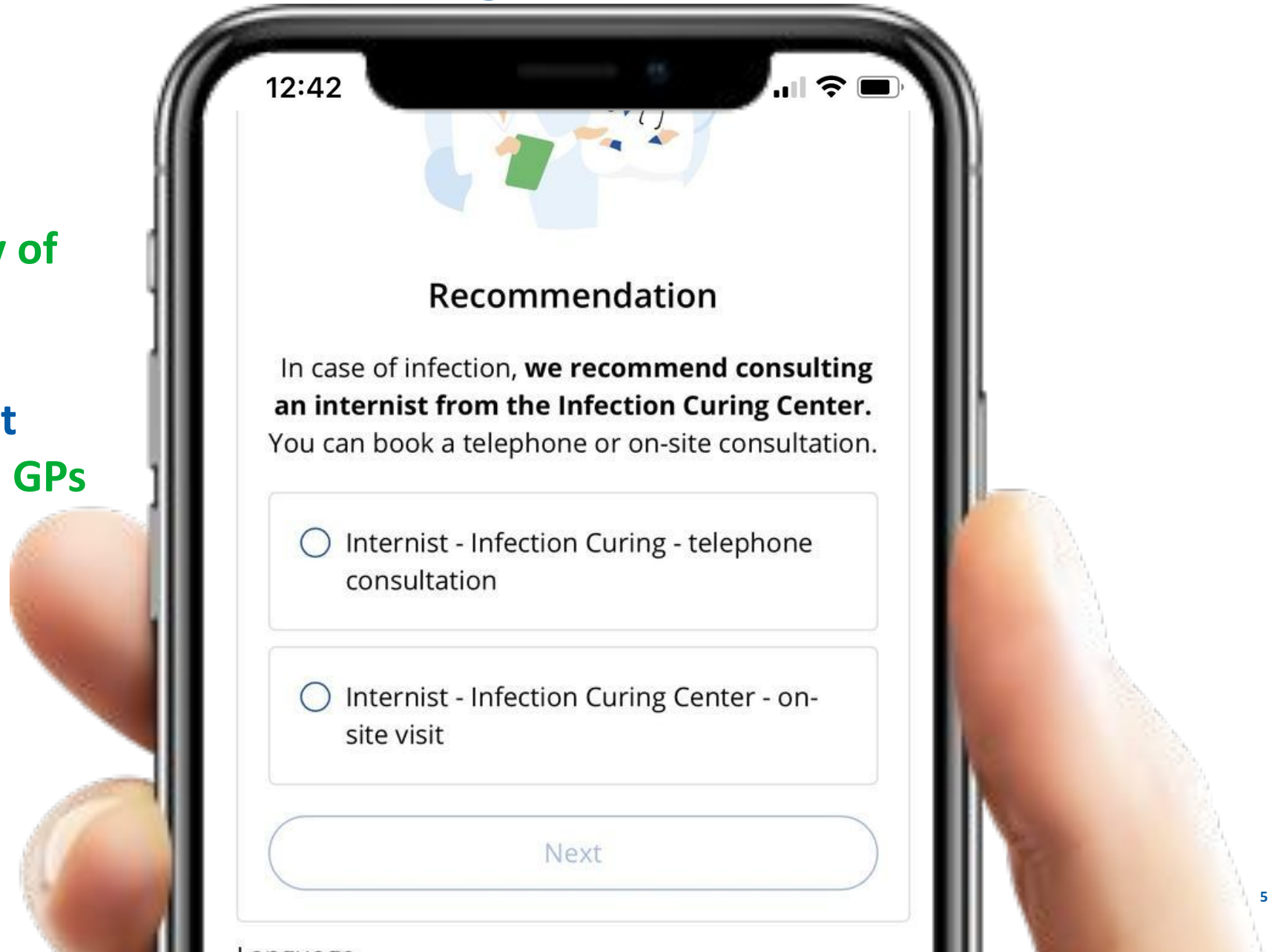
- Patient has fallen from a bike and probably has broken his ribs
- He wants to go to orthopaedists



