

**“REACHING OUT THROUGH TECHNOLOGY –
A STUDY ON POST DISCHARGE CARE OF COVID-19 PATIENTS”**

**SUMMER TRAINING
AT
CAMOMILE HEALTHCARE VENTURE**



(From: MAY 10, 2021 to JUNE 09, 2021)

**A REPORT
BY
PRADNYA. PRAMOD. CHODANKAR**

MBA HOSPITAL AND HEALTH MANAGEMENT

(2020-22)



INDIAN INSTITUTE OF HEALTH MANAGEMENT RESEARCH, JAIPUR

Camomile Healthcare Ventures Pvt Limited



19 July 2021

Ms Pradnya Chodankar
IIHMR University, Jaipur

INTERNSHIP COMPLETION CERTIFICATE

This is to certify that Ms. Pradnya Chodankar, student of Hospital and Healthcare Management (MBA) IIHMR University, Jaipur, Batch 2020-22, has successfully completed internship at Camomile Healthcare Ventures Pvt Ltd.

The duration of internship was 9 weeks from 10 May 2021 to 9 July, 2021.

The topic of the project work done is 'A study on post discharge care of Covid patients'.

During the tenure of her internship, she was sincere, hardworking, enthusiastic and a keen learner.

We wish Ms. Pradnya the very best for her future endeavours.

Sincerely,

A handwritten signature in blue ink that reads "Y.V. Raghava Rao".

Raghava Rao
CEO

ACKNOWLEDGEMENT

The internship provided to me by Camomile Healthcare was a great learning opportunity for me. It provided me the necessary exposure to professional's who guided me through my internship period. It widens my understanding for patient engagement, even when the world is fighting with pandemic today. I am honored to get an opportunity to work with wonderful people from Camomile healthcare who mentored me and agreed to provide the platform through online work from home summer training during this tough time.

I would like to take the opportunity to convey my gratitude organizational Mentor Neha Kumar, for providing me the guidance in the organization and also, I would like to express our special gratitude and appreciation to Mr. Raghava Rao co- funder and CEO at Camomile who find the potential in me and give me the opportunity to work and enhance my skill through the internship

I would like to express my heartfelt gratitude to Mr. Gokul Veerasamy assistant vice president at Camomile healthcare, Miss Indumati, Miss Dorothy Chandrasekhar and their corporation and continuous suggestion to bring out the improvement in me.

I would like to express my gratitude towards my institution IIHMR, Jaipur for providing me with an opportunity and platform to help me further to enhance my skills and gained much more needed experience through summer internship on a work from home basis.

The Placement Committee In charge Mr. Anshul Goyal, IIHMR University, and the entire placement committee for their hard work.

I would also like to express my heart felt gratitude toward my Institutional mentor Mr. Alok Mathur, Associate professor, IIHMR University, for always being there to clear my doubts and always guiding me through right path.

I am thankful to my co-interns and colleagues for their constant encouragement and insights. I was able to successfully complete my project. I am grateful to them for providing me with their honest reviews whenever I needed for better performance.

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Abbreviation

AI	Artificial Intelligence
COVID	Coronavirus Disease
CT	Computed Tomography
CX	Customer Experience
EBIDTA	Earnings Before Interest, Taxes, Depreciation, And Amortization
RTPCR	Reverse Transcription Polymerase Chain Reaction
SPO2	Peripheral Capillary Oxygen Saturation

OBSERVATIONAL LEARNING

Section 1: Introduction:

Mission: We help healthcare organizations make distinctive, lasting, and substantial improvements in their performance, by providing them with the information they need to make data-driven decisions.

Vision: Our vision is to be the industry's most-respected, future-focused, data-driven provider of end-to-end healthcare solutions. By partnering with our clients, we will improve access, efficiency and affordability for delivery of healthcare today and in the future.

Camomile Healthcare started in the year 2016 with a single-minded mission to make healthcare efficient and process-driven. They created the tools, standards and processes that will help achieve their mission so that they can help hospitals to be value-driven and patient-centric.

They spoke to hospitals and healthcare entrepreneurs about the requirement for these services and three months into their operations, they signed up our first client. That was the beginning and there was no looking back. The first few months itself proved that their offering is much needed by all types of healthcare facilities and healthcare initiatives. At Camomile Healthcare, they aim to remove the stress from hospitals, enhance efficiencies and help them flourish.

Camomile Healthcare is a leading global healthcare consultancy and transformation services organization that leverages deep industry expertise, leading-edge analytics, technology and strategy to create solutions for organizations that work in the real world. Having started operations in 2016, today, Camomile Healthcare works with companies

around the world and across the healthcare ecosystem- from hospitals to payors and digital healthcare and beyond.

We now help clients with everything from opportunity discovery through to commercialization, with the strategy, analytics and technology to enable it. We partner with clients from the private, public and not-for profit sectors to identify their highest-value opportunities, address their most critical challenges, and transform their enterprises. We have been involved with over 12,000 beds from our inception and bring exceptional value to our partners and clients through original ideas, research and solutions.

Values:

- Observe highest ethical standards
- Maintain an independent perspective
- Deliver sustainable value and excellence to our clients
- Conduct business with absolute integrity
- Advocate a caring meritocracy for employees, partners and clients

Camomile Healthcare sensed the tremendous need to provide data-backed advisory services that will help create efficient hospitals to provide patient-centric care. They created one of the best healthcare consulting companies

- They have put together a terrific team to start with, the founders and the specialist teams come with the experience of planning and operating large hospitals and health systems
- They identified the right technology and automation tools that will help achieve efficiencies and scale
- Future-proofed the hospitals through design thinking at every stage of the hospital establishment and operations. From identifying the right services mix to architecture, information technology, processes and human resources.

More importantly, they have enabled a culture of innovation that will continuously look for value unlocking opportunities and make them available to the healthcare sector. Consult with the best healthcare organization.

Camomile has worked with global majors in shaping the healthcare sector. Clients include McKesson, Bank of America Merrill Lynch, Manipal Hospitals, Care Hospitals, Tata Trusts, Government of Andhra Pradesh and others

Their Approach:

They have a tried and tested process that they adapt based on your needs. It's intensely collaborative and they work closely in partnership with their clients. They are more like a key member of your team, not just some outsourced agency. Here's an overview of their process and what you can expect during each phase:

- i. They start by understanding the business, brand, technology, and the needs of the customer. They identify the problem they are trying to solve: Revenue generation, patient engagement, cost optimization and others.
- ii. Multifunctional teams get involved to create solutions. They move fast, generating ideas along with the client teams. Doctors, administrators, technology specialists, CX designers and others.
- iii. They apply the best practices to the situation. Ensure regulatory compliance, clinical pathways, data privacy and others. They work as an extended team reflecting the clients value system.
- iv. They measure the progress with real data and create scalable initiative. Results: EBIDTA improvement, revenue maximization, cost saving, patient experience.

Section 2: Mode of data collection

We did Primary data collection, we gathering raw data collected at the source. It is a process of collecting the original data collected by a researcher for a specific research purpose.

