

# Enabling Virtual Healthcare with a Web & Mobile Teleconsultation Platform



Project ———  
Case-Study

# Introduction

The rapid shift toward remote healthcare has opened new possibilities for delivering timely, accessible, and cost-effective medical services. Recognizing this opportunity, a healthcare technology provider partnered with Ecosmob to develop a multi-platform solution that would enable seamless online consultations between doctors and patients.

The objective was to build a user-friendly, affordable system that could scale across use cases while maintaining medical compliance, ease of use, and robust feature depth.

## Project Requirements

The client envisioned a digital ecosystem that would simplify the patient journey while empowering healthcare professionals to consult, monitor, and manage care remotely.

### Their goals for the project included:

- ✓ A responsive web portal for both doctors and patients
- ✓ Mobile applications for on-the-go access and consultations
- ✓ Real-time chat and video calling
- ✓ In-app health tips and reminders
- ✓ Secure appointment scheduling and payment handling
- ✓ Administrative dashboards for full platform oversight



## Why The Client Chose Ecosmob

The client sought a development partner with deep experience in telecommunication, portal development, and mobile UX. Ecosmob's end-to-end delivery capabilities and collaborative engagement model made it a strong fit.

# The Solution

The platform was structured to serve multiple user roles (patients, doctors, labs, agents, and administrators) with distinct interfaces and tools for each.

The core components of the solution Ecosmob built included:



## 01.



### Web and Mobile Applications

- Doctor and patient onboarding
- Appointment scheduling and follow-ups
- Chat and video consultations
- Medical history access and treatment tracking
- Health tips browsing
- Payment handling (including refunds and transfers)
- SMS notifications and alerts

## 02.



### Admin Dashboards

- User and role management
- Health tips management
- Package creation and monitoring
- Payment reporting and transaction oversight

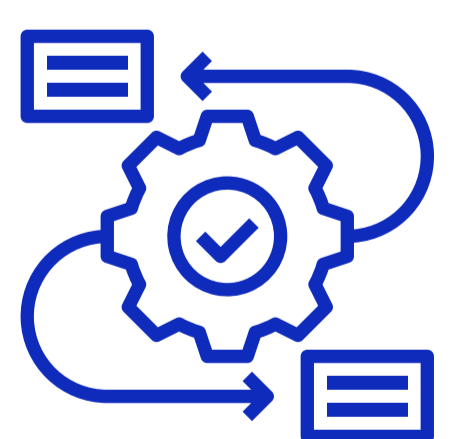
## 03.



### Lab Interface

- Doctor prescriptions and lab order intake
- Lab report submissions and availability tracking
- Payment receipt and syncing with the wallet system

## 04.



### Agent Panel

- Booking and availability management
- Support workflows for patient coordination

## 05.



### Super Admin Portal

- Platform-level monitoring
- Oversight of all users, roles, labs, and payments

# Feature Highlights

## Real-Time Consultations

Patients can connect with verified doctors via chat or video for both first-time and follow-up care.

## Flexible Monetization

Admins can define commissions, manage refund logic, and facilitate doctor payouts.

## Comprehensive Records

Every interaction is logged (from patient history to lab submissions) for easy reference and continuity of care.

## Health Education

Free health tips, written by professionals, are included with select packages to promote ongoing wellness.

