

Telemedicine: An Urban Case Study

Telemedicine besides facilitating the delivery of quality healthcare to the remotest regions, can also prove to be useful to increase the efficiency of urban physicians whose main target is the urban masses. This is proven by our installations with IPC Heartcare Center. Dr. Pratiksha, India's first woman preventive cardiologist, who is very well-known in the field, can tell you exactly how. IPC Heartcare Centre, India's largest chain of non-surgical cardiac clinic has 11 centers across India in Mumbai, Chennai, Nagpur, Surat, Thane etc. IPC is expanding its reach throughout Indian cities.

The centers are managed by qualified physicians. Having excelled in her field, patients strongly prefer taking opinion from Dr. Pratiksha. She used to personally visit all centers once a week or once every two weeks. However, with IPC expanding its reach across India, it was getting difficult day by day for her to be physically present at all centers. IPC was therefore, in search of a solution that would solve the above dilemma without affecting the quality of care. In its search, IPC approached Medisoft in December 2004 for linking their centers across India. IPC's special need was for each center to have the ability to function both as a Telemedicine Consulting Center (TCC) as well as a Telemedicine Specialty Center (TSC). In most existing solutions, the system available at TCC differs from the system available at TSC. Hence, it would not be possible to switch roles between the expert end (TSC) and the remote end (TCC). Our product Tele Doctor, has a unique ability which allows the same product to operate as a TCC as well as a TSC. IPC was exactly in need of such a system which could be operated in dual mode, thereby making Tele Doctor their obvious choice.

In its first phase, Medisoft installed telemedicine centers in IPC - Chennai connected with IPC - Mumbai. Impressed by the success, IPC immediately asked Medisoft to link other centers as well. IPC's telemedicine centers are equipped with our Tele Doctor system which includes computer, video conferencing and medical equipments.