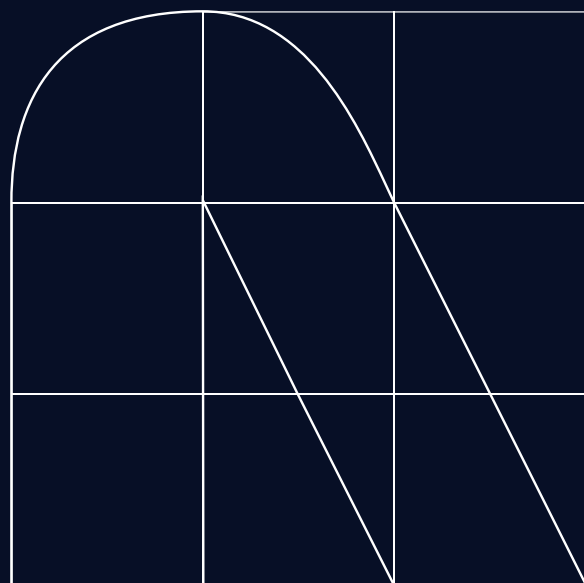# Syntphony Virtual Care

The patient-centered telehealth solution that improves safety and quality of care.
Virtual care, patient monitoring and population management on a single platform.

Syntphony Virtual Care is more than just a digital healthcare solution; is a testament to our commitment to advancing patient care. Developed in collaboration with healthcare professionals, our platform streamlines workflows and enables professionals to deliver superior care efficiently and effectively. Our focus is clear: improve patient outcomes through innovative technology that puts people first. With Syntphony Virtual Care, we are transforming the delivery of healthcare, patient to patient.

What is Syntphony Virtual Care

Resources are almost always limited and must be managed very efficiently, in medical care, increasing pressures on financing models and on the limited professionals who provide care in the Health sector.

Hospitals and healthcare workers face surges in demand, multiplying inefficiencies and inefficiencies in resource management.

The World Health Organization highlights that approximately 30% of healthcare spending is wasted on avoidable complications and administrative inefficiencies. We must take a smarter, patient-centred approach that relieves pressure on frontline resources. Syntphony Virtual Care is a transformative solution poised to revolutionize healthcare delivery. By seamlessly integrating patient information and offering multi-channel access, it enables stakeholders to address these challenges effectively. It's time to adopt integrated healthcare solutions to improve collaboration, efficiency and achieve superior patient outcomes.

Syntphony Virtual Care is NTT DATA's scalable, interoperable, patient and population health-focused telehealth platform that integrates with hospital systems, electronic health records, and remote patient monitoring devices to improve the safety and quality of medical care.

Syntphony Virtual Care adds analytics capabilities to hospital and community health management, helping to manage patient relationships and conduct population health campaigns.

Syntphony Virtual Care is a telehealth solution designed by healthcare professionals that features the most innovative technologies for doctors, healthcare professionals and patients.

By centralizing patient information, support, care and management of the care process are simplified. With multi-channel access through clinical and patient portals, users can seamlessly interact with the system from any device, improving convenience and accessibility.

At the time of an appointment, users can effortlessly log in to access a new channel of healthcare and services. Syntphony Virtual Care redefines the healthcare experience, providing healthcare professionals and patients with efficient communication and collaboration tools.

Syntphony Virtual Care is not just a telehealth solution; It is a solution that is combined with other products in the Syntphony Healthcare ecosystem. Syntphony Virtual Care is NTT DATA's commitment to helping the Healthcare sector create personalized patient-centered solutions.

In the healthcare sector, Syntphony Virtual Care revolutionizes patient management by integrating analytical capabilities into hospital and community healthcare management. With more than 78 thousand patients served, more than 2,800 professionals and a potential population of more than 5 million citizens involved in 7 countries, our platform streamlines relationships with patients and carries out health care campaigns among the entire population. Unlock the potential of healthcare with Syntphony Virtual Care with its unparalleled analytics capabilities, enabling healthcare organizations to manage patient relationships and conduct targeted healthcare and prevention campaigns with ease. We have the experience of managing the vital signs records of more than 6 thousand patients, more than 18 thousand scheduled appointments, more than 100 thousand email interactions and more than 135 thousand questionnaires answered with a success rate of 40%. Syntphony Virtual Care is the ultimate telemedicine solution.

