

# Easily step in the future of telemedicine & digital healthcare



INDIAN  
HEALTH CENTRE.COM



**Upchar Telemedicine Seva**

UTKRISHT PRATHAMIC TELE-  
CHIKITSA AVAM ROGNIDAN SEVA  
PRIVATE LIMITED

Telemedicine is the remote delivery of healthcare services, such as health assessments or consultations through technology. Telemedicine is the effective fusion of Information & Communication Technologies (ICT) with Medical Sciences. Together with mHealth, it can be a powerful tool for impacting the health of remote and unreachable patients. It has enormous potential in addressing the challenges of healthcare delivery to rural and remote areas. It allows healthcare providers to evaluate, diagnose and treat patients without the need for an in-person visit.



## Telemedicine Barriers

- Improper selection
- High costs of equipment and infrastructure
- High costs of maintenance
- High training costs
- Complex training requirements
- Lack of/poor connectivity
- Complex implementations

# We offer a winning proposition

*for telemedicine projects*

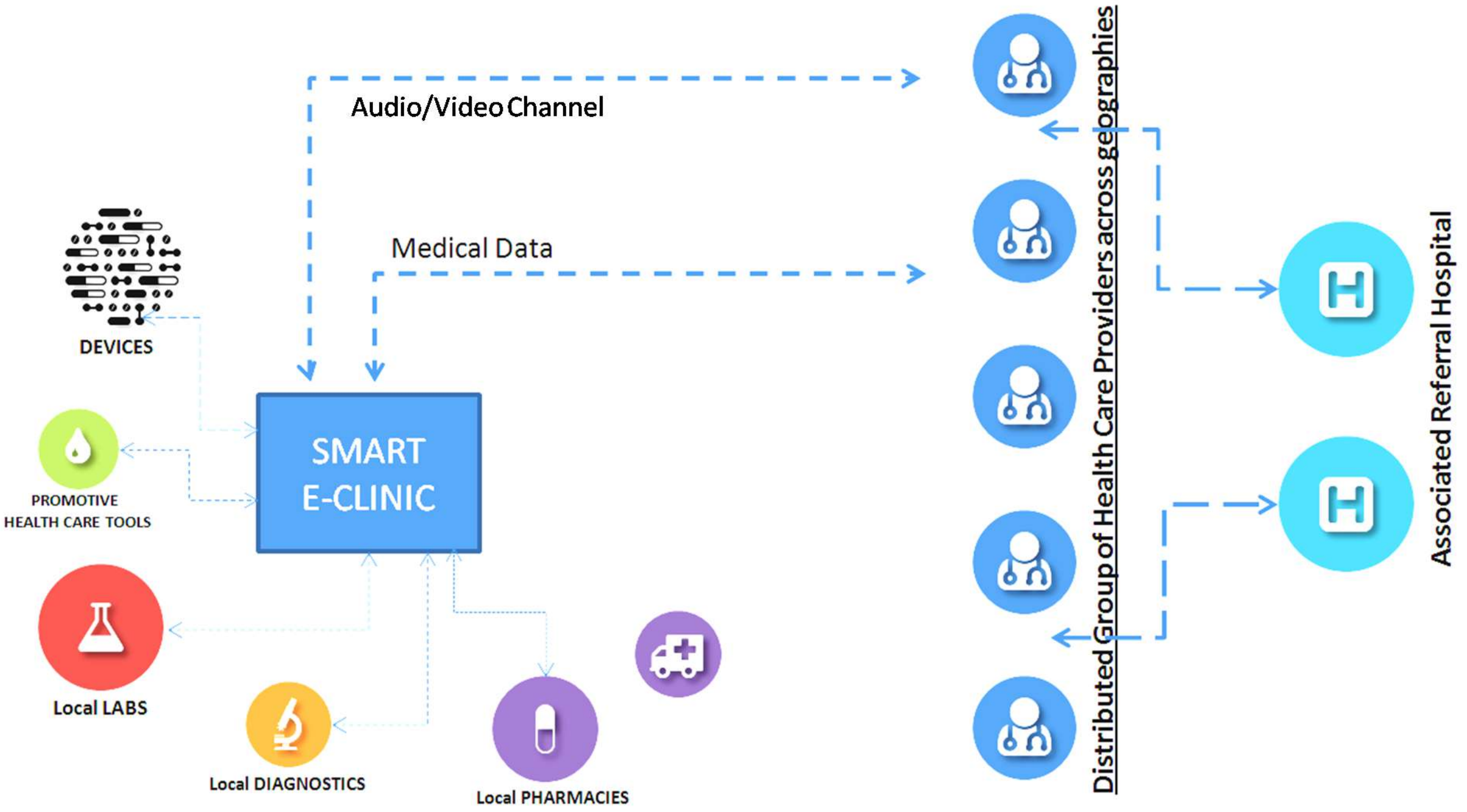
- Dedicated staff for managing patient queries and monitoring.
  - Multiple collaborations (Tie ups) as referral centres in place
  - Continuous availability of Doctors
  - Cost effective quality treatment
  - Robust and proven multi-user EMR platform
  - Foolproof implementation standard methodologies and Standard Operating Procedures (SOPs)
- Telemedicine is not treated as a second class citizen

