

How Did We Develop HIPAA/PHIPA/ PIPEDA Compliant Telemedicine App During Pandemic?



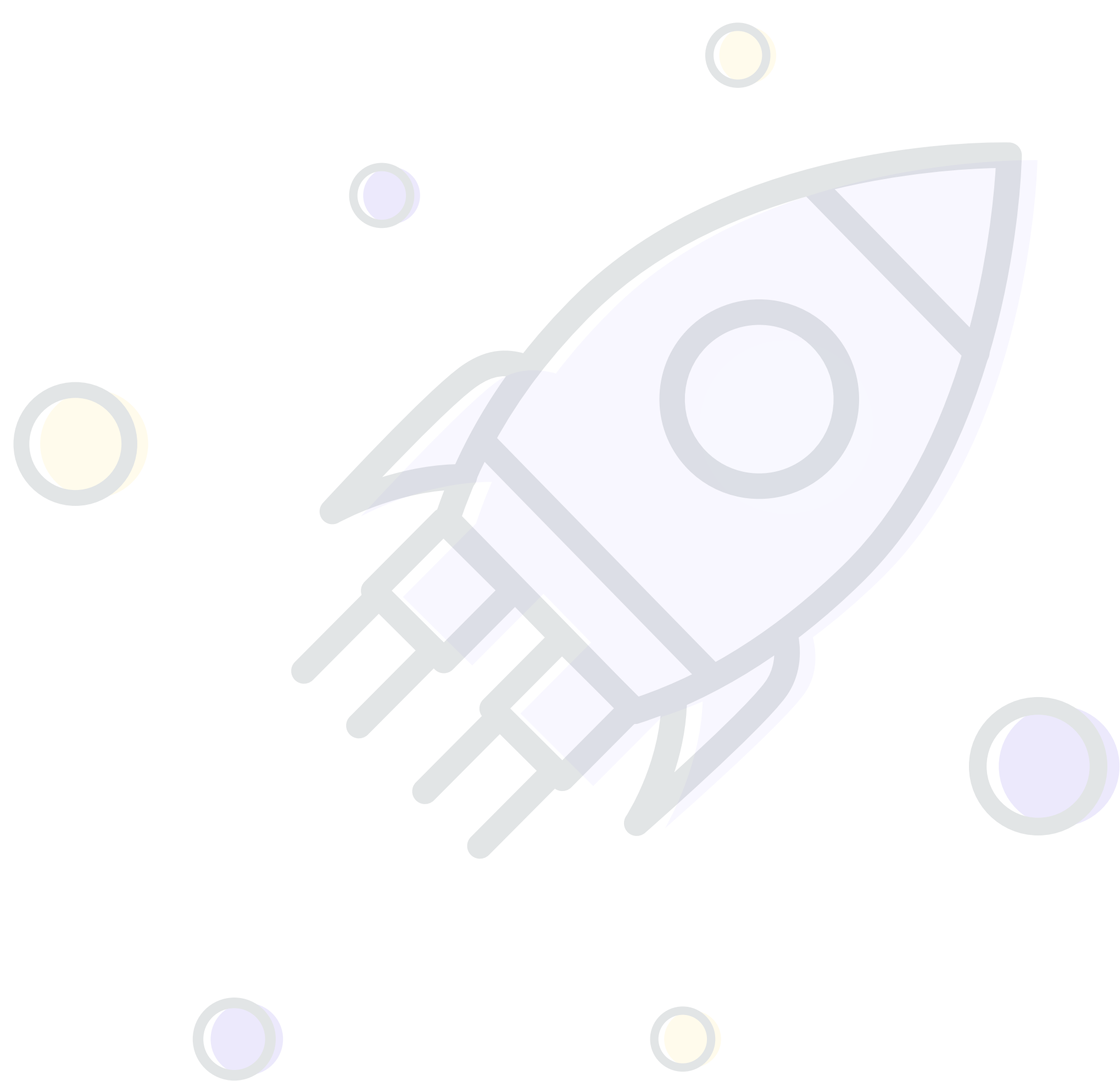
Theorfrare

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According to the survey carried out by Canadian Medical Association (CMA), 47 percent of Canadians have used virtual care during the pandemic. Of these, 91 percent said they were very satisfied with the experience.