The data collected tool that we use for collecting the data is Surveys and Questionnaire. The data that is collected research is carried out in different ways and for different purposes. The objective behind data collection is to capture quality evidence that allows analysis to lead to the formulation of convincing and credible answers to the questions that have been posed.

Questionnaire: This is the process of collecting data through a consisting of a series of questions and prompts to receive a response from individuals it is administered to. Questionnaires are designed to collect data from a group.

Questionnaire isn't a survey, rather it forms a part of it. A survey is a process of data gathering involving a variety of data collection methods, including a questionnaire.

In Camomile Healthcare I did questionnaire for Post Discharge complication and side effects. I called the patients who were discharge from the hospital, collected 10 responses on this. In this Questionnaires first I asked about the general information and then the complication they were facing with their side effects from this questionnaire. The objective of the questionnaire is to identify and understand the complications faced by the recovering covid patients, post their discharge, at home, the severity of the complications and how they were resolved by the patients.

Camomile has partnered with KIMS hospital in Amalapuram, Andhra Pradesh. We were given task to call the patients for our Post Covid monitoring package and tell them about the benefits and package.

Survey: It is the technique of descriptive research that is used to determine the opinion of specific group of people or specific population.

In Camomile Healthcare I did survey on Maternity clinic that is going to opened in Bangalore, for that our specific target audience were group of pregnant women and moms.

So that we can get to know about what we want inside our own clinic and what our target audience needs so that we can be specific about it. We distributed the survey online through various portals like Facebook, Instagram, WhatsApp. Our target market was Bangalore.

We did survey on Brand perception of maternity hospital, the purpose of this is to find out the perception of the existing hospital brands. we wanted to know about the perception from the perspective of price, safety and reliability, customer experience and service quality

Section 3: General findings on learning

Throughout the duration of 8-week internship at Camomile healthcare venture, I got the opportunity to work in different projects under the guidance of respective mentors. Engagement over these projects was mostly in collaboration with batchmates from IIHMR University and Interns from IIM, Calcutta. These projects were highly valuable in the overall learning process and were challenging.

The organization gave new task on daily basis on the currently going project of post discharge covid patient app and maternity clinic that will be launched in Bangalore.

Patient Engagement: Did the research on patient engagement in Chennai and Bangalore and new ideas on patient engagement. I gave some ideas for the patient engagement that is, we can have a virtual interaction with the psychiatrist for helping the post covid patients with these issues related to managing stress and anxiety.

We can guide the post discharge patients with the doctors for what to do and not after reaching home for at least a week so that post discharge risk for having covid recurrence can be taken care of. We can create an animated videos for the children and elderly for them to see what all can be done to prevent covid after the are discharge. We can keep track on post discharge patients by giving them a opportunities like rehabilitation of various kind and that will help us and some kind of question format so that we can keep a track on their progress.

Should not have language barriers for patients and doctors or any health providers. We can also guide the patient's family members so it can also be easy in future if anyone is affected. We can also keep a rating structure so that we can come to know about how much they understand about the service we provide to them or not, so from this review we can improve our self and create a better bridge between the patients and the healthcare provider as well.

From this I got know about more things related to patient engagement which is very important aspect of hospital administration.

Surveys: Worked on various kinds of surveys that are related to maternity clinics and post covid discharge patients. Survey on maternity clinics was done specifically for the moms and pregnant women that are based in Bangalore So that we can get to know about what we want inside our own clinic and what our target audience needs so that we can be specific about it.

We distributed the survey online through various portals like Facebook, Instagram, WhatsApp. Our target market was Bangalore. We did survey on Brand perception of maternity hospital, the purpose of this is to find out the perception of the existing hospital brands. we wanted to know about the perception from the perspective of price, safety and reliability, customer experience and service quality.

Post Discharge Complication and Side Effects: Due to this peak in covid cases, there were shortages of beds and turnaround time of admitted patients wasn't constant. New findings of the virus were floating each day, this created uncertainty in the diagnosis of covid. Especially, new cases of black fungus along with new mutated variants. An individual recently discharged was at high-risk risk of contracting these and develop complications.

A measuring tool was developed to understand these complications and other side effects in individuals recently discharged with relevant demographics details, and any attempt to establish a correlation was done. Assistance was provided in response collection along with developing the tool. The response was collected through various mediums, floating forms over social media and in closed groups, and telephonic interviews were also conducted to get responses as early as possible.

I did questionnaire for Post Discharge complication and side effects. I called the patients who were discharge from the hospital, collected 10 responses on this. In this Questionnaires first I asked about the general information and then the complication they were facing with their side effects from this questionnaire.

The objective of the questionnaire is to identify and understand the complications faced by the recovering covid patients, post their discharge, at home, the severity of the complications and how they were resolved by the patients.

Calling For The Patients Onboarding: Camomile has partnered with KIMS hospital in Amalapuram, Andhra Pradesh. To receive feedback on the plan we developed, telephonic interviews were conducted in the Andhra Pradesh region. The primary objective was to receive feedback, understand perception and figure out room for improvement in our service plan.

The secondary objective was to convince individuals to sign up for the service and start service on a small scale as the pilot project incorporates changes and improves with time and provides better service. We were given task to call the patients for our Post Covid monitoring package and tell them about the benefits and package.

Patient Education: Searched and identified relevant instructional videos so that can be used to generate our patient education module, and yoga videos that were from credible and trusted sources. I was also given the responsibility of handling the social media handles of Camomile Healthcare Ventures.

An opportunity to express creatively through social media creatives was provided for various occasions such as Yoga Day, Onam, Independence Day, etc. All the creatives were developed after extensive research and precisely keeping our target audience in mind and of the image of the organization. These posts enhanced my skills.

Process For Monitoring Patients: With the findings of Post Discharge complication and side effects, an application was approved. The primary objective of it was to accumulate all the resources at single-junction i.e., online consultation, support group, medicine availability info, recreational activities, etc.

After Multiple brainstorming sessions, with some secondary research and utilizing knowledge from the patient delivery system. A plan was developed for the smooth functioning of monitoring and onboarding, and this was visually represented with the flow chart.

Worked on Nursing plan checklist and doctor checklist in that assessment of vitals, assessment of covid symptoms, assessment of any new symptoms of the patients, physiological evaluation, assessment of lung function and diet, medication, investigations, physical notes.

We also created a case scenario so that we can know the process flow of the checklist that we created for doctor and nurse for mild, moderate and severe cases. Also wrote nurse consultation script and as well as doctor consultation script. This was done for the post discharge covid patient that will we on board that has taken the services.

Nursing candidates that can be taken onboard: Nursing interview worked with mam on this about the general question and clinical questions and other question in that basically salary and joining period. This nursing interview was done for the purpose of hiring nurses for the maternity clinic that is going to be launched in Bangalore.

Section 4: Conclusive learning, limitation and suggestion:

Suggestions:

Suggestion that was given to the organizations while we were working on the topics we were given,

I thought of some ideas that we might implement in patient engagement, as we were working on post discharge covid patient we kept in mind the all the aspect related to mental and physical issues that a person goes after been discharged from hospital and post care that we will provide to the patient onboarding with us.

