

# *EcoCarrier*

TeleMeetUp



[www.telemeetup.com](http://www.telemeetup.com)

with



[www.tmudfd.com](http://www.tmudfd.com)

TeleMeetUp at Digital Front Door  
for Business locations

# TMUDFD – TMU for Digital Front Door - offers

- any healthcare system or business organization or public institution or local government unprecedented efficiency and access
- the patient, client or user of services the kind of flexibility and convenience

they've never experienced before especially in the healthcare space.

Today, virtually every business process is performed online through websites and apps, computers, mobile phones and other devices. At the same time, offline data is increasingly being digitized. And, the real world is being brought online with sensors.

Just think of examples from our own life, such as how we interact with friends and family, how we do our banking, how we buy music, how we decide where to go on vacation, how we get driving directions and how we monitor our fitness.

As a result of the digitization of virtually everything, vast amounts of information are being gathered and stored, which when appropriately analyzed, can drive huge benefits for the business and institution in terms of efficacy and cost efficiency of work operation.

# Applied Analytics & Single Source of Truth (SSOT) for the cost of care across the continuum

- the lifeline for every health and healthcare hub will be actionable data
- healthcare providers are pushing for practical data sets presented in a simple, actionable framework
- many healthcare organizations have been focused on building data warehouse empires without doors to let anyone in

Many organizations have deployed more dynamic business decision support solutions to access better insight into performance and care variation. This allows them to assess opportunities to reallocate resources to invest in more productive ways to leverage their platform.

# What is TMUDFD?

- Cloud-based at-scale mobile digital service platform offering conveniently and instantly consumable business services online as a Widget that is easily installable on any webpage
- “TeleMeetUp at Digital Front Door” caters to the business efficiently and digitally as on demand pay-per-use service
- A speech-enabled, AI (Artificial Intelligence) & ML (Machine Learning)-informed Conversational Chatbot integrated with virtual interaction & video conference and other features of Presence in Mixed Reality Production for approximation to PRESENCE

TMUDFD enables healthcare providers to support and treat patients in their homes and whenever they need assistance.

This increase in support helps to bring about early intervention for diseases and illnesses, providing ongoing care to patients with chronic conditions, and increasing patients' access to available healthcare professionals.

### Distinct Benefits of TeleHealth & TeleMedicine with TMUDFD:

- Reducing re-admissions
- Improved patient access and retention
- Optimized resources

- Reducing re-admissions: With the ongoing COVID-19 pandemic, it's important to limit hospital visits for patients. Such limitations include preventable re-admissions for patients that have been discharged. Through TMUDFD, the medical team can educate patients, coordinate their care requirements, and improve their medication adherence.
- Improved patient access and retention: TMUDFD enables the medical staff to consult with more patients in less time, regardless of location. Hospitals and other healthcare institutions can provide virtual consultations with patients over TMU virtual interactions no matter where they are. This accessibility increases engagement levels and ensures patients get the assistance they need when they need it.
- Optimized resources: The healthcare providers can also become more efficient by carrying out virtual triage and expanding the level of access patients have to their doctors and consultants.

# TMUDFD features specially useful to Business

## ■ Functional Features

- Conversational Chatbot with native language chat capability  
Speech-to-Text, Text-to-Text, Text-to-Speech Translation in real time
- Accurate scanning of Photo-ID  
For on-boarding and authentication of client as Patient
- Consent statements and/or declaration of health condition/situation by Patient relative to COVID-19
- Database & information system lookup by Chatbot of TMUDFD through RPA (Robotic Process Automation)

## ■ Purpose-designed

- For dealing with Patients unable to read/write/converse in English  
30 languages for speech translation; 80 languages for text translation
- Saves time and avoids errors in registration of patient personal particulars and authentication of Patients
- Chatbot interrogates Patient and obtains confirmation and sign-off by Patient
- Automated Retrieval of personal information relative to Patient such as allergy, etc., and account balance, amount, etc.

# TMUDFD features specially useful to Business

## ■ Functional Features

- Seamless Transition from Chatbot to Live Agent for virtual interaction & video conference with approximation to PRESENCE
- Billing & invoicing and Payment Gateway
- Multiple channels of Chatbot and TMU virtual interaction serving clients concurrently
- Recording of all Chatbot operation and virtual interaction
- Dashboard for operation data and KPI in graphical display
- Web-based operation that is implemented with OAUTH 2.0

## ■ Purpose-designed

- Unique features for greater clarity in explanation and illustration among participants
- Patient gets invoice and makes payment by interacting with Chatbot and online payment gateway
- Enhances efficacy and efficiency of operation and customer experience (CX)
- For use in posterity for training purposes and for accountability
- Data and KPI statistics are useful for comparative study of metrics from/of one period with that of another
- For cybersecurity against hacking

