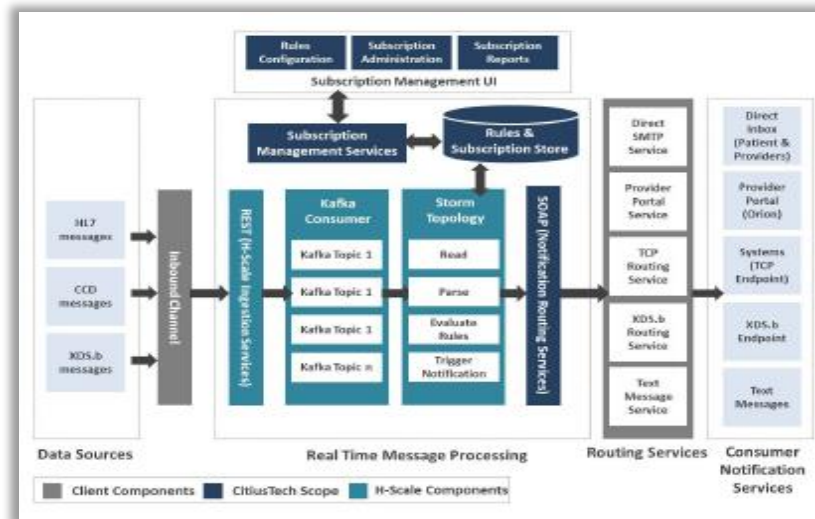


## About Client

The client is a leading healthcare provider in Pennsylvania, serving more than 1.5 million people. The system includes 32,000 employees and 1,800 employed physicians, 13 hospital campuses, a 600,000-member health plan, two research centers, and a medical school.

## Client Need

The client needed to be proactive about suspected COVID-19 cases and help its front-line team reduce spread of the coronavirus. Their existing **Information Delivery Service (IDS)** required enhancements to deliver **real-time alerts** across stakeholders and improve patient management activities.



COVID-19 Real-Time Alerts & Notifications

## CitiusTech Solution

The client now connects to hospitals, community health services, primary care providers on its enhanced IDS platform for **receiving, parsing, curating, and routing alerts** related to COVID-19 patients and suspects.

Real-time notification of a patient or suspect case (admission, discharge, transfer, readmission) had a significant impact on the client's **surveillance capabilities**. These alerts were communicated to stakeholders through DIRECT email, SMS alerts or IHE messages.

The system processes more than 400,000 messages per day and can be scaled to include additional patient information such as vitals, lab reports, and more.