

Telemedicine solution for long-term care facilities

InfoVision developed a HIPAA-compliant platform for a telemedicine company, enabling instant medical access for long-term care and skilled nursing facilities. This resulted in a 27% reduction in hospital readmissions and the implementation of a scalable solution for future AI and ML integration.

Impact

HIPAA-compliant
telemedicine
solution

27%

reduction in hospital
readmission rate

24/7

patient care module
for continuous
support

Scalable for
future integration
of **AI, ML, and**
PowerBI



Client overview

A prominent telemedicine company serving long-term care (LTC) and skilled nursing facilities, providing essential medical care solutions for assisted living.



Problem statement

The client needed a robust telemedicine platform to improve healthcare delivery for long-term care (LTC) and skilled nursing facilities. They wanted a system that allowed instant access to medical care, reduced hospital readmissions, and integrated seamlessly with existing EMR systems. Additionally, it needed to support remote participation from specialists and family members during consultations, while ensuring compliance with healthcare regulations.

Solution delivered

InfoVision designed, developed, and tested a comprehensive telemedicine platform built on Microsoft Azure, focusing on seamless communication and integration

HIPAA-compliant telemedicine platform

Developed a fully compliant solution tailored to the needs of LTCs and skilled nursing facilities.

Omnichannel conversations

Integrated Vonage to enable rich video conferencing, programmable messaging, and voice for seamless communication between healthcare providers and patients.

Mobile apps for providers

Delivered native Android and iOS apps that allowed doctors to conduct consultations on the go, improving accessibility and care delivery.

SOAP progress notes

Implemented SOAP and progress note features for documentation post-consultation.

EMR integration

Seamlessly integrated with leading EMR systems, including PointClickCare and MatrixCare, ensuring continuity of care and data flow.

eRounding feature

Enabled providers to perform virtual rounding via telemedicine, enhancing care management in facilities.

QIPP implementation

Deployed the Quality Incentive Payment Program (QIPP) to improve nursing home service quality.

Tech stack

- **Authorize.NET** for secure payment integration
- **ASP.NET MVC** for backend development
- **Web API and Microsoft SQL Server** for data management
- **SignalR** for real-time communication
- **Kendo UI** for frontend framework
- **Azure** for cloud services and scalability
- **Tokbox (Vonage)** for video conferencing
- **Android and iOS** for mobile app development