The Project

An Ontario-based healthcare startup - strives to make healthcare accessible, reliable, and affordable - contacted us during the 1st wave of the pandemic. From business/technical/legal consulting to app development and support, we've been helping them to reimagine healthcare with a compliant & secure telemedicine app.



 Industry	: Healthcare
 Location	: Ontario, Canada
 Employee	: 2-10
 Year	: 2020
 Service	: Mobile App Development

Objectives & Problem Statements



01 Local App Development Agency

The startup was looking for only a Canada-based technology partner who knows the Canadian healthcare system and healthcare laws exceptionally well.

02 HIPAA/PHIPA/PIPEDA Compliant App

To ensure ePHI security & privacy and to adhere to government requirements at the provincial and federal level, the startup was aiming only for a compliant app.

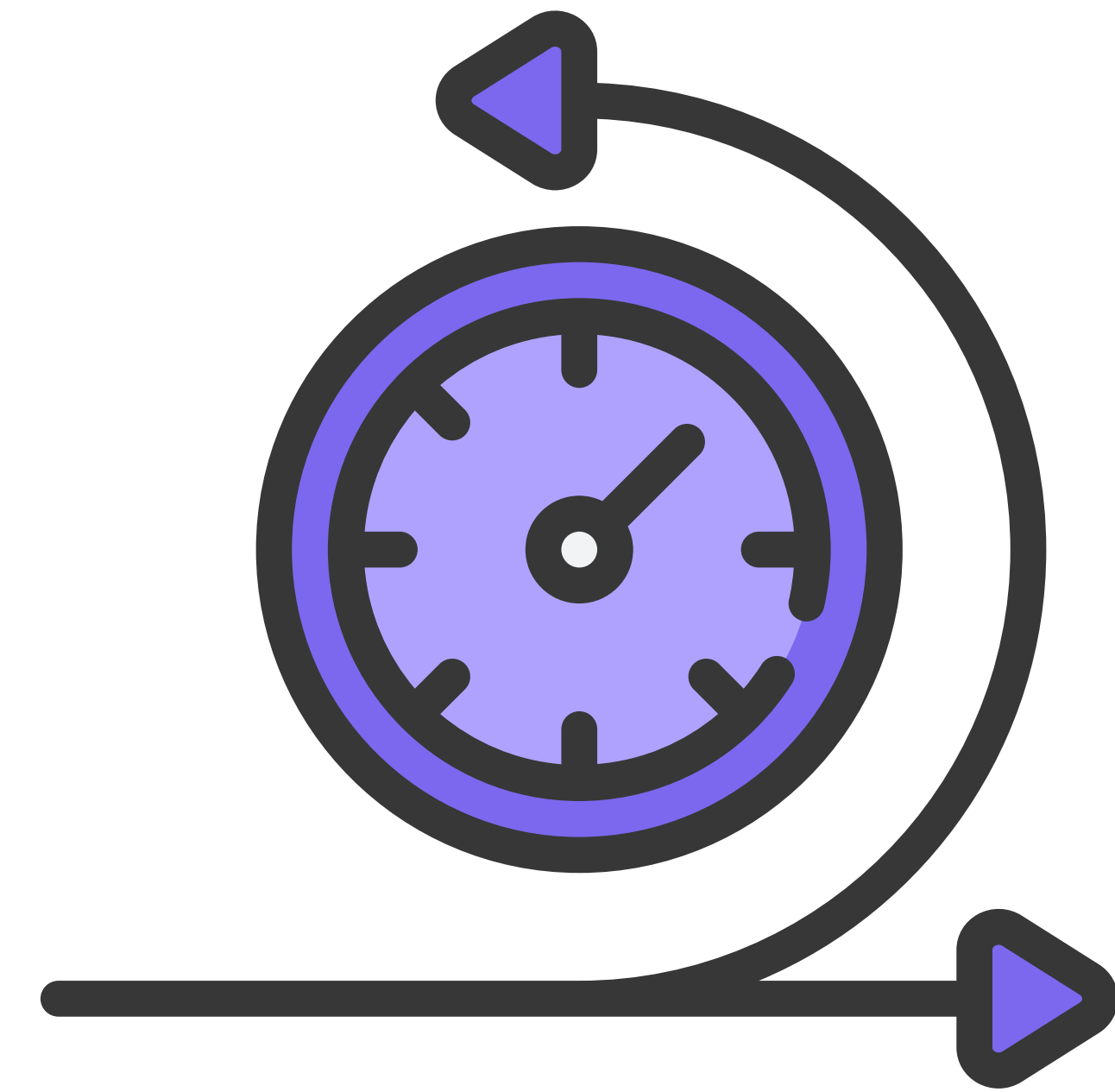
03 Insurance-Covered Televisits

All users covered under OHIP in Ontario, AHCIP in Alberta, and MSP Card in B.C. should be able to have virtual visits with physicians without paying anything.

04 Agile Project Management Approach

The app agency should divide the entire project into smaller parts and the duration & scope of each part should be defined in advance to reduce the risk.

The Action Plan



01 Sign an NDA

We signed an NDA on our mutual understanding to not release or divulge any sort of business, payment, and operational information.

02 Requirement Gathering

We gathered information such as requirements of the client, current & future market scenario, potential users, their behaviour & expectations, our client's competitors, their strengths and weaknesses, etc.

03 Business Requirements Document

We drafted a BRD that included the business goals, project deliverables, full description & methods of our service delivery models, all about app features, technology stack, and its compliance requirements.

04 Business Consulting (Complimentary)

We provided the startup with basic and advanced knowledge of the Canadian telemedicine market, top-performing apps, business models, best practices for a successful product launch, high ROI strategies, expansion models, etc.

05 Legal Consulting (Complimentary)

We made the startup aware of the applicable healthcare privacy laws. We also shared the several technical and operational requirements imposed under each law.

06 UI/UX Designing

