

Konverge

Case Study

Overview

Building a Real-Time Patient Monitoring Dashboard for Healthcare Facilities



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The Challenge

A healthcare technology firm needed a digital portal to complement its next-generation nurse call system. The portal would enable facilities to monitor, acknowledge, and react to patient alerts in real time. The existing manual and analog processes limited responsiveness and traceability.

Pain points included:

- Limited visibility across extensive, multi-floor facilities
- No centralized or configurable dashboard for alarm tracking
- Manual alert acknowledgment with no audit trail
- Need for internal LAN-only access (no internet exposure)

Our Solution

Konverge designed and built a fully configurable, real-time monitoring portal tailored to healthcare operations. The platform offered:

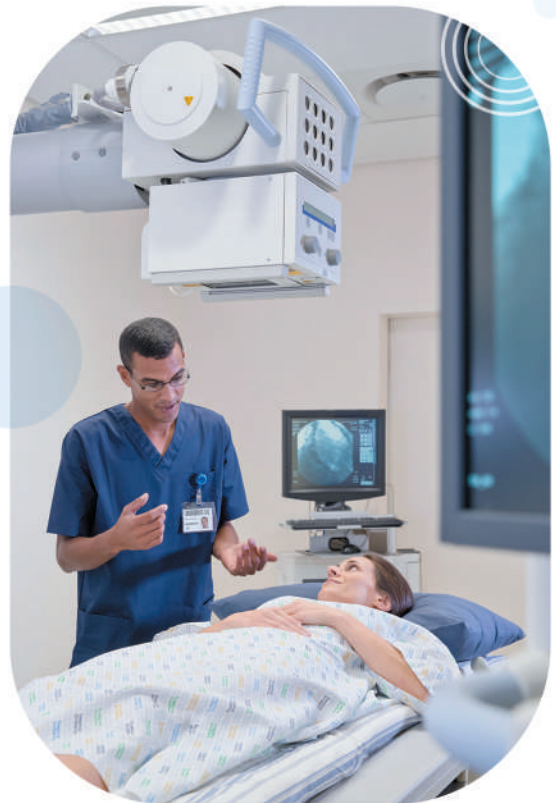
- Interactive dashboard: A 3D map interface to view and drill down into floor-by-floor alarm data
- Admin tools: Setup screens for users, staff, patients, rooms, rules, and devices
- Secure access: Internal LAN-only web access with role-based permissions and PIN-authenticated responses
- Event tracking: Configurable alert logic with options for email, SMS, and XML-based notifications
- Reports: Standardized exportable reports with time-based filters for analysis

Key Features

- Real-time alarm visibility with interactive facility maps
- PIN-based acknowledgment for nurses
- HL7/HIPAA-compliant data storage for future integration
- Mobile browser support for alert response pages
- Dashboard export capabilities (CSV, PDF)
- Modular rule creation and execution engine

Business Outcomes

- Enhanced patient safety through faster alarm response
- Reduced reliance on manual logs and paper-based tracking
- Increased staff accountability and operational transparency
- Future-proof foundation for deeper analytics and system integrations



Why it Matters

Custom healthcare software must balance usability, compliance, and operational speed.

This platform bridged the gap between patient care and digital communication in a secure, scalable way.

“We set out to make alerts more than noise, we made them actionable, traceable, and visible to the right people at the right time.”

— Sonia Couto, Managing Director, Konverge Digital Solutions

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