The surveys that were conducted for maternity hospital i.e., Brand perception of maternity hospital, that was related to price, safety and reliability, customer experience and service quality. I gave my suggestion to mam on the flow of the survey and corrected it as the next final survey.

While doing nurse and doctor assessment we were not getting the grip on the process flow according to patient's severity cases, as we thought that we might change it a bit accordingly and wrote the doctor and nursing script and assessment accordingly.

Limitation:

- As we were working on calls for onboarding the patients by providing the information about the benefits and package, we were having our limitation as language barriers because of that we missed some of the patients.
- Reduce supervision and directions.
- Camomile has partnered with KIMS hospital in Amalapuram, Andhra Pradesh. Due to lockdown the team was not able to go to Andhra Pradesh and the app launching got delayed.

Conclusion:

Post discharge covid patient are more prone to depression and fear of discrimination, therefore introduction of various patient engagement program can result in improved health outcome. Secondly, social media plays an important role in making your project a great success. Successful project is those which are delivered and maintained on schedule.

PROJECT REPORT ON

“Reaching Out Through Technology -

A study on Post Discharge Care of COVID – 19 Patients”

Section 1: Introduction

Post discharge care and patient engagement of covid patient

The App “Post Discharge Care of Covid Patients” the values we offer through our app for post discharge patients that has been through covid. A holistic, technology integrated approach to provide post discharge care to Covid patients, facilitating a quick, hassle-free recovery by early detection and interventions for post discharge complications. Over 1700 patients have directly signed up our services and the services have been referred to over 350 patients via hospitals.

The Problems- That are faced by COVID-19 patients, they have a 40-60 % higher risk than normal patients, of getting re-admitted, developing severe complications or even losing their life in the first 10-12 days, post discharge. Patients come back with symptoms such as lethargy, body aches, elevated blood sugar levels, hypertension, gastric disorders and itchy throats even four to six weeks later. Some get heart attacks, strokes, lung fibrosis and organ damage. Patients need regular follow ups on adherence to medications and instructions, adequate safety net for emergencies and a support ecosystem to facilitate recovery. With the second wave of the pandemic, hospital beds and medical professionals are scarce. Covid patients are discharged as soon as their case becomes less severe, but the need for continued care and treatment doesn't end there

The Concept- With the aid of technology, we can reach out to discharged Covid patients via our designed platform, and do so multiple times throughout their recovery period.

How it works: Onboarding a patient –

1. During discharge, hospital staff informs patient about the post discharge care services.
2. Patient coordinator at the hospital provides information on services, care protocols and benefits.
3. Patient is registered.

4. Detailed review of medical history and discharge summary is carried out and care plan is developed.
5. A case manager is appointed and package with wearable, home health kit and other content is provided to the patient.

Care delivery-

1. Patient discharge summary, medication schedule, other instructions uploaded onto platform.
2. System is configured to track the patient 24 X 7 with monitoring by a clinical team.
3. Patient vitals are tracked 24x7. System has the ability to detect and trigger emergencies.
4. Medication adherence, physiotherapy, diet, mental health counselling is provided.
5. Protocol driven virtual consultations by doctors and nurses.

Concierge services (Optional and based on patient needs)-

6. Oxygen concentrators, cylinders and other medical consumables.
7. Blood tests, CT scan, RTPCR.
8. Ambulance service in case of emergency.
9. Home healthcare services.
10. Bed availability details, in case of emergency.

The Technology-The (Smart wearable band) AI powered algorithm finds patterns to indicate health status of a patient. Our mobile app connected to the smart band via Bluetooth, continuously displays real time vitals data to the patient and transmits the data to cloud. The cloud-based Care Dashboard gathers data from the patient's device and displays vitals and health status of all the patients.

Smart wearable band is context aware and intelligently measures the following vitals: Heart rate, SpO2 (blood oxygen saturation), Body temperature, Heart rate variability, Respiratory rate.

Dashboard -The patient data dashboard also provides a means of early identification of risk and health deterioration due to post Covid complications. If anyone's vitals fall below normal, an emergency response is triggered:

1. A nurse makes a call to assess to situation.
2. On assessment, an ambulance is dispatched right away.
3. The patient receives the needed care.

Packages-that consists of 2 packages that is Mild cases Moderate/ Severe cases. the mild cases package consists of 7 days and the moderate or sever consist of 14 weeks. the service that are provided in the packages are as follows: CONSULTATIONS (TELE) - Physician Physiotherapy, diet and psychologist and in MONITORING SERVICES - Nurse assessment tele-call, IOT based vitals monitoring, Medication adherence, Isolation protocol adherence and in PATIENT ENGAGEMENT - Post discharge care e-booklet, Online yoga/breathing, Patient engagement and motivational activities

Outcomes-Our platform would be a one stop shop for all the patient's requirements in achieving full and long-term recovery from Covid. Early detection of complications with predictive triggers using AI based pattern recognition tech, leading to reduction in unnecessary interventions and a swift recovery. It will help reduce Covid readmission rates and the health ecosystem currently short on supply can address patients requiring care. Patients and families can stop worrying about the hustle to procure additional services or equipment and focus on recovery

Patient Engagement- Patient engagement is an ideal healthcare situation in which people are well-informed about -- and motivated to be involved -- in their own medical care. Patient engagement is crucial for empowering each patient in making decisions about health care options. Better patient engagement leads to improved recovery, reduced hospitalizations, and lower cost of care. Many medical professionals are concerned with patient engagement and ensuring that they are doing what's needed to not only maintain engagement, but to improve it.

Some Patient engagement programme proposals I created for motivational activities that patient can do they are as follows:

1. Contest: "**Build your own creativity**" this contest building opportunity can be for any group /age people who are at home and can divert their mind-set from negative aspect of life to create something that is new or something that they are interested in as a set of healthy competition and that can help to interact with others online/virtually as well as create new opportunities

2. Speaking- **“Talks on experience”** this can be a speaking platform for everyone that is a normal individual or a expert in any industry to stage their own experience about their knowledge on things that they know are willing to share with others virtually and can ask the expert and influencers to post it so it can also be use as marketing in some way.
3. Skills- **“Art that suits you the best /Artist inside you”** this can be for any age group of people that are willing to show their talent that can be in any form (example music, painting, best out of waste) we can also divide the age group to make it more interactive for the particular age people and they can enhance their knowledge more from others skills and improvise their own. This will help them to be a more focused person on positive aspect rather than taking stress.
4. Music therapy_
5. Content of any nature related to nutrition and health.
6. Quiz- **“Buzz your Brain”** this can help to keep mind alert in this situation and will help to gain knowledge and we can create a group of teams for quiz rounds or the person can randomly choose the group and apply for quiz and like this they can have a good interaction with many people and by this we can add knowledge about Covid (pre and post) this can a fun and interactive session
7. Comedian show- **“Funny Humourist”** this can be effective in many ways for people dealing with post Covid. Because people are suffering from stress and anxiety and lots of negative environment and to create something joyous environment comedian show virtually would be the best. We can ask people who love entertainments and are willing to perform.
8. Rehabilitation/Yoga- **“Restart and improve”** this will a fun and an improvement area for post discharge patient and we will can keep a questionnaire after each session/week the duration we want to know about the health of patients and their improvement. We can ask the health experts that know about yoga /rehabilitation to take the session.
9. **“Social media creative sharks”** this can be for people who are so much into social media like Instagram, we can ask them to create some content or their own content and come together and develop good ideas.

