

CASE STUDY

How Connecticut Children's Uses Their Mobile App to Create a Unified Patient Experience



Challenge

Connecticut Children's Hospital wanted a single, comprehensive mobile app that would take all the functionality of MyChart and easily integrate it with multiple other applications already in use, giving patients and families a more robust digital experience.

Solution

The Connecticut Children's Mobile App, powered by Gemini from DeliverHealth



The Connecticut Children's Story

Connecticut Children's is nationally ranked by U.S. News & World Report in five pediatric specialties. Their 187-bed flagship hospital includes a medical staff of 1,100 providers in 30 specialties, supported by a team of 2,200 employees.

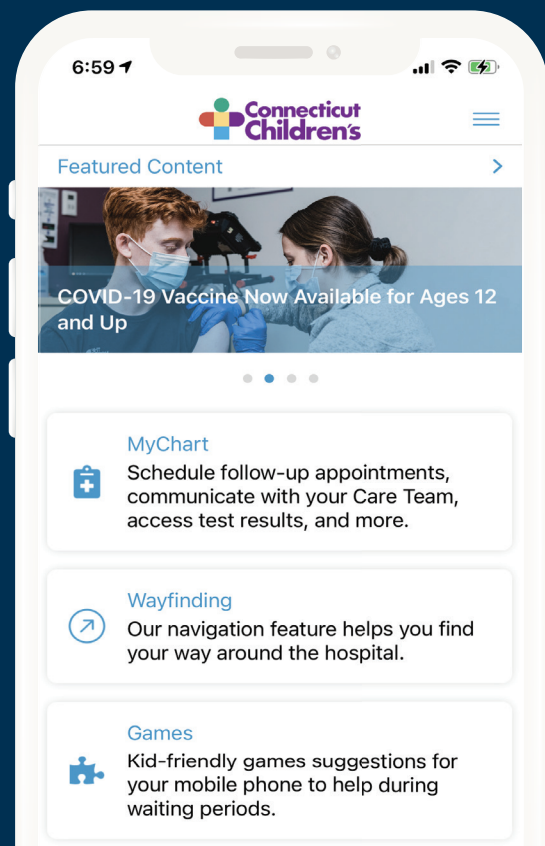
Located in Hartford, Conn.—almost midway between Boston and New York City—Connecticut Children's finds itself in a highly competitive market where parents have plenty of choices when it comes to finding the best care for their child. Hospital leadership knew that creating the most engaging digital experience possible could help give their patients and families the convenience they craved.



Bringing it All Together on a Single Platform

At its heart, the Connecticut Children's Mobile App, powered by Gemini from DeliverHealth, gives users the full set of functionalities that comes with Epic's MyChart, allowing them to message their doctor, manage their appointments, get test results or launch a telehealth visit.

In addition, Gemini integrates with the hospital's existing Find a Doctor and Find a Location tools, letting parents and family members access vital health information, connect with a Connecticut Children's specialist, and find a hospital or outpatient location seamlessly, all from the same mobile app. And with the Gemini platform, Connecticut Children can add new apps easily, allowing them to scale their mobile app and make it more robust in the future.



Helping Perfect the Art of Wayfinding and Parking

Many children's hospitals nationwide feature large buildings with multiple departments, making wayfinding difficult. Connecticut Children's helped solve this challenge for parents and families by integrating a wayfinding solution, Eyedog, into their mobile app.

They also turned another common customer pain point—waiting for valet parking—into a patient satisfier. An integration with LAZ parking now lets parents scan their valet tag with the mobile app, enter their phone number, hit the “request my car” button, and get their car as soon as they get to the parking garage—no wait!

Offering Parents and Families Many Child and Family-Friendly Services

Connecticut Children's also uses its Gemini-powered mobile app to offer one-tap access to several of their most popular kid- and parent-friendly applications, giving users an experience tailored to meet their unique needs.

Angel Eye, for example, provides a live Neonatal Intensive Care Unit feed to parents whose infants need the highest level of care. Another integration, EASE, gives parents real-time updates during a child's procedure, easing surgery-day worries.



Creating an Award-Winning Digital Experience

Because the Gemini-powered mobile app successfully improved access and convenience for parents and families, it earned Connecticut Children's the "Best Native Mobile App" eHealthcare Leadership Award in 2020. The app also helped the hospital scale-up telehealth visits quickly at the start of the COVID-19 pandemic.

"We brought 24 specialties online with video visits in two weeks. Enabling remote care was the right thing to do in order to keep our immune-compromised kids and our at-risk providers safe as well."

—JEFF SARGENT

Director of Virtual Health
at Connecticut Children's

Benefits

- Integrated **9 existing** point solutions into one app
- Created a **comprehensive digital patient experience** that improves connectivity, convenience, and patient satisfaction
- Brought 24 specialties online with video visits in 2 weeks to meet pandemic-related demand



1 App
Designed for
Future Growth

If you'd like to explore a partnership and experience similar results, or learn more about our services and solutions, contact us today.

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