



Operational Efficiency in Healthcare:

How Unimed Vale do Sinos uses Sensedia technology to improve the patient care experience



Unimed Vale do Sinos, located in Novo Hamburgo, is a company with 48 years of history

Counting on 530 member physicians, 291 offices, 2100 collaborators, and 20 own units. With a focus on patient safety and specialized teams, the hospital invests in technology to ensure the best care for its patients.



With its inauguration in 2021, the **Unimed Vale do Sinos** Hospital Complex relied on advanced technology to better serve its patients. One of the highlights of this technological evolution is the hospital's application, which helps the patient throughout the entire emergency care experience, from pre-check-in, followed by calls for service and payment of the bill directly through the app.

By integrating with virtual assistant Laura, the app has further improved care. The triage is faster, being done with the help of Laura, who asks the patient about his or her symptoms and, based on the information given by the patient, directs him or her to the emergency room or specialist appointment.



However, the hospital was facing challenges in the area of integration and communication between systems. With a high turnover of developers and many APIs being developed without clear governance, controlling all integrations became a bottleneck.

It was in this context that **Unimed Vale do Sinos** sought the support of Sensedia, a company specialized in **API Management**, in order to optimize integrations and ensure efficient communication between the hospital systems. The optimization and governance of integrations with **Sensedia's platform** ensured a 20% reduction of operational costs to **Unimed Vale do Sinos**.



Antônio de Pádua
IT manager at Unimed Vale do Sinos

“We use many of **Sensedia's API Gateway** tools in several of our innovations for developing integrations. And in these projects we were able to integrate the systems and eliminate rework, automating processes, which go through APIs, and deliver these evolutions much faster”.

Another challenge that was overcome through Sensedia's platform of APIs and emerging technologies was the integration of **WhatsApp** with the **chatbot**, which enabled quick and assertive responses in communication with customers. Among the conveniences made via chatbot are the request for duplicate slips and authorization of medical bills.

Adilson Cavati, Sensedia's Business Director, points out that for the success of the hospital's virtual application, access to information is fundamental. Therefore, the first step was to evaluate the key points of information that needed to be available.

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Antonio Fortes
Head of Sales | KAM | API Strategy
at Sensedia

“When we started to expose the APIs, what was necessary to provide back-end information was released, including the library of the old application platform. Besides the access to the hospital's ERP, which now talks to the ERP of **Unimed Vale do Sinos**, we brought valuable information for an even better service”.

The integration, supported by the API platform in partnership with **Amazon Web Services (AWS)**, enabled **Unimed Vale do Sinos** to innovate and streamline communication with customers. The technologies were essential to overcome the challenge of the health operator that now has a service aligned to the new demands of the digital society

API Gateway, on the other hand, which uses cloud AWS, standardizes security in the service interfaces while ensuring a more modern application with the necessary security means. This reduces the risk of external attacks and enables rapid response.



The gains for the business

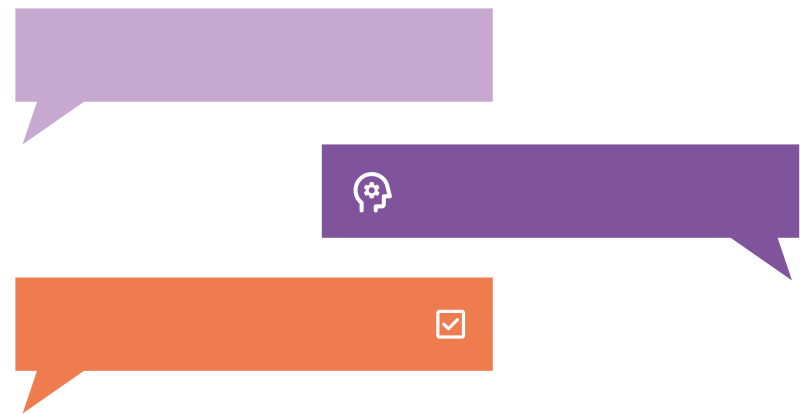
The APIs were fundamental to promote the integration of systems and communication platforms of the hospital and the health operator. They provided the IT team of **Unimed Vale do Sinos** with the facility to expand the capacity of accessible information, which made the service simple, agile, digital, giving a leap in customer experience (UX).