Syntphony Virtual Care offers a comprehensive solution with multi-channel access, giving users a 360° view of the patient and facilitating seamless communication. From monitoring chronic patients to facilitating remote clinical committees, our platform ensures improved patient outcomes. With an easy-to-use interface and intuitive design, Syntphony Virtual Care transforms the healthcare experience by providing a global telemedicine solution designed to meet the diverse needs of healthcare professionals and patients alike.

Why Syntphony Virtual Care

A data-driven analysis solution for rapid patient response, Syntphony Virtual Care leverages advanced analytics to drive informed decision-making and enhance patient care delivery. Data-based agile decisions:

Clinic evolution analysis:

- Our platform enables the analysis of case evolution at both individual and severity group levels, providing valuable insights into patient trajectories.

- Through the stratification of patient profiles and medical records, healthcare professionals can tailor treatment plans to individual patient needs.

- Predictive analytics capabilities allow for the anticipation of clinical evolution, enabling proactive intervention and optimized care pathways.

- Case-based analysis provides in-depth understanding of patient histories and outcomes, facilitating continuous improvement in care delivery.

Activity analysis (centers, professionals):

- Syntphony Virtual Care offers comprehensive indicators of activity across healthcare centers, specializations, and professionals, enabling efficient resource allocation and optimization.

- Detailed characteristics of each center, including ICU capacity and healthcare circuits, provide valuable context for decision-making and resource planning.

- Indicators of utilized resources ensure optimal allocation of healthcare assets, minimizing waste and maximizing efficiency.

Resilience analysis of the healthcare system:

- Our platform assesses the availability of healthcare professionals and medical resources, enabling healthcare organizations to anticipate and address potential capacity challenges.

- Predictive models of potential evolution scenarios empower healthcare leaders to proactively plan for future needs, ensuring resilience in the face of evolving healthcare demands.

Cluster analysis of epidemiology:

- Syntphony Virtual Care facilitates the analysis of identified cases, allowing for the prediction of disease evolution and the correlation of transmission vectors.

- By identifying the degree of individual and relative evolution according to related groups, our platform supports targeted interventions and resource allocation strategies.

Benefits of Syntphony Virtual Care

Syntphony Virtual Care a comprehensive solution designed to transform the delivery of patient care and drive operational efficiency.

Quality and safety of care

Seamlessly integrate patient information with hospital systems and medical records, ensuring comprehensive and timely access to critical data for informed decision-making.

Improved patient experience and satisfaction

Enhance service provision and availability while reducing patient waiting and traveling times, fostering improved doctor-patient communication and shared decision-making.

Human-centered technology

Empower practitioners with more time for clinical care by minimizing wait times for test results and streamlining workflows with intuitive, user-friendly technology.

Anytime, anywhere access

Embrace integrated, community-based healthcare delivery with eHealth services such as on-time intervention, remote monitoring, self-care, and social support accessible anytime, anywhere.

Boosts efficiency

Empower healthcare professionals to work smarter with optimized resource utilization, whether in-office, in the ICU, attending emergencies, or consulting virtually, maximizing operational efficiency within budgetary constraints.

Reduces costs and improves the resilience of health systems

Drive cost savings and enhance the resilience of health systems through streamlined workflows, optimized resource allocation, and proactive planning for future challenges.

Better access to health services

Facilitate equitable access to healthcare services, ensuring that patients receive timely and appropriate care regardless of geographical location or socioeconomic status.

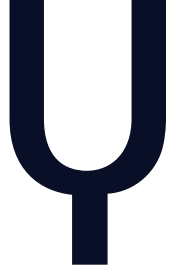**Improves the continuum of care and care coordination**

Foster seamless transitions between care settings and enhance care coordination among healthcare providers, improving patient outcomes and satisfaction.

Rapid diagnosis and optimization of clinical processes

Accelerate diagnostic processes and optimize clinical workflows with advanced analytics and predictive models, enabling proactive intervention and personalized treatment plans.

Reduces errors

Minimize the risk of errors due to poor communication or manual data entry with automated processes and workflows, ensuring patient safety and quality of care.

Flexible and interoperable

Adapt seamlessly to evolving healthcare environments with a modern, standards-based architecture that promotes interoperability and flexibility.

