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Fact Sheet
MedClick™ Powered by Fujitsu

MedClick is a biometrically secured mobile health communications application, powered by Biometrics-as-a-Service™ from Fujitsu, that enables medication adherence. This FDA-cleared application offers interactive medication adherence reminders and information exchange to help healthcare payers, providers, and others connect with patients. By enabling real time, two-way information exchange that engages patients, it tackles one of the toughest healthcare issues — medication adherence.

Clinical studies have shown that addressing the issue of medication adherence is a critical factor in enabling improved healthcare and patients' well-being. The MedClick user-friendly mobile app is easy to deploy and provides a simple interface for patients to understand. It incorporates secure biometric authentication to protect the patients' sensitive medical information. MedClick provides three distinct but integrated tools for the following types of users:

1. Patients
2. The Patients' Caregivers
   (e.g. friends and family)
3. Healthcare Providers (e.g. doctors, nurses, care coordinators, pharmacists).

Challenges
- Hospitals and Physicians suffer significant Medicare penalties for hospital readmissions within 30 days of hospital discharge
- Healthcare organizations lose millions of dollars annually due to lower ratings by the Centers for Medicare and Medicaid Services (CMS) 5-Star Quality Rating system
- Healthcare Payers have increased costs including expensive emergency room visits due to medication non-adherence
- Pharmaceutical companies are losing $637 billion in revenue because people with chronic conditions are not adhering to their medications
- Pharmacies lose significant revenue due to prescriptions not being refilled on time or at all
- Clinical Research Organizations (CROs) experience significant labor costs, delays of clinical studies, and a high risk of failures
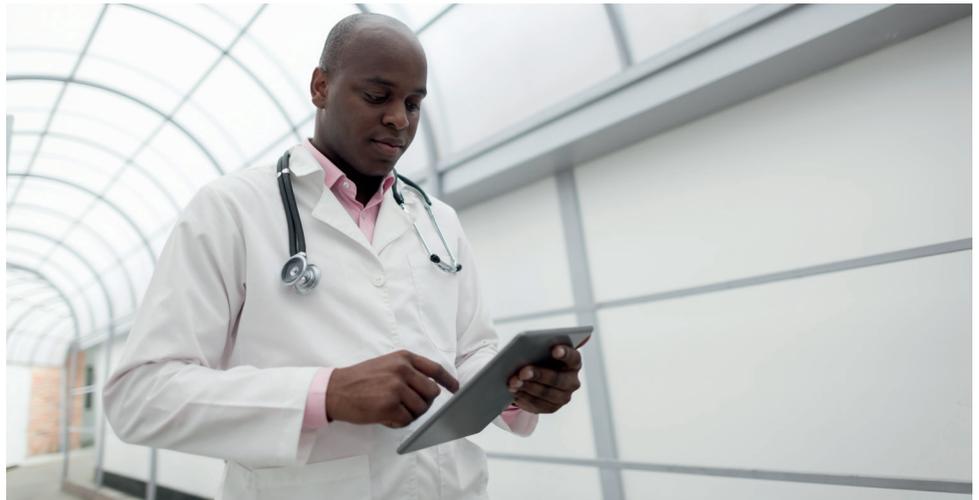
The Problem

- **Medication Adherence**
  - Some of the most common chronic conditions afflicting tens of millions of Americans; pain, heart disease, stroke, high blood pressure, pulmonary conditions and mental disorders can be controlled or improved by medication, if taken as prescribed. Yet an alarming number of these patients fail to take their medicine as prescribed, a practice called "non-adherence" or "non-compliance," which can lead to preventable worsening of disease, shorter lives and increased costs. Up to one-half of all patients in the U.S. do not take their medications as prescribed by their doctors
  - Medication non-adherence causes nearly 125,000 deaths, 10 percent of hospitalizations and costs the already strained healthcare system between $100–$289 billion a year
  - 20–30 percent of medication prescriptions are never filled and approximately 50 percent of medications for chronic disease are not taken as prescribed
  - 24 percent of patients do not adhere because they forget, and another 10 percent do not adhere because their medication regimen is complex. MedClick specifically addresses these two factors
- **Patient Engagement**
  - Patients do not have easy and timely access to information from their healthcare providers, including details regarding their medication and related symptoms
  - Healthcare providers do not have real-time information regarding the medication adherence of their patients and other related data