We don't need to ask about things we know

Use case

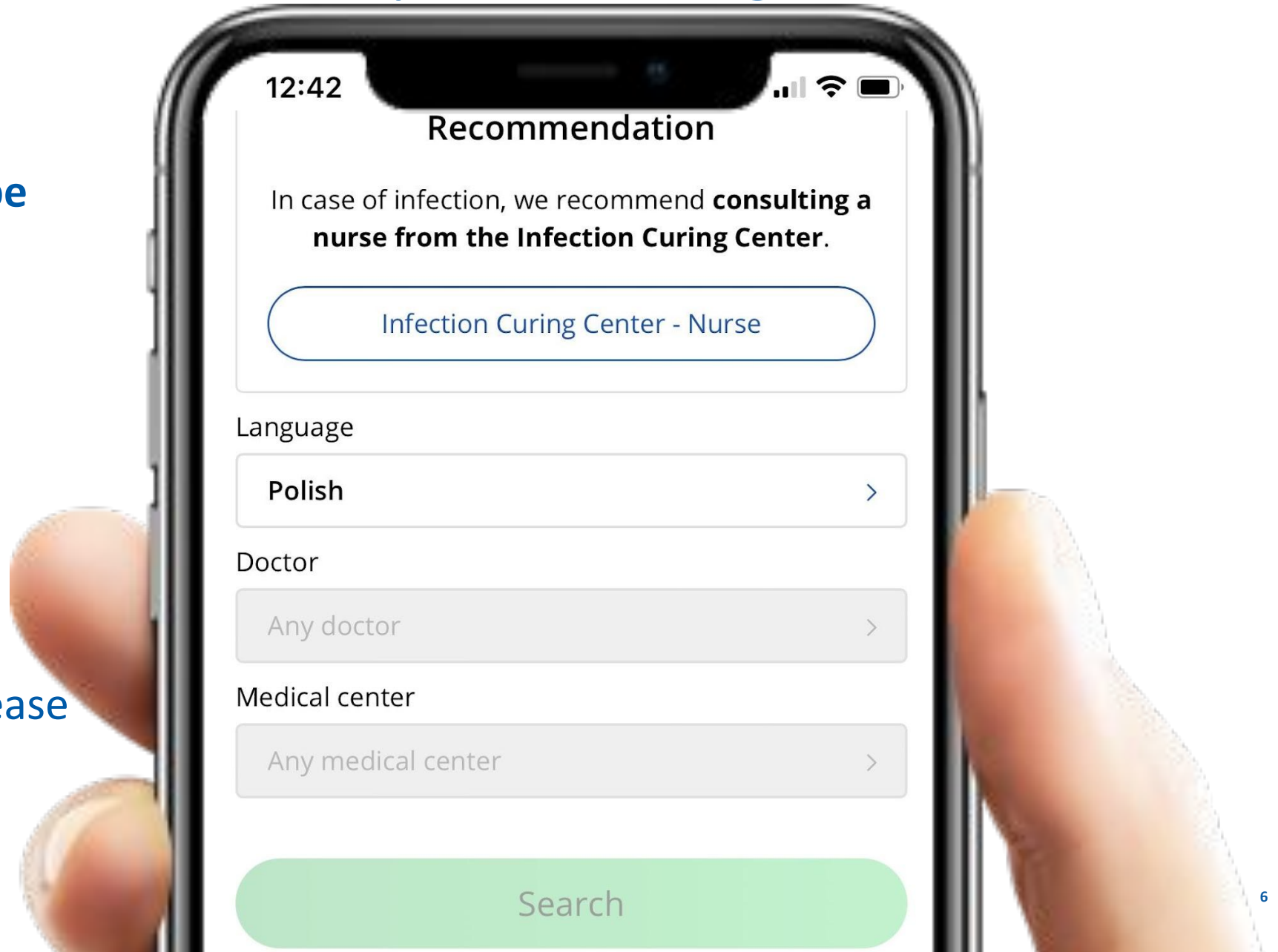
- In Poland we have problems with **scarcity of paediatricians**
- We would rather direct **patients aged 16-17 to GPs**
- Do we need to ask **patient about it's age?**



