

Overview:

The project involved integrating a Practice Management System with a 3rd party Video application for a highly reputed and well-established player. The client uses the integrated application to ensure access to video conferencing functionality for both therapists and their patients. This project enabled them to ease the process and seamlessly improve scheduling sessions.

Client details:

Name: Confidential | **Industry:** Healthcare | **Location:** US

Technologies:

PHP, MySQL, jQuery, cURL, SecureVideo

Project Description:

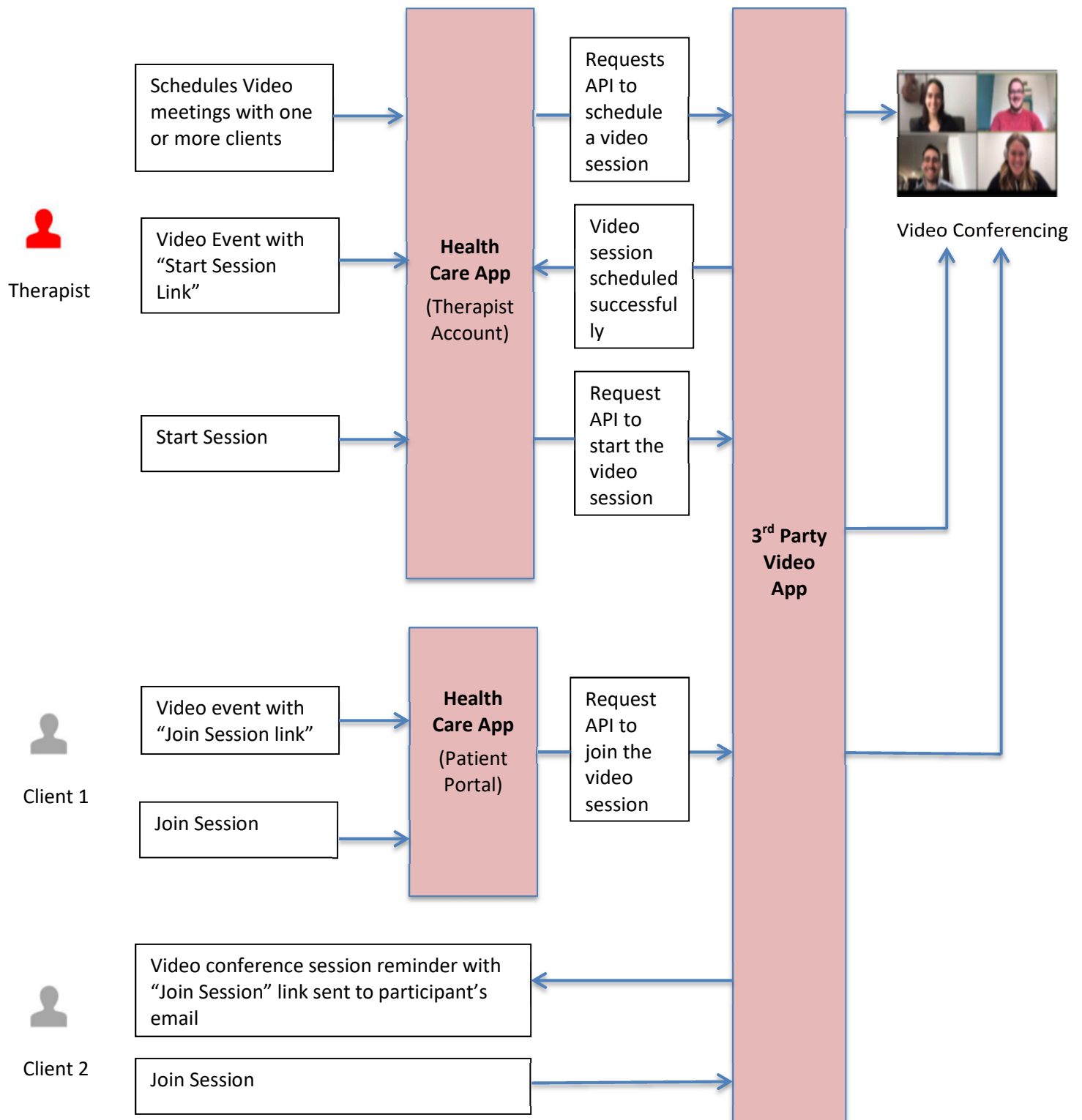
The client has two separate applications for Mental Health Management. The main application is a practice management system and the second one is a 3rd party service for video conferencing features. The practice management system has tools like automated billing, calendar scheduling, Notes Management and Staff Management. As the client's user base grew, it became difficult to manage two separate applications for various users. After analyzing the client's need, team@Mindfire offered to integrate the 3rd party Video application into the existing practice management system. It was critical to have an intuitive and user-friendly UI/UX, which would ease the process and have the functioning application up and running without delay. Some salient features of the application:

