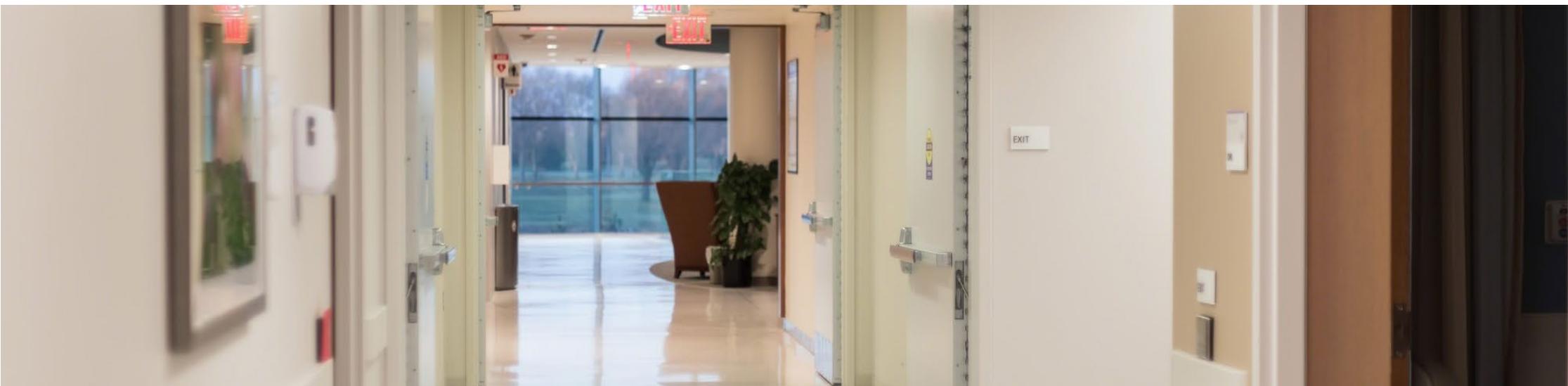


Case Sensedia

Unimed Vale do Sinos Hospital conquest an integration challenge with Sensedia's API technology

New hospital unit has advanced technologies that provide excellence in prompt customer service from pre-check-in to direct payment via app



The modern infrastructure of equipment and services of the new Unimed Vale do Sinos Hospital, which opened in May 2021 in Rio Grande do Sul (Brazil), represents a major advance of the Unimed system towards digital transformation in the region. But this highly technological environment held the challenge of integration to improve communication with customers in an agile and intelligent manner.



One of the **highlights of this technological evolution is the Hospital app**, which helps patients through the entire emergency care experience, from pre-check-in, through service calls and bill payment directly from the app.

The app has integrated with virtual assistant Laura to further enhance the service with appropriate guidance. The virtual assistant asks patients about their symptoms and, based on the information they provide, directs them to the emergency room or schedules an appointment with a specialist.

"We use a lot of API Gateway tools from Sensedia in many of our innovations for developing integrations. And in these projects we were able to integrate systems and eliminate rework, automating processes, which go through APIs, and deliver these developments much faster, adding value," reports Antonio de Padua, IT manager at Unimed Vale do Sinos.

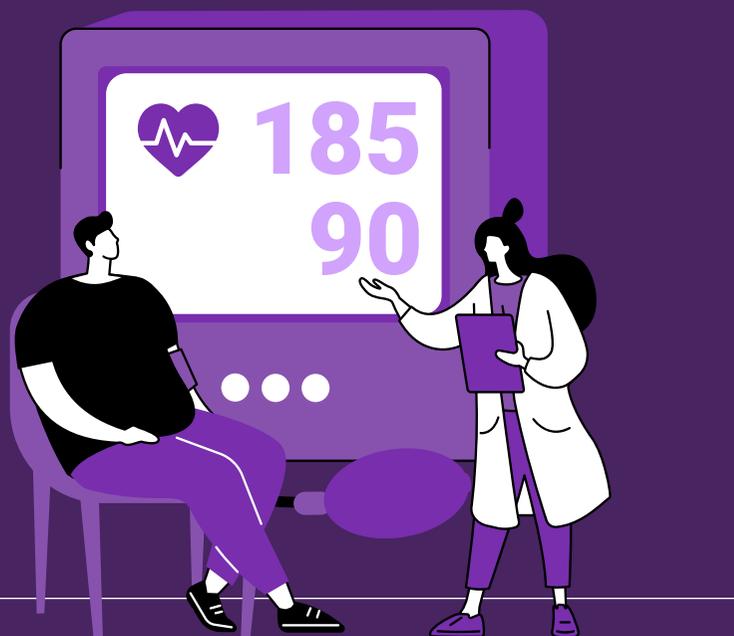
Another **challenge that was overcome through the platform of APIs and emerging technologies from Sensedia was the integration of WhatsApp with the chatbot**, which enabled quick and assertive responses in communication with customers. Among other conveniences, request for duplicate slips, authorization and medical guides, all through communication via chat.