Progressive rollout

Implement Syntphony Virtual Care progressively according to your organization's needs, ensuring a smooth transition and rapid time to value without disrupting patient care.
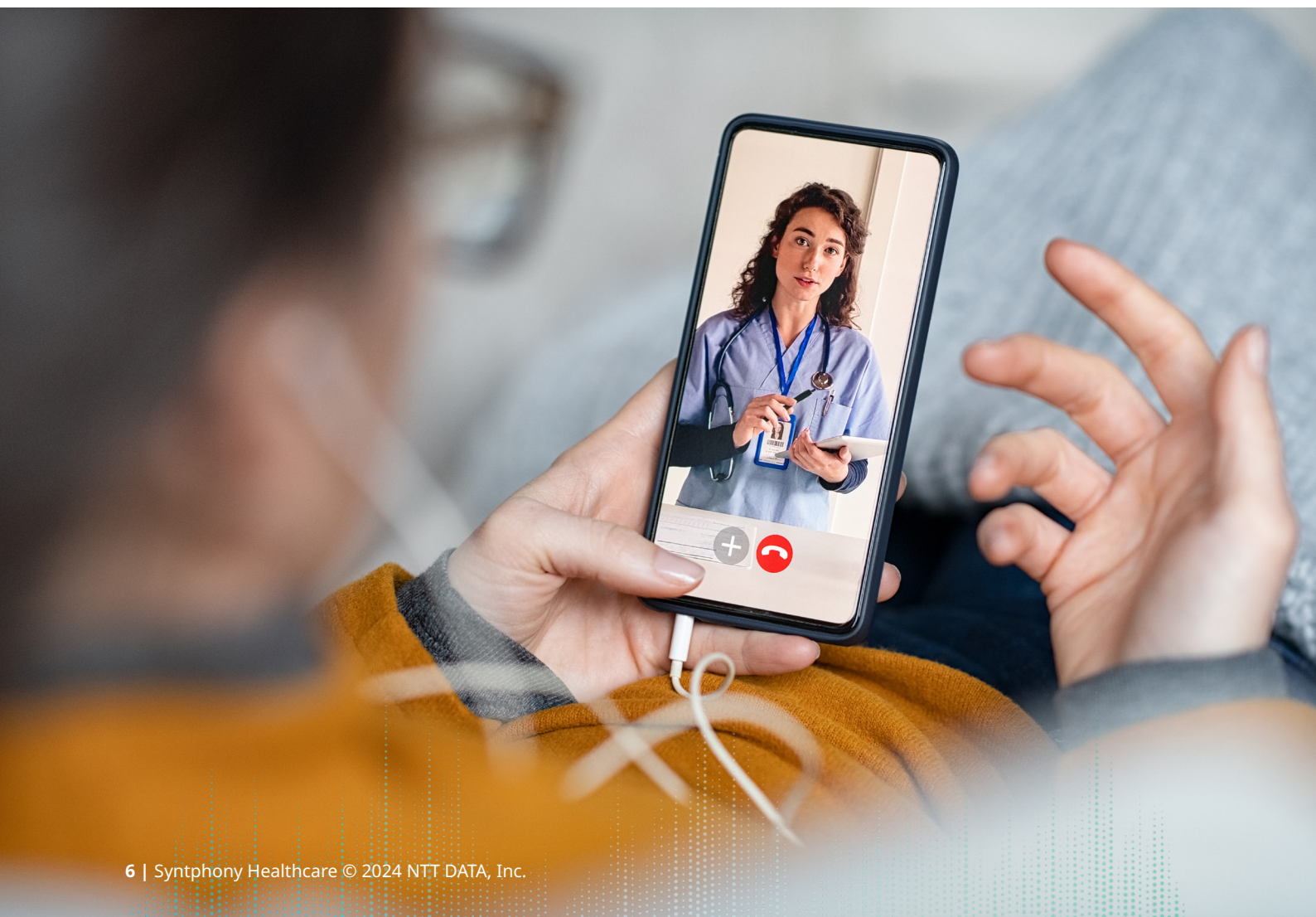
Rapid Time to Value

Expedite project implementation and achieve rapid time to value with Syntphony Virtual Care's proven track record of successful deployments in complex, multi-site installations.

Cost-effective

Realize significant cost savings with Syntphony Virtual Care's competitive total cost of ownership and attractive return on investment.

Scalable and secure

Scale effortlessly to accommodate growing demands while ensuring the highest levels of security and compliance with data protection regulations.