This pre-screening, carried out by the application while the patient is still at home, is fundamental to avoid unnecessary trips to the hospital. In addition, it makes it possible to prioritize severe and urgent cases.

The empathy, brought about through Whatsapp and the hospital app with Laura, simplifies communication and contributes to the democratization of intuitive and facilitated technology, as well as promoting digital inclusion, through simplicity, by generating positive social impact at scale.

These results counted with the essential participation of APIs, which today are part of the strategies of companies of all sizes and sectors, even if they are in a minimum status of digital maturity.

This is because they represent the passport for modernizing processes, promoting productivity, creating innovative products, and thus expanding the companies' competitiveness in the market.





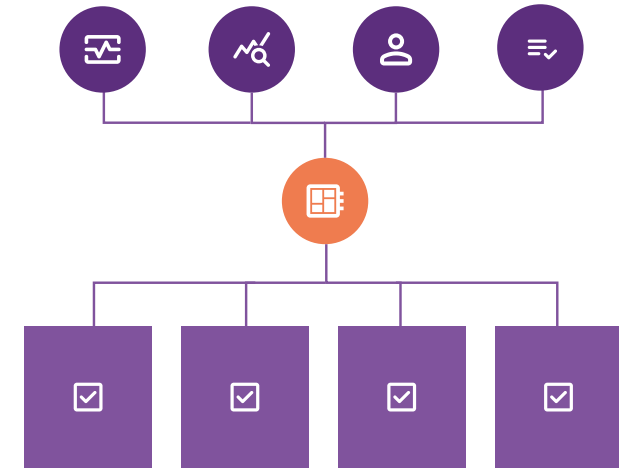
With the implementation of **Sensedia's API management platform**, it was possible to reduce the development and maintenance costs of integrations by 20%, improve the efficiency of processes and ensure a clear view of the status of APIs in real time. In addition, the reuse of APIs has accelerated the design of the hospital application by 60%.

“With the manager of our APIs, we see that **Sensedia** is a very complete and practical platform. Since we started using it, several innovations and ways to help our day to day, from customer support, including specific teams to meet each type of problem or question that may arise during use”.

Says Rodrigo Klein, Full Web Developer at Unimed Vale do Sinos.

In addition to the application

The gains in agility, facilities with the integrations performed, the improvement in performance, organization, time optimization, and security were so significant that the project was expanded to other areas of the hospital, developing other APIs for internal governance:



Integration with the MV hospital system;



Integration with the 260 offices as part of the electronic medical record;



Integration with laboratories and operators;



Integration with internal systems, as we were automating some processes to optimize the allocation of staff and beds.

It was developed a portal integrated with other systems that allows the control of beds, patients in consultation, hospitalized patients, scheduling of exams, triage, and even tracking within the hospital.

Including, the nursing team has a panel with the patient's meal specification, where they can order, issue labels, and communicate with the application used by the team.

To perform the internal control, in addition to the beds, the portal supports the administration of the schedules and timetables of the cooperating physicians, nursing teams, medical equipment, and the surgical center. All of this being managed by the platform.

“The gains in agility, the management of interconnections, we have several systems that are interacting, the improvement in performance, organization, time optimization, and security were enormous”.



Antônio de Pádua
IT manager at Unimed Vale do Sinos

“**Sensedia** was essential for the implementation of these integrations. With Sensedia’s API management platform, we were able to create an abstraction layer for the different system interfaces, simplifying integration and allowing greater reuse of APIs. In addition, the platform provided us with a clear view of the status of APIs, facilitating project management, identification of bottlenecks and especially ensuring the necessary security”.

Says Pádua.