# We offer a winning proposition

*for telemedicine projects*

- Involvement of Local NGO's and key voluntary workers.
- Essential training of frontline workers.
- Streamlining patient data to reduce treatment errors.
- Counselling support to patient.
- Preventive health care.
- Inculcating health seeking behaviour.
- Vaccination, Medicine and other follow-up reminders.
- Diabetes, cardiac care / Hypertension monitoring.

# Remote Smart Health Care

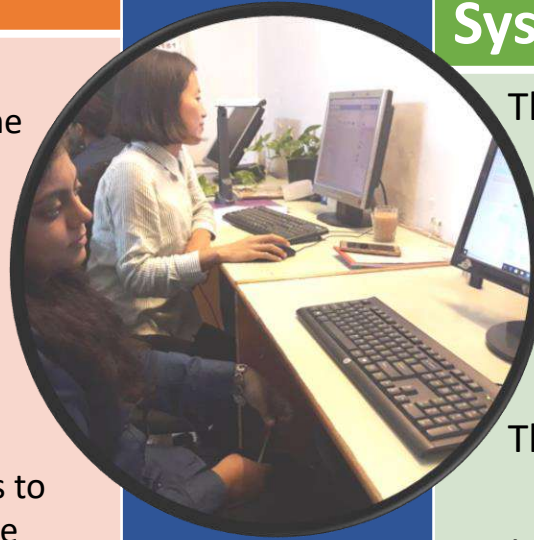


# Overview

- Our Telemedicine Seva was conceived early 2017 to provide state of the art medical care to the people who need it most. The founding team is comprised of members who bring together the best of the industry from distinct segment of mHealth, Medicine, IT, Telecommunications and Energy.
- In 2018, we commenced a Telemedicine project in Nagaland with the goal to provide service across the remote regions of the state through a mesh of 55 Health & Wellness centers supported by 5 local Medical escalation centres and the National Medical centre based out of Delhi. The total population of Nagaland is about 20 lakhs (2 million). Kohima is the capital city and Dimapur is the biggest city

## Our Telemedicine services system for implementing and provisioning telemedicine medical practices.

- In association with the client we will identify the PHC for telemedicine setup on the basis of internet connectivity and patient load.
- We will find, train and support the local entrepreneur in setting up the telemedicine centre at the PHC.
- WE will send weekly as well as monthly reports to the medical officer, PHC administrator and State Innovations Manager, WISH Foundation.
- We along with the client will resolve any issue, arising thereof in the PHC, regarding operations of telemedicine centre at the PHC.



## The Telemedicine System may be broken into the following Five (5) broad sub-Systems

The remote Health & Wellness Centre

The Medical Service Centre offering Diagnostic & Referral services to the patients

The EMR & Patient Information System

The communication system for OPD and Data sharing

Power requirement and system, main & back-up (as required)

# Telemed Implementation

*In the beginning stage, the client's inputs are collected as to form the scope and goals of the project. This is to ascertain the true potential or the issues driving the need to set up a Telemedicine centre (TMC).*

- Subsequently the our team will inspect the local site with the technical team, to collect inputs that would help to:
- Assess the requirement, viability and cost of project
- Assess demographics of the location
- Select the ideal site for the first rollout
- Develop a roll out plan for the remaining five (5) sites.
- Assess and share the staffing and equipment requirements with the client team
- Select the appropriate form of connectivity to ensure effective communication
- Select the appropriate equipment

- Develop a procurement plan with vendors for availability and delivery schedules of hardware.
- Plan the logistics.
- Document responsibilities of the client.
- Develop Risk management plan with contingencies for delays and exigencies.
- Develop a plan for training the H&W centre staff.
- Embed planned and surprise checks in the plan.
- Plan for operational management where necessary.

