



The Travel Doctor Streamlining Process and Improving Patient Experience



The Travel Doctor

About the Customer

The Travel Doctor was established in New Zealand in 1996, and is one of the largest individual suppliers of travel medicine services in the world. It is able to provide a consistent and high quality service in the discipline of travel and tropical medicine. It has staff dedicated to travel medicine, including specially trained doctors and nurse specialists, at clinics throughout New Zealand.

Business Environment

Travel Doctor is one of the largest individual suppliers of travel medicine services in the world. It has a large number of staff dedicated to travel medicine, including trained doctors, nurses, specialist infectious disease physicians, parasitologists, and public health physicians.

Business Challenge

Travel Doctor required an electronic medical form solution for capturing patient information for their newly operating telephone consulting service for corporate clients. The required solution needed to work in an online environment and streamline the current paper-based medical form used for face-to-face consultations. In addition, the electronic medical form served as a traveler relationship management system that provides a history of the traveler's vaccination and medication provided by any Travel Doctor clinic throughout the country.

With the new solution, the entire process, apart from the vaccination and medication dispensing, is run online (a virtual clinic concept) and is all made possible by using Intelledox [next-generation forms & adaptive interview](#) for traveler data capture and maintenance.

The Intelledox Solution

Intelledox was used to generate three next-generation forms for Travel Doctor. These next-generation forms enable the doctor consultation to take place over the telephone, capture exactly the same information as a face-to-face consultation, and minimize the patient's time spent in the clinic. The client only needs to attend the clinic to receive the vaccinations prescribed, rather than attending for a doctor consultation as well.

Using Intelledox next-generation forms, patient information including personal, health and trip details are captured online via a self-service portal. The completed and submitted next-generation forms are then sent to the Virtual Clinic at Travel Doctor with all details stored in the system.

Case Study | Travel Doctor



Using the collected data, the doctor then conducts a telephone consultation with the traveler referring to the previously recorded information. The adaptive interview system is set up in such a way that validation is enforced and that the information entered is logical. The doctor then submits the completed form to the clinic where the traveler will receive their vaccinations/medications.

The final form is used by nurses to carry out the consultation and administer the prescribed medications and vaccinations. The form is dynamically generated, based on previously collated data and the doctor's instructions.

ETMR 1

Your Health << BACK NEXT >>

Please fill in your health details

Please check any relevant box if you have currently, or in the past, had any of these medical conditions

<input type="checkbox"/> venous thrombosis	<input type="checkbox"/> high blood pressure	<input type="checkbox"/> epilepsy	<input type="checkbox"/> blood clotting disorders
<input type="checkbox"/> thymectomy	<input type="checkbox"/> stomach ulcer	<input type="checkbox"/> depression	<input type="checkbox"/> weakness of the immune system
<input type="checkbox"/> asthma	<input type="checkbox"/> heart disease	<input type="checkbox"/> schizophrenia	<input type="checkbox"/> HIV/AIDS
<input type="checkbox"/> chronic lung disease	<input type="checkbox"/> joint problems	<input type="checkbox"/> mental illness	<input type="checkbox"/> mastectomy
<input type="checkbox"/> tendency to chest infections	<input type="checkbox"/> psoriasis	<input type="checkbox"/> anxiety/panic attacks	<input type="checkbox"/> Other
<input type="checkbox"/> diabetes	<input type="checkbox"/> splenectomy	<input type="checkbox"/> irregular heartbeat	<input type="checkbox"/> None

List any medication you are taking now (eg. contraceptive pills, antibiotics)

List any medication you occasionally take (eg. migraine tablets, ventolin, vitamins)

The consultation outcome document, known as the "Medication and Dispensing Summary" is then generated. All the data collected throughout the process is stored in the system's Microsoft SQL Server database and can be used for reporting and business intelligence if needed. For instance, Travel Doctor may ascertain the countries mostly visited by its clients and then focus on keeping its staff informed about the health conditions in these countries.

Business Benefits

- Flexible initiative for Travel Doctor's short-term traveling corporate clients
- Increase in business efficiency through the automation of correspondence generation process
- Improved accuracy and delivery of information
- Ability to reuse existing data
- Automated creation and maintenance of template content
- Capability to update templates as required without the need for programming



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