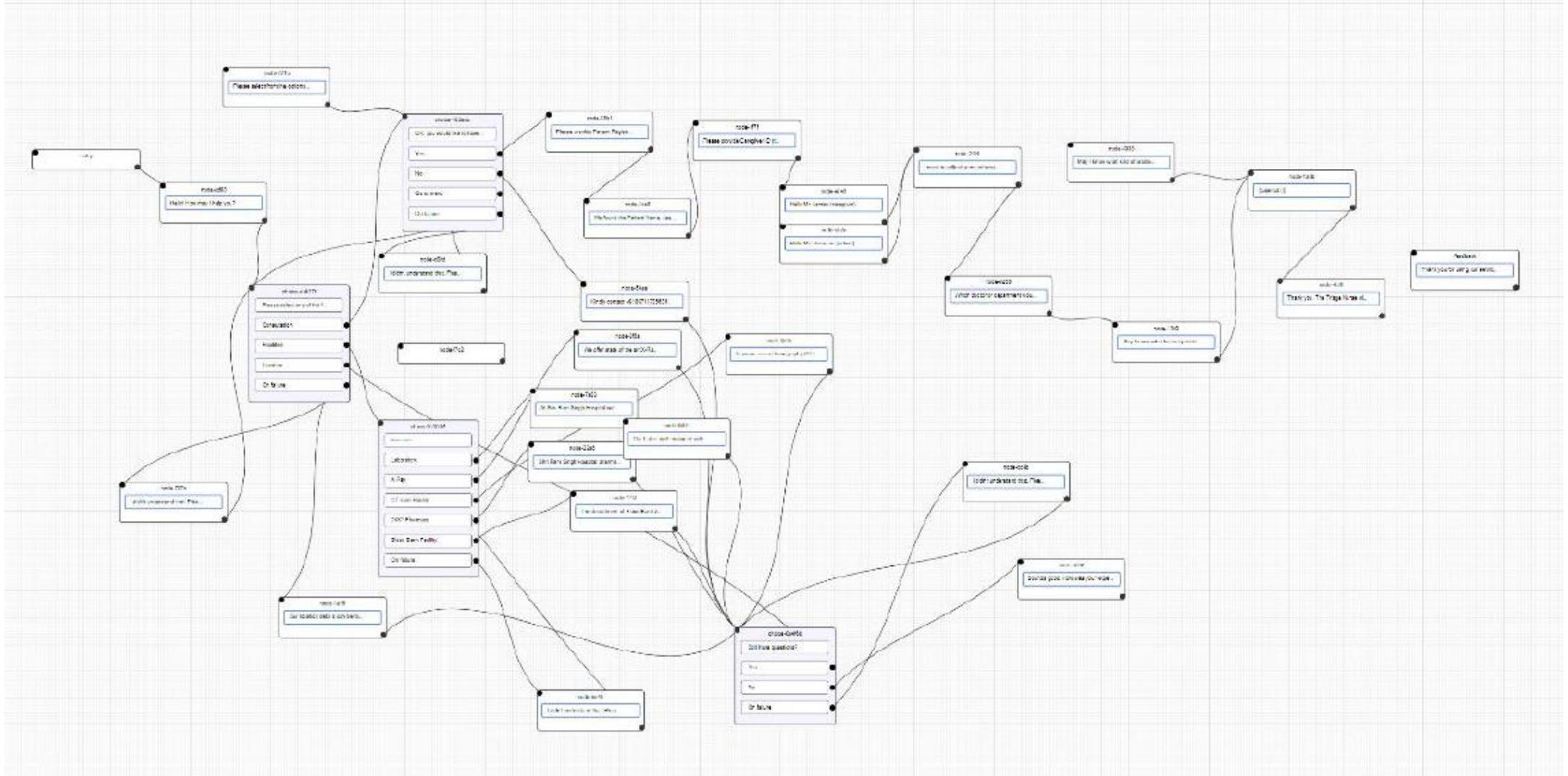
# Suggestion for use of TMUDFD by a Business – any business

- Greet the visitors or clients
- Give them Help and Support Services
- Provide them with updates and Important Information
- Take them to your showrooms, your factory shop-floors or your labs in virtual interactions
- Give them demo and illustrations in Virtual Interactions
- Direct them to a Webinar or Training Session
- Promote and/or sell them your goods and services
- Build a business relationship with them

# Suggestion for use of TMUDFD by Healthcare System

- Greet the visitors or Patients
- Give them Help and Support Services
- Provide them with updates and Important TeleHealth Information
- Take them to Virtual Waiting Room to wait for In-Office examination; Patient is to wait in vehicle to avoid contaminations/infections in physical waiting rooms
- Take them to Virtual Waiting Room for TeleMedicine appointment/examination
- (Where applicable) direct them to Triage Department of Emergency Ward
- Have Triage Nurse, Doctors, Specialists in a joint video conference session to examine Patient / CareGiver for Patients in a TeleMeetUp session
- Direct Patients convalescing at home to get follow-up TeleMedicine consultation and examination
- Direct clients/Patients seeking Mental Healthcare to specialists for interview & examination

# Chatbot Dialogue Flow



# Patient may select to have a consultation

4:30 PM

Hello! How may I help you?

4:31 PM

Please select one of the following options.

Consultation   Facilities

Location

4:31 PM

Start typing your message and press Enter to send. Use Shift+Enter for next line.

