PubNub

FOR HEALTHCARE & TELEHEALTH PROVIDERS

Real-time Features to Help You Enhance Patient Care & Optimize Healthcare Operations

Real-time communication is crucial for enhancing patient care and optimizing operations. PubNub offers a powerful platform that enables healthcare providers to integrate HIPAA-compliant real-time messaging, notifications, and streaming capabilities into their systems.

Ensure timely patient-provider interactions, improve coordination among healthcare teams, and facilitate the seamless exchange of critical health data, transforming the efficiency and quality of healthcare services provided.

HIPAA-Compliant In-App Messaging: Enhance coordination and patient response times by instantly communicating critical information among medical teams or between patient and clinician.

Security: Ensure HIPAA-compliant protection of sensitive patient data with end-to-end encryption.

Mobile Push Notifications: Improve engagement and adherence to treatment plans with timely alerts and reminders to patients and staff.

Multi-Platform Support: Seamlessly integrate with existing healthcare systems across all devices, ensuring consistent communication.

Presence Indicators: Streamline decision making and know when patients are in virtual waiting rooms or who is available in real-time for urgent consultations or emergency situations.

Access Control: Maintain compliance and security with granular access management so only authorized personnel can access sensitive information.

Audit Trails: Track communications and data access for compliance auditing and security monitoring with detailed logging capabilities.

> "
> We trust PubNub and their reliability—it just takes so many of the constraints off of us that we can just focus on the product, which is fantastic. It's going to be pretty transformative.
>
> **— Lorenzo Ciacci, CTO, NurseGrid**

> "
> The consequences of missed appointments was very real. Imagine missing a dialysis treatment. We set out to provide real-time visibility into the transportation rides. We wanted more granularity into each ride - average ETA, driver information for the patient, current geolocation, alerts when the rides were complete, and more. And the keyword is real-time."
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> **— Joseph McCullough SVP Product, One Call**

TRUSTED BY LEADING HEALTHCARE & TELEHEALTH BRANDS ACROSS THE GLOBE

onecall   BRIGHTSPRING HEALTH SERVICES   athenahealth   doxy.me

NurseGrid

To improve efficiency between departments, NurseGrid offer a web app called NurseGrid Manager that integrates with their mobile app. This allows managers to oversee high-level functions as they occur, like schedule management, and gives them the ability to push out these schedules to nurses and staff. As a way to enhance workplace scheduling on their app, NurseGrid turned to PubNub.

NurseGrid uses PubNub to:

- Push out alerts in real time, like schedule changes or open shifts.
- Speed up workplace scheduling with real-time notifications.
- Decrease development time, so their team can prioritize building features that make the end user experience better for nurses.
- Ensure reliable real time HIPAA compliant in-app messaging

One Call

One Call's RelayRIDE system cuts out the inefficient, manual calls between the control center, patients, and contracted drivers, verifying all stages of the journey, from scheduling to drop off, and provides everyone involved with real-time alerts and notifications. Every step of the way, patients, drivers, and administrators are kept up-to-date on what is happening and be immediately notified if anything changes. Real-time data gives the agents the ability to take immediate corrective action if anything goes wrong and accurately confirms that the patient has arrived at their appointment.

One Call uses PubNub to:

- Powers push notifications & in-ap chat between patients (riders), drivers, and administrators.

- Keep the status of all rides up-to-date and synced on the control dashboard & streams geolocation data from the Lyft API to the control dashboard.

- Ensure patients in need of transportation are picked up on time in the correct location, and dropped off where they need to be before their appointment begins.

Doxy.me

Doxy.me is a telemedicine platform that enables healthcare providers to meet with patients remotely via video conferencing. It is designed to be simple and secure, requiring no special software or downloads for users—patients and providers simply use their web browsers to connect. This ease of use, combined with a strong commitment to maintaining the security and privacy of health information, makes Doxy.me a popular choice among healthcare professionals and their patients.

Doxy.me uses PubNub to:

- Power real-time, HIPAA Compliant chat between patients and providers.
- Detect if a patient is online and in the waiting room to tell if a patient is online and in a waiting room.
- Send files and photos between patient and doctor.
- Secure access and permissions to the platform and patient data.

