



Case Study: Web-based Personal Health Record (PHR) Solution for My Medical Records (MMR)

About the Company

MMR Information Systems, Inc. headquartered in Los Angeles, California, through its wholly-owned operating subsidiary, MyMedicalRecords, Inc. (collectively, "MMR"), provides secure and easy-to-use Web-based storage solutions, serving consumers, healthcare professionals, employers, insurance companies, unions and professional organizations. Seeking to empower consumers to have greater control over their health and well being, MMR facilitates access to medical records and other important documents, such as living wills, birth certificates, passports, advance directives and insurance policies, anytime from anywhere using the Internet.

Nihilent is the Global Technology Partner for MMR and has developed the company's web-based Personal Health Record software-as-a-service, "MyMedicalRecords PHR".

Project Description

The application developed for MyMedicalRecords.com seeks to empower health care consumers and medical professionals by facilitating access to consumer medical records and associated vital documents.

The application is intended to achieve the following objectives for MMR customers:

- Allocating personal Life Line Number (Phone Number)
- An easy-to-use web interface
- Secure web-based product that allows documents, images and voice mail messages to be transmitted in and out of the MMR system using a variety of methods, including fax, file upload and email
- Setting Calendar Appointments
- Securing File Folders
- Emergency Access to doctors to view family member details
- Web Service interface for Telephony application and Corporate customer
- Internationalization support
- Development and setup of MMR Japan application. This is the equivalent of the MMR site in Japanese
- Integration to Google Health using Google's coding standard - CCRg

Business Challenges

- Establishing a formal application roadmap, articulating a vision for the future state of the applications. This included plans to move the applications from the current state to the vision, possibly in incremental phases
- Protecting and leveraging IT investments by rationalizing and unifying applications
- Reduced complexity and increased performance, stability and scalability of applications
- Improved productivity and reduced maintenance efforts and costs, leading to improved service delivery and quality
- Better fitment for purpose, and enhanced ability to accommodate business change



Nihilent's Role

Nihilent is the Global Technology Partner for MMR and has developed the company's web-based Personal Health Record software-as-a-service, "MyMedicalRecords PHR". Nihilent has complete ownership including the responsibility for vendor coordination.

The requirement gathering was carried out onsite. All subsequent phases are being carried out from Nihilent's offshore center in India. These include:

- Architectural Ownership
- Design and development of MMR application
- Data migration from existing Btree to MS SQL.
- Delivery of requested work packages over multiple code drops, enabling MMR to test and provide early feedback, and facilitating smooth integration into the MMR production application
- Delivery of additional services on the MMR platform as well as providing interfaces to integrate with other partners and services
- Quality Assurance of every release; a dedicated testing and release management team for MMR. The application is tested using different methods and tools

Platform and Technologies

- **Platform and OS:** Microsoft Windows 2003
- **Programming Technologies:** Java, J2ee, XML, Web Services
- **Application Server:** JBoss 4.0.4
- **Database:** MS SQL Server 2005

Business Benefits Delivered

- Improved performance and scalability of the application
- Improved service delivery to end customers
- Reduced time to market of additional services on the MMR platform
- Maximum Reuse of common code base thus reduction in costs