



SOLUTION BRIEF

CONSUMER HEALTH

What we deliver:

Sierra Systems offers a wide range of professional services to enable and support consumer health solutions, including:

- Consumer health strategy
- Product selection and procurement
- Privacy protection and information security
- User experience design
- Enterprise content management
- Health systems integration
- Information governance and information management
- Clinical analytics and business intelligence

CHALLENGE

Educated and empowered consumers are interested in reliable health information to support choices for individuals and families, self-care and care close to home, and better informed care decisions. When properly interpreted and applied, such information can help consumers to lead healthier lives and to participate more fully in their own care. At the same time, promoting health and supporting alternatives to resource-intensive, facility-based care can help to address concerns about the long-term sustainability of the public health system. The challenge is to ensure that consumers have ready access to relevant, reliable and usable health information while ensuring that both personal privacy and the quality of health information are protected.

OUR SOLUTION

Modern information and communication technology (ICT) enables a range of solutions to help educate and empower consumers using text, graphics, video, interactive tools and real-time communications. Examples include:

- Consumer health portals to provide trustworthy information and advice regarding healthful choices, preventative care, self-care and health care decision making.
- Enhanced consumer experience through conveniences such as e-scheduling of appointments, e-renewal of prescriptions and e-navigation of the health system.
- Personal health records enabling consumers to access elements of their own health information and to participate more fully in their own care.
- Combined e-health/telehealth services to support self-care and at-home care through conveniences such as remote patient monitoring for management of chronic conditions or post-discharge follow-up.

With mobile solutions, consumers can benefit from connected care at all times; however, to be truly effective, such innovations must be accompanied by changes in health system strategies, policies, processes, organization, roles and responsibilities so that the educated and empowered consumer can become a contributing member of the care team.

BENEFITS

Consumer health solutions help to educate and empower consumers to make healthy choices and to participate more fully in care that is safe, convenient and compassionate. At the same time, by supporting alternatives to unnecessary, resource-intensive, facility-based care, such solutions can help to reduce the long-term costs of care.

OUR SERVICES

Sierra Systems is proud to be one of the longest established health information management and technology consulting providers in Canada. Since our establishment in 1966, we have been delivering the benefits of information technology to clients in both the private and public sectors. We bring together excellent people, a willingness to work together and strong values to support our clients. Sierra Systems' health practice is helping healthcare clients achieve new levels of accessibility, security, efficiency, and quality in their services and information technology solutions across the country.

Within Canada our health industry clients include public sector organizations, federal, provincial and territorial governments, health regions, hospitals, continuing care services, public health and mental health clinics. We also work with the private health sector such as private clinics, providers of specialty services (such as diagnostic imaging, laboratories, physiotherapy, and cardiology services) as well as third party insurers and plan administrators. Our projects have ranged in size from those requiring only a few weeks of involvement, through to extremely large projects consuming many people's commitment to many years of work.

Learn More

To learn more about how Sierra's Healthcare services can help you realize the benefits of patient access to quality care, contact us:

contact@sierrasystems.com
1-877-688-1371
sierrasystems.com

We help clients realize their vision through:

- **Strategy Development, Planning, and Evaluation** – Assist clients create their vision, plan new solution deployments, and evaluate existing systems
- **Project Management** – Sierra Systems leverages over 40 years of project management experience to successfully manage solution implementations;
- **Integrating Systems** – Our team can integrate new solutions into your existing health information systems environment, using industry standard messaging and interfaces;
- **Change Management** – We help our client's staff adopt and adapt to new business processes, ensuring that new solutions are adopted and used to their maximum potential;
- **Systems Development** – Sierra Systems can custom develop a solution – in whole or in part. Or, we can provide technical and business expertise to implement package solutions from leading software vendors.