Corporate Instant Messaging
platform for healthcare

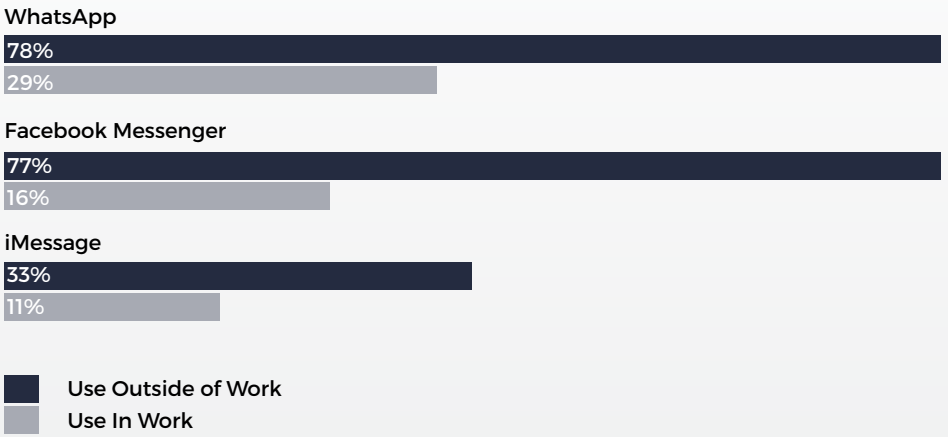
The rise of instant **messaging in HealthCare**

Instant messaging is becoming widespread among the healthcare industry.

Instead of paging, calling or sending emails or faxes, **clinical staff use consumer instant messaging apps** on smartphones and tablets to contact other doctors and nurses and to communicate patient-related clinical data.

In 2017, more than half a million NHS staff declared using consumer messaging applications, such as WhatsApp, to communicate with colleagues at work [1].

Figure 1: Instant Messaging Apps Used at Home vs Work



(1) D. McCarthy and S. Carvell, Instant Messaging in the NHS, CommonTime Ltd, 2018.

Why using IM tools to communicate?

Traditional communications in healthcare are fragmented, asynchronous and inefficient, while instant messaging platforms are the completely opposite.

They are easy to use

Allows clinical staff (doctors and nurses) to communicate at work just like they do in their personal lives.

They are fast and efficient

Save time for doctors and nurses (faster information sharing and more efficient workflows
Save time for patients (shorten waiting time between processes, quicker treatment, follow-up)

Actually, 72.5% of British doctors and nurses surveyed, believe that the use of app-based messaging tools is a “good thing”(2).

(2) Gould G, Nilforooshan R. WhatsApp Doc? BMJ Innov 2016;2:109–10.

The risks of instant **messaging in HealthCare**

Instant messaging in healthcare is on the rise but consumer messaging platforms pose security and privacy risks

Consumer Instant Messaging platforms do not offer the security and data protection features to comply with the data protection requirements in relation to the clinical data of the patients.

Security issues

The use of consumer Instant Messaging platforms as part of the patient care process can mean data policy breaches. Text messages on consumer apps aren't sent always with encryption, and there's no way to limit access to the apps on a smartphone or tablet while they're in use. So it's relatively easy for PHI to be compromised if it's ever sent via a regular text message.

Privacy issues

Clinical staff talk about patients and share patients' protected health information (PHI) on the consumer instant messaging apps. Trying to anonymize the patient on such communications can lead to confusions, while identifying the patient may be a breach of patient confidentiality and privacy law according to the European Union privacy regulations (GDPR)

In addition to data breaches, consumer instant messaging platforms...

- Cannot be integrated with the Hospital's information sources.
- Cannot be integrated with clinical systems to send patient care alerts to the clinical staff.
- Mix different type of messages in the same inbox.
- Send messages that are not easily traceable for auditing purposes.

INTRODUCING

ONE

Is a corporate instant messaging platform for the healthcare sector which enables secure communications among the healthcare professionals and between them and their patients, while protecting their clinical data.

BENEFITS OF USING ONE

Communicate any time and anywhere in the world, in real time and texting just as you normally do in your personal life. It's easy, fast, efficient, secure and privacy compliant!

Because One has all the advantages of consumer instant messaging tools without the security and privacy risks of such consumer tools.