- There are two separate views for the video session, a list view and an existing calendar view. The client can look over their existing schedules from each of the views.
- The therapist can cancel or reschedule a video session and a notification is sent to the participants via email or SMS. Earlier the video conferencing app was used to send out

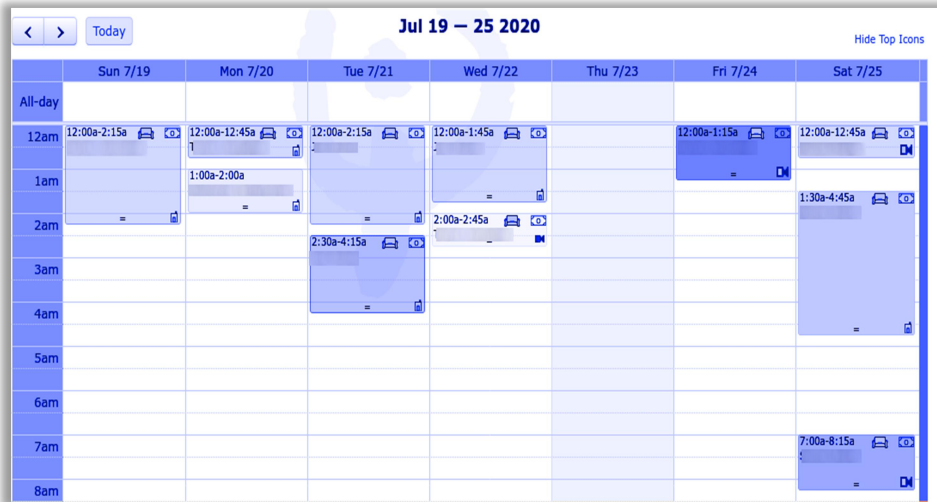
invites and reminders and the process was integrated into the practice management system. This allows them to send out customized invites and mailers to high-priority clients.

- The therapist can access the video sessions in two ways, through the calendar or the video page. The Calendar page shows an overview of all the appointments planned over a day, a week or a month while the Video page is only for the sole purpose of managing video appointments and video-related settings.
- Once the therapist starts the video conference by clicking over the video icon, the participants can join the sessions in two ways. They can join either through the link shared in the mail or through their account in the portal.
- Whenever a contact comes up, the client can choose to sync the contact with the existing user base or create a new one. This assisted the client in a smooth transition between the two applications.
- The users can view notes, payments and e-claims in the video sessions. This helped them to reduce the hassle of moving back and forth within the applications to check their details.
- Generally, the client used to spend a lot of time managing their schedules. In addition to single client sessions, group contacts feature was implemented to schedule a video conference with multiple participants. This not only helped clients improve their efficiency but also made the process seamless for different users.
- After the initial launch, there was a disparity in the data view of the integrated system and the video-conferencing application. The team worked to synchronize the video sessions by the use of API so that an identical view was updated in both applications.

Flow Diagram:



Screenshots



Screenshot 1: Calendar View



Screenshot 2: Scheduled Video Sessions View



Screenshot 3: Manage Video Conflicts