Case Study

Tata Communications Kaleyra Helps Isansys Save Lives With Real-Time Patient Updates Via WhatsApp API

isansys
आयुष्मान भव

Introduction

Remote Patient Monitoring (RPM) is a game-changer for the healthcare industry. It involves the use of technology to monitor patients' health remotely, allowing healthcare providers to deliver care virtually. RPM has become the need of the hour, especially during the ongoing COVID-19 pandemic, as it allows patients to receive medical attention without having to physically visit a healthcare facility.

RPM devices can track vital signs, such as blood pressure, heart rate, and oxygen saturation levels, and send real-time data to healthcare providers, who can monitor the patient's health status and intervene if necessary. This technology has been proven to improve patient outcomes, reduce hospitalisations, and lower healthcare costs.

The adoption of RPM is redefining the healthcare industry by enabling providers to deliver personalised and proactive care to patients, regardless of their location.

In this case study, we will explore how Isansys uses Tata Communications Kaleyra's WhatsApp API solution to notify healthcare providers about patients' health in real-time.

Vertical
Healthcare

Product
WhatsApp

Location
India

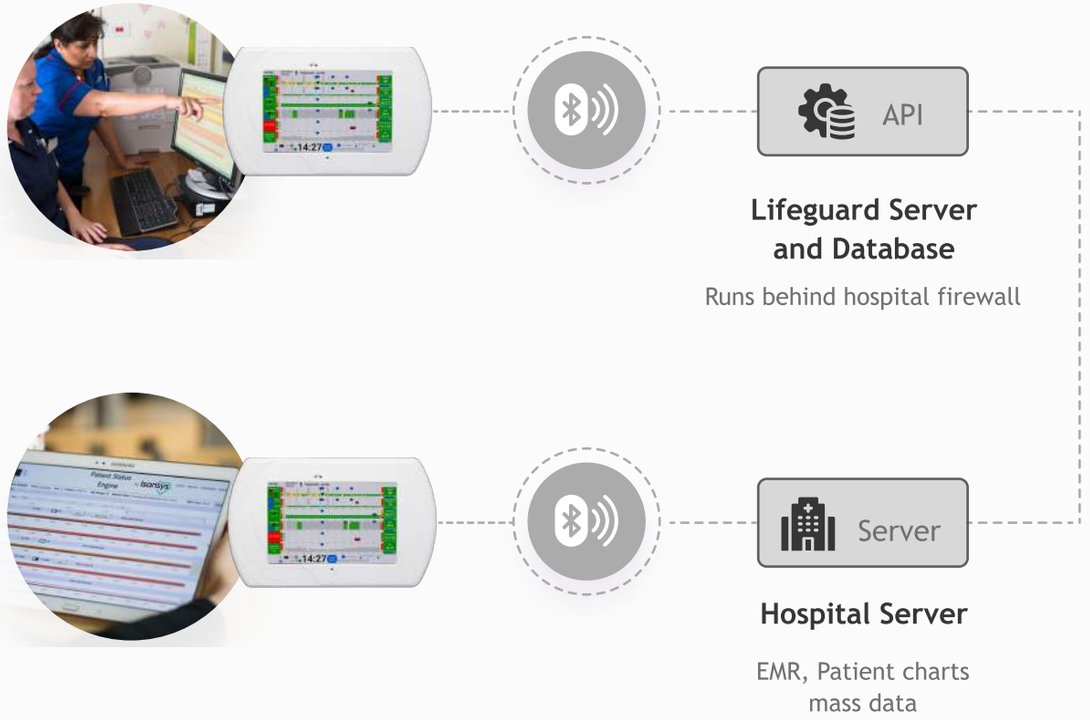
About Isansys

Isansys is a world-leading digital healthcare company that has developed the most complete, wireless, and simple-to-use advanced patient monitoring platform - the **Patient Status Engine**.

The solution is FDA, CE approved with ISO 13485 certification and approved in Australia and Singapore for clinical use. Isansys is focused on delivering patient-centred technologies and data-driven methods to hospitals and healthcare organisations globally, providing health professionals with the vital tools required to improve care and increase clinical performance while ensuring economic value and enhancing patient safety.

The company works with healthcare providers globally who are seeking lower cost, less obtrusive monitoring solutions, and higher quality data.