Help

Detailed description: This is the first screenshot of a chat interface. It shows a greeting message from the system at 4:30 PM. At 4:31 PM, the system asks the user to select an option from a menu. The menu includes 'Consultation', 'Facilities', and 'Location'. The interface has a blue header with a close button (X) and a blue footer with a 'Help' button and a scroll indicator.

4:30 PM

Hello! How may I help you?

4:31 PM

Please select one of the following options.

Consultation

4:32 PM

OK, you would like to have a consultation. Are you an existing/registered patient?

Yes   No

Go to menu

4:32 PM

Start typing your message and press Enter to send. Use Shift+Enter for next line.

Help

Detailed description: In this screenshot, the user has selected 'Consultation' at 4:32 PM. The system responds by asking if the user is an existing or registered patient. The user is given 'Yes' and 'No' options, along with a 'Go to menu' button. The interface remains consistent with the previous screenshot.

4:35 PM

Please select one of the following options.

Consultation

4:35 PM

OK, you would like to have a consultation. Are you an existing/registered patient?

4:35 PM

Yes

4:35 PM

Please provide Patient Registration Number

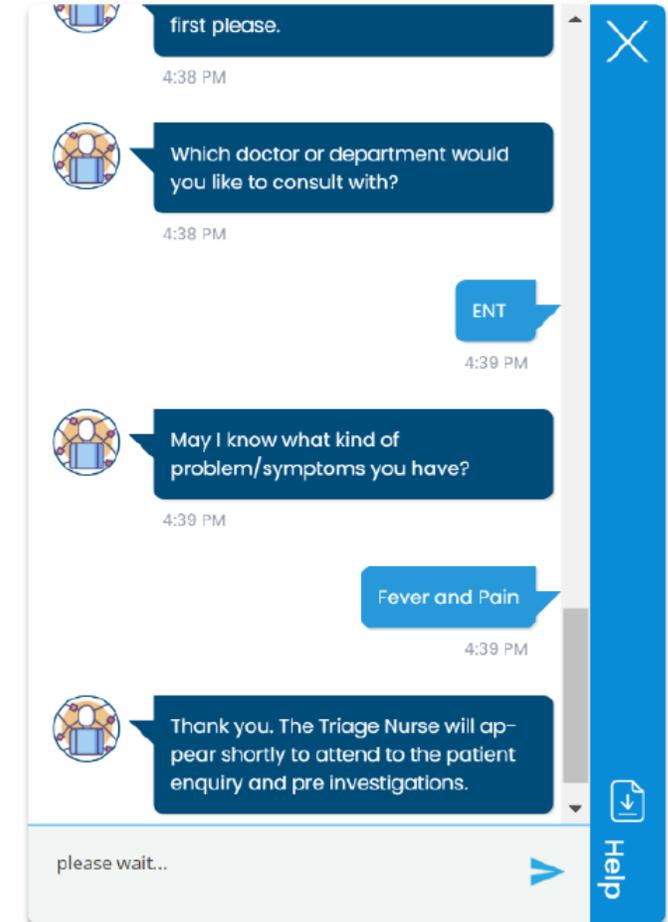
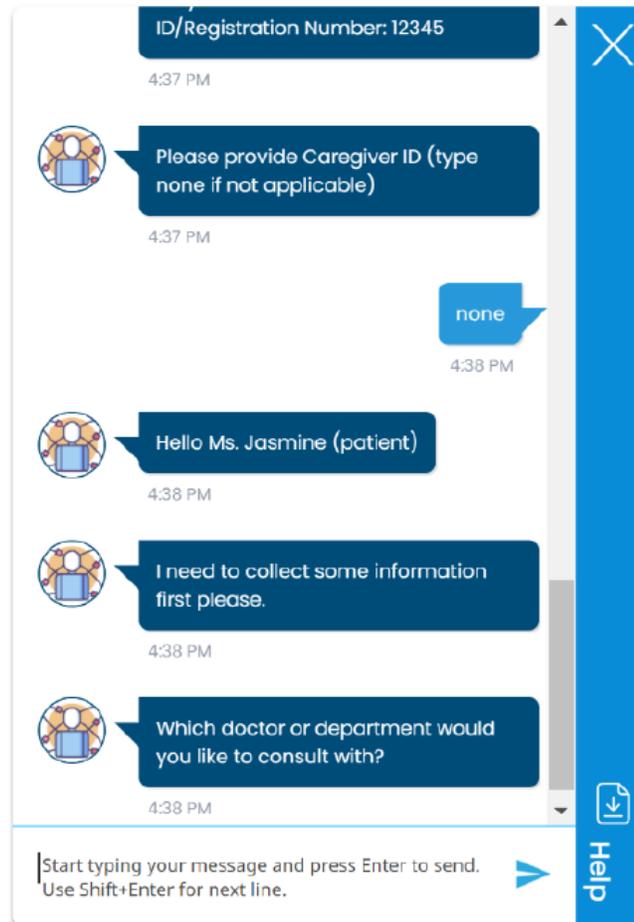
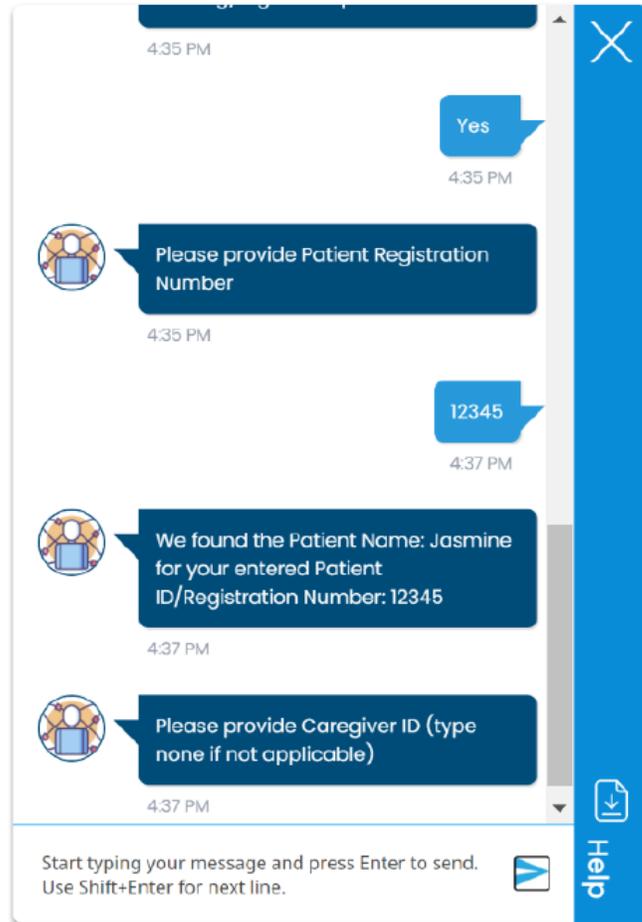
4:35 PM

