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Digital Front Door

Digital Front Door is where consumers and their caregivers are able to navigate, access and receive the right care at the right time through the channel of their choice, which is also sustainable.

Health Consumers have equitable access and personalised, caring & delightful experience & interactions through the channel of their choice.

Providers have at their fingertips real time insights, automation, collaboration channels and connected care to deliver better health outcomes.

Contributes to health organisation performance through a visible and coordinated system of care.

FEATURES

Consistent CX
Control all touchpoints at once by building a consistent and single log in and engagement layer

Single View of Consumer
Develop a 360 view of interactions with the Consumer across various health services, departments and teams, to build the foundations for a personalised experience

Seamless Integration
Meaningfully integrate multiple operational, clinical, financial and intelligence systems, leveraging compatible APIs like HL7, FHIR etc.

Reduced Risk
Engagement system is not couple with record system. This allows health care organisations to change Health Consumer-facing experiences without interferring with the back end.

Speed & Flexibility
Decoupled architecture enables teams to make quick changes and add new features without disrupting other core systems

BENEFITS

Reduced waitlists for the provider and reduced waiting time for patients/ caregivers

Reduced errors during care transition and improved health outcomes / avoidance of deterioration

Improve access to care i.e. consumer-centric care

Increased community care / reduced pressure on hospital system

Improved access to consumer information

Increase opportunities for proactive and preventative care

Reduce time from referral to appointment / procedure

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