Real Time Remote Patient Data with Seamless Integration with Hospital IT



What Isansys Aims to Achieve

The main goal of Isansys is to improve patient safety and help move patients from higher-cost to lower-cost care settings through better patient monitoring, more efficient workflows, and smarter predictive indicators, which can simultaneously reduce costs, improve care and save lives.

The Key Requirement of Isansys

Isansys has developed the **Patient Status Engine (PSE)**, an innovative patient monitoring system that utilises digital and wireless sensor technologies to enable near-ICU level monitoring and advanced analytics.

Using wireless, wearable sensors like the Lifetouch "smart patch" cardiac sensor and Lifetemp continuous temperature sensor, the PSE automatically collects and analyses patients' heart rate, respiration rate, temperature, oxygen saturation levels, and blood pressure.

PSE is a complete, real-time, wireless patient monitoring system designed to provide clinicians more time to treat patients and save patients' lives by delivering Early Warning Score (EWS) algorithms to help detect patient deterioration in advance.

These Early Warning Scores of patient deterioration must be communicated to doctors/nurses in real-time to help them proactively take necessary actions to save patient lives. Therefore, Isansys sought a secure communication provider to help integrate WhatsApp API with its solution so clinicians could receive real-time warnings.

Tata Communications Kaleyra’s Solution for Isansys

Incorporating Tata Communications Kaleyra's WhatsApp API into the PSE system notifies healthcare professionals of patients' early warning signs in real-time, thus helping them handle patients' emergencies better.

Tata Communications Kaleyra successfully integrated its WhatsApp API with the PSE solution to trigger messages in real-time to concerned healthcare experts as soon as some deterioration or threshold breaches are detected for patients.

Enhancing Patient Care with WhatsApp Solution

The Patient Status Engine system developed by Isansys calculates Early Warning Scores based on patient vitals and other clinical parameters gathered from IoT devices. EWS warns clinicians about patient health if it exceeds a threshold.

Using Tata Communications Kaleyra's WhatsApp API, Isansys can now trigger messages to healthcare experts about the patient's condition so that they can take timely actions and save lives.

The WhatsApp-enabled Patient Status Engine allows healthcare providers to continue 24/7 surveillance of patients even after they have been discharged from the hospital. As a networked and cloud-based system, patients and clinicians may be located anywhere. A further benefit is that a quantified record of a patient's physiological status is established. This record can be used for audit purposes or to determine the effectiveness and quality of care.