- Proven, open-source end-to-end encryption protocol
- Data store encrypted and pincode protected on device
- No synchronization with third party apps and servers
- Verification of users profiles
- Source code regularly audited and tested by experts
- Protect Patients' Protection Health Information

BENEFITS OF USING ONE

Patients and Healthcare professionals, all communicating through one single platform

While other instant messaging applications designed specifically for the healthcare sector deal exclusively with the communication among healthcare professionals, ONE does also integrate the **communication between the healthcare professionals and patients**.

Therefore, ONE is a **single point of access** for health professionals and patients. All conversations and clinical data is gathered in the same platform, so information is complete, can be easily shared, transferred and can be accurately audited.

BENEFITS OF USING ONE

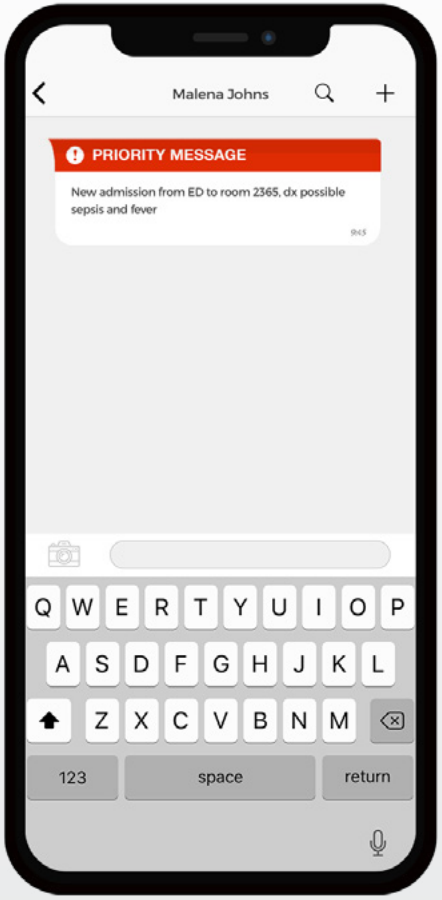
ONE can be **integrated with the hospital's information sources**.

ONE can pull information from the hospital's internal systems such as staff directories and on-call schedules.

Clinical staff can find each other through the organization directory without having to exchange phone numbers.

On-boarding of all the clinical staff will be easy and secure by scanning their official ID.

BENEFITS OF USING ONE



With ONE, you will be able to **classify messages** in your inbox, based on different **priority levels**, roles and type. **Alerts** will be highly visible.

Avoid mixing messages for a shift change, an unit meeting or dinner plans with emergency alerts.

ONE allows **tracking and traceability** of messages for auditing purposes.

Tracking when messages are sent, delivered and answered and by whom is essential when facing adverse events (e.g. medical error)

DOCTOR-PATIENTS COMMUNICATIONS

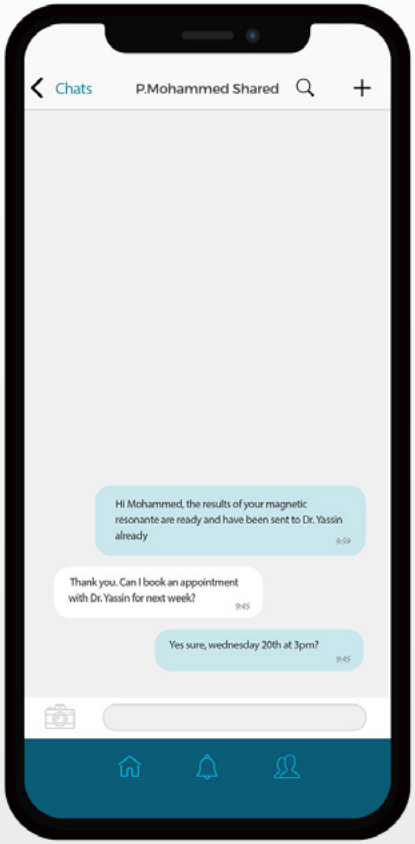
Administrative communications

- **Appointments** (request, alerts, confirmation, etc.)
- **Notifications** (Admissions, medication alerts, collection of medical tests, etc.)

Medical Support

- Direct communication between the doctor and the patient.
- Real-time medical consultations.
- Online drug prescription request
- Patient follow-up.