10. Creating Club - programs, including fitness groups, health education programs and ancillary social engagement programs (art appreciation groups, book clubs and other opportunities for older patients to meet each other and share experiences).

11. “Webinar “to give people the knowledge they need and what precaution in this Covid and motivational speaker, what can help them. We can also take help from people in this area to know what they want to hear/ what topic they want and then we can contact the speaker/experience person as below.

OBJECTIVE -

1. To receive feedback, understand perception and figure out room for improvement in our service plan.
2. To convince individual to sign up for the service.
3. To improve with time and provide better service.
4. To start the service on small scale.
5. To provide good facilities to the patient

Section 2: Research Methodology:

Research design:

- Action research

Sample size:

- 60 Post discharge patients

Sampling technique:

- The patients that are going to be discharged or have been discharged from the hospital as our research objective is to assess the knowledge and gain some insights if the patient knows about the post discharge care.

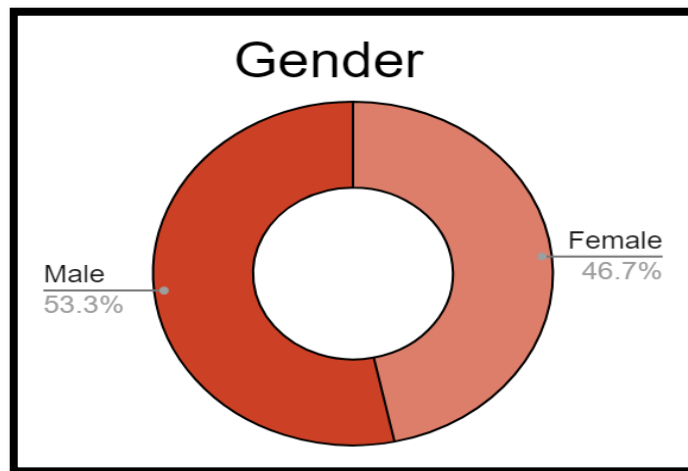
Mode of data collection:

- A structural questionnaire was used as a primary source of data collection. Questionnaire includes total of 12 questions based on demographic information's, medical history, post discharge cares and patient engagement related questions. Google form was created and circulated among the patients that were going to be onboarding and few other

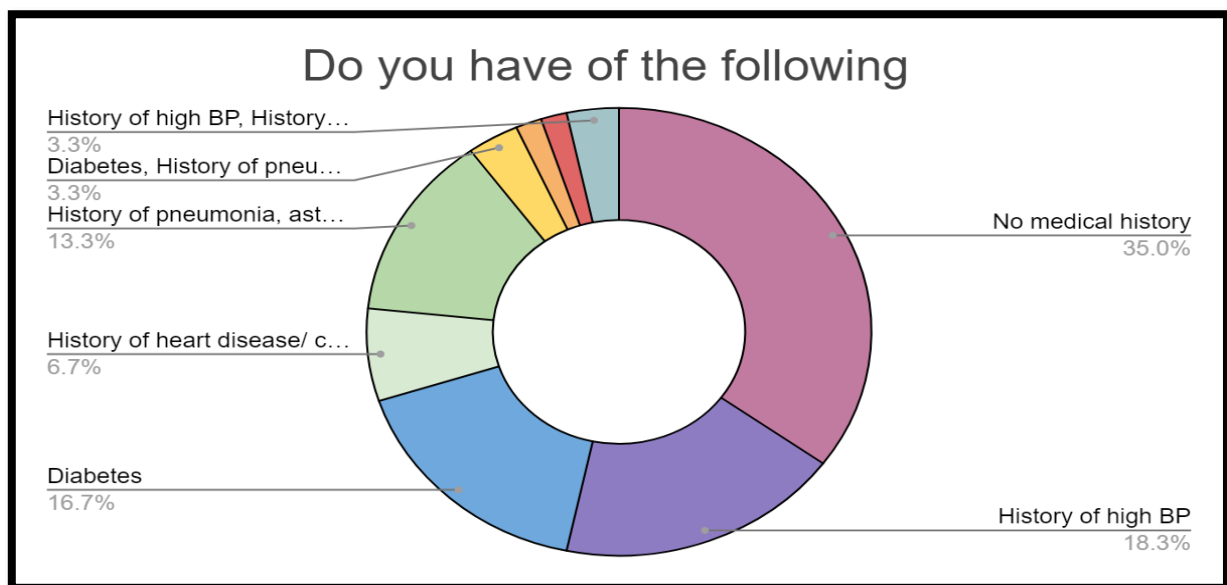
Data Analysis:

- The responses from the questionnaire are collected and analysed in excel. percentage analysis is done and pie charts are made.

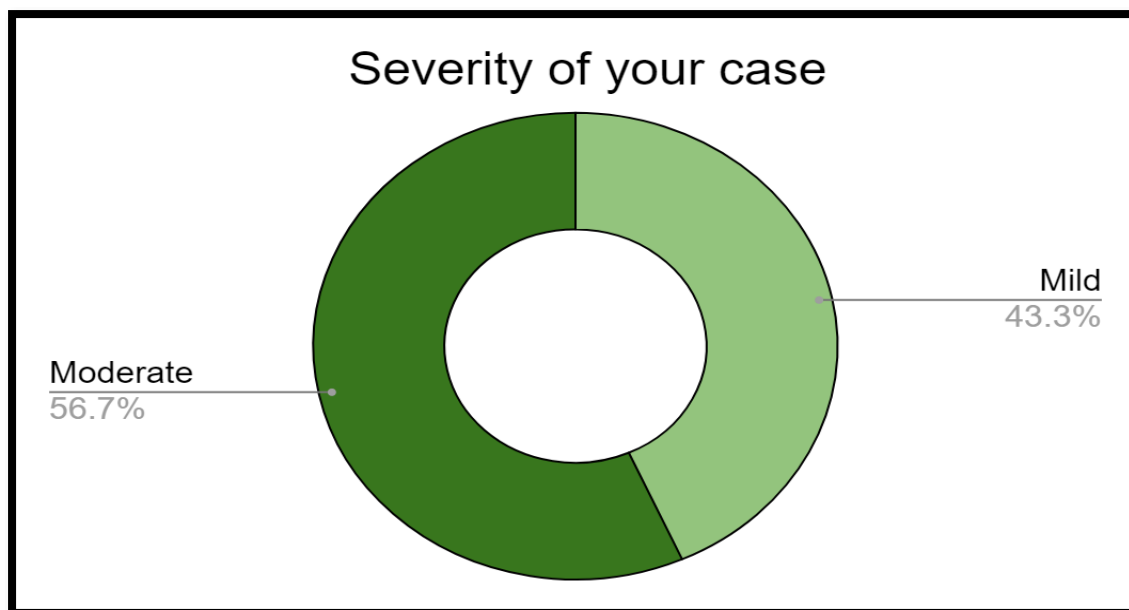
Section 3: Data compilation, analysis and interpretation



