

# Improving operational efficiency of a digital healthcare provider

BUSINESS TYPE

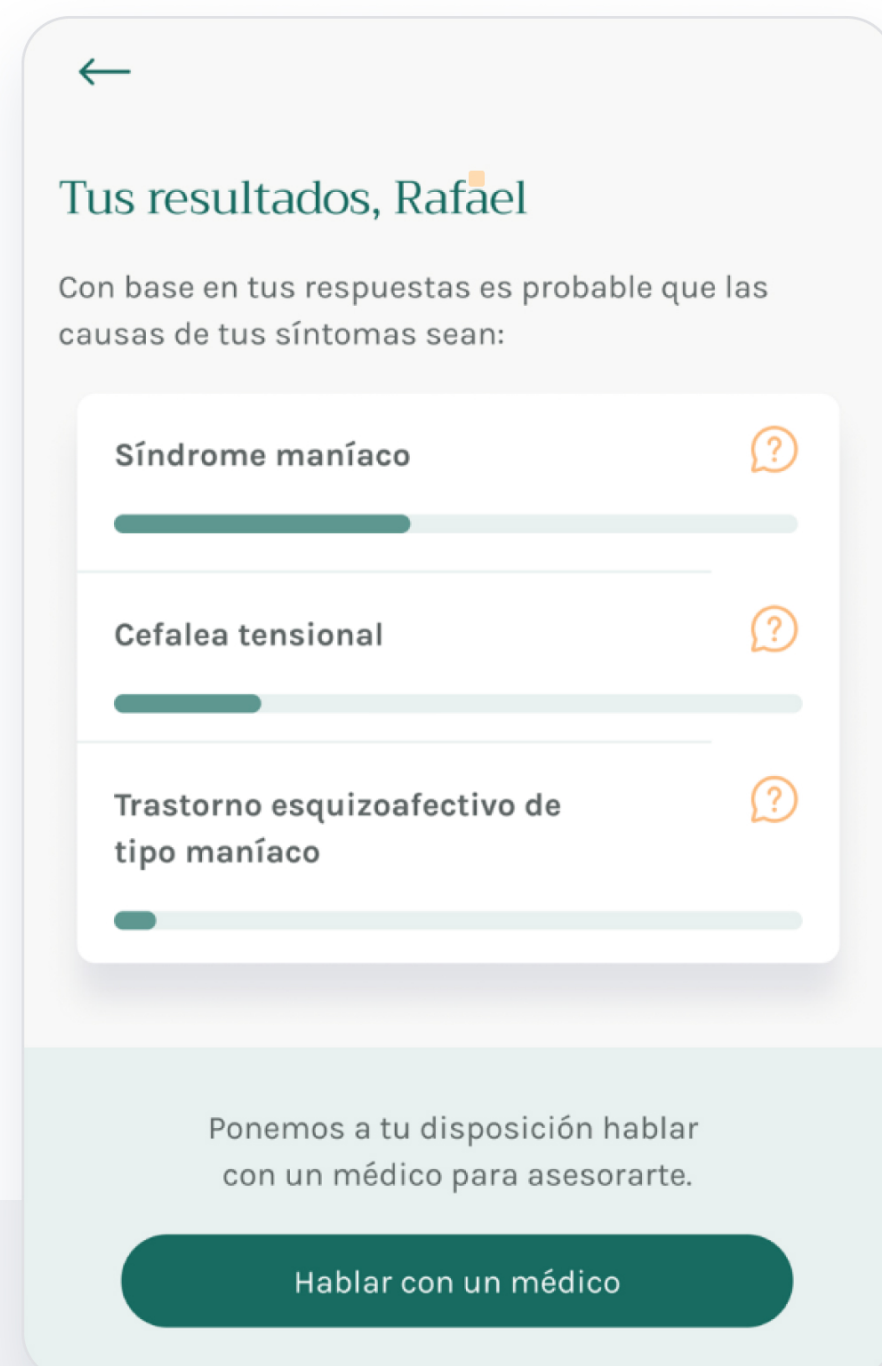
Digital health platform

PRODUCT

Infermedica API

LOCATION

Mexico



## Key insights

**100%**

of patients completed the pre-visit symptom check

**85%**

average accuracy, confirmed by physicians from Diagnostikare

**37.5%**

shorter average visit time (20→12.5 min)

**39%**

increase in operational efficiency

## The challenge

Diagnostikare, a provider that is disrupting the digital healthcare space in Mexico, proposed an entirely new method of access to health services for individuals via employers, pharmacies, and insurers. By enhancing its platform with a symptom checker, Diagnostikare aimed to:

- Capture patient needs before the visit
- Improve patient navigation
- Provide clinicians with up-to-date patient records
- Centralize the base of healthcare solutions

## The solution

Diagnostikare used Infermedica API to add a symptom checker to its medical platform. Every user waiting to consult a physician is asked to complete a pre-visit symptom assessment. The results are added to the patient's electronic records and help in patient navigation.

With the symptom checker, Diagnostikare has optimized its efficiency by 39%. The new tool allows the company to identify patients with serious conditions and link them to a doctor in 15 minutes on average. It also shortens visit time by 7.5 minutes as patients and doctors are better prepared.