*All of the above would be put together into the final 'Project Proposal plan'. Any issues shall be resolved either through email, videoconferencing or a face-to-face meeting. On all issues being sorted out, a committee could be setup to oversee the implementation with representatives from both sides from medical, technical and administrative areas.*



# List of Objectives

- To reduce morbidity & mortality rates.
- Universal access to basic health care services especially those related to women, children and universal immunization.
- Prevention and control of communicable and non-communicable diseases, including locally epidemic diseases.
- Vitalize traditional health practices.
- Stabilized population growth and ensure gender and demographic balance.
- Promote healthy lifestyle and environmental health.
- As an entity providing electronic medical records and telemedicine services, we believe we can support the mHealth initiative of the Assam government in achieving their entire health objectives.

# Application Details



# Without fail, No Stoppages Instantaneously, Anytime



Even the best of EMRs can be a speed breaker to a clinician's thought process and pattern of work.

IHC Version 41.3.6 is perhaps one of the fastest tools deployed in doctors office to record, capture and secure patient records on the cloud.

We is currently deployed in hospitals, wellness centers, poly-clinics and independent doctor clinics. Starting off 2 years ago, IHC application has been through numerous iterations and developed into a **wholesome and robust application** which encompasses a host of features which are required by doctors to manage their clinics, patient records and communication.



## Scalable Infrastructure – Open Standards



**IHC** is an indigenous system “**Streamlining the Health Care Ecosystem**” in India. The platform is complemented with various features which together provided an end-to-end Healthcare service.

- Secure Platform
- Built using LAMP and Nodejs.
- Built on open source technologies
- Uses LOINC codes
- Option of using SNOMED/ ICD10 codes
- Hosted on Goggle Compute Engine Cloud.
- 256 bit SSL (Secured Socket Layer)
- Optional 2 layer authentication for PHR
- Mobile & Web enabled.

# An exhaustive list of amazing features.



## Smart Design

Create your social profile, choose your website template, click & go. Increase awareness across digital channels.



## Smart Records

Digitize all your medical records including prescriptions, lab results, MRI, X-rays. Personalized Emergency Medical Response card.



## Smart Connect

Integrate labs and diagnostics in your network. Share records among doctors. Connect with peers or access connected Lab Information System..



## Smart Alerts

SMS, in-app notifications, reminders for medication and appointments, doctor follow-ups, health checks.



## Smart Chat

Connect with doctors and patients. Chat anytime, anywhere on any device. Voice, video, text. Improve patient engagement and retention.



## Smart Schedule

Organize patient appointments, manage queuing system, e-invoicing, financials and billing.

1

- Quick Patient Registration
- Option of Patient Self Registration
- Option of Self Check-In Kiosk
- Multiple User Operation with access Rights

2

- Complete EMR
- Prescription Pad
- Customizable Medical Templates for recording case notes.
- Detailed Demographics
- OPD Billing

3

- Database of Medicines
- Database of Diagnoses, Chief Complaints
- Option of using ICD 10 Codes and SNOMED codes
- Database of Radiology Tests
- Database of LAB Tests

# Streamline Health Care Ecosystem

4

- Integrated Scanner
- Integrated Mobile app to photograph body parts, documents, etc.
- Integrated LAB Software.