Start typing your message and press Enter to send. Use Shift+Enter for next line.

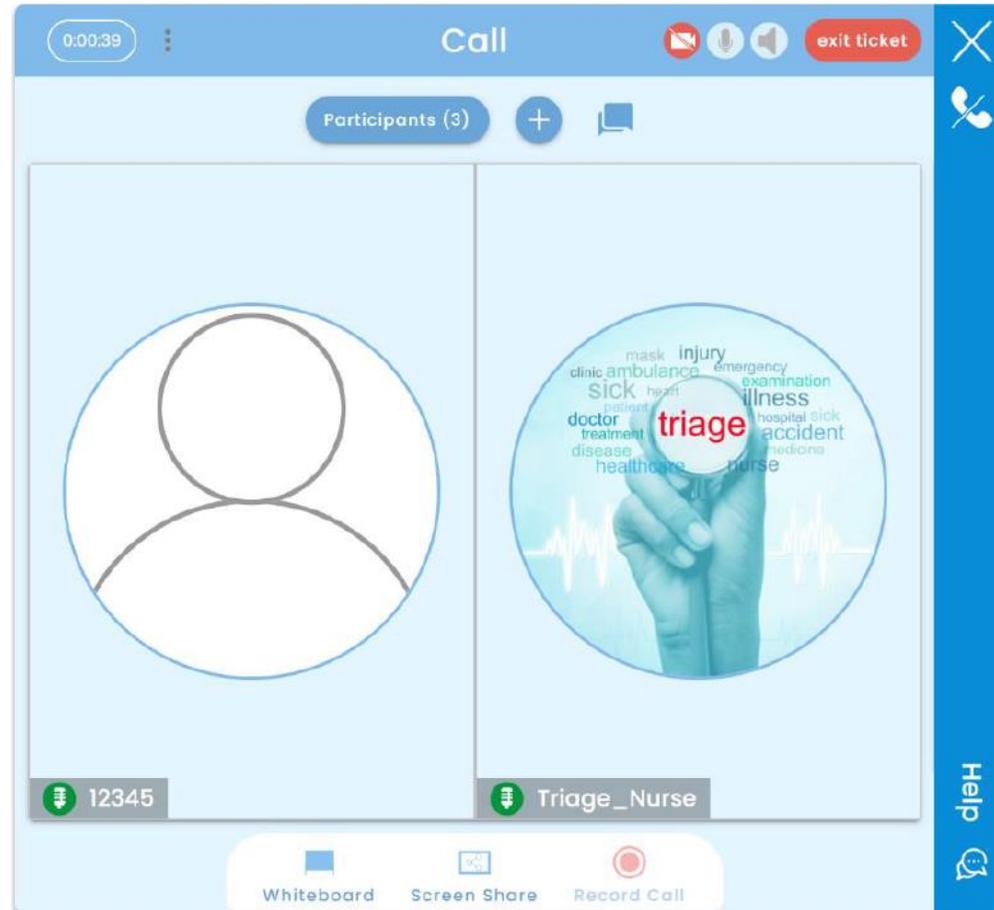
Help

Detailed description: In this final screenshot, the user has selected 'Yes' at 4:35 PM. The system then prompts the user to provide their Patient Registration Number. The interface continues to show the chat history and the 'Help' button in the footer.