Key features of Syntphony Virtual Care

An open health platform by and for professionals. Secure, optimised and customisable state-of-the-art solutions:

Integrated Videoconferencing and Chat

Seamlessly communicate with patients and colleagues through an integrated videoconferencing and chat system, enhancing collaboration and connectivity across the healthcare ecosystem.

Secure Mailbox

Access internal personal and group mailboxes securely, enabling efficient communication and information sharing among healthcare professionals.

Clinical Documentation Access

Empower patients to access their clinical documentation easily, promoting transparency and engagement in their healthcare journey.

Remote Monitoring Devices Integration

Integrate remote monitoring devices such as scales and blood pressure monitors seamlessly, enabling proactive management of patient health remotely.

Backoffice Management and Indicators

Streamline administrative tasks with robust backoffice management tools, allowing easy access to key performance indicators and utilization metrics.

Information Sharing Space

Collaborate effectively by sharing relevant information and resources in a dedicated space, fostering teamwork and knowledge exchange.

Dynamic Questionnaires/Forms

Create dynamic and customizable forms for patient assessments and data collection, facilitating personalized care delivery and outcome tracking.

Appointment Scheduling and Work Agenda

Manage appointments and work schedules efficiently with built-in scheduling tools, optimizing resource allocation and workflow management.

Single Access to External Platforms

Gain centralized access to multiple external platforms, streamlining workflows and reducing time spent navigating between different systems.

Platform Personalization

Customize platform visualization and content to suit individual preferences and workflows, enhancing user experience and productivity.

Self-assessment and Counseling Services

Provide patients with self-assessment tools and counseling services on their mobile devices, empowering them to take control of their health and well-being.

Videoconferencing and Virtual Care Services

Deliver virtual care services through videoconferencing, making healthcare more accessible and convenient for both patients and practitioners.

Call Centre-Based Services

Offer cost-effective monitoring, follow-up, and counseling services through call centre-based support, ensuring continuity of care and patient reassurance.

Remote Care Processes Implementation

Implement remote care processes, including synchronous and asynchronous monitoring, and virtual assistants, enhancing patient care delivery and efficiency.

Proactive Health Promotion and Education

Engage in proactive health promotion activities through personalized campaigns, plans, and reminders, empowering patients to adopt healthy lifestyle choices.

Public Health Management and Resilience

Facilitate epidemiological and population analyses to optimize healthcare resources and improve public health management and resilience.

Enhanced Access to Healthcare Services

Provide swift access to healthcare services from any location, increasing accessibility and opportunities for individuals to receive timely care.

Rapid Diagnosis and Clinical Process Optimization

Implement a patient self-triage system for priority treatment, leveraging integrated virtual agents to streamline clinical processes and optimize patient care pathways.

Continued Treatment and Care Coordination

Enhance continuity of care and coordination for chronic patients, preventing adverse events and improving patient outcomes through proactive monitoring and intervention.

Patient Engagement and Prevention

Foster patient engagement and prevention efforts by empowering individuals to actively participate in self-care, education, and health monitoring.

Responsive Public Health Management

Segment patient populations and execute targeted actions to improve the success rates of digital public health campaigns, enhancing population health outcomes.

Agile Clinical and Population Health Decision Making

Utilize actionable population analyses and performance metrics to inform clinical and population health decision-making, enabling agile response to healthcare challenges.

Cost Reduction and Health System Resilience

Utilize actionable population analyses and performance metrics to inform clinical and population health decision-making, enabling agile response to healthcare challenges.

Use Cases

Syntphony
Virtual Care

Telehealth / Remote Monitoring

Empower healthcare professionals to remotely monitor patients' vital signs and health status, facilitating proactive interventions and personalized care plans. Addressing the growing demand for virtual healthcare, our platform ensures seamless communication and data exchange between patients and providers.

Occupational Health Management Systems

Streamline the management of occupational health with our comprehensive system, enabling employers to track employee health data, conduct risk assessments, and implement preventive measures. Enhance workplace safety and employee well-being with Syntphony Virtual Care's advanced capabilities.

Chronic Disease Management

Revolutionize chronic disease management with Syntphony Virtual Care's tailored solutions, empowering patients to actively participate in their care journey. From medication adherence to lifestyle modifications, our platform supports holistic management approaches, improving patient outcomes and reducing healthcare costs.

