

## Slalom Consulting and Group Health Empower Patients with a Mobile App

At Group Health, patients have many choices for how they get health care delivered, including via electronic medical record, email, and now mobile.

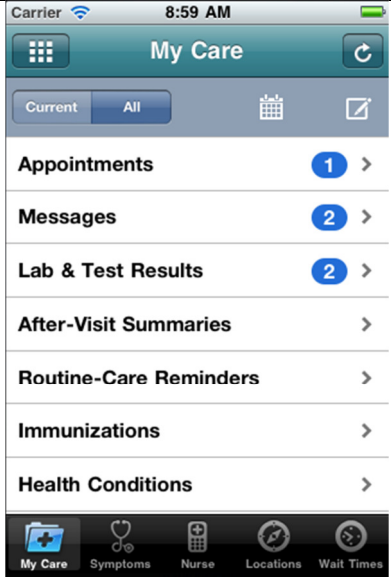
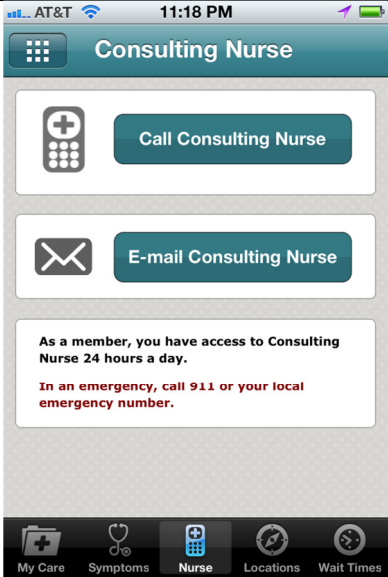
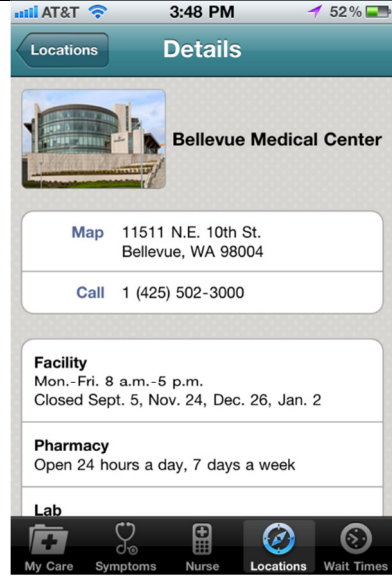
While most health care systems are only just now adopting electronic medical records, Group Health has taken the next step. Given the company's already full plate and its complex mobile design and development effort, Group Health looked to Slalom to help create the most robust mobile health care app on the market today. The result is an application that is changing the face of health care.

Group Health's Mobile App provides their members convenient access to personal medical information from a mobile application and gives them the freedom to engage in their own care when, where, and how they want it.

"Group Health is thrilled to offer members access to their shared medical record through the new mobile application for the iPhone," says Gwen O'Keefe MD, chief medical informatics officer for Group Health. "Slalom's expertise has helped Group Health deliver a mobile app that takes advantage of our integrated systems and create one of the most convenient ways for patients to interact with their care team."

### Key features help patients save time and get answers quickly

Input from Group Health members was instrumental in enabling the company to offer the right services and features in a comprehensive mobile app. Group Health members can use the mobile application in a variety of ways:

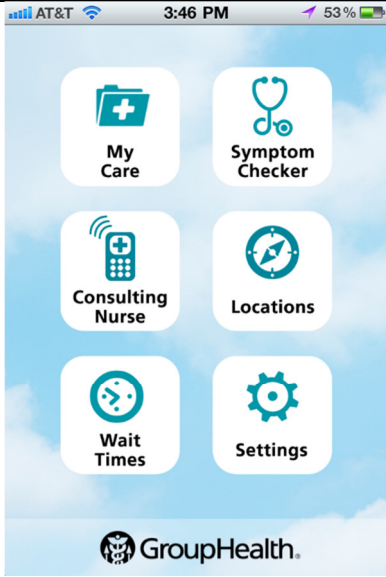
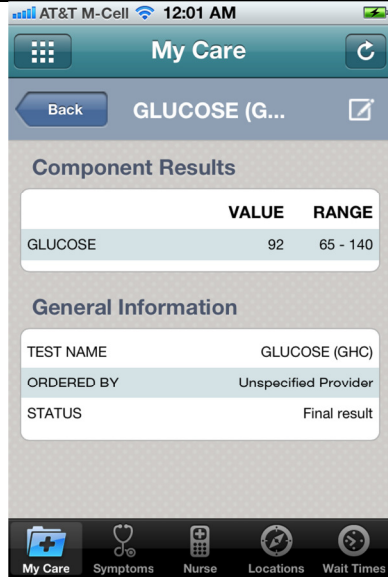

Medical Record (My Care)	24-hour Consulting Nurse Service	Wait Times at Group Health Labs and Pharmacies
		
<p>A Group Health member receives an email that he has new information from his care team. He launches the mobile app to review his lab results, schedule an appointment, or email his care</p>	<p>A Group Health member is traveling and has a sudden onset of food poisoning symptoms. Launching her mobile app, she can quickly contact the 24x7 Consulting Nurse Service for</p>	<p>While on the bus to work, a Group Health member sends a secure message to her doctor and receives a routine lab test reminder. She checks for nearby Group Health locations and</p>

<p>team. All this from the convenience of his smartphone—no embarrassing phone calls from his cubicle or time off to make health care arrangements.</p>	<p>help.</p>	<p>sees that the facility near her office has a 2-minute laboratory wait time. She drops by the lab and gets her test done.</p>
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## A team effort built on advanced technology

Creation of the new Group Health Mobile App required design and technical skills outside of Group Health’s current capabilities. The company partnered with Slalom mobility experts to build a prototype to collect feedback and drive project support. Feedback from this prototype was then incorporated into the final application.

Slalom’s expertise in mobile design and development helped Group Health successfully navigate the technical challenges of delivering diverse content to a mobile device:

<p>Technical consultation for hosting and integrating multiple Group Health systems and two third-party providers.</p>	<p>A complex screen design that includes both native and mobile Web solutions in order to take advantage of iPhone capabilities. This also reduces the effort needed to port to other mobile platforms in the future.</p>	<p>Leveraging mobile development libraries and best practices.</p>				
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Despite technical complexities from multiple systems and third parties, the application was finished on time and with more features than originally planned. The application saves time, opens a new, secure channel for access to medical information, and provides an opportunity for patients to engage with their primary care team.

Today, Group Health members are getting health care delivered on their terms. And that’s just what the doctor ordered.