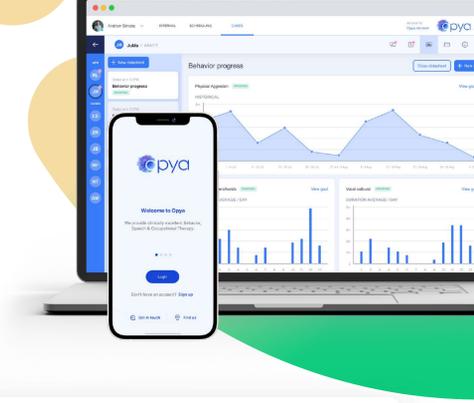


Technology takes autism treatment to the next level

To improve the treatment of children with autism, we took Opya from its physical space and transformed it into a suite of apps to help clinicians and parents have better communication and foster collaboration.



Opya is an Autism clinic committed to treating and supporting children with Autism Spectrum Disorder (ASD) by providing personalized therapy services (behavior, speech, feeding & occupational).

They're dedicated to delivering the most effective treatments while streamlining their services with patients and their families through a hybrid model that blends technology and in-person clinical support.

A Challenge ahead

Opya envisioned that taking children's treatment to the next level requires fostering an environment where data, collaboration, and communication were the principal assets. Being 100% offline limited them to connect with parents, track patients' daily improvements, and sharing data among therapists was difficult because it didn't allow them to make data-based decisions.



More Effective Treatment Through Faster Collaboration

Our goal was to lead Opya through a digital transformation process, to enhance the efficiency and effectiveness of autism treatment. Designing products for a delicate and intricate app ecosystem was extremely crucial for the successful adoption of users that previously had to attend in-person to keep on track with the program. An excellent User Experience was required to reduce response time in communications, both internally and with the patient's family. The ultimate goal was ensuring patients reach their goals at a faster pace than with traditional treatment methods.

Exploring the Autism Ecosystem

Hands-on! We went through a Discovery Phase with Opya. We gathered our Development team, UX Designers, Product Analysts and we were able to collect all the required information, identify and define current problems, and prioritize business and user needs. We worked on an intense analysis process based on client and user feedback.

Research, definition, and design process allowed us to:

- Get Making Sense and Opya on the same page quickly by understanding project goals, needs, and the current state.
- Facilitate accurate estimations about the team, time, and scope.
- Have a better holistic understanding of the project up-front.
- Have enough documentation to make data-driven decisions.
- Have UX documentation and a set of mock-ups to be on the same page towards where we were going to go.



We Created a User-Centered, HIPAA-Compliant Solution

We proposed a system of integrated applications to attend to different needs and communication problems that Opya and their users were facing, such as:

- The lack of a standardized communication tool that allows therapists to handle patients' information in a dynamic and secure way.

Despite the complexity of the ecosystem we were able to come up with a simple and usable web application and a native iOS mobile app for internal messaging, and patient tracking that allows collaborative work among all the professionals.

This platform allows parents and therapists to:

- Collect, register, and integrate treatment data.
- Track the child's daily mood to address treatment.

We also helped Opya to improve the appointment setting process, allowing them to reduce time, canceled appointments and scheduler's workload. We developed a React Native App for parents to have a direct communication channel with the schedulers, allowing them to reschedule or request changes in their appointments.

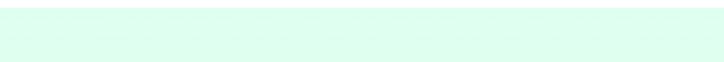
Guaranteeing the confidentiality of the information was a must in this HIPAA-Compliant project.



Our Tech Stack Decision

Taking into consideration the target audience, application type, and functionality, our recommendation was to use Javascript as the main language.

We decided to use Node.js and Express.js in the backend and React.js in the frontend since they're frameworks and libraries that help us to accelerate the development process, they provide high performance and product quality, allowing growth and scalability without friction. Node.js fits particularly well in this type of situation when you need a fast backend to offer support to the mobile apps.