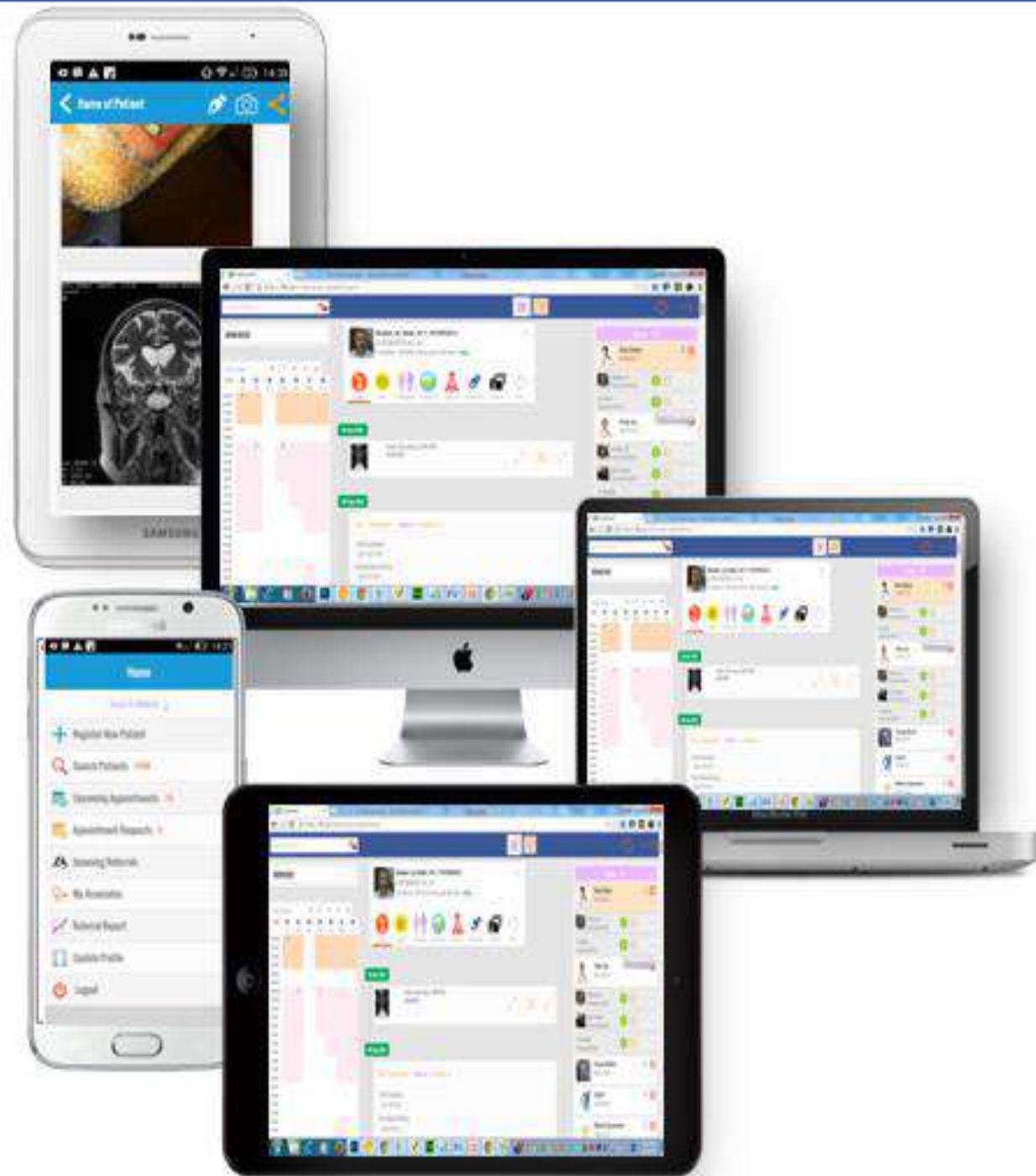
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- Long Term Treatment Planning with Scheduling SMS alerts to Patient
- Appointment System with Reminders
- Automatic Vaccination Reminders for children as per latest IAP guidelines

6

- Online Booking for LAB and Doctor Consultation.
- Patient Referral System to other doctors and clinics
- Text Chat
- QR Health Card to Patients

# Streamline Health Care Ecosystem



## Single Page Application

- Very easy to learn and implement
- Ideal for existing staff with minimal training
- Online support available
- DOC Assist mobile app



# Patient Registration

- Quick Patient Registration
- One single patient ID.
- Search by diagnosis and chief complaint.
- Welcome SMS to patient on registration and after every visit.
- Appointment, Medicine and Vaccination Reminders to Patients

- Duplicate Mobile is checked
- Next of Kin is also registered
- For Children if Date of Birth is provided
- Automatic Vaccination Reminders are sent by SMS up to 15 years of age
- Problem list has optional ICD10 /Snomed
- Pin Code prompts automatic area options
- Patient online account is activated where all health records can be viewed by the patient

# Multiple Users Login for Health Centres

- Doctors and Allied Staff access with defined roles.



