



A High AI-Q[™]
Company



Private Care Coordination App Modernizes Executive Medical Access

Replacing manual phone-based coordination with a secure mobile workflow for executive healthcare access and faster care response.

Overview

- Designed and developed a private iOS application that streamlines executive care coordination through structured digital workflows.
- Reduced care coordination response delays by nearly 60% by replacing manual phone-based communication with real-time request management.
- Improved operational visibility with live ED wait-time tracking refreshed every five minutes, helping reduce unnecessary peak-hour arrivals by over 30%.
- Delivered secure, invite-only access through an unlisted App Store deployment for designated institutional leadership.



Client Profile

A premier academic medical center operating multiple hospitals across New York City and Long Island. The organization combines advanced clinical care, medical education, and institutional governance while supporting discreet healthcare coordination for board members and senior leadership.

Modernizing a Sensitive and Manual Coordination Workflow

- Executive care requests depended entirely on phone calls with no structured intake or confirmation trail.
- Clinical staff handoffs varied across departments and relied heavily on institutional knowledge.
- Leadership lacked visibility into real-time emergency department capacity before initiating care requests.

- The organization required a completely private solution accessible only to authorized users.
- Healthcare identity and authentication requirements needed to remain secure without creating friction for senior stakeholders.

Secure Mobile Workflow for Executive Care Coordination

We built a secure iOS mobile application that provides designated institutional leadership with a structured and private channel for requesting medical coordination services. The platform enables care requests to reach the appropriate clinical teams immediately, ensuring preparation begins before patient arrival.

The solution digitizes emergency requests, hospitalization workflows, transfers, and callback coordination while maintaining strict privacy and controlled distribution.

Key Features

- Emergency care requests with instant notifications to emergency department teams
- Structured hospitalization and transfer workflows for coordinated admissions
- Callback request functionality replacing manual phone coordination
- Live ED wait-time visibility refreshed every five minutes
- One-tap deep links to patient records within the health system portal
- Invite-only deployment through an unlisted App Store listing

Technical Highlights

- Native iOS application designed for enterprise-grade security and device management
- Java/Spring MVC REST API backend handling requests, notifications, and session management

- Oracle database integration with existing healthcare backend services
- OTP-based multi-factor authentication with device-limit enforcement
- Separate dev, QA, and production environments managed through Ansible configuration
- Firebase integration for QA distribution, crash reporting, and analytics
- Jenkins CI/CD pipelines with documented rollback workflows

Impact

- Reduced care coordination response delays by nearly 60% through instant digital request routing and real-time clinical-team notifications.
- Lowered unnecessary peak-hour emergency department arrivals by over 30% with real-time ED wait-time visibility and informed care-routing decisions.
- Eliminated manual phone coordination by digitizing and structuring all care requests through authenticated workflows.
- Enabled private access with zero public exposure through unlisted App Store distribution.
- Created repeatable and auditable workflows across emergency, hospitalization, and transfer coordination processes.