



Case Study

Smart Medication Management Platform





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Abstract

Over the past few decades, the elevation of med-adherence monitoring method brought up by the advancement of technology has been witnessed. The sources of unfulfilled medications, be it of care providers or patients, have been acknowledged and thereby, a systematic approach is indispensable.

The development of life takes over our time, in which social and financial obligations dictate our behavior and habits. When speed and convenience become the foremost, the concept of attaching to long-term therapies or treatments seems difficult to most and oppressive to some, especially who have chronic diseases. The demand for a fast, easy, trackable healthcare system debates the idea for a quick communication channel between care providers and patients during treatments.

This paper presents a case study in which FPT has collaborated with one of its valued clients to promote utmost medication adherence program by developing an all-inclusive communication platform for patients and care providers.





Our Client and Their “Going Global” Ambition

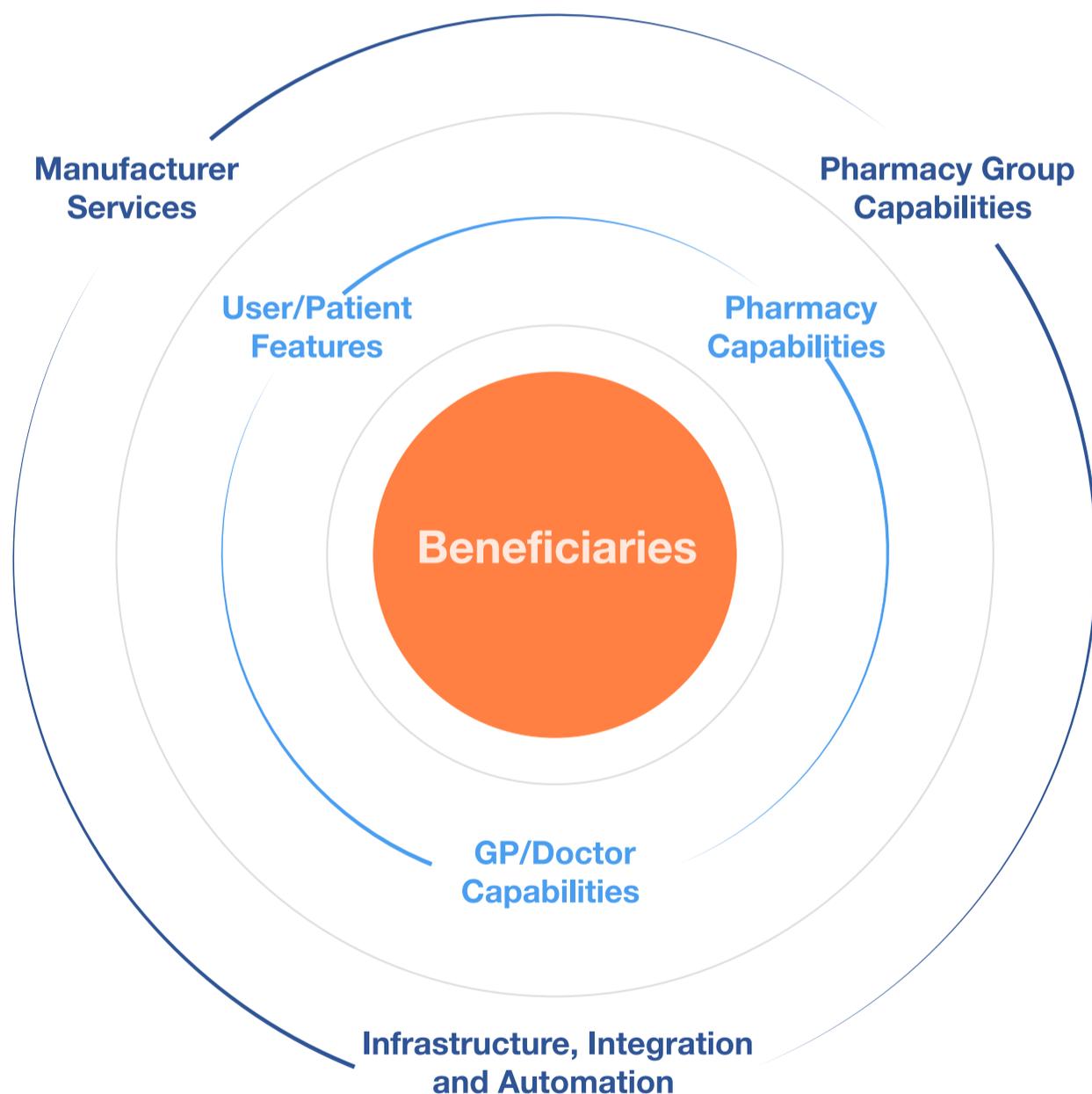
Our client A is an Australian software provider who dedicates to develop and deliver the leading software for personal medication management, to help people make the best possible use of medication. The platform, which connects nearly 2 million Australians with their pharmacies and doctors, empowers a stronger patient-to-pharmacy relationship. With the additional benefit from increased frequency of dispensing and stronger pharmacy loyalty, it is revolutionary software that puts a virtual pharmacist, on smartphone, tablet or PC, and helps users take medication safely, effectively and on-time.