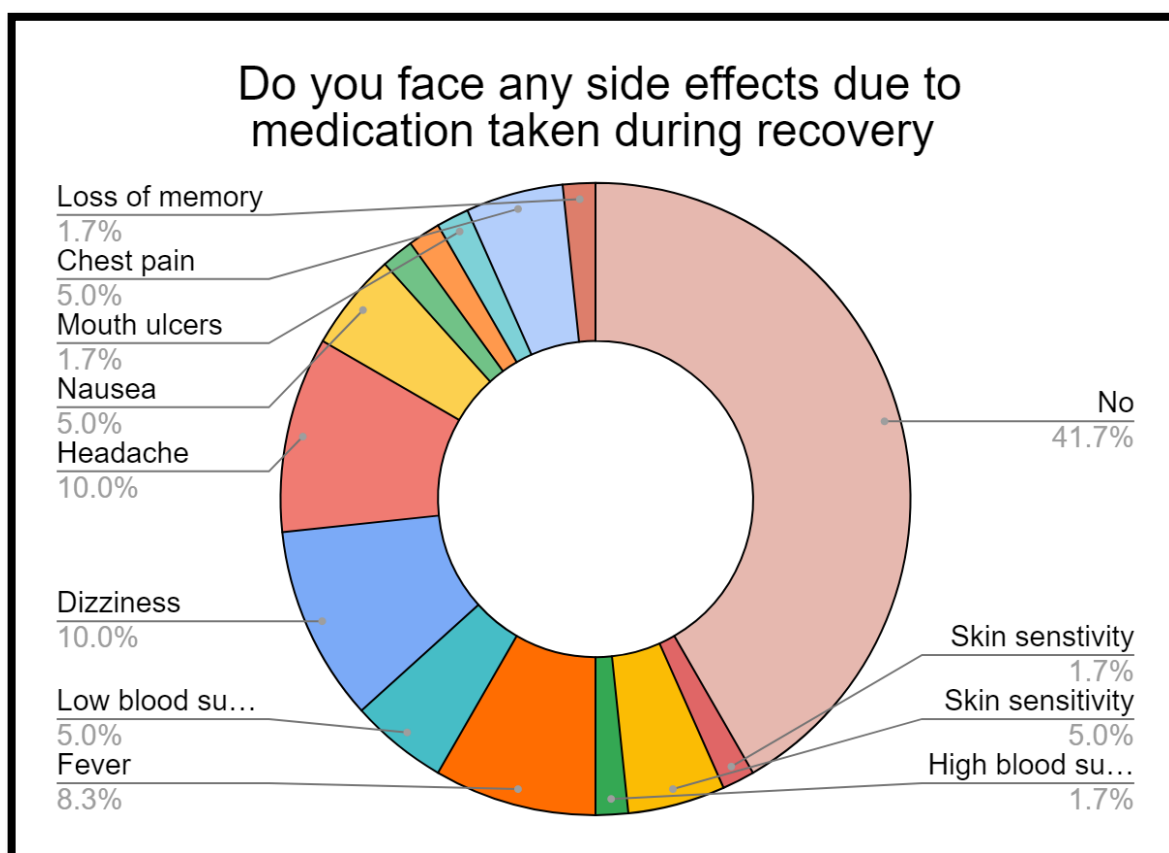
Interpretation: From the data “Gender” the survey was filled by 46.7% female and 53.3% of the male



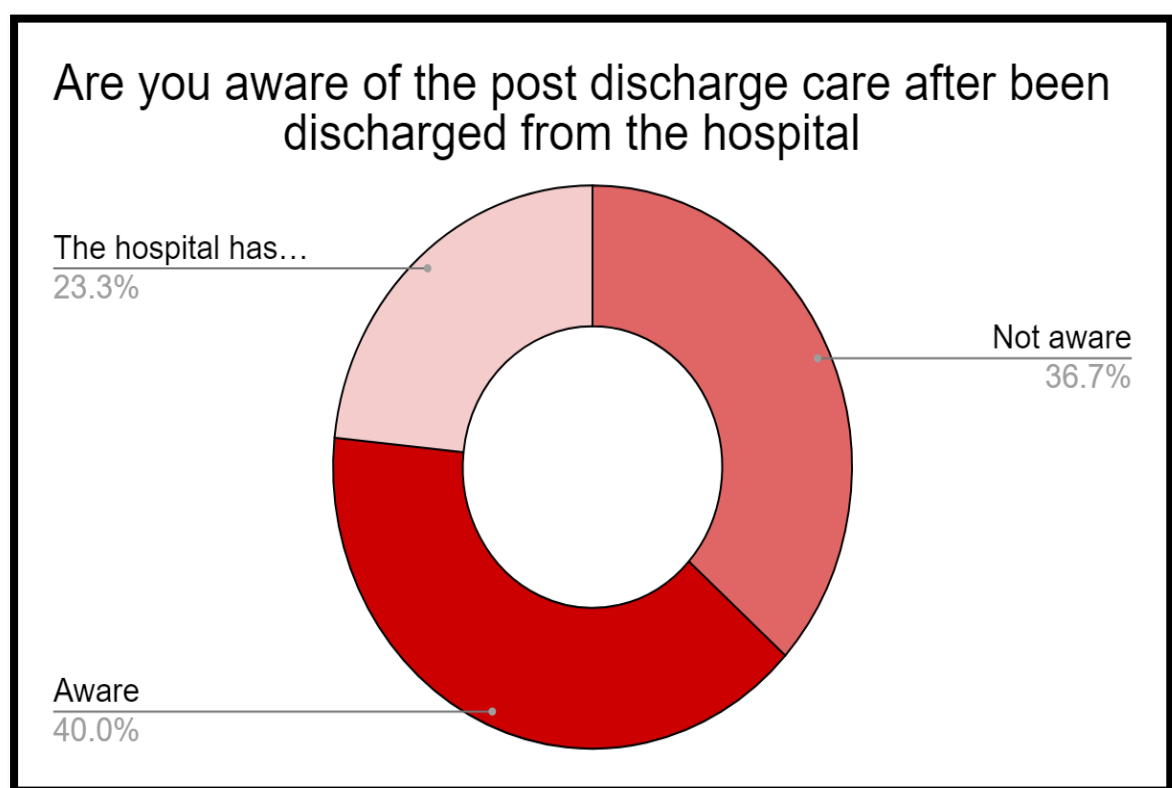
Interpretation: From the above data “Do you have the following” the intent was to know if the patient that are onboarding the app have any of the following medical history such as Diabetes, History of high BP, History of heart disease/ cardiac surgery, History of pneumonia, asthma/ any other lung related ailments etc., or no medical history. But from the above data we get to know that 35% of people have no medical history, 18.3% have history of BP, 16.7% has history of diabetes, 13.3% history of pneumonia, asthma/ any other lung related ailments, 6.7% has history of heart disease/ cardiac surgery, 3.3% has BP and history of pneumonia, asthma/ any other lung related ailments, 3.3% of diabetes and history of pneumonia, asthma/ any other lung related ailments