Population Monitoring using CRM

Harness the power of customer relationship management (CRM) tools to monitor population health trends and identify at-risk cohorts. Syntphony Virtual Care enables healthcare organizations to segment populations, deliver targeted interventions, and optimize resource allocation for maximum impact.

Integrated Vital Signs Recording with Bio-devices

Seamlessly integrate vital signs recording with bio-devices into clinical workflows, enhancing data accuracy and efficiency. Syntphony Virtual Care's interoperable platform enables real-time monitoring and analysis, empowering clinicians to make informed decisions and deliver personalized care.

Collection of Information in Questionnaires

Facilitate data collection and patient assessments with dynamic questionnaires tailored to specific healthcare needs. Syntphony Virtual Care's intuitive interface enables clinicians to gather comprehensive information, driving evidence-based decision-making and improving care delivery.

Platform Use in APP

Extend the reach of Syntphony Virtual Care's capabilities with seamless integration into mobile applications, empowering users to access essential healthcare services anytime, anywhere. Enhance patient engagement and satisfaction while optimizing clinical workflows with our versatile platform.

syntphony
Healthcare

NTT DATA

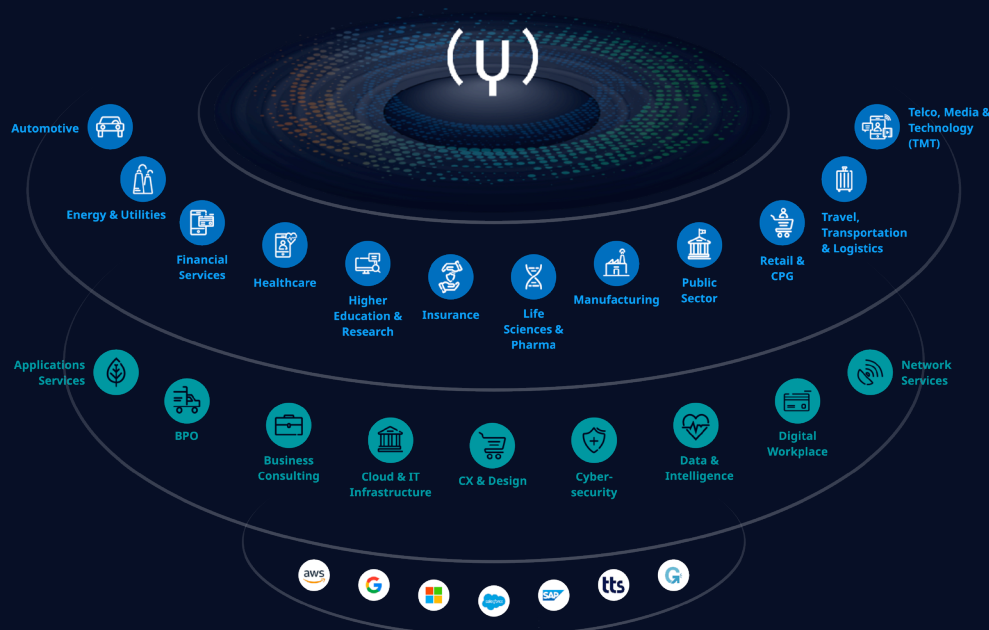# The heartbeat of the business. Listen to your heart.

Syntphony is NTT DATA's technology-asset platform orchestrated for implementing and developing Asset Based Consulting strategy and driving business.

We generate business faster

Syntphony is the result of the combined work of NTT DATA's best and most diverse business and development talents, with a deep knowledge of each industry, consistently aligned in the creation of business technological products.

We multiply cost-effectiveness

We analyse our clients' use cases; we form the perfect orchestra to achieve their objectives and we add all the value of our consultancy with the best of our products to create unique and personalised solutions; solutions that sound like a symphony to our customers.

Automotive

Energy & Utilities

Financial Services

Healthcare

Higher Education & Research

Insurance

Life Sciences & Pharma

Manufacturing

Public Sector

Retail & CPG

Travel, Transportation & Logistics

Telco, Media & Technology (TMT)

Applications Services

BPO

Business Consulting

Cloud & IT Infrastructure

CX & Design

Cyber-security

Data & Intelligence

Digital Workplace

Network Services

See Syntphony Ecosystem

syntphony.com

syntphony@nttdata.com