MEDICAI

Optimized workflow and patient triage using Telemedicine

Neuroaxis is the first integrated neurology clinic in Bucharest, where the patient benefits from consultation, precision diagnosis, treatment and constant monitoring. They regularly collaborate with doctors and hospitals from Europe or the US. Neuroaxis was facing problems with their triage process, diagnosis time and difficulty in determining patients to periodically come in for routine medical investigations or to bring in their complete medical records. With Medicai the triage process is more efficient, collaboration reduced the time to diagnosis, patients are remotely monitored after interventions and their medical files are sent online.

At-a-glance:

Customer: Neuroaxis

Website: https://www.neuroaxis.ro/

Customer Size: 20-50 doctors

Country: Romania, Bucharest

Industry: Healthcare

Products and Services: Microsoft Azure

Customer challenges

Neuroaxis is a highly specialized neurology clinic, the incidence in the population for their diseases is fairly low. One of the first pain points we focused on solving was to improve the efficiency of their triage process. 90% of their patients had to come to the medical visits with their medical imaging (CDs).

Neuroaxis offers precision diagnostics for complex diseases. For it, the patient needs to do multiple investigations. Then, a multidisciplinary team of doctors, located in multiple countries, work together: collaborate, discuss and then conclude the diagnosis.

Partner Solution

With Medicai, Neuroaxis simplified the whole upload and transfer process. The clinic integrated the solution directly in their website to ease the process for new leads, see the data and make decisions about cases before they physically receive the patients.

Doctors create and maintain a network of referrers where data can travel freely and securely for the benefit of both doctors and patients. This has allows Neuroaxis to collaborate seamlessly with doctors across Europe and the US to find the best option for patients that could not be treated locally.

Customer Benefits

"We managed to adapt and change our workflow with the help of Medicai. By quickly integrating the Medicai upload plugin on our website, the patients could send all their medical files remotely. In a matter of days we embraced telemedicine by using the built-in video, case collaboration and payments."
Dragos Tudorache, CEO Neuroaxis

Improved response time per patient from 4 days to 1 day. Reduced face to face check-ups for patients requiring medical imaging by almost 70%.

Multidisciplinary teams of doctors collaborated on 1,350 medical cases. Communicate easily, label and annotate the medical imaging right in the web app.

Implemented online triage process and appointment prioritisation - decreased wrong referrals to almost 0%.

Microsoft Partner

Microsoft