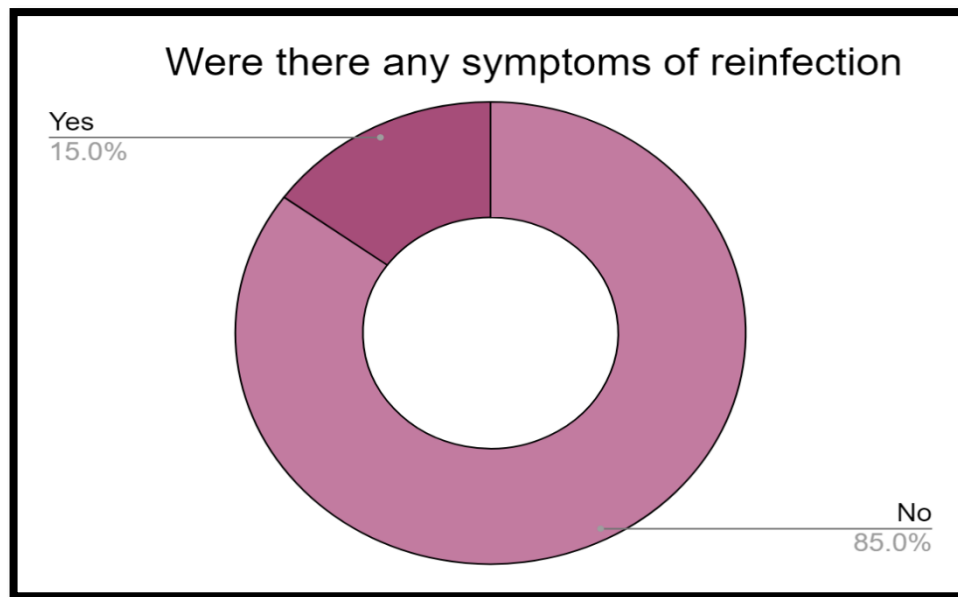
Interpretation: From the above data “severity of your case” the intent was to know about the patient severity during the covid period they were admitted in the hospital because we offering to types of packages that were for mild 7 weeks and moderate for 14 weeks. Mild has 43.3% and moderate has slightly a greater number of patients that is 56.7%



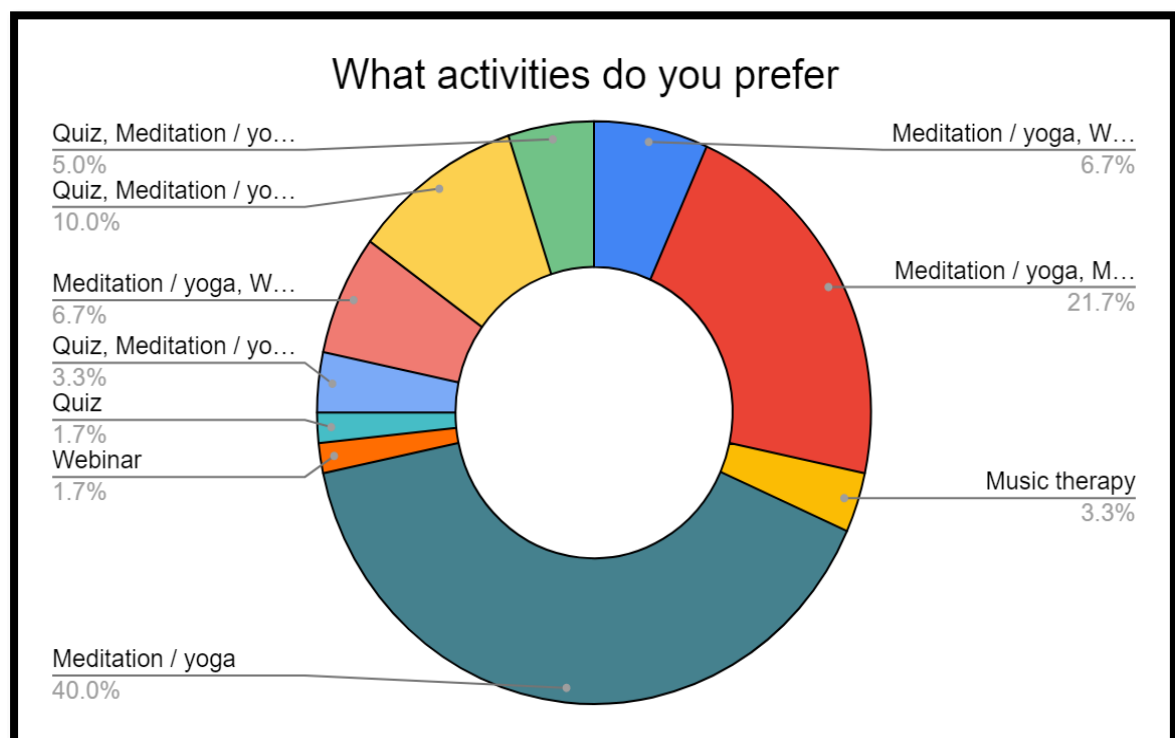
Interpretation: From the above data “Do you face any side effects due to medication taken during recovery” this was to know about the patient that were having symptoms so that we would be aware of what patient and their problem we would be handling. There were many symptoms that we found in the above data. 10% headaches, 10% dizziness, 8.3% fever, 5% of low blood sugar level, nausea, chest pain and skin sensitivity each, 1.7% of high blood sugar level, mouth ulcers and loss of memory each, and majority of the people showed no side effects during the recovery period the percentage level is 41.7