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

"When we started offering all the APIs, everything needed to provide back-end information was released. One of them was the library of an old application platform that we managed to release. In addition to access to the ERP of the Hospital, which now talks to the ERP of Unimed Vale do Sinos, bringing valuable information for a good service," explains Cavati.

Technology overcoming challenges

The integration, supported by the API platform, has enabled Unimed Vale do Sinos to innovate and speed up communication with its clients. 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.



Among the technologies that led the project are the Sensedia Events Hub, which enabled the proper direction of the patient in the emergency room. Through messages, they are guided to where they should go. This communication is integrated into the indicative panels of the unit.

Sensedia Events Hub helps enable an Event Driven Architecture (EDA), which allows reacting to Business Moments in real-time and with asynchronous communication, bringing more agility, scalability, resilience and extensibility to the IT architecture.

The EDA eliminated the complexity of the applications that provide the service, allowing developers to dedicate themselves to the code that generates business innovation. As a result, it was possible to centralise communication with customer and partner applications, regulating traffic received from outside the organisation.

The API Gateway, on the other hand, standardises security in the service interfaces while guaranteeing a state-of-the-art application with the necessary security features. This reduces the risk of external attacks and enables a 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).

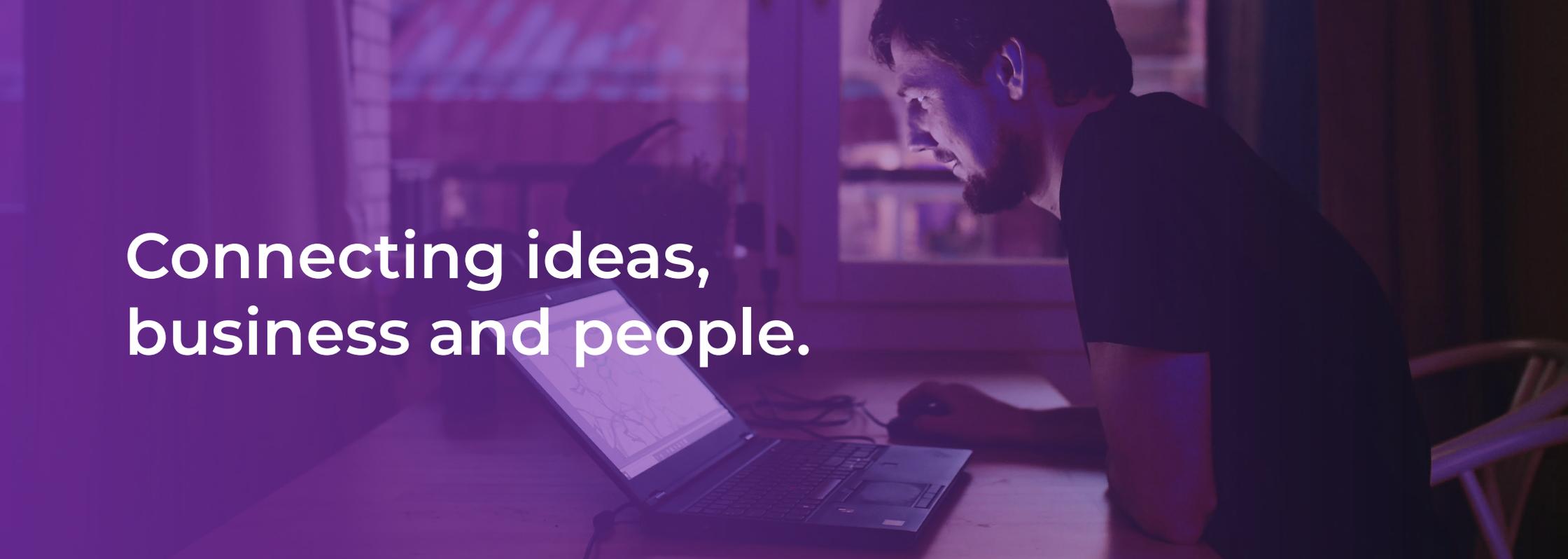
This pre-triage, carried out by the app while the patient is still at home, is fundamental to avoid unnecessary trips to hospital, especially in the current pandemic scenario. It also makes it possible to prioritise serious and urgent cases.

The empathy, brought by means of Whatsapp and hospital app performance with Laura, simplifies communication and contributes to the democratisation of technology, intuitive and facilitated, 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 to modernise processes, promote productivity, create innovative products and thus increase the competitiveness of companies in the market.





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