DOCTORS



CLINICS



HOSPITALS



LABS



CHEMISTS



PATIENTS

Today



Radhika Adholeya

Consultant Surgeon | 8700218921

6

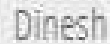


Sumita

Arrived at 03:05



Patient has arrived



Dinesh

Arrived at 03:05



Demo Vijay

03:05



Gayatri Joshi

03:06



Retest Pat IPD



DR GOYAL

Arrived at 03:05 Follow up



Vicky Joe

Consultant OB & GYN | 9810092812

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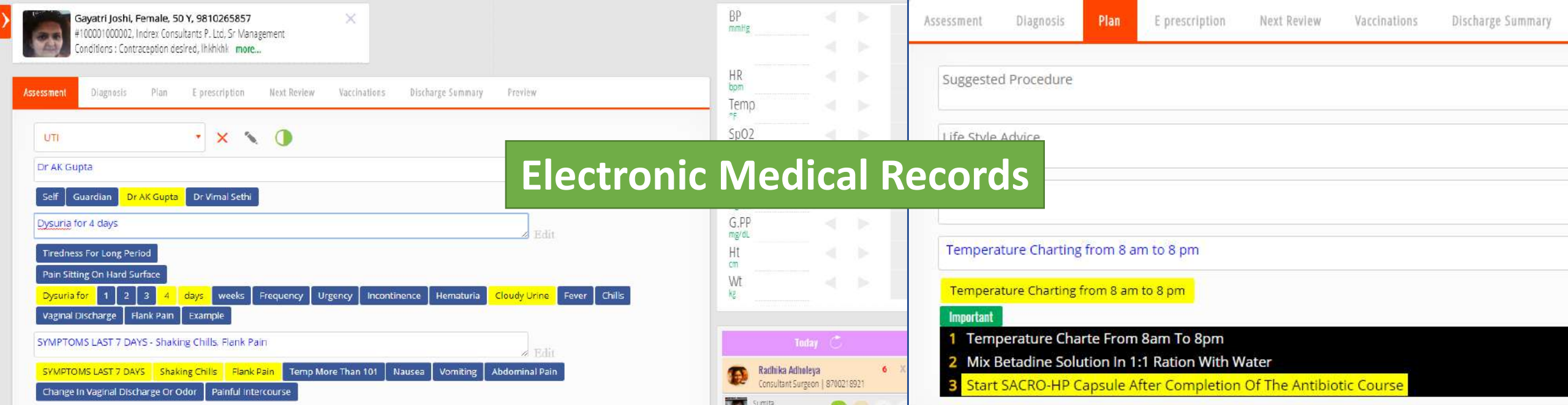
Tarang Bhatia

0



# Appointments System and Reminders

- Feature to easily drag and create schedule.
- Single Doctor - Multiple schedules for multiple hospitals
- Manage appointments across clinics
- Feature to SET, RESCHEDULE or CANCEL appointments
- SMS notifications to patients
- Daily Patient Queue with Triage management
- Patient Arrived & Departed Feature



# Electronic Medical Records

IHC EMR uses open source technology and is very easy to use. Customizable and Clickable forms to suit multiple specialities + chief complaints + diagnose.

- Create Assessment
- Diagnosis, Provisional Diagnosis
- Treatment Plan with
- E Prescription
- LAB Orders
- Procedure Setting
- Follow Up

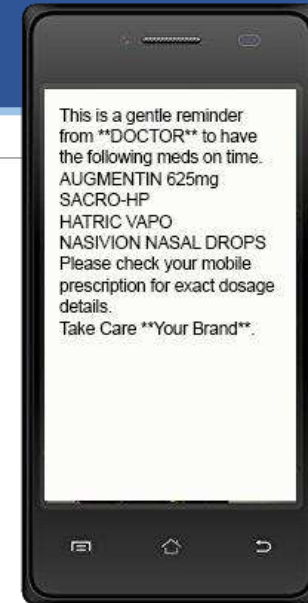
- Prescription and other records can be shared with the patient.