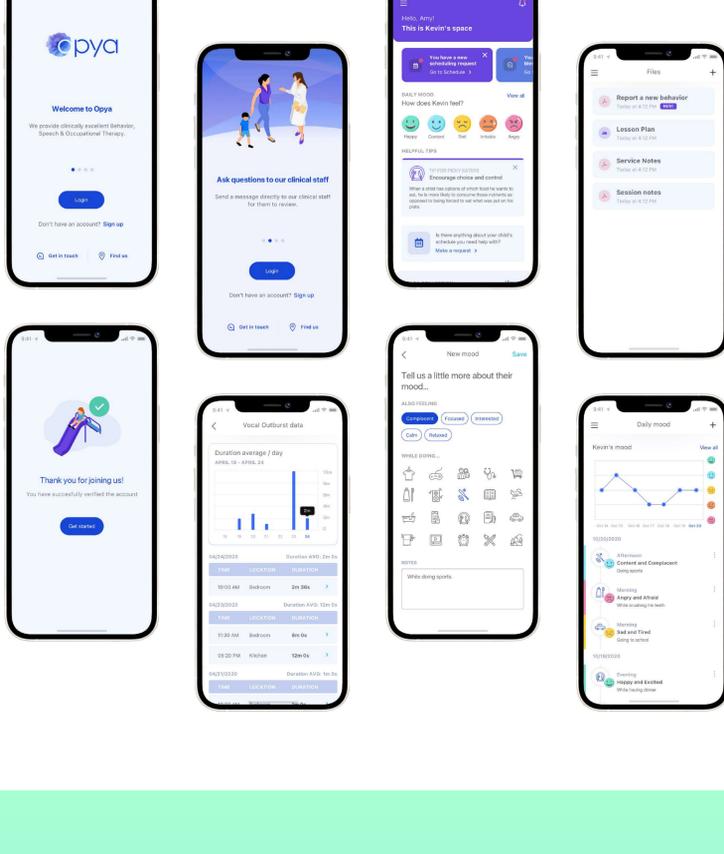
Behind the scenes

Providing a smooth and great experience was key! From the beginning, we put together a team of UX Professionals to work on this project. To speed up the process, we adopted the Git Flow model for branching and versioning. This model is well-known in the development field since it is very well-suited for collaborating and scaling in projects where more than one designer works on the same solution.



Our Pixel Perfect Solution

The UX Design team created high fidelity mockups for the User Interface implementation.

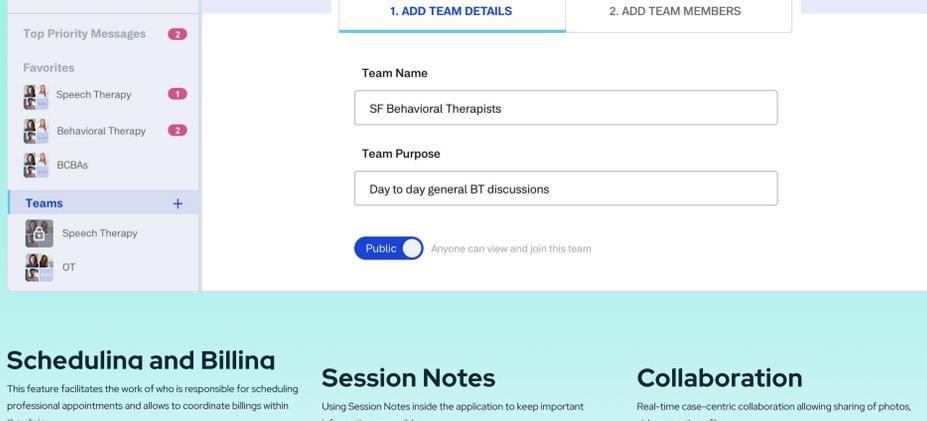


Key Features

Our HIPAA-Compliant proprietary communication tool allows:

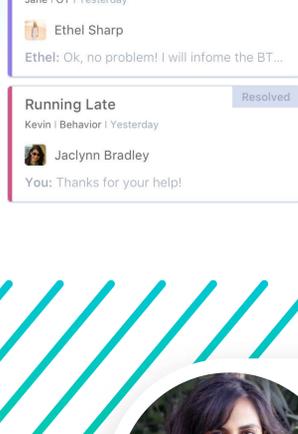
Team Groups

Ability to create case-centric teams to discuss topics in an integrated and multidisciplinary approach.



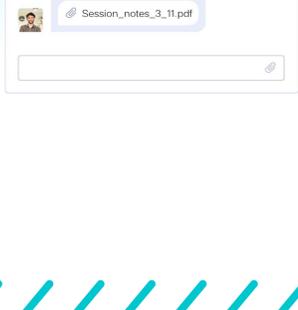
Scheduling and Billing

This feature facilitates the work of who is responsible for scheduling professional appointments and allows to coordinate billings within the clinic.



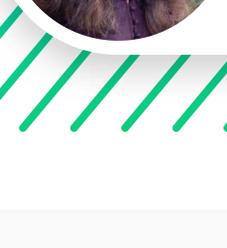
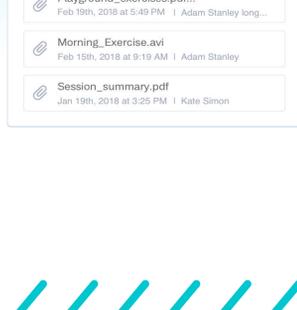
Session Notes

Using Session Notes inside the application to keep important information accessible.



Collaboration

Real-time case-centric collaboration allowing sharing of photos, videos or others files.



"Making Sense has been instrumental in bringing our strategy to life. We consider them a true extension of our team."

Suchi Deshpande
VP of Product at Opya

Got a big idea? Let us help you turn your dream into software

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