Our UI/UX experts defined the user journeys - how users interact with the app. Based on the user journeys, they prepared the design of each app screen.

07 App Development

The app development team developed two different apps - an app for patients & an app for physicians - and also an admin panel for admin while meeting all technical requirements of the applicable healthcare laws.

08 Quality Assurance

The QA team validated the seamless working of each app feature, function, and UI elements on several devices and on several scenarios.

09 Compliance Audit

The legal team with the help of developers carried out a compliance audit along with PIA and TRA to identify the possible security vulnerabilities and assure compliance readiness.

10 App Delivery & Launch

We submitted the app on Google App Store and Apple App Store for approval. The app got approved and launched within 24 hours.

11 Feedback Gathering & Analysis

We collected the feedback from early users and later analyzed it to bring new features or update the existing features of the app.

12 Ongoing App Updates

Based on the feedback collected from several sources and market needs, we either add new features or update existing features into the app of users and physicians.

The Outcome



01 A Most Secure Telemedicine App

Thanks to TRA and PIA, we identified and solved all security vulnerabilities prior to app launch. This results in the most secure telemedicine app.

02 A Compliant App

The app collects, uses, and shares the personal health information of the patients according to the healthcare laws imposed by the federal and state government.

03 Free & Affordable Care

The app connects physicians who want to serve free to the financially-incapable patients. The app also supports free televisits covered by the health card.

04 24/7 Access to Practitioners

The patients are now able to schedule online appointments with physicians anytime from anywhere.

05 Coverage for 70% of Healthcare Services

The app facilitates patients to have a virtual meeting with different healthcare specialties to solve skin issues, earache, allergies, asthma, cold & flu, body aches, obesity, sexual health issues, acne, eye infections, and fever.

06 ePrescription and Prescription Delivery

The physicians can write ePrescription which gets stored under each patient profile. The patients have an option to select the prescription delivery to get drugs delivered at their doorsteps from the pharmacy.