CASE STUDY Healthcare workflow automation | CARE COORDINATION | REMOTE MONITORING

Healthcare workflow automation for better care coordination.

Krish worked with **three healthcare organizations** to streamline provider communication, strengthen patient engagement and enable **proactive remote monitoring**, through secure, integrated digital solutions.

CLIENT: THREE HEALTHCARE ORGANIZATIONS

PILLAR ONE

Connect

Integrated communication and real-time collaboration for care teams

PILLAR TWO

Engage

Personalized programs and reminders that help patients stay on track

PILLAR THREE

Monitor

Remote monitoring with analytics that flag early warning signs

CLIENT BACKGROUND

The clients are **reputable healthcare institutions** that provide clinical services to a wide range of patient groups.

They focus on patient safety, care quality and a uniform experience across sites. They run complex care environments with several providers, remote patients and continuous treatment plans.

BEFORE
Fragmented care workflows
Siloed communication, low engagement, monitoring gaps

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AFTER
Connected digital care
Collaboration, engagement and remote monitoring

THE CHALLENGE

Fragmented provider communication
Channels among providers were slow, with no real-time collaboration.

Low patient engagement
Low engagement led to poorer health outcomes.

Gaps in remote monitoring
Monitoring gaps delayed interventions for patients at home.

Hard to share patient data securely
Sharing patient information safely was difficult.

Weak treatment adherence
Patients had too few personal resources to follow plans and medication.

Costly readmissions
Without proactive monitoring, frequent readmissions raised costs.

WHAT WE DELIVERED

01 **Integrated communication platforms** — COLLABORATION
Streamlined communication channels for healthcare providers.

02 **Real-time care team collaboration** — SECURE SHARING
Coordination tools and secure sharing of patient information.

03 **Personalized patient engagement** — ENGAGEMENT
Tailored resources, education materials and self-management platforms.

04 **Automated reminders** — AUTOMATION
Automated reminders and notifications to improve treatment adherence.

05 **Proactive remote monitoring** — MONITORING
Devices and platforms collect patient data, and analytics flag early warning signs.

06 **EHR integration** — EHR
Integration with electronic health records for complete patient insight.

RESULTS

Care coordination and safety
Providers collaborate in real time and share data securely.

Higher patient engagement
Patients engage more and follow treatment plans better.

Cost savings and efficiency
Proactive monitoring and automation support cost savings and better efficiency across care teams.

TECHNOLOGIES USED

Microsoft Azure · Azure Functions · Microsoft Teams · SharePoint · Logic Apps · Microsoft Bot Framework · React Native · EHR integration

FINAL PERSPECTIVE

By connecting providers, patients and monitoring data, Krish helped three healthcare organizations **coordinate care better**, engage patients more fully and act earlier when a patient's condition changes.

Want connected care workflows?

Talk to a Krish healthcare solutions engineer.

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Read this case study online: krishservicesgroup.com/case-study/healthcare-workflow-automation/