# Smart Prescription Pad

Database of Medicines with Automatic Generic Names

The screenshot shows the 'Eprescription' tab of the software. A patient profile for Madan Lal, Male, 46 Y, 7289816815 is visible. The 'Update Medicine' section shows a search for 'TELMITOP HC' with a dropdown menu for dosage and frequency. The dropdown menu includes options for units (Puffs, Drops, Spoons, Teaspoon, Apply) and frequency (od, bid, tid, q2h, q4h, q6h, q8h, q12h, qad, QWK, Monthly, SOS, STAT, as directed). The frequency '1 month' is selected.

The screenshot shows a patient's prescription details. The patient is Sumita Joshi, Female, 46 Y, 9899363515. The prescription is for AUGMENTIN 625mg (1 Tablet DUO - 2 times per day for 5 days morning and evening) and BETADINE GARGLE (Solution - 2 times per day). The follow-up date is 2017-08-04 10:30. The note includes: 1. Temperature Chart From 8am To 8pm, 2. Mix Betadine Solution In 1:1 Ration With Water.



Daily SMS Alerts

DEMO PATIENTS ARE NOT REAL

# Blazing Fast Integrated Scan System

- Integrated scanner captures patient interaction in < 1 second.
  - ✓ New Prescriptions
  - ✓ Old reports
  - ✓ X-Rays/Radiology Films
  - ✓ Videos
  - ✓ All available on unique patient timeline
- Built for Indian conditions and is tailored to suit typical Indian requirements for catering to large patient queues in OPD.

## BKT One Second Shot


- Scanned documents are automatically tagged with patient name, treating doctor, date and time.
- Existing workflow remains uninterrupted.
- Improves adoption of IHC EMR.

# Patient Timeline

SAVES TIME FOR THE DOCTOR

- Unique patient timeline.
- Practitioners can
  - View or add progress notes, patient documents, etc.
  - Can view list of encounter details in the timeline
- Practitioners can add prescription to the timeline
- Practitioners can add patient allergies, family history, past history.

Reports can be highlighted for easy discovery

**SUMITA JOSHI, FEMALE, 44 Y, 9899363515**  
#100001000021, IHC, A402, Home Maker  
Conditions : Dry skin

FastScan Details Demographic E-Rx Upload Docs Generate Bill Activity more...

03 Aug 2015

	sumita_bipin-dubeys_1438595753 03 Aug 2015	  
	sumita_bipin-dubeys_1438595691 03 Aug 2015	  
	sumita_bipin-dubeys_1438595664 03 Aug 2015	  

30 Jul 2015

	2015-july-30-LABS 30 Jul 2015	  
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28 Jul 2015

	sumita_bipin-dubeys_1438069848 28 Jul 2015	  
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04 Jul 2015

Today

 Bipin Dubeys  
9810092812

 Santosh Kumar Singh  
Scheduled at 10:30  
testing

 Test Patient

 Sumita Joshi

 Vishal Thakur  
9891561591

 Tarang Bhatia  
8800537999

 Vijay K  
9810092812

 Mahesh Jayaraman  
9810015320

 Ajay Doctor  
9999087024

# LIMS

SHARE REPORTS IMMEDIATELY WITH PROVIDERS

- Easy to Use LIMS
- Integrated with PMS
- Readymade and customizable templates for reporting.
- Option of using LOINC codes to improve interoperability.
- Referring doctors are provided with the lab report online into the patient timeline.
- Patient is provided secure Health Account to receive the Lab reports as well as store and keep other medical records.
- Lab billing system

