SERVION

SUCCESS STORY | MENTAL HEALTH

US based mental health platform re-engineers CX for better HIPAA compliance

Ensuring compliance for better mental health assessment

About the client

This US-based mental healthcare technology provider has a cloud-based SaaS mental assessment platform for patients, clinicians, and medical directors. The platform enables testing and screening patients with ADHD, depression, anxiety, and other mental health disorders.

Requirement

The client had an unstable and non-user-friendly mental health assessment platform, which didn't support rapid scaling with additional features. The client was looking for a technology partner who could re-engineer the platform and build a scalable and HIPAA compliant web portal for healthcare providers to easily report events and track adherence to prescribed treatments. It was critical to provide a streamlined experience to ensure smooth and consistent activity logging for all users. Track people with disabilities to optimize their treatment.

Solution

Servion redesigned and implemented a HIPAA compliant online mental health assessment platform

with a rich and user-friendly interface. Implemented in four phases (UX consulting, design, development, and testing) in two-week sprints, this cloud-agnostic and highly extensible portal included:

- The management of users and privileges for clinic users, clinic directors, patients, and administrators

- Two-factor authentication and encryption of "in transit" information, using an encrypted file system, https, etc

- Management of assessments, from initiation to reporting

- Synchronization of clinic operations and patient reports

- Reporting dashboards for better insights

- Technology Stack: Angular 8 with Material UI Libraries (Front End), Python and MySQL (backend), RabbitMQ, iCharts, Twilio, PubNub, Apache (webserver) and AWS (hosting)

Business outcomes

The new HIPAA compliant online mental health assessment platform brought about several benefits for the client, including:

- Enhanced user experience with additional features

- Handled up to 1000 concurrent users and 500,000 assessments per month

- A three-fold improvement in application performance.

- Better HIPAA compliance and scalability

The Servion difference

Our sustained focus on CX technologies and over two decades of experience delivering advanced customer service solutions let us tackle the most demanding projects, deliver the value you expect, and maximize the return on your technology investments. Our difference is built on five pillars.

- Deep expertise implementing and managing contact center technologies
- Broad experience across all the categories of the CX stack
- Impeccable delivery track record with an Industry-leading Net Promoter Score (NPS) of over 65
- Vendor-neutral consultative approach
- Ability to combine packaged applications assembly and tailored software development

For more than 25 years, Servion has been trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.

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