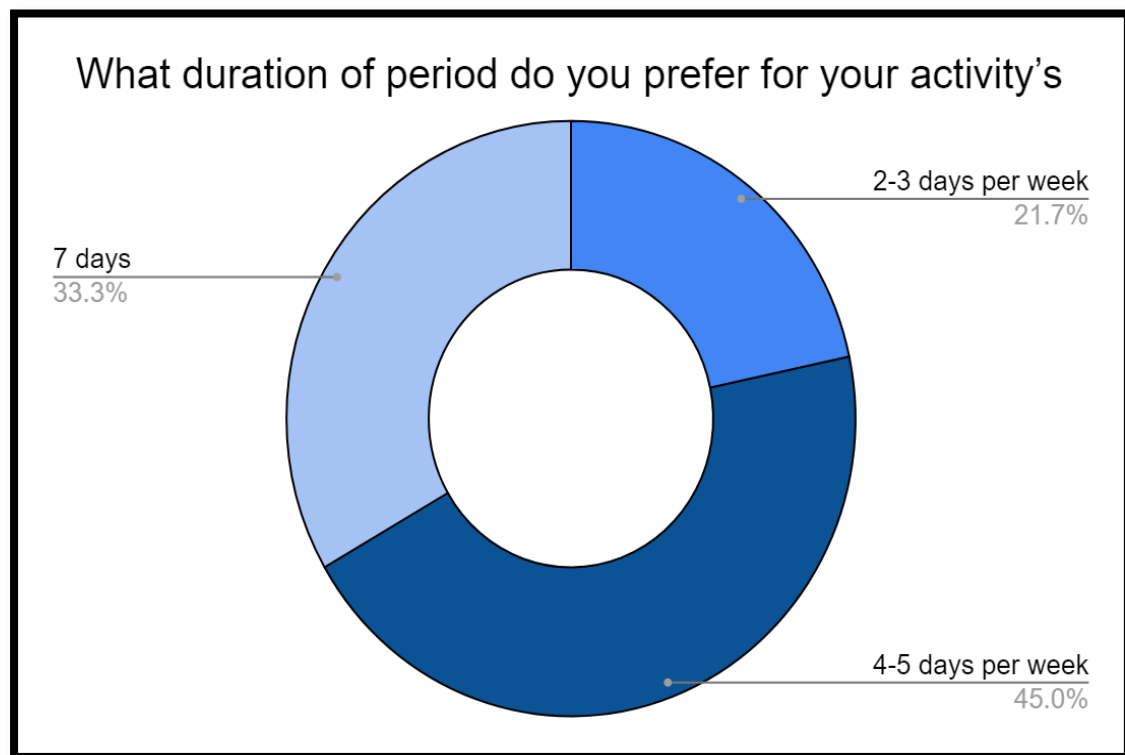
Interpretation: From the above data” are you aware of the post discharge care after been discharge from the hospital” the motive was to know how much the patients are aware of the post discharge care they have to take home and what all needs to be done. we got to know that 40% were aware, 36.7% were not aware and 23.3% of the people were not aware because the hospital did not give the instructions properly. Our motive from the app is also to give patient education regarding what to do and not during there post discharge period that can help them and as well as their family members.



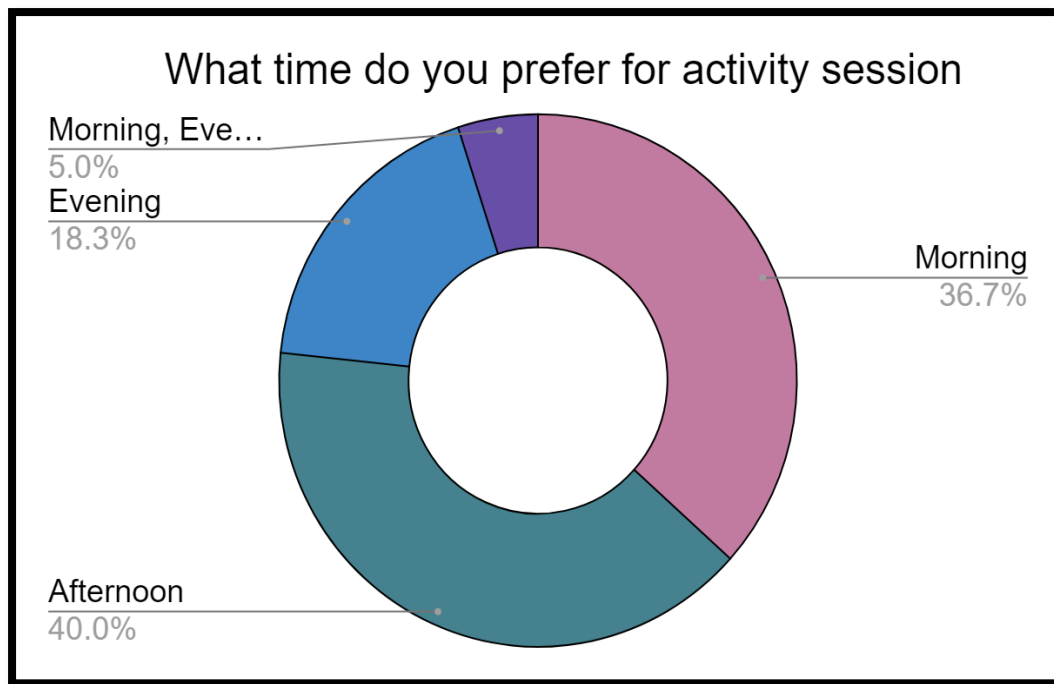
Interpretation: From the above data” were there any symptoms of reinfection” we wanted to know that if there were any such history of the people getting re-infected again once they are discharged or not so that we will be prepared with necessary improvements as we can see from the above data there are less reinfection cases that is 15% and no reinfected that has 85%.



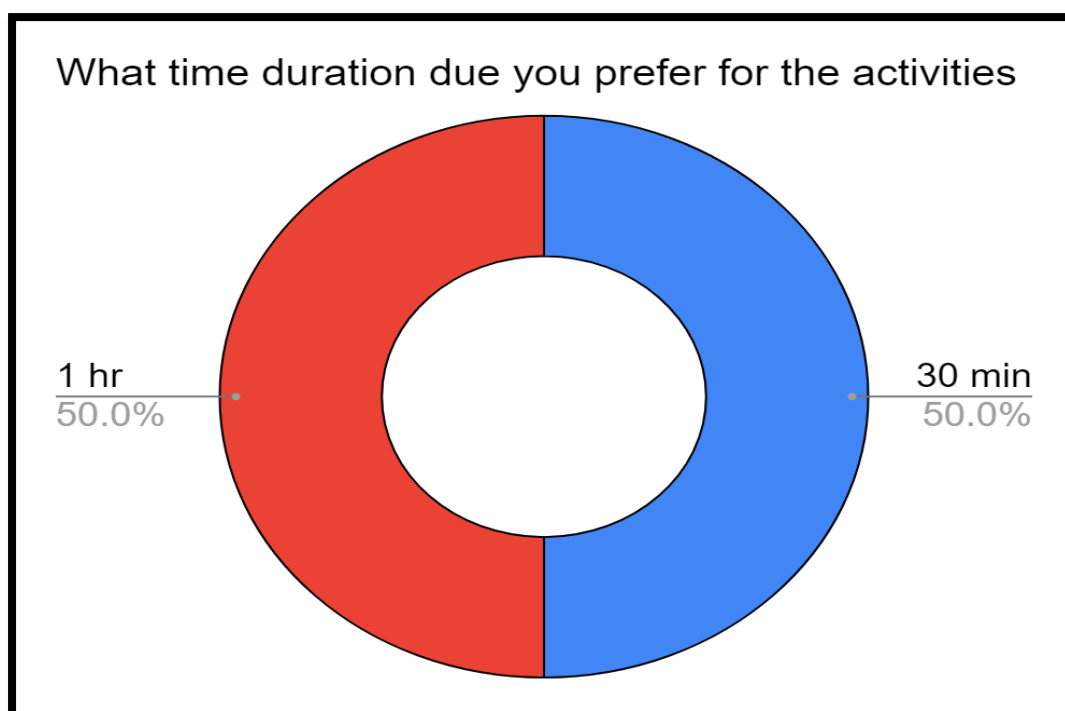
Interpretation: From the above data “what activities do you prefer” the motive was to gain the information what the patients that are onboarding with us on the app are more into which activities. Quiz, Meditation / yoga, Webinar, Music therapy. The activities we have given and wanted to know from them what they prefer for us to have patient engagement with the people so that they can learn and enjoy at the same time. We got to know that 40% are more into yoga and meditation, 21.7% are meditation/yoga and music therapy, 10% Quiz, Meditation / yoga, Webinar, Music therapy, 6.7% Meditation / yoga, Webinar, Music therapy, 5% Quiz, Meditation / yoga, Music therapy, 3.3% Quiz, Meditation / yoga, Webinar, 1.7% webinar and quiz each.



