

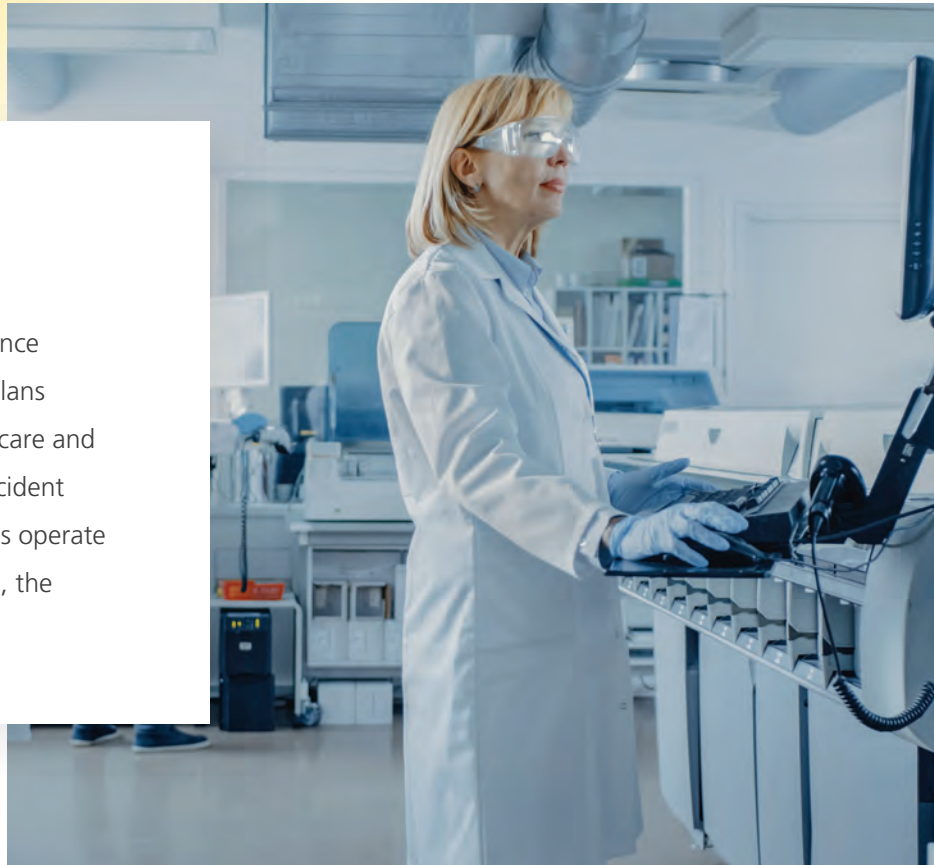
CASE STUDY

Application Modernization of Pharmaceutical System of a Global Healthcare Leader Elevated the Standard of Patient Health and Well-being



Client

The client is a global healthcare and insurance company that provides integrated health plans and services. They offer coverage for Medicare and Medicaid products and health, life, and accident insurance. The company and its subsidiaries operate in various markets in the Americas, Europe, the Middle East, Africa, and Asia-Pacific.



Challenges



Manual tracking of refill quantity on remaining vs. total prescribed medicines led to errors, with 20% of refills containing incorrect data.



Patient prescription records had gaps, causing status misalignment with prescription duration, resulting in over-inventory and drug expiry.



The team had to manually close open cases (over 50 patients daily) based on the Stuck Order report to address the discrepancies.



About 10% of the cases were impacted by miscalculations in the dispensed quantity for specific scenarios, resulting in significant cost escalation.

LTIMindtree Solution

LTIMindtree assessed the existing patient and pharmacy management systems and suggested a roadmap for application modernization and automation by creating Patient 360 and Prescription 360 portals.

01 | **Personalized Patient Profiles -**

Patient 360 maintains comprehensive electronic health records such as medical history, allergies, current medications, past adverse reactions, etc. It also includes genetic predispositions, comorbidities, and factors like behavior and socio-economic conditions, which are crucial for effective treatment decisions and patient health.

02 | **Smart Prescription Management -**

Prescription 360 helps qualified pharmacists review prescriptions, cross-referencing them with health profiles and prescription history to ensure accurate dosages and prevent potential drug-drug interactions.

03 | **Enhancing Adherence -**

The seamless integration of patient and prescription portals enables personalized drug recommendations and compatibility checks with existing treatments, ensuring informed decision-making.

04 | **Collaborative Treatment -**

Collaboration between patients, healthcare providers, pharmacists, and nurses helps define treatment goals, monitor therapeutic outcomes, and adjust plans based on patient needs.

05 | **Intelligent Drug Interaction Alerts -**

The platform's standout feature is flagging potential drug-drug adverse interactions, promptly notifying patients and healthcare providers for timely adjustments and risk mitigation.

06 | Dosage Reminders -

SMS or app notifications to patients on complex medication schedules with timely dosage reminders, enhancing adherence and reducing missed doses.

07 | Secure Payment and Delivery -

Robust encryption ensures the security of payment transactions, with prescribed medications securely packaged and delivered to patients' doorsteps through standard or expedited shipping.

08 | Pharmacist Live Chat Support -

Real-time chat support connects patients with licensed pharmacists, addressing queries about medications, dosages, or potential side effects.

Business Benefits

The integrated views of Patient 360 and Prescription 360 redefine patient care by harnessing the power of comprehensive patient profiles and prescription histories. This holistic strategy epitomizes the future of healthcare, seamlessly weaving together cutting-edge technology, clinical acumen, and collaborative patient involvement. As a result, patients benefit from receiving precisely tailored medications, accurate dosages, and clear instructions, culminating in an elevated standard of health and well-being.

The key benefits also include



Order entry automation **saved** more than USD 1 million annually for renewals, which is **38%** over the target.



Auto resolution of DUR (Drug Utilization Review) resulted in a **30% saving** of person-hours per year.



Modernized order entry application sped up the process and saved approximately **USD 150K per person-hour cost** annually.



Reduced 60% process time of handling Rx processes.



Increased 30% retention of patient insurance.



Brought a **50% reduction** in manual data entry of patient information.



Built a robust, scalable foundation to accommodate Rx ramp-up as needed.

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 82,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit <https://www.ltimindtree.com/>