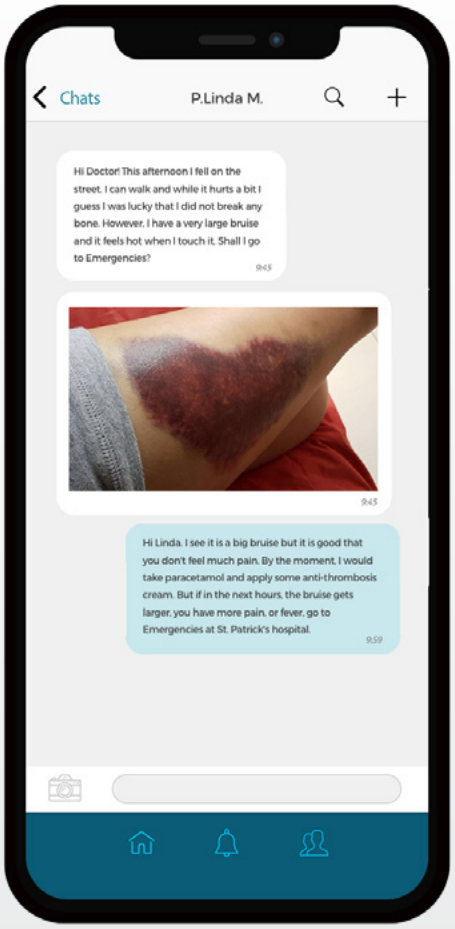
DOCTOR-PATIENT COMMUNICATION USE CASE I



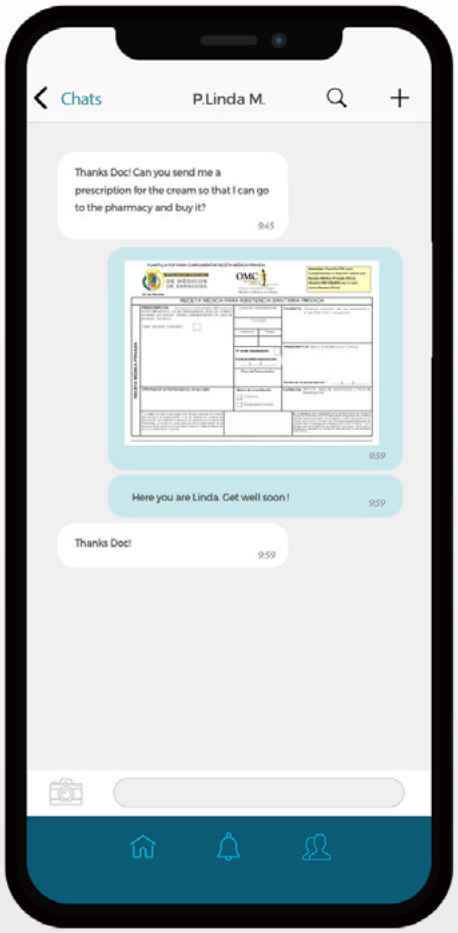
The patient receives a **notification** from ONE system communicating him that his **test's results are ready**.

He can book an **appointment** by using the system to visit his doctor and comment the test results.

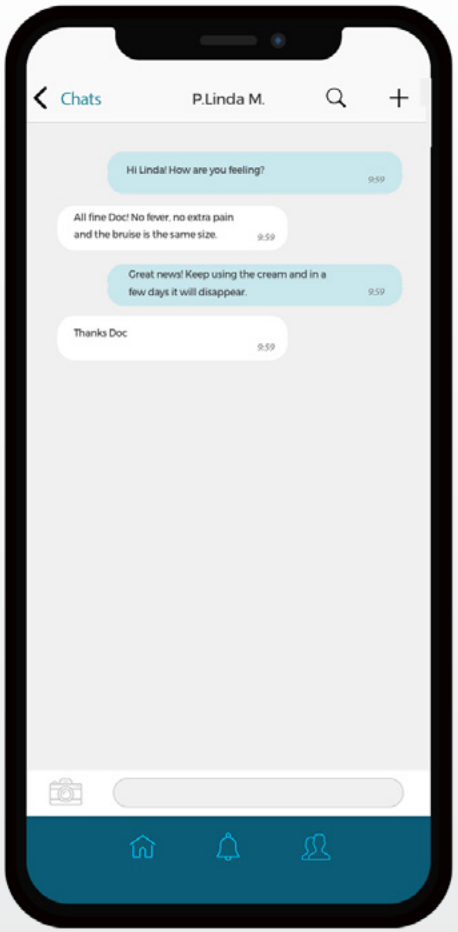
DOCTOR-PATIENT COMMUNICATION USE CASE II



