

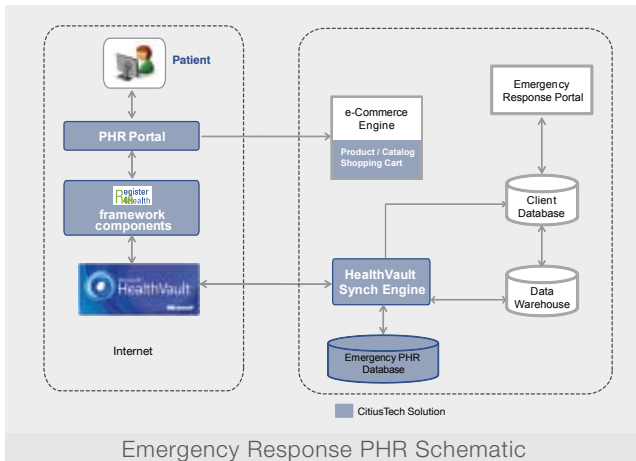
Case Study: Emergency Response PHR

Client Requirements

Client is a not-for-profit organization that provides 24-hour emergency response services, serving several million customers across the world. Client's services are built around a repository of personal health records of members which are securely managed and updated by the Client. This personal health information is made available to emergency response teams and ED physicians in an emergency.

Client desired to develop a HealthVault-based Personal Health Record (PHR) system for the US market. The HealthVault-based system would enable synchronization of personal health information with the latest information in a member's HealthVault account. Also, the PHR can exchange information with other HealthVault-integrated applications – including hospital applications.

CitiusTech was selected to develop this solution based on CitiusTech's patient registration framework – *registeR4-Health*.



Emergency Response PHR Schematic

CitiusTech Solution

Solution Design

CitiusTech designed the overall solution by leveraging functionalities provided by:

- Microsoft HealthVault: To manage member-owned data
- *registeR4Health*: To provide registration and clinical data workflows
- Microsoft Silverlight: To develop rich user interface
- Tools to synchronize data between HealthVault and databases
- e-commerce engine APIs

Development and Deployment

The CitiusTech team leveraged *registeR4Health* – a HealthVault-integrated self-registration portal with workflows to capture patient's demographic, insurance and clinical information – to develop a comprehensive wizard. The wizard enables new members to maintain their health data and also subscribe to suitable client services. HealthVault's security and privacy features enabled health data exchange for members with the client's database without compromising the security of the personal health information.

Key features developed in the solution include:

- PHR sign in using Live ID or Open ID
- Enrollment wizard for members and family members
- Member interfaces for maintaining health summary, subscribing to services and buying products
- Incorporation of standard healthcare terminologies
- Data synchronization between HealthVault and PHR

CitiusTech conducted the end-to-end development, testing and deployment of the solution. Given the large customer base of the client (over a million users), the solution was load tested to ensure robustness and reliability in the marketplace.

With the new PHR and its HealthVault connectivity, members are able to manage personal health information including:

- Personal information & emergency contacts
- Allergies and medical conditions
- Vitals (including BMI, pulse rate, blood pressure)
- Home health device data
- Medication history information
- Immunization & surgical history
- Implanted device data

The PHR also enables members to manage their family members' personal health information.

Value Delivered

The CitiusTech solution delivered enhanced value to the client by:

- Leveraging CitiusTech's *registeR4Health* framework as the core component of the overall solution
- Using CitiusTech's HealthVault expertise to ensure strong and consistent integration with HealthVault
- Providing healthcare interoperability expertise to offer standards-based integration with other applications

About CitiusTech

CitiusTech (www.citiustech.com) is a specialist provider of technology and business services to Healthcare Technology companies, Healthcare Services companies, Providers and Payers. We offer a range of product engineering and technology services - from solution design and development to testing, integration, and technical support.

CitiusTech brings strong Healthcare domain expertise - across technologies, applications and standards. Our ability to provide

this expertise, together with our world-class service quality and our global resource base, enables us to offer a distinctive value proposition to our global Healthcare clients.

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