How we can help

- Hospitals and Physicians can save millions of dollars annually in Medicare penalties by reducing hospital readmissions
- Healthcare organizations can increase revenues by millions of dollars annually by improving their Centers for Medicare and Medicaid Services (CMS) 5-Star Quality Rating system rating level
- Healthcare Payers can decrease costs including expensive emergency room visits by increasing medication adherence
- Pharmaceutical companies can increase sales due to better medication adherence and improved patient outcomes
- Pharmacies gain significant revenue due to prescriptions being refilled on time
- Clinical Research Organizations (CROs) can reduce labor costs, minimize delays, and reduce the risk of failures of clinical studies

Benefits

MedClick lowers healthcare costs and improves patient outcomes. Below are some of the key benefits of the MedClick Platform:

- Improves medication adherence and manages chronic conditions by enriching the relationship between the care team and the patient via its enterprise-level, mobile communications platform
- Digitally connects healthcare providers with patients and provides support when the patients are outside of the medical facility
- Streamlines workflows and improves care team communication and collaboration with the patient by offering personalized, two-way interactive, secure messaging and real-time remote medication monitoring
- Enhances the human connection of the care team which is essential for quality patient-centered care
- Enhanced layer of secure biometric authentication protects sensitive healthcare information

What we offer

MedClick provides remote real-time healthcare monitoring and improves medication adherence. MedClick enterprise solution is designed to seamlessly and securely connect the care team with patients to improve healthcare outcomes.

The ultimate goals of MedClick are to increase patient education, address chronic conditions, improve medication adherence, reduce patient administration hurdles, and increase staff productivity by allowing the medical team to remotely monitor and support patients outside the walls of the physician's office, pharmacy, or hospital.

How it works

The MedClick solution is a biometrically secured mobile health management application designed to work on smartphones and tablets. The app uses multi-modal biometric authentication including face, finger and voice recognition for logging into to the mobile app.

MedClick provides a permission-based portal for remote monitoring, secure messaging, surveys and educational videos. It is designed to be thoroughly integrated with third party servers. The MedClick server can be hosted in the cloud or on a healthcare provider's premises. The MedClick mobile app is available in the Apple Store and Google Play Store.

Architecture at a glance

Mobile App — The MedClick Server — Provider Portal

Medication Database — EHR, e-Rx, etc.
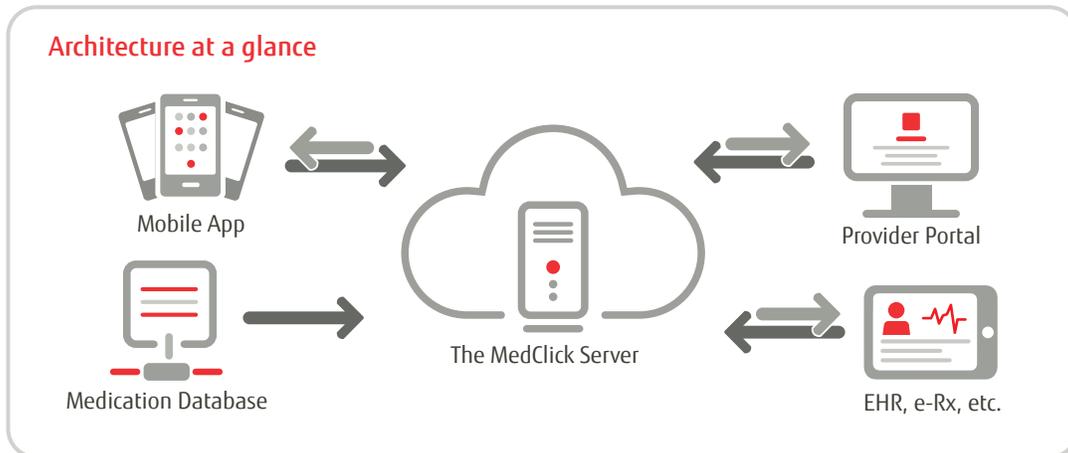
In addition, MedClick utilizes Secure DirectClick™ by Fujistu which is an encrypted platform that facilitates real-time multi-channel communications and data capture. Secure DirectClick allows patients or caregivers to instantly call their healthcare providers from any device connected to the Internet from anywhere in the world. The user simply clicks the embedded call button to initiate the patented visual contact directory, giving them the option to securely call a pharmacist, doctor and/or hospital with any questions or concerns. Secure DirectClick, leverages key identifier information and client data to auto populate preexisting information on the backend CRM and/or database about the user, so the endpoint can better address the users' needs in real-time.

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