Aspiring not only to serve Australian market but also to contribute to the healthcare industry worldwide, A has planned to expand their coverage to some nearby tech-driven markets, such as US, England, and the Asia Pacific. Thus our client expects to develop and regionalise/localise the system. Intending to deliver utmost customer experience, our client plans on upgrading the system to the newest technologies and advantageous built-in features. With the exponential use of data, there is a certain need for a secured, online network connection for remote assessment, by which cloud adoption is a strategic move. In addition to that, new advanced features for user (GPs/doctors/patients/pharmacies) engagement are also included on the list. Assurance claim integration is also another outstanding feature that also directly contributes to medication adherence, especially for chronic disease patients/long-term treatments.

The Solution and Its Benefits

Forming a group of 28 professionals, FPT has been supporting A to enhance and upgrade the system as planned in the past 2 years. Backed up with cloud-based records and data connections to pharmacies and other HCPs, the platform has been Australia's most popular medication adherence program. Three teams have been divided and assigned different goals from upgrading recent applications, building new systems, and develop and apply emerging technologies to create added values for users.



The system contains multiple applications, which use different technologies and frameworks, and, at some point, require manual integration to synchronise. Added to that, controlling and monitoring the whole system in configuration works is another challenge to the team. However, the agile approach mixed with years of industry know-how, FPT team has contributed to A's shared goal of contributing to the healthcare system and encourage patients to use medication effectively.

The Solution and Its Benefits



User / Patient Features

The patient platform provides a complete and intuitive medication management tool for end-users, allowing them to manage all aspects of ongoing medication easily. It makes it easy for patients to remember, understand, track and order their medicines for greatly improved adherence. It also strengthens the patient-pharmacy relationship between visits, building pharmacy loyalty.



GP / Doctor Capabilities

Services to doctors, especially relevant to general practitioners, allows for various medication-related services, especially re prescribing, to be ordered by doctors electronically in collaboration with pharmacies. Applicability of multiple features is dependent on the regional specifics of prescribing workflow and existing infrastructure (e.g. electronic prescribing services).

The Solution and Its Benefits



Pharmacy Group Capabilities

The pharmacy group services allow groups to brand their group's variant further, promoting and interlinking with group-wide services and orders to patients. Group administration of various pharmacy capabilities, plus group-wide reporting options are also available.



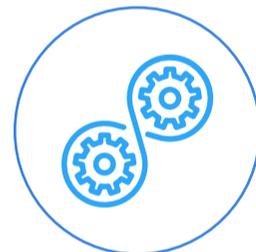
Pharmacy Capabilities

The pharmacy application acts as a patient communication centre for pharmacies, allowing remote administration of all patient services, processing inbound orders and other messages, and CRM-style facilities to promote services and distribute other announcements.



Manufacturer Services

The system orders unique services to pharmaceutical manufacturers, allowing them to communicate directly with patients using their prescription medications. Training campaigns can directly reach their end-users, delivering targeted training to improve adherence and reduce drop-off, tackling a significant area of potential revenue growth for manufacturers - and delivering measurable return on investment.



Infrastructure, Integration and Automation

The system has developed extensive technology and experience in integrating other healthcare technology with the platform, to significantly automate the pharmacist and patient's job of keeping their user experience up-to-date. The platform is built primarily on a Microsoft infrastructure base, supporting a high degree of scalability, availability and security and allowing ready set up in data centres in other regions.



FPT Software is part of FPT Corporation, a technology and IT services provider headquartered in Vietnam with nearly US\$1.2 billion in revenue and 28,000 employees. Being a pioneer in digital transformation, the company delivers world-class services in Smart factory, Digital platforms, RPA, AI, IoT, Mobility, Cloud, Managed Services, Testing, more. FPT Software has served over 700 customers worldwide, 83 of which are Fortune 500 companies in the industries of Aerospace & Aviation, Automotive, Banking and Finance, Communications, Media and Services, Logistics & Transportation, Utilities, Consumer Packaged Goods, Healthcare, Manufacturing, Public sector, Technology and so on.

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