Want to learn more about how PubNub can help you build, manage, and optimize your app?
Get in touch with our team.

Global, Real-Time Edge Messaging

- Bi-directional messaging (global)
- Full device support
- Runs on all systems (inc. legacy)
- Low latency and resilience at scale
- Access control
- Navigates firewalls and NAT environments
- Survives unreliable connectivity environments
- High-speed edge compute (build your own microservices, webhooks)
- Data portability (to leading cloud platforms and more)
- Enterprise-grade security (encryption, access control) and legislative compliance (HIPAA, SOC 2 Type 2, ISO 27001, GDPR, etc)
- Data stream syndication
- Data synchronization

Chat & Chatbots

- 1:1 and group chat (public/private)
- Access control
- Presence detection
- State detection
- Read receipts
- Chat alerts & notifications
- Extensibility for seamless integrations with other features
- Enterprise-grade security (encryption, access control) and legislative compliance (HIPAA, GDPR, SOC 2)
- WebRTC and VoIP signaling
- Trigger bot actions
- Text-to-speech
- Language translation
- Sentiment analysis
- Content moderation

Notifications

- Mobile push
- Web push
- In-app push
- Rich media notifications
- Event-based triggers
- Appointment reminders
- Critical lab results
- Shift change alerts
- Patient feedback requests
- Patient monitoring alarms

Integration with Existing Systems

- API Integration with existing healthcare apps, EMRs, & EHRs
- Data Interoperability (e.g., HL7, FHIR)
- SDK Support
- IoT Device Integration
- Database Integration
- Legacy System Integration
- Event-Driven Architecture
- Third-Party Service & API Integration (e.g., payment gateways)
- Health Information Exchange (HIE)
- Patient Portal Integration

Enable Connected Experiences

- Mobile health & fitness apps
- Patient support & engagement
- Clinical collaboration
- Emergency response coordination
- Appointment scheduling
- Patient education
- Workflow automation
- Remote therapy sessions
- Chronic disease management
- Clinical trial monitoring
- Population health management
- Patient feedback collection
- Secure video conferencing & streaming

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Why engineering and operations teams love PubNub

Our Edge Messaging network provides massive scale for event-driven applications.

- 50+ SDKs
- <100ms latency
- 99.999% uptime SLA
- 65+ pre-built integrations
- Enterprise-grade security & legislative compliance

- 24x7 technical support
- Free for POC development
- Global replicated PoPs
- Architecture reviews
- Supports millions of concurrent users

Why business operations teams love PubNub

Streamline operations with real-time, secure, and scalable communication solutions.

- **PubNub Insights** allows you to view turnkey analytics based on your messages, users, and channels

- **PubNub Illuminate** is a real-time decisioning and analytics solution that lets you tailor monetization strategies on the fly, link user behavior to incentives, track every action with custom, real-time aggregate and device metrics, and instantly see results - all without burdening your dev team.

- **Bizops Workspace,** a collection of no-code UI tools that let you manage the who (users), where (channels), and what (messages and memberships) of your PubNub implementation

- **Analyze with AI** scans your data and generates natural language analysis tailored to your specific queries

- Over **60 patent claims** granted

- Runs on a **global, replicated edge messaging network** for massive redundancy

- Can lock data to specific regions for **regulatory compliance**

- **Functions** to run your code within our network or leverage existing integrations to transform, re-route, augment, filter, or aggregate messages

- **Zero-trust** security model

- **Automatic routing** to nearest PoP (similar to CDN) means low-latency for all users, regardless of location

- **PoPs synchronize so all users** get a single combined experience

- **Message "catch-up"** for unreliable connectivity environments

- **PubNub Access Manager** to protect your app with with a cryptographic, token-based permission administrator as well as regulate clients' access to PubNub resources, such as channels, channel groups, and User IDs

- **Auto message bundling** for performance on devices with slow connections

Over 2000 companies worldwide choose PubNub because we provide a comprehensive set of core building blocks to easily create interactive and connected experiences that are secure, scalable, and reliable. Looking to learn more about building with PubNub? **Get in touch with our team.**