With **Sensedia's strategic partnership** in the digital transformation of **Unimed Vale do Sinos** in health, the company had the possibility of efficient integration between systems, improving the security of integrations and helping the team to deliver more with fewer resources. The ease of use of the platform and the support provided were key elements for the success of the project, allowing **Unimed Vale do Sinos** to meet its goals of digital transformation and delivery of its application within **two months**.

“**Sensedia** enables companies to quickly create and publish custom APIs and provides valuable insights and analytics on **API performance**. In addition, the platform offers advanced security features to ensure the protection of company and customer data. With its open and collaborative approach, Sensedia is a popular choice for companies of all sizes looking to improve their **API strategy** and increase operational efficiency”.

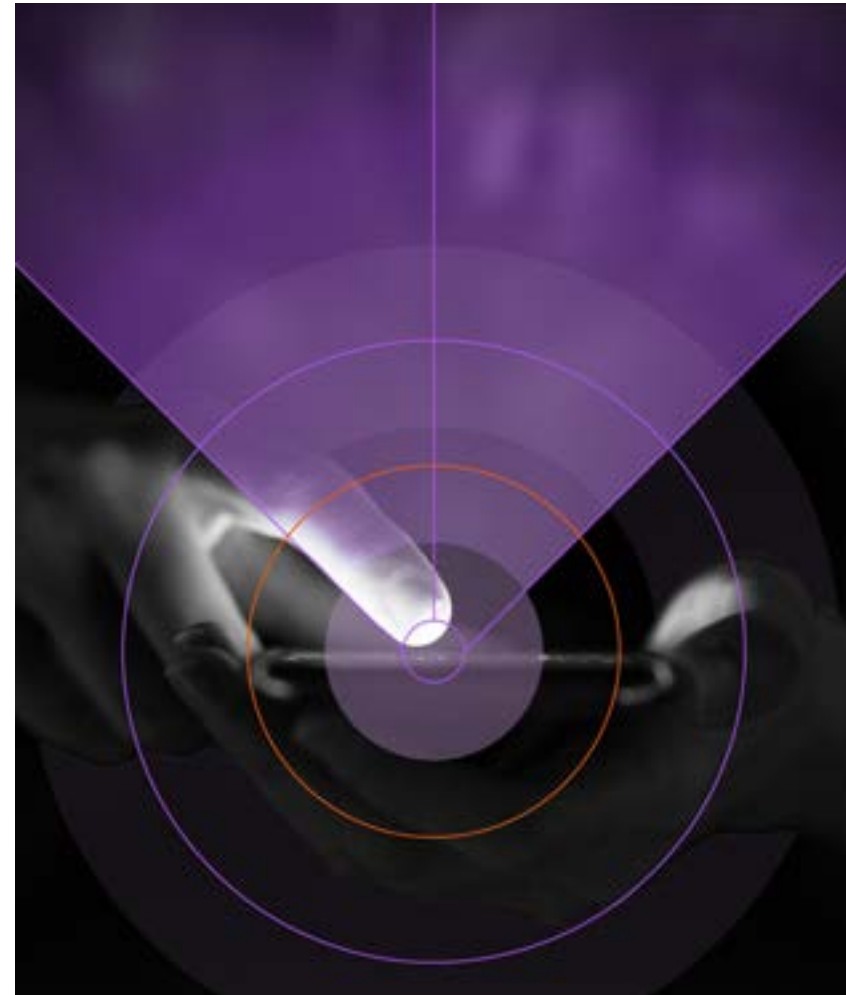


Teilor Lopes
Mendix Web Developer
at Unimed Vale do Sinos

Sensedia's role

Sensedia simplifies enterprise architecture and integrations to improve business efficiency and flexibility. Sensedia's solutions go beyond API management, working in partnership to help customers do more, faster and better with APIs, microservices and their architecture. Whether leveraging legacy systems for open innovation within a modern platform, unlocking data with agile architecture, creating new customer digital experiences or expanding business models and partner ecosystems, Sensedia empowers its clients' businesses to become more adaptable, composable and connected

More at sensedia.com.



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