We can adjust path based on previous diagnosis

Use case

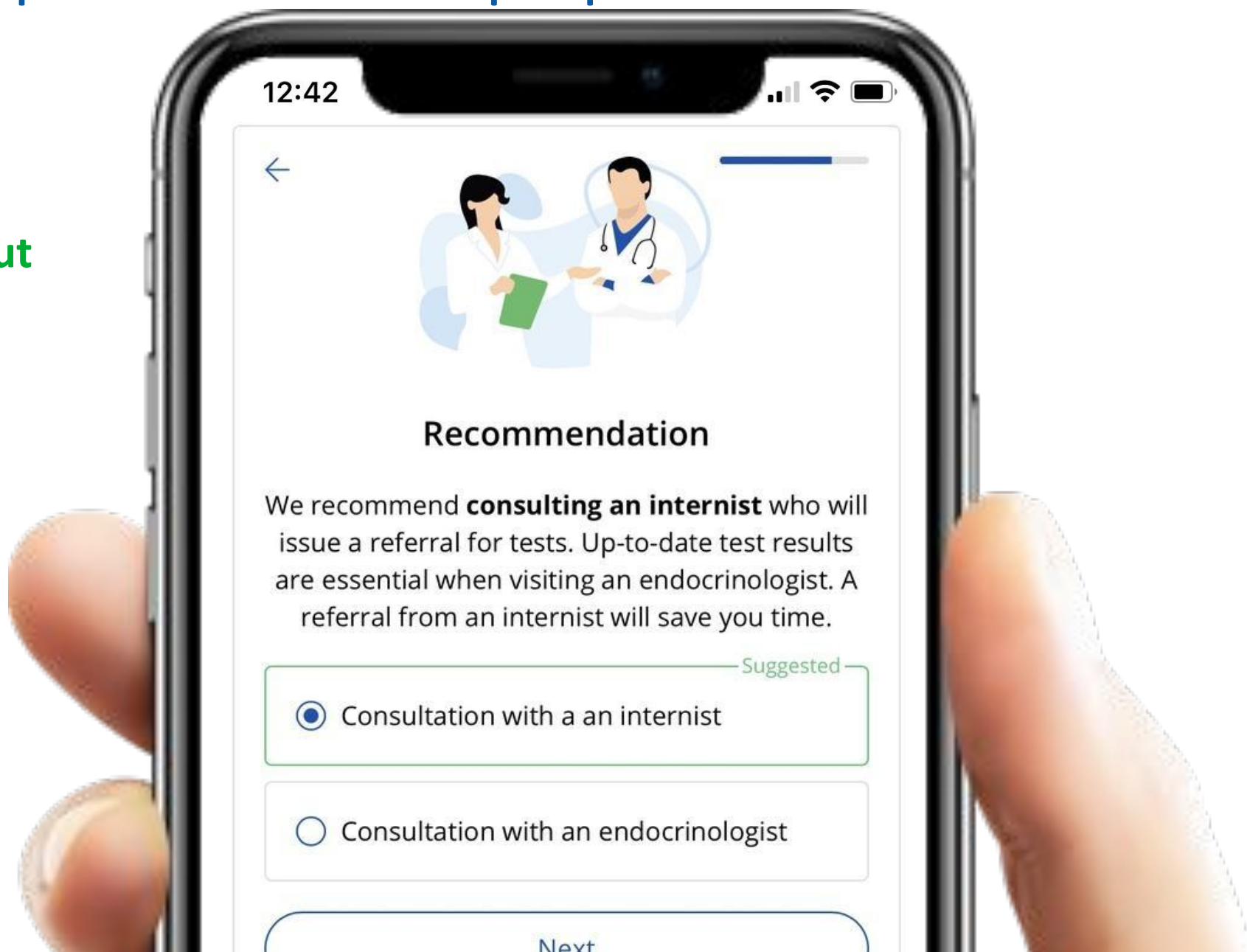
- **Basic infections shall be directed to nurses**
- **Direct patients with additional severe problems to GP**
 - Bronchial asthma
 - Liver disease
 - Kidney failure
 - Ischemic heart disease