# Chatbot collects the patient information and transfers the patient to a triage nurse



Triage nurse and patient have a conversation in an audio or video call



# Patient may select to get information about the hospital

This screenshot shows a chatbot interface with a blue header bar containing a close button (X) and a 'Help' button. The chat history includes:

- Bot (4:32 PM): "OK, you would like to have a consultation. Are you an existing/registered patient?"
- User (4:33 PM): "No"
- Bot (4:33 PM): "Kindly contact +918971172563 for registration."
- Bot (4:33 PM): "Still have questions?" with "Yes" and "No" buttons.

The input field at the bottom contains the text: "Start typing your message and press Enter to send. Use Shift+Enter for next line." and a 'Help' button.

This screenshot shows the chatbot providing options for facility information:

- Bot (4:50 PM): "Please select one of the following options."
- User (4:50 PM): "Facilities"
- Bot (4:50 PM): A list of facility options: "Laboratory", "X Ray", "CT scan Facility", "24X7 Pharmacy", and "Blood Bank Facility".

The input field at the bottom contains the text: "Start typing your message and press Enter to send. Use Shift+Enter for next line." and a 'Help' button.

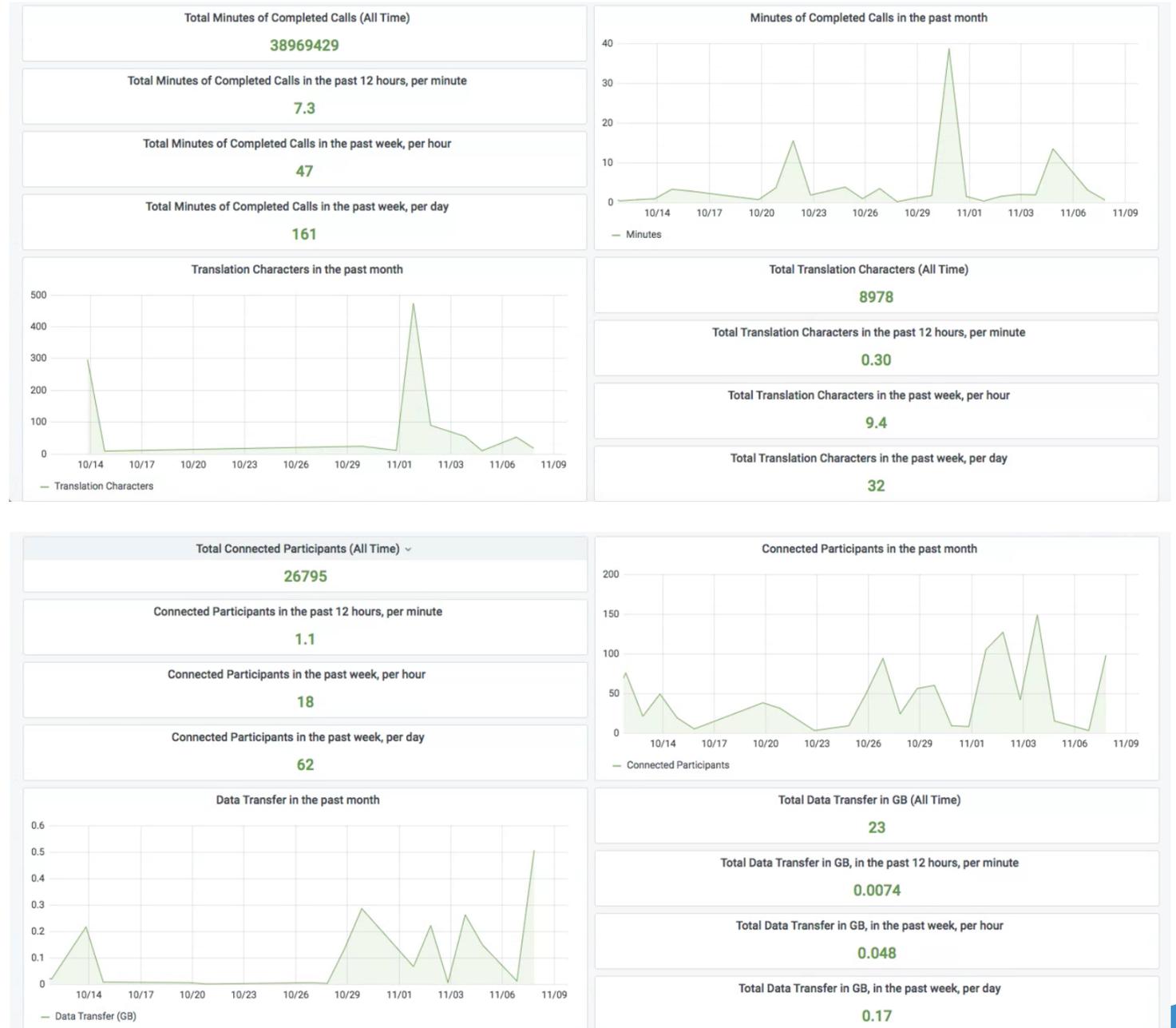
This screenshot shows the chatbot providing facility options and a vaccine option:

