

Case study: Design and Implementation of Covid Care App



Client: Public healthcare authorities



Industry: Healthcare



Project: Design & Implementation of Covid Care App

Initial Situation



Confronted with increasing numbers of Covid-19 infected and self-quarantined patients, the healthcare authorities in the state of Basel-City, a canton in Switzerland, reached constraints in capacity and technology to manage the situation.

- The client hence aimed to have a tool that enables to register patients and monitor those whose condition does not require hospitalization and are recovering at home
- This request occurred under considerable time pressure and public attention. KPMG was engaged to support the design and implementation of such a platform

Approach



Combining the low-code technology platform of Outsystems with a Microsoft Azure cloud infrastructure hosted in Switzerland. Furthermore, in order to deliver a technology solution to the client on such short notice, KPMG CH partnered with KPMG PT and a certified OutSystems development team to develop this application combining in-depth healthcare sector and digital transformation expertise.

Core functionalities included are:

- Secure health authority employee login via SMS token, symptom monitoring via health questionnaire
- Automated information and reminder system via push message
- Contact establishment with (non-) medical professionals, automated risk identification and task assignment based on the patient's state of health
- Tracing of contacts to infected and quarantined individuals, push functionalities for further information and news
- Information acquisition for statistical evaluations, infographics to support the communication.

Results & Client benefit



- The platform enables a better allocation of critical limited healthcare resources
- Includes crucial support functionalities in an user-friendly application environment which can be continuously expanded meeting changing requirements
- The respective health service received a tool to ensure an effective containment of the virus accompanying patients more efficiently while patients feel well cared for according to their needs