

SUCCESS STORY | MENTAL HEALTH

# US based mental health platform re-engineers CX for better HIPAA compliance

*Ensuring compliance for better mental health assessment*



## About the client

This US-based mental healthcare technology provider has a cloud-based SaaS mental assessment platform for patients, clinicians, and medical directors. The platform enables testing and screening patients with ADHD, depression, anxiety, and other mental health disorders

## Requirement

The client had an unstable and non-user-friendly mental health assessment platform, which didn't support rapid scaling with additional features. The client was looking for a technology partner who could re-engineer the platform and build a scalable and HIPAA compliant web portal for healthcare providers

to easily report events and track adherence to prescribed treatments. It was critical to provide a streamlined experience to ensure smooth and consistent activity logging for all users. Track people with disabilities to optimize their treatment.

## Solution

Servion redesigned and implemented a HIPAA compliant online mental health assessment platform with a rich and user-friendly interface. Implemented in four phases (UX consulting, design, development, and testing) in two-week sprints, this cloud-agnostic and highly extensible portal included

- The management of users and privileges for clinic users, clinic directors, patients, and administrators

- Two-factor authentication and encryption of “in transit” information, using an encrypted file system, https, etc
- 

- Management of assessments, from initiation to reporting
- 

- Synchronization of clinic operations and patient reports
- 

- Reporting dashboards for better insights
- 

- Technology Stack: Angular 8 with Material UI Libraries (Front End), Python and MySQL (backend), RabbitMQ, iCharts, Twilio, PubNub, Apache (webserver) and AWS (hosting)

## Business outcomes

The new HIPAA compliant online mental health assessment platform brought about several benefits for the client, including:

- Enhanced user experience with additional features

---

- Handled up to 1000 concurrent users and 500,000 assessments per month

---

- A three-fold improvement in application performance.

---

- Better HIPAA compliance and scalability

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centers and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.



Servion is a registered trademark worldwide. The mention of other product and service names might be trademarks of other companies. This document is current as of the initial date of publication and may be changed at any given point of time.

© Servion Global Solutions

Learn more at [servion.com](https://servion.com)

Follow us at [linkedin.com/company/servion-global-solutions](https://www.linkedin.com/company/servion-global-solutions)

For more information, contact [marketing@servion.com](mailto:marketing@servion.com)