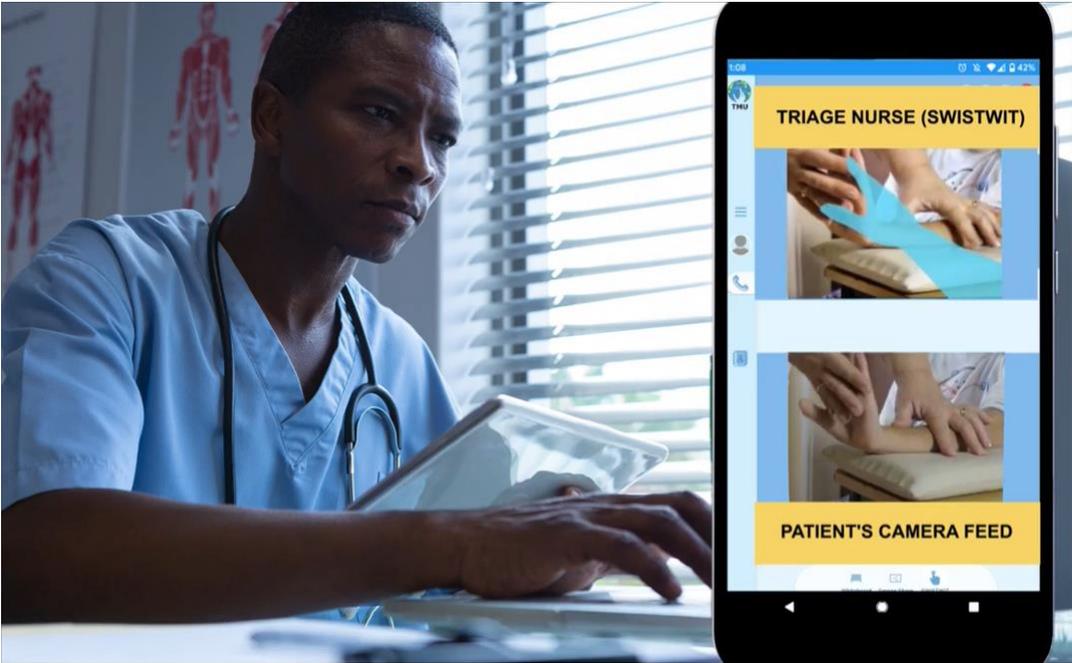
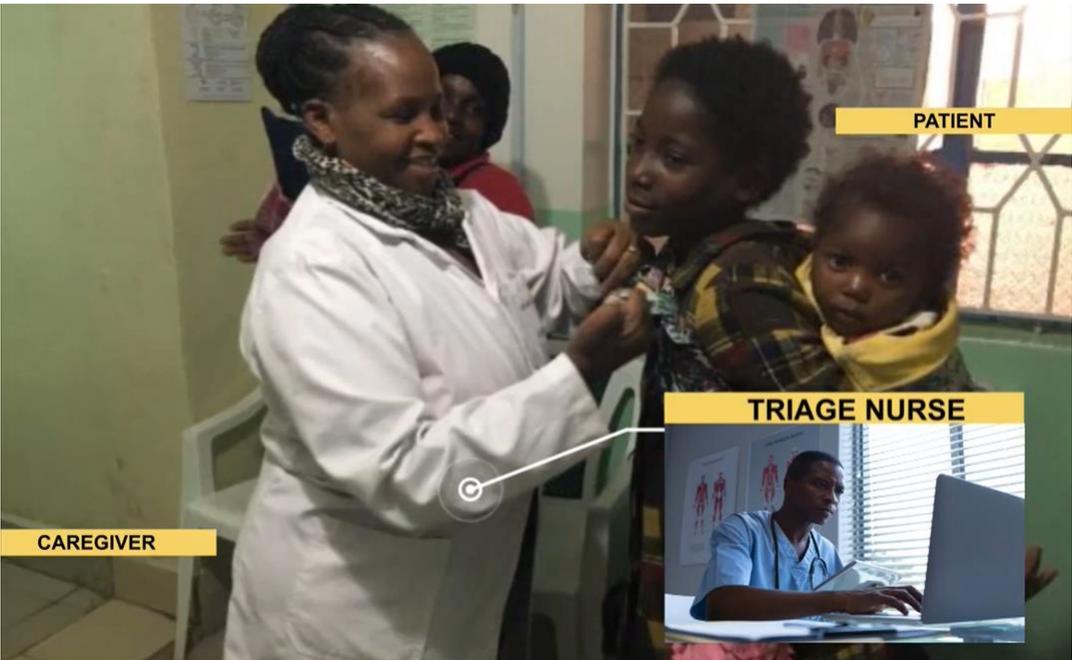
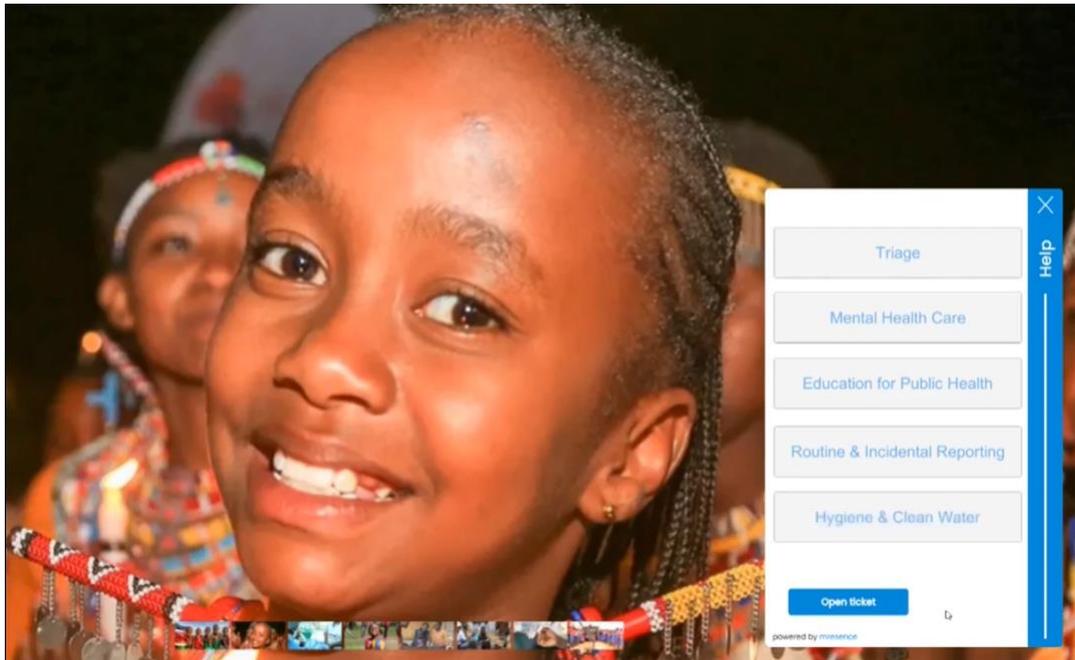
- Bot (5:15 PM): "Facilities"
- User (5:15 PM): "Vaccine"
- Bot (5:16 PM): "I didn't understand that. Please try again."
- Bot (5:16 PM): A list of facility options: "Laboratory", "X Ray", "CT scan Facility", "24X7 Pharmacy", and "Blood Bank Facility".

