



GlobalLogic Solutions: Telehealth Platforms

Partnering with a Leader in Regulated Medical Software Product Development



Introduction

GlobalLogic partners with some of the world's leading medical devices, medical technology, clinical research, and in vitro diagnostics (IVD) organizations to create world-class patient, caregiver, and clinician experiences.



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Our services enable these organizations to get products to market faster and [transform healthcare through technology and innovation](#).

In this highly regulated industry, it is essential to work with a partner whose software engineering skills come intertwined with a deep quality culture and a strong working knowledge of the governing ISO/IEC standards.

From embedded systems and software as a medical device (SaMD) to clinical study platforms, internet of medical things (IoMT), and telehealth, GlobalLogic has helped the world's leading medical technology, CROs, and diagnostics organizations design, develop, and deliver world-class digital patient experiences for over 20 years.

In this solution guide, we explore the key areas where GlobalLogic can help you develop medical device/IVD software, digital health platforms, healthcare information exchanges, IoMT and smart healthcare systems that facilitate telehealth, and health data intelligence and diagnostics (HDID).

At GlobalLogic, we believe that when you create high-quality medical devices that are easy to use, it increases your business value as well as your value to your clients.

We've learned that whenever you can create patient value in the marketplace, good things will follow.

Given the technical sophistication of today's environments, the best way to achieve that end is to increase your creation potential and innovation by working with a knowledgeable, scalable, and trusted technology partner.



Telehealth Platforms

"GlobalLogic improved the overall patient experience, making it easier for them to access products and information and for clinicians to track patient progress." – A recent client

Scoping Telehealth

Telehealth encompasses a broad collection of communications technologies and services and is quickly becoming an important way to deliver health services, particularly in the post-COVID era.

Besides live video conferences and on-demand access to pre-recorded assets, telehealth also incorporates remote patient monitoring and mobile health — areas where GlobalLogic can bring much vision and innovation.

Remote patient monitoring allows patients to monitor and track their health from home or a local point of care facility. These monitoring programs collect extensive medical data (such as vital signs, weight, blood pressure, blood chemistry, and heart monitoring) and transmit it to health professionals and clinicians wherever they reside.

Mobile health refers to medical guidance provided through a smartphone, tablet, or laptop. Patients download an app that helps them manage their specific conditions, including asthma, diet, diabetes, fitness, stress, or sleep disorders.

Both remote patient monitoring and mobile health provide invaluable tools for conducting clinical trials and engaging participants to remain active.



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Telehealth Use Cases



Use Case 1

A heart failure patient has weekly telehealth check-ins scheduled with a clinician but also has a blood pressure monitor and a scale electronically connected to their phone that sends out daily readings to a portal. Conversely, a clinician can set specific guard bands around changes in the patient's condition and be alerted to a significant change.

For instance, a sudden increase in weight could indicate the patient is retaining fluid, which requires clinical intervention or, worst case, rehospitalization to stabilize the patient. The platform also sets reminders for patients to check in daily or as scheduled.

Use Case 2

There is an emerging need for the delivery of mental health services with an increased focus on patient privacy and the need for patient intimacy.

It is essential to create a safe, secure environment where the patient can have virtual one-on-one encounters with a life coach, clinical specialist, or clinical technician and develop a trusting relationship.

This is one area where GlobalLogic has successfully created patient value in the telehealth marketplace.

How GlobalLogic Can Help

GlobalLogic brings extensive experience in building real-time collaboration platforms offered by leading independent software vendors (ISVs), as well as experience establishing secured and responsive communication in constrained environments.

We have developed several telehealth platforms, including sensors and companion apps that integrate with wearable devices. Our telehealth platforms generally require some type of vocal presence with the patient — usually a mobile phone with a SaMD app to collect and deliver patient data.



Our Key Differentiators

We excel at helping healthcare organizations create world-class digital customer experiences and transform their business operations.

Deep Medical Expertise



- 20+ years of experience developing regulated FDA (I, II & III products) with FDA clearance and CE mark
- 2300+ engineers dedicated to healthcare and life sciences
- 300+ new products
- ISO 13485 certified QMS, IEC 62304 compliant SDLC

Processes for Healthcare



- Delivery processes tailored to healthcare domain
- Working within our client's QMS or using GlobalLogic's 13485 compliance QMS
- Setting up internal and external audit processes
- Building policies on security and data privacy
- Establishing healthcare and ISO/IEC standards training programs for staff assigned to these projects

Innovative Technologies



- Infrastructure-, platform-, or software-as-a-service (IaaS, PaaS, SaaS) implementations using public, private, and hybrid deployment models
- Cross-platform development
- AI/ML, big data
- Microservices architecture, DevOps, cloud operations, and management tools
- Embedded systems, Bluetooth Low Energy (BLE), Wi-Fi, near-field communication (NFC) integration

Conclusion



With 20+ years of experience in regulated software product development and engineering services, GlobalLogic has become a trusted partner in the fields of medical devices, medical technology, clinical research, and diagnostics.

We develop Class I, II, and III products in accordance with ISO 13485 certified QMS and IEC 62304 compliant SDLC.

Why choose GlobalLogic as your software engineering partner?

- Our deep working knowledge of ISO governing standards enables us to work with many different companies' QMS and SDLC.
- Our experience in using a variety of tools, software languages, cloud environments, and infrastructure to seamlessly integrate and collaborate with your in-house engineering team.
- Our experience in the build, design, implementation, and testing of systems per agreed-upon product definitions and specifications.



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About GlobalLogic

With more than 20 years of experience in regulated software product development and engineering services, GlobalLogic helps some of the world's leading Medical Technology, Medical Devices, Pharma, and Life Sciences organizations create world-class digital patient experiences, accelerate new product development, and capture new revenue streams.

GlobalLogic[®]
A Hitachi Group Company

20+ years industry experience

2300+ industry-dedicated engineers

300+ new products

90+ clients

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To learn more, or to speak with one of our experts, please reach out to info@globallogic.com.



We are on a two-decade-young journey and we're proud of our growth and the milestones we have achieved. A startup to a Hitachi group company, our product engineering story is unique. Thanks to our people who have been our companions and growth drivers in this amazing journey.

'We are GlobalLogic' is a spectacular showcase of what we do, what we represent, and our capabilities as a global leader in product engineering services.

[Learn More: Visit Our Website](#)

Thank you for reading

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