



DIGITAL HEALTH CASE STUDY

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EMPOWERING DATA



Building a better EHR

A seamless, more enhanced Provider experience

CLIENT OVERVIEW

Our Client a top 10 EMR / EHR provider in the US is on a mission to improve the lives of those who practice medicine and their patients. They provide a comprehensive services platform that supports ambulatory and specialty practices of all sizes.

BACKGROUND

The Client realized that their EHR platform needed UI/UX redesign and revision to take advantage of cloud-based integrations and applications. BigRio stepped in to create a modernization roadmap strategy, architecture, execution plan, and prototype to fit the Client's needs.



THE CHALLENGE

The Client requested new functionality to allow previously customized EHR screen templates to be compatible with cloud-based applications. For example, their old templates were not compatible with 4k monitors that many customers were using. This lack of cross-platform compatibility was causing serious disruptions which led to other business implications (including latency for 20K+ users).

KEY GAPS

- The Client's legacy system was expensive to maintain, monolithic, and difficult to update.
- The EHR application contained templates that were customizable. They needed this to be moved to the web but it had to remain backward compatible. The Clients could currently make a copy of a form or build their own, from scratch which created issues with GraphQL. Many of their Clients were moving to 4K monitors and the template forms were not compatible. 60% of their users were on-prem.
- The testing and deployment timelines were resource constrained, heavy, and required long turnaround times.



THE SOLUTION

- BigRio created a cloud-based portal that enabled the Client and their customers to create, modify, and maintain EHR templates compatible with both their on-prem enterprise and cloud-based solutions.
- The three key elements of our solution were the web services, template editor, and solution with the on-prem system. The solution included a secure authenticator framework that communicated with both the on-prem and cloud systems without impacting the system performance or increasing latency.
- BigRio created a template editor that would allow a seamless exchange of templates between physician offices. This gave their users more options and features for the templates themselves, allowing more modern customization options.

LET'S CONNECT

We look forward to working with you to help modernize your current platform needs.



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