It's good for the patient to come prepared

Use case

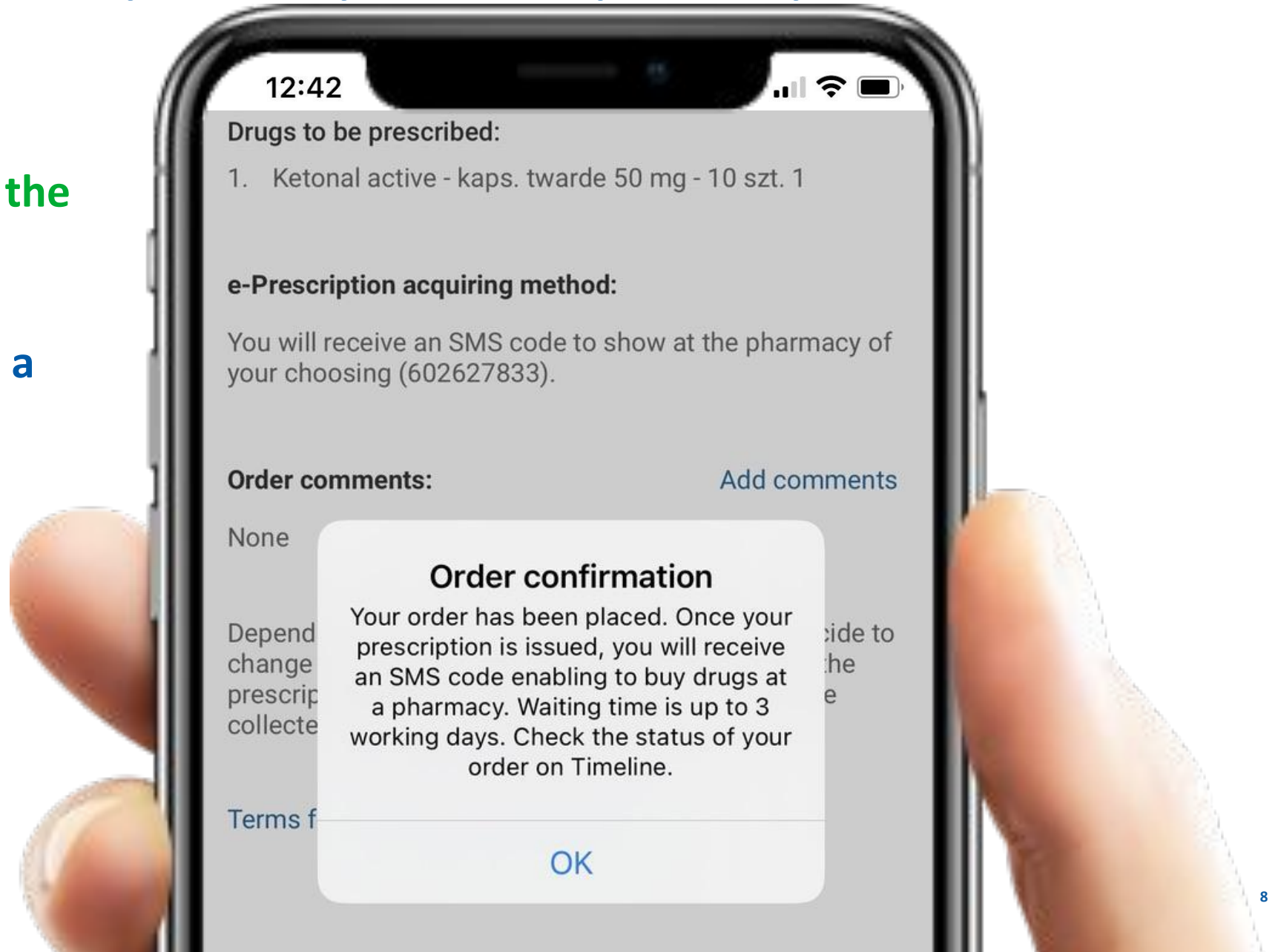
- Patient coming to **endocrinologist without blood test** can not be diagnosed
- Can we **check** if the patient has performed **blood test?** i.e. TSH



Let's skip the visit if you only need a prescription

Use case

- Patient wants to **book the consultation...**
- ... **but the real need is a prescription renewal**



Summary – what the system can do?

What can we check?