The input field at the bottom contains the text: "Start typing your message and press Enter to send. Use Shift+Enter for next line." and a 'Help' button.

# Typical Dashboard Display

- Calls
- Minutes
- Data transfer
- Translation characters
- Participants
- Registrations
- Etc.

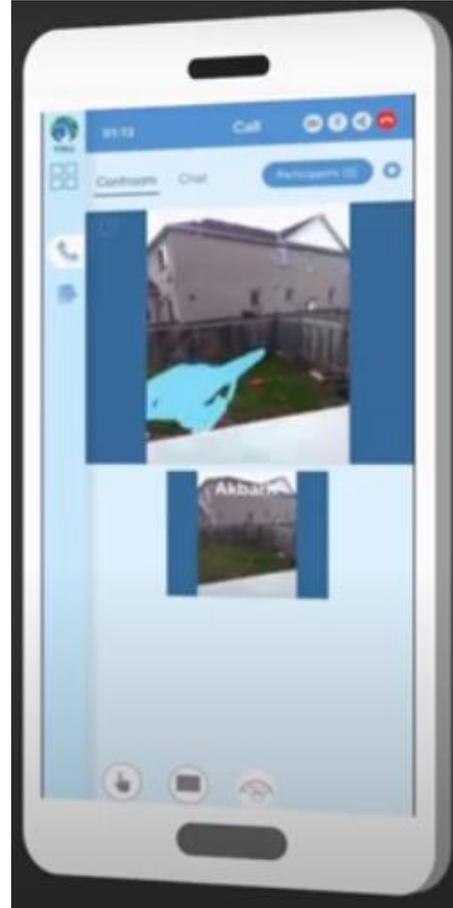




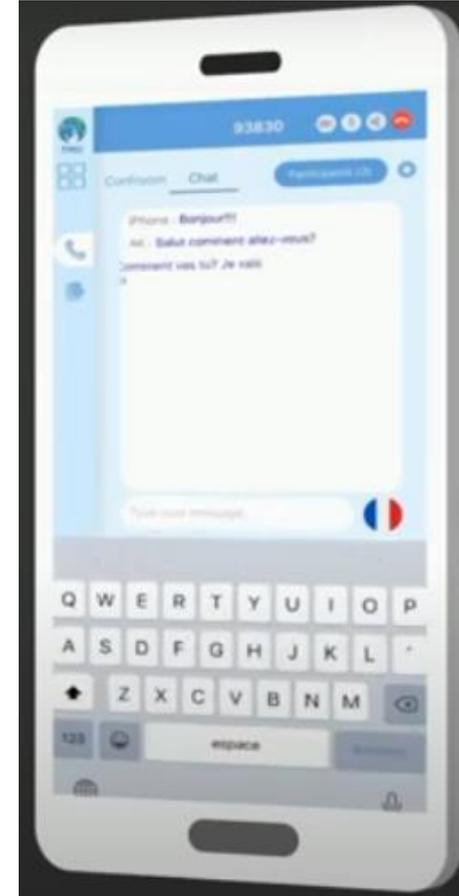
# TMU – Key Features



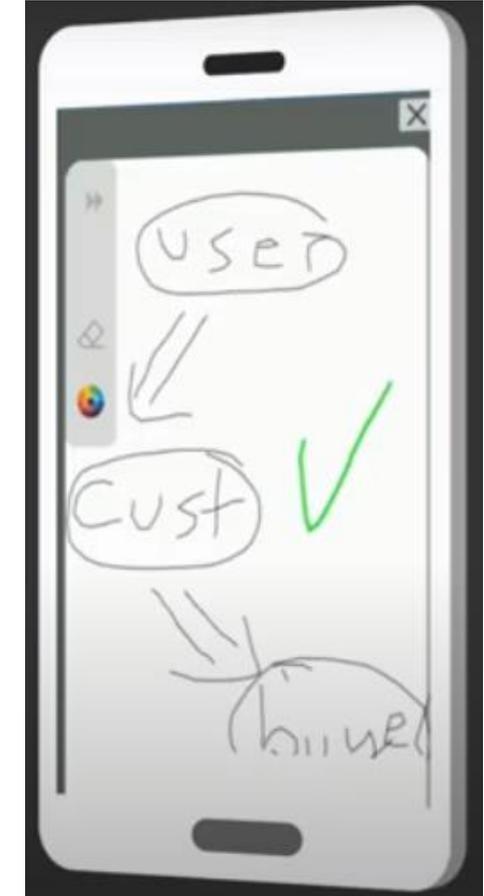
Robust  
Videoconferencing



Mixed Reality



Native Language  
Chat



Whiteboarding

# Video to show SWISTWIT in operation

SWISTWIT used by doctor

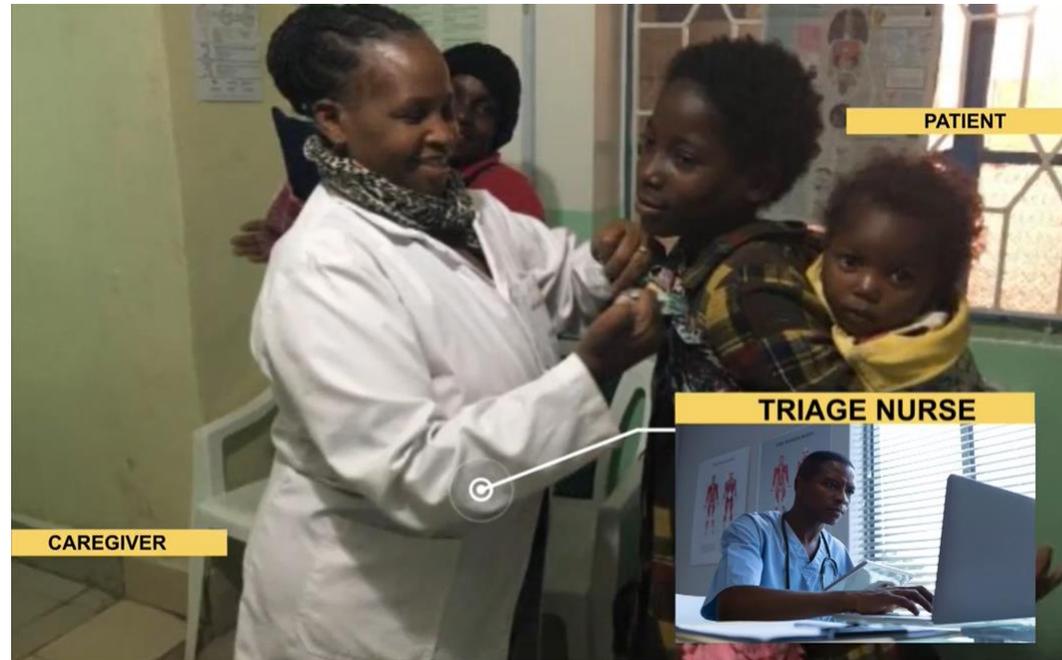


# Compliance & Global Cloud-based Operation at-scale

- TMU-Switch is HIPAA compliant
- GDPR Compliant Service Provision
- Software written in GO for robust resilient operation
- Multiple Redundant Servers running in AWS Cloud in various regions:
  - USA/Canada
  - India
  - Europe
  - Africa

For a quick illustration of TeleCare with TMUDFD, please view the following footage in an application to provide TeleHealth & TeleMedicine services to rural community by utilizing the resources of urban hospital.

[Video for TMU Widget for Amref](#)



Excerpts

[Widget on website](#)

[TMU session among patient, caregiver, and nurse](#)

[SWISTWIT used by nurse](#)

# Applications & Use Cases

## TeleCare with TMUDFD

- [TeleCare Brochure](#)
- [TMU with MRESENCE Brochure](#)
- [TeleMeetUp Brochure](#)
- [Budroid Brochure](#)
- [TMU with MRESENCE for Mental Healthcare Brochure](#)

## Medical Tourism

- [MRESENCE for Medical Tourism Brochure](#)

Routine Reporting among various unit locations of a hospital; incidental reporting

- [CJ MRESENCE Brochure](#)

Authenticated execution of legal documents during COVID-19 Lockdown with the use of TMUDFD

- [TMU Authenticate Brochure](#)

[MRESENCE song](#)