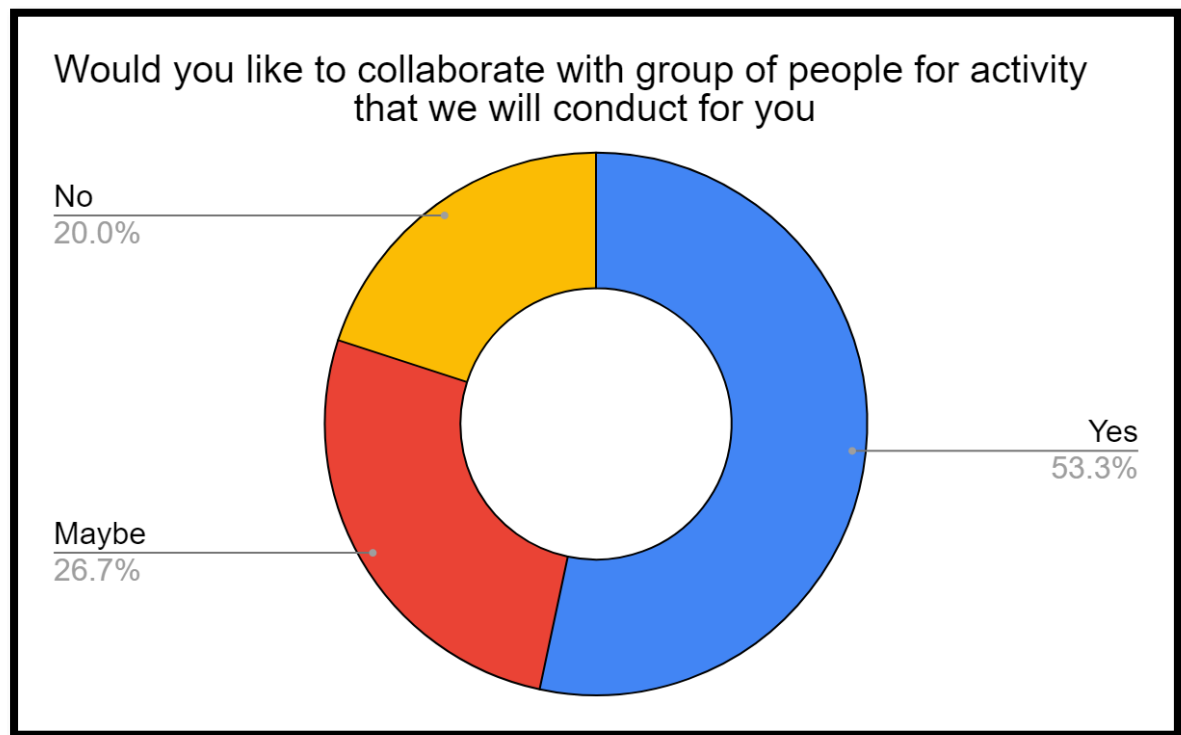
Interpretation: From the above data “what duration of period do you prefer for your activity” this was to know from the patient that were onboarding that how much days they what to have activities because we have two kinds of packages that we will offer the patient that is 7 week and next is 14 weeks. So, from the above data 21.7% of people prefer 2-3 days per week, 45% of people prefer 4-5 days per week and remaining 33.3% prefer whole week that is 7 days



Interpretation: From the above data “what time do you prefer for activity session” the intent was so that we will come to know what availability of the day they have for the activity session. 36.7% people prefer morning, 40% people prefer afternoon, 18.3% people prefer evening and 5% prefer morning or evening this can be due to there schedule or any other reasons.



Interpretation: From the above data “what time duration due you prefer for the activities” this was in regards, so that we can come to know what time duration we can keep for the activity. 50% that is 30 min and 1 hr respectively.



Interpretation: From the above data “would you like to collaborate with group of people for activity that will be conducted for you” this was to help us know if people are comfortable to have interaction with other people and have more interaction and fun while doing their activities. As we can see 53.3% of people are willing to form and have group activities, 20% are not comfortable or might think they need alone time to do the activities and 26.7% are not sure if they want to do the activity with group or not

Patients View on Technology:

- The Smart wearable band is simple, comfortable and do not have to use different things to measure their vitals and Smart wearable band is easy to use.
- They find it easier to track their records at a single place.
- The nurses and doctors do not have to ask question about their vitals because it is easily assessed to them and so they can give more time interacting with patients on their other needs.
- The Smart wearable band can very helpful while doing yoga, light exercise during the sessions. As it keeps s the records of your vital and help to keep everything in check.

Action Taken:

- We create a e- booklet on Post discharge care of patients and it was helpful for them to understand the process and what can be done.
- We implemented the session as per the packages the patient has taken and on the basis of their severity of the case.
- Mild case – 7-day package with 2 sessions and Moderate 14-day package with 7 sessions
- We created a video presenting the process on how the wearable band is used.
- We created groups online from same packages, for motivational actives that the patients can do while interacting with other. This activity is for half an hour.
- Nurses are on call with patients once in a day throughout their package and they ask question related to health and check if they have any discomfort based on their medical history.

Section 4: Recommendation and conclusion

Recommendation-

- Nurses should be with patient that have been onboarded throughout their package ends.
- There should be more group wise patient engagement programme so that they can also communicate with each other and share the insights and the session will be livelier.
- The activity session should depend on the packages the patient is taking and considering their thoughts while they are onboarding.
- The reinfection cases can be dealt with little more observation throughout the onboarding process the patient is with us.
- There should be more group wise patient engagement programme so that they can also communicate with each other and share the insights and the session will be livelier.
- The activity session should depend on the packages the patient is taking and considering their thoughts while they are onboarding.
- We can have 2 activities on a day to fulfill what the patient needs, the activity yoga and music therapy are mostly recommended by the patients so we can have half hour each for both activities.
- We can provide e- booklet on what the patient needs to follow after been discharged and their care process, in this way the patients that are not aware of the post discharge care can also be aware of what they have to do. This e-booklet can be helpful for the patient's family member also.
- The reinfection cases can be dealt with little more observation throughout the onboarding process the patient is with us.
- We can keep a session on the day patients onboard to show how the Smart wearable band functions or we can make a video ourself to show how it is used.

Conclusion -

The platform would be a one stop shop for all the patient's requirements in achieving full and long-term recovery from Covid.

Early detection of complications with predictive triggers using AI based pattern recognition tech, leading to reduction in unnecessary interventions and a swift recovery.

It will help reduce Covid readmission rates and the health ecosystem currently short on supply can address patients requiring care.

Patients and families can stop worrying about the hustle to procure additional services or equipment and focus on recovery.

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