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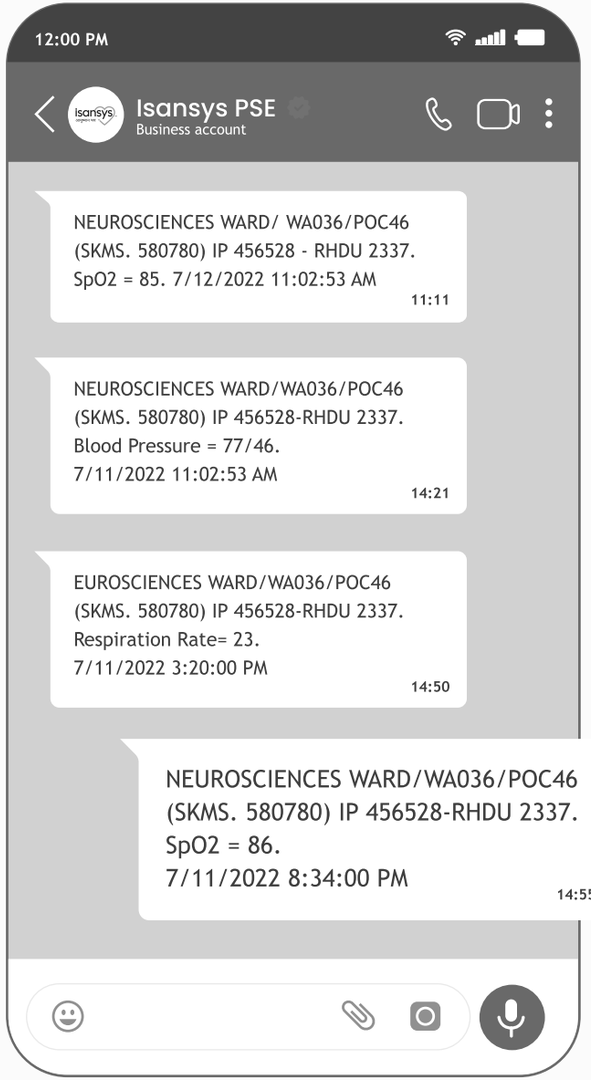
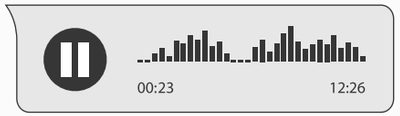
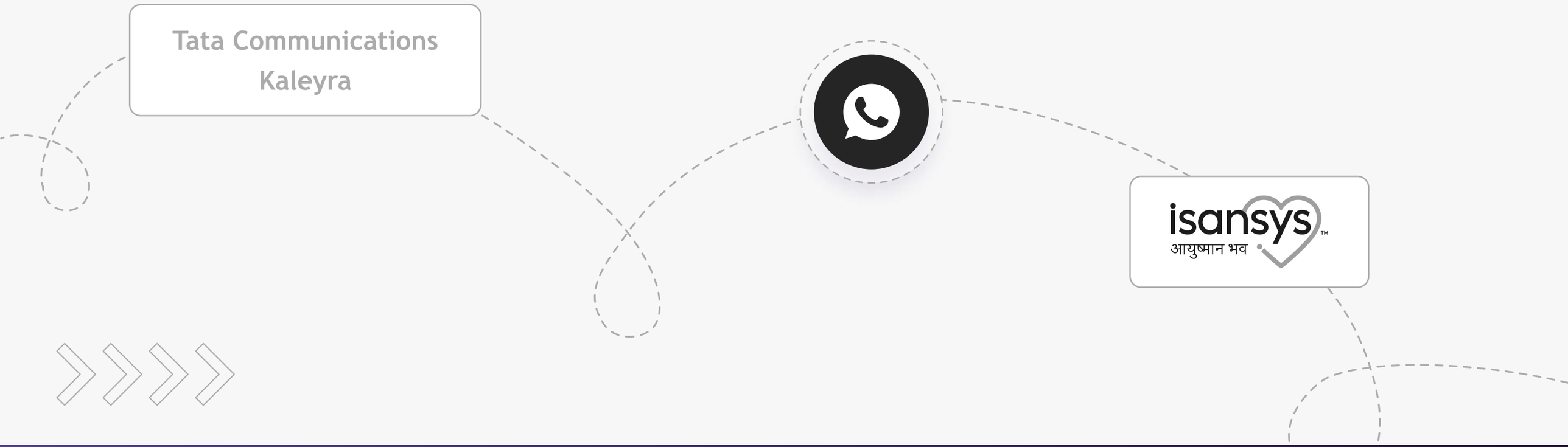


- Audio alert can be made available at CNS (Central Nursing Station)
- No need for continuous eye-balls on the screen



The Impact of Tata Communications Kaleyra-Isansys Collaboration

The most significant outcome for Isansys has been the improvement of patient safety and the saving of lives. Through the integrated system, Isansys enabled early notifications that helped clinicians take proactive actions. Tata Communications Kaleyra's platform plays a crucial role in contributing to patient safety.



Some Achievements Since Isansys Integrated Tata Communications Kaleyra's WhatsApp API

The integration of the WhatsApp API into the PSE system has resulted in several benefits for both patients and clinicians:

Improved Patient Safety and Reduced Mortality Rates

The WhatsApp-supported PSE system's real-time monitoring capabilities have allowed clinicians to take proactive actions in response to early warnings of patient deterioration, resulting in lives being saved.

Timely Transfers of Patients to ICU

The WhatsApp-enabled PSE system ensures timely actions are taken to move patients from hospital wards to the intensive care unit (ICU) upon Early Warning Signs alerts.

Reduced Hospital Stays

The timely interventions made possible by the PSE system have led to shorter hospital stays for many patients.

Increased Convenience and Comfort for Patients

The PSE system's at-home monitoring capabilities have allowed healthcare experts to carry out many critical procedures in the comfort of patients' homes rather than in a hospital setting.

Reduced Costs for Patients and Healthcare Providers

The shorter hospital stays and increased use of at-home care made possible by the PSE system have resulted in significant cost savings for patients and healthcare providers.

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