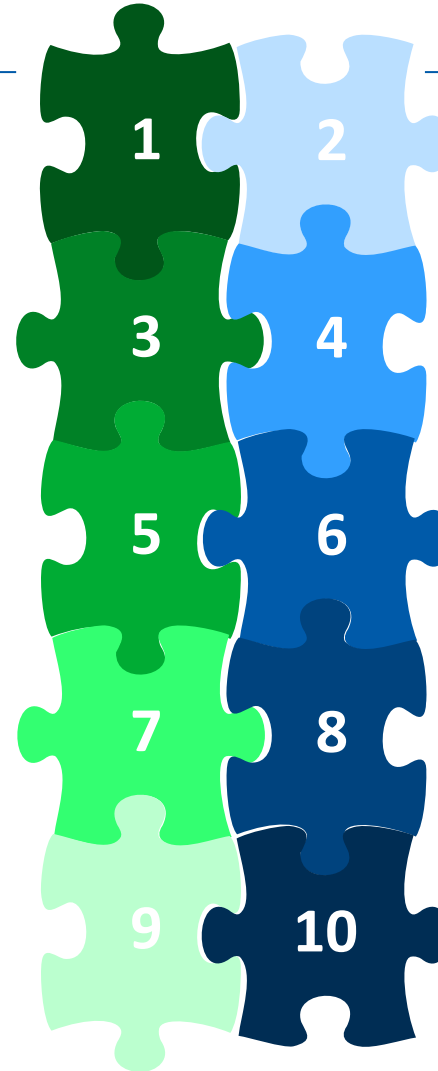
Questions for the patients

Demographic data

Referrals verification

ICD 10 verifications

Laboratory tests results



What can we do?

Change of service

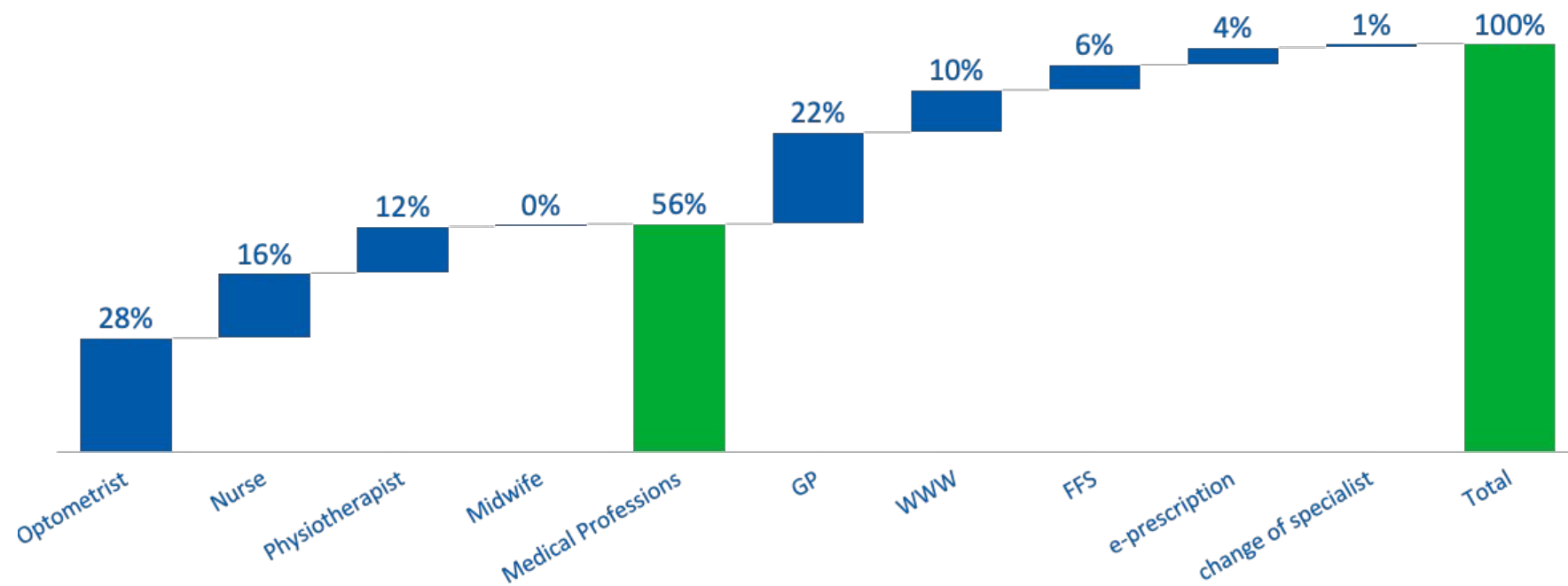
E-prescription module

Ask the doctor module

e-chat module

Referrals module
(work in progres)

What are the results?



Thank you for your attention