



SUCCESS STORY

Configurable workflow solution for a home diagnostic testing company

A US-based Healthcare IT company and a global leader in the field of home-based diagnostics and monitoring.



The Problem

The client needed a web-based platform to manage home diagnostic tests across respiratory, sleep, and cardiac categories. They also wanted DME partners and physicians to monitor test progress and access reports easily.

The goal was to streamline operations from order entry to logistics and billing while reducing operational costs and improving patient care.



Key Challenges

- Managing the complex healthcare workflow
- Navigating insurance plans and reimbursement systems
- Handling secure logistics for test devices sent to patients
- Generating accurate reports while complying with HIPAA regulations

Solution

A secure, HIPAA-compliant web application was developed to manage the complete workflow of home-based diagnostic testing. The platform provided healthcare providers with real-time monitoring, reporting tools, and operational automation.

01 Accessible Test Reports
Secure cloud access allowed users to easily view patient test reports.

02 Data Privacy & Compliance
Role-based access and security measures ensured HIPAA-compliant data protection.

03 Real-time Notifications
Patients and healthcare providers received updates via SMS, fax, and email.

04 Business Intelligence
Dashboards and reports provided insights to support better healthcare decisions.

The Benefits

Increased Order Capacity

Processing capacity grew from 100 to 1,500 diagnostic test orders per day.

Expanded Diagnostic Services

Enabled new testing services such as sleep apnea, insomnia, and cardiac arrhythmia.

Cost-efficient Operations

Improved operational efficiency and reduced overall costs over time.

Conclusion

We enabled the client to transform complex home diagnostic workflows into a streamlined, secure, and scalable digital platform. By ensuring HIPAA compliance, real-time visibility, and end-to-end automation, the solution significantly improved operational efficiency, expanded service capabilities, and increased order processing capacity—empowering the client to deliver faster, cost-effective, and high-quality patient care.