



Client

9am.health, a virtual diabetology clinic, faced the challenge of building an in-house team from scratch in 2021.

Transforming healthcare with digital innovation

The Challenge

- Finding reliable IT experts to build and scale services.
- Creating a seamless solution for operations across different time zones (Poland, Austria, USA).
- Building a Minimum Viable Product (MVP) within a set timeframe.

Goal

- Develop innovative healthcare services for prediabetes, diabetes, hypertension, hyperlipidemia, and obesity.
- Integrate cutting-edge technologies to enable e-prescriptions, home deliveries of medications, and at-home lab tests.



The key partner in digital transformation



In-house team **expansion**

Added two backend developers and one frontend specialist to the client's team.

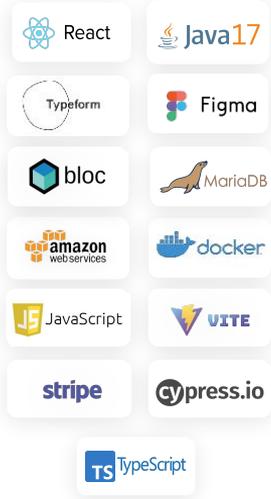
Key areas of **support**

- Tailored solutions to meet specific business clients' needs.
- Developed a dedicated back-office app for supporting business clients.
- Comprehensive testing and rapid response for issues to ensure seamless operations.

External partner **integration**

Integrated the platform with insurance companies and pharmaceutical firms for seamless medication reimbursement.

Technologies





At-home blood collection service

Enabled patients to receive medical care from the comfort of their home, including lab tests and blood draws.

Remote patient support

Tailored to meet the evolving needs of remote patient management, ensuring continuous adaptation.

User panels & asynchronous medical consultations

Developed dedicated panels for patients to manage prescriptions and receive consultations directly through the platform.

Real-time teleconsultations

Currently being developed to enhance real-time healthcare delivery and integration with devices like glucose meters for improved health monitoring.



Integration with external partners allowed for more tailored services for both patients and business clients.

Introduced at-home lab tests, asynchronous consultations, and eliminated reliance on external systems.

Moving forward with real-time teleconsultations and integration with health monitoring devices, **opening a new chapter** in telemedicine.

The project positions 9am.health as a **leader in innovative healthcare**, meeting the growing demand for medical services offered as a non-wage benefit, highly valued by employees in the U.S. market.



Key achievements of the **transition** from B2C to B2B model