## Security and Verification

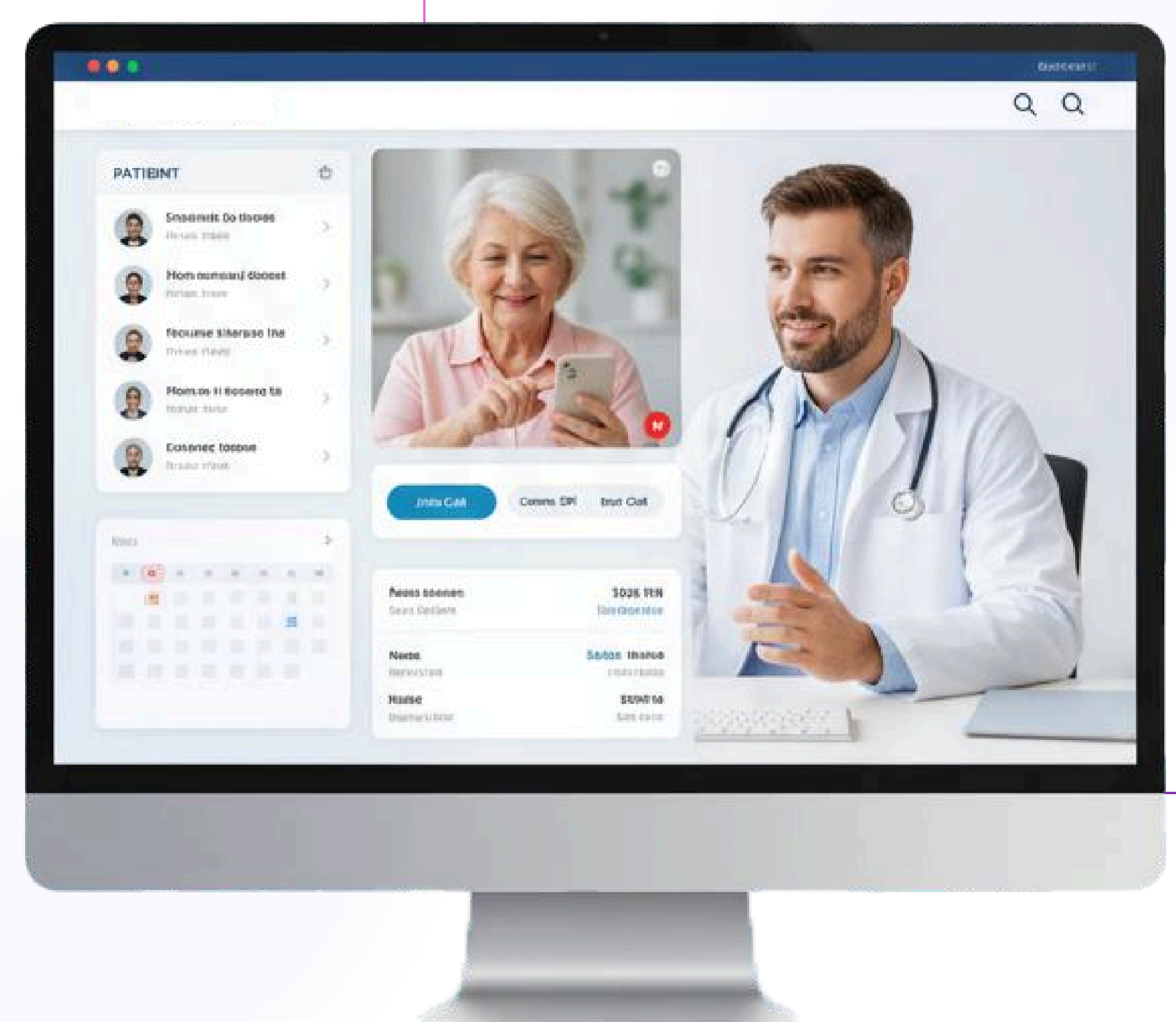
Doctor registrations are verified before account activation to maintain service quality and trust.

# Upcoming Additions

The platform is designed for continuous evolution.

The features in the roadmap:

- ✓ Integrated analytics and reporting
- ✓ Geolocation for nearby service matching
- ✓ Pharmacy integration for prescriptions and delivery
- ✓ Dynamic landing page improvements



# The Impact

This platform has redefined how patients and doctors connect, eliminating physical barriers and enabling care delivery from anywhere, at any time.

The system is designed to support large-scale adoption with:

- Multi-role access for healthcare professionals, labs, and support agents
- Real-time communications via mobile and web
- Streamlined patient onboarding and medical history tracking
- Affordable, transparent pricing for patients

By lowering the barriers to entry for both healthcare providers and patients, this solution opens doors for broader access to medical care and long-term improvements in patient engagement and outcomes.

✉ [sales@ecosmob.com](mailto:sales@ecosmob.com)

🌐 [www.ecosmob.com](http://www.ecosmob.com)

🇮🇳 +91 99988 51106

🇨🇦 +1-604-900-8870

🇺🇸 +1-303-997-3139

Follow us on: [f](#) [@](#) [in](#) [X](#)