

## USE CASE

# Patient Care

A US-based multi-specialty medical practice that offers specialized treatments turned to TrueContext for assistance with challenges it faced in delivering high-quality patient care as part of a dental outreach program for underserved children across five states.



- ✓ Improved data capture
- ✓ Increased compliance
- ✓ Greater accountability
- ✓ Seamless integration
- ✓ Remote capabilities
- ✓ Increased revenue

### **COMPLIANCE WITH REGULATORS**

The medical practice regularly collects private and personally identifiable information from patients. It required a solution that would empower it to collect patient data easily while complying with HIPAA, SOC 2 Type II and FDA's Title 21 CFR Part 11.

### **COMPLEX CONDITIONS & PROCEDURES**

Before the appointment, an average of 40+ data points are collected per child. During a dental visit, the complex procedures increase the number of data points collected to around 95. The organization needed a solution that could be scaled with minimum effort and accommodate a variety of detailed checklists.



# The challenge

### **REMOTE LOCATIONS**

With mobile dental clinics in underserved communities across five states in the United States, the medical practice needed a solution to capture data in remote locations with poor or no internet connectivity.

### **INEFFICIENT PAPER FORMS**

Using a paper-based process to capture data was a cumbersome process that required staff to complete duplicate forms.

### **SUPPORT FOR A VARIETY OF DEVICES**

Since its healthcare providers used iOS, Windows, and Android mobile devices, the organization needed a solution that could capture data accurately and was compatible with each of these operating systems.

# Outcomes

With TrueContext, multi-specialty medical practice has improved its patient care process. They have generated positive business outcomes in several key areas:

## ▶ IMPROVED DATA CAPTURE

The organization has successfully used TrueContext to capture Patient Health Information with over 30,000 unique form submissions in six months. It plans to scale these use cases by using TrueContext's Teamwork to share forms between dentists and hygienists seamlessly.

## ▶ INCREASED COMPLIANCE

Using TrueContext has helped the medical practice successfully standardize and scale PHI and PII collection processes while complying with complex regulatory requirements. It has been enabled to comply with all HIPAA requirements and has easily met all its audit guidelines.

## ▶ GREATER ACCOUNTABILITY

Now that the organization can capture signatures from dentists and hygienists, it has increased its ability to demonstrate accountability. With each form having a data and geo-stamp, all captured data is traceable.

## ▶ SEAMLESS INTEGRATION

All data now retains its integrity. The organization is well-positioned to meet the FDA's stringent GxP guidelines because of TrueContext's seamless integration with the suite of Google products it uses.

## ▶ WELL-DESIGNED UI

TrueContext's accessible user interface enabled effortless adoption with the organizations' diverse field staff of dental hygienists and dentists.

## ▶ REMOTE CAPABILITIES

The medical practice has effortlessly scaled its operations to remote locations across the United States. With TrueContext, data is captured in the field by the dental care provider during a patient visit and sent to various data destinations once a secure internet connection is established.

## ▶ INCREASED REVENUE

Using TrueContext, the organization now ensures all insurance claims are shared promptly, increasing its revenue. In addition, it uses the field team platform to calculate the productivity of each dentist to determine their monthly pay, significantly reducing costs.

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