

Enhancing Digital Access for a Growing Healthcare Organization

1. Client Overview

A mid-sized healthcare organization expanding rapidly across multiple cities needed a modern and secure digital platform to manage patient services, appointments, health records, and internal workflows.

2. Challenges Identified

- Slow and outdated patient portal causing drop-offs
- No centralized access control for staff
- Lack of mobile-friendly interfaces
- Security risks due to old infrastructure
- Difficulty managing large-scale patient data

3. Our IT Solution (Biswass IT Services)

We provided a full-stack, end-to-end upgrade:

- Built a secure web portal with role-based access
- Implemented OTP login & multi-factor authentication
- Migrated old data to a safe cloud architecture
- Built a responsive mobile-friendly UI
- Automated patient appointment scheduling
- Integrated EHR (Electronic Health Records) module
- Added dashboards for management & doctors

4. Technology Used

- React, Node.js, Express
- MySQL / MongoDB
- AWS EC2, S3, CloudFront
- JWT, MFA, AES Encryption

- CI/CD Pipeline for automated deployment

5. Impact & Results

- 60% faster patient onboarding
- 40% increase in portal usage
- Near-zero downtime after migration
- Stronger data privacy compliance (HIPAA-like practices)
- Improved patient satisfaction and digital engagement

6. Conclusion

Biswass IT Services successfully transformed the client's digital healthcare ecosystem, making it faster, more secure, scalable, and accessible for both patients and staff.