The screenshot displays a LIMS interface with a dark theme. On the left, a sidebar lists various test categories such as JAMPUR, ALLERGY, ABXBACT, SERO, CHEM (highlighted in green), BIOPHYSICS, CELLMARK, CHAL, CLINICAL PATHOLOGY, COAG, CYTOGENETICS, CYTO, DRUG/TOX, DRUGDOSE, FLOW CYTOMETRY, HEM/BC, HISTOPATHOLOGY, BLDBK, IMMUNOASSAY, IMPRESSION, MICRO, MISC, MOLECULAR DIAGNOSTICS, MOLPATH, PATH, SEROLOGY, CHALSKIN, SPECIAL CHEMISTRY, HLA, and TRANSPLANTATION. The main area is divided into three panels: 'Test' (listing cholesterol and albumin tests), 'Panel' (listing various lab panels like COMPLETE BLOOD COUNT and LIVER FUNCTION), and 'Radiology Method' (listing CT, DXA, MAMMOGRAPHY, MR, NM, PT, PT&CT, RADIO-FLUOROSCOPY, RADIOLOGY PROCEDURE, ULTRASOUND, XA, XR, and XR&R). A search bar is present at the top of each panel. On the right, a patient timeline shows a vertical bar with colored segments (green, orange, pink) and a date '05 Thu'. Below the timeline, there are three icons: 'Details', 'Generate Bill', and 'Assign Test'. A section titled 'My Lab/Diagnosis Centre' lists several tests: CHEM - Cholesterol(total),serum; CHEM - HDL Cholesterol(Good Cholesterol),serum; CHEM - LDL Cholesterol; CHEM - VLDL Cholesterol,serum; and CHEM - Albumin Serum.



# Other Features

- Share & chat between care providers
- Blood parameter charting
- Billing system
- Integrated mini lab information system
- Patient portal

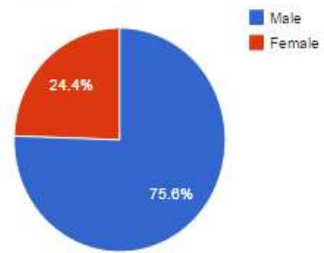


- Staff can register patients
- Indicate patient schedule and arrival time
- Cancel / Reschedule appointments
- Approve New appointments
- Print Prescriptions
- Generate OPD and IPD cards and bills.
- Upload Documents
- Set Up Medicine Reminders
- Send SMS and Email messages from the system

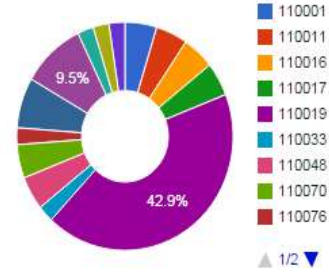
- ✓ Cloud based Software as a service with anytime anywhere access.
- ✓ Hosted on Google Compute Engine.
- ✓ Secured with SSL encrypted transmission.
- ✓ Option of Two Tier Security with OTP Password.



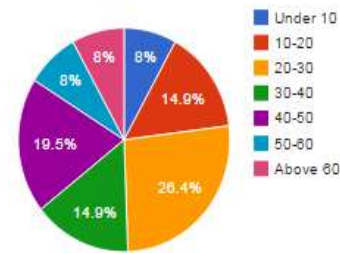
GENDER WISE DISTRIBUTION TOTAL  
PATIENTS : 90



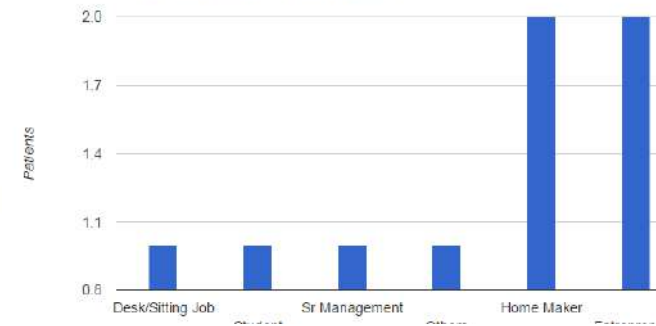
PINCODE DISTRIBUTION



AGE WISE (YEARS) DISTRIBUTION TOTAL  
PATIENTS : 90



PROFESSION/OCCUPATION DISTRIBUTION



## Data Analysis for

- Improved Healthcare delivery
- Make affordable healthcare a reality.
- Reduce wastage of time, multiple tests, multiple drug consumption
- Predictive analysis by collection and analysis of geographical, social and medical data.
- Create further models for management of disease outbreaks
- Patient education for preventive care

Customized Data Analysis and Reporting