Urgent Consultation

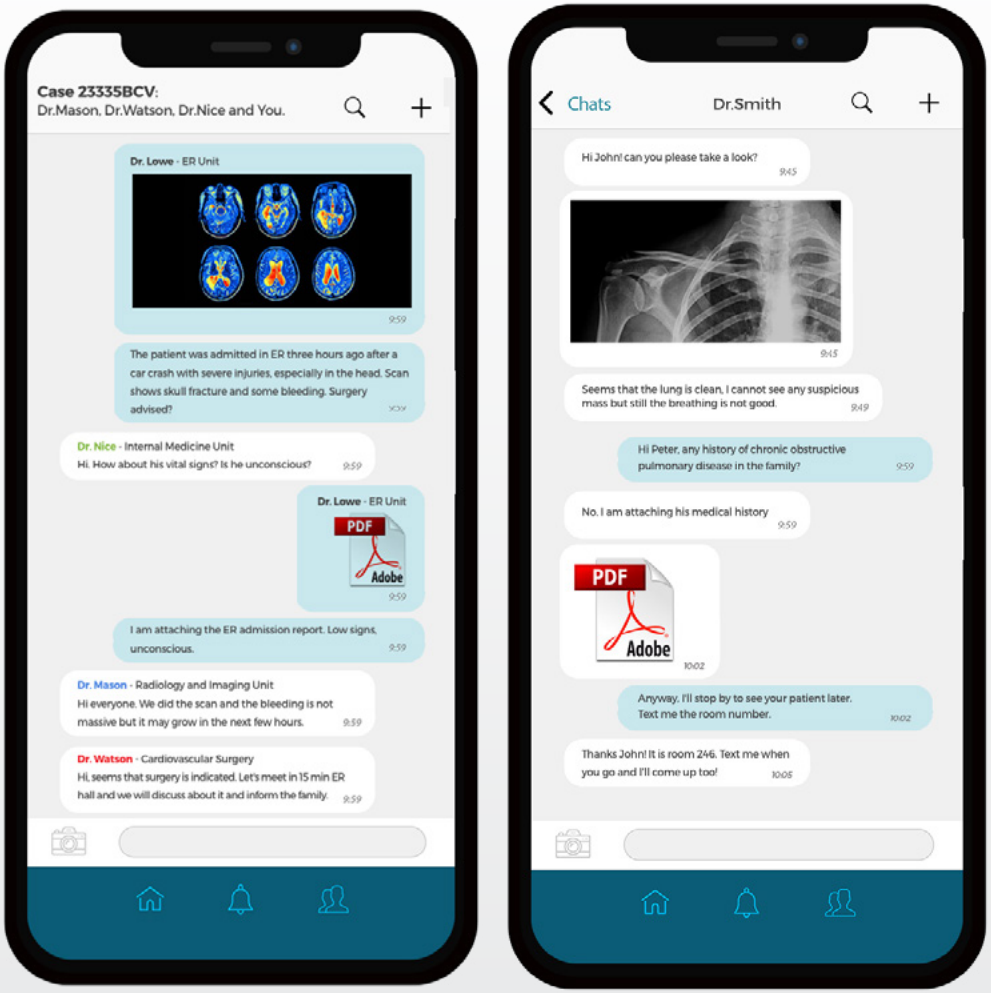


Drug Prescription



Patient follow-up

INTERNAL MEDICAL STAFF COMMUNICATIONS



- Direct communication between healthcare professionals (1to1)
- Internal communication within a specific unit
- Inter-consultation among the various departments
- Communication related to a specific case

FUNCTIONALITIES

ONE

FUNCTIONALITIES

For both medical staff and patients

- Secure Messaging:
- Send Text Message
- Send Voice message (push-to-talk)
- Send video file
- Send image
- Send document

For medical staff

- Creation of groups by departments and roles
- Role based messaging: allow your professional community to receive messages and alerts via chat based on their roles and your rules.
- Click to call
- Recording
- Involve doctors and nurses in a service conversation

For patients

- Notifications and alerts
- Medical directory and access: let your patients access directly with assigned caregivers

ONE

- SECURE COMMUNICATION
- PATIENT'S MEDICAL DATA PRIVACY
- EFFICIENCY OF THE MEDICAL SERVICES

THANK YOU