The Changing Face of Care Delivery

In the face of continuous steep increase in healthcare cost and legislative directives, Health Insurance Payers are facing challenges to accommodate affordable, accessible and quality care. The current healthcare delivery system being reactive, episodic and fragmented has several limitations -

• Not based on a foundation of partnerships between Patient, Provider and Payer
• Does not support personalized care goals and outcomes that are important to a patient
• Cannot reduce the need for expensive medical services and hospitalizations

Transforming the current care delivery system requires advancing to a proactive model of providing best care and effective management of chronic diseases, post acute care, complex health and social care needs.

Increased communication between patients, providers and payers, stronger record keeping, and more efficient, patient-centered care can reduce medical errors while making the existing healthcare system more reliable and accessible.

Drive Better Healthcare Outcome

Wipro’s Next Generation Care Management solution enables a seamless transformation to a proactive and sustainable healthcare management model. Rooted in a patient-centered view, this solution integrates efficient management across the patient’s disease life-cycle through a collaborative and knowledge-based approach that includes all stakeholders in the entire healthcare continuum.

Based on five core principles, Wipro’s Care Management solution ensures the right care at the right time, in the right place and at the right price.

The Wipro Advantage

Wipro’s unique Next Generation Care Management solution provides tangible benefits by increasing positive outcomes, control costs, minimizes errors and omissions, ensuring improvements in quality of care and patient safety.

• Rich technology capabilities and niche solution development experience in the Healthcare industry
• Integrated service offerings with advanced IP solutions – state of the art Remote Health Monitoring, e-scheduler, Health Risk assessment, etc.
• Cloud-based services – On-Demand SaaS CRM solutions based on Salesforce.com for infrastructure rationalization and Cost optimizations
• Long-term business partner for your care management initiatives
Wipro’s Patient-centered Care Management Solution

- **Smartphone and tablet PC enablement for remote health monitoring, data accessibility and multi channel communication**
- **SECURITY**
  - Secure access to member’s records and clinical, benefit and authorization information.
- **MOBILITY**
  - Smartphone and tablet PC enablement for remote health monitoring, data accessibility and multi channel communication

- **CUSTOMER RELATIONSHIP MANAGEMENT**
  - Planning, design & execution of platform for outreach campaign
  - Set up physician panel
  - Consent management
  - Member enrollment
  - Referral management
  - Process automation for work flows
  - Interaction tracking and alerts

- **MEMBER HEALTH RECORD**
  - Centralized, integrated, consistent patient health and clinical data accessible from all points of care to improve prevention, diagnosis and treatment

- **COLLABORATION**
  - Online collaboration using sms, chat voice and video for patient health assessment
  - Clinical report diagnosis
  - E-appointments
  - E-consultations
  - E-prescriptions

- **OUTCOME MEASUREMENT**
  - Analytics reports to track and monitor quality, appointment & follow up turnaround time and other customized reports

- **MEMBER HEALTH RECORD**
  - Incentives to reward patients & providers for active participation
  - Patient relationship
  - Risk assessments & patient stratification
  - Intensive care across non intensive settings
  - Mobile medical workforce & Remote health monitoring

Wipro Integrated Cloud Services

Wipro has established Integrated Cloud Services (ICS) as a dedicated service unit that brings in cloud related competencies from across the organization, and focuses on cloud-enabled Technology and Process Transformation for customers. ICS focuses on enabling agility, flexibility, and scalability for its customers’ business, with optimal models and frameworks to ensure complete security and transparency. Driven by a strong set of Cloud IPs and product partnerships, Wipro has already proven its expertise in large transformational Cloud engagements with leading global enterprises across industry verticals.

About Wipro Technologies

Wipro Technologies, the global IT business of Wipro Limited (NYSE: WIT) is a leading Information Technology, Consulting and Outsourcing company, that delivers solutions to enable its clients do business better. Wipro Technologies delivers winning business outcomes through its deep industry experience and a 360 degree view of “Business through Technology”— helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner’s approach to delivering innovation and an organization wide commitment to sustainability, Wipro Technologies has over 130,000 employees and clients across 54 countries.

For more information, please visit www.wipro.com or contact us at info@wipro.com

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