



Convenient Advanced Telehealth Technologies

## Case Study: TCE Group Collaborates to Connect Telehealth & Pharmacies

### TCE

Technical Consultants  
and Experts Group Inc.

#### OUR SPECIALTIES

- ✓ Digital Health Tools
- ✓ E-Commerce
- ✓ Web Development
- ✓ Backend Integration
- ✓ Business process automation
- ✓ Information systems infrastructure
- ✓ Mobile Apps

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Technical Consultants and Experts Group Inc. (aka the TCE Group) knows the difficulties of running a business in the pharmacy software space; from workflow and revenue challenges to choosing software and getting it customized to fit in with that workflow.

TCE Group works with partners in collaboration, and is aimed at pharmacists, pharmacies, insurance groups and assisted living facilities in providing customers workflow efficiencies and new revenue streams in a pharmacy-centric suite that includes prescription ordering, telehealth, audits, reminders, AI monitoring and alerts.

One collaborative relationship of which TCE group is especially proud is with OneCare LLC. The collaboration has helped progress TCE Group's vision to be the preferred provider of B2B digital health and pharmacy services.

PK+ Telehealth Suite is the result. It is a B2B telehealth solution marketed by TCE Group, an Ontario-based engineering company and IBM business partner, consisting of modules developed internally and in concert with B2B partners.

TCE Group launched the world's first online pharmacy in 1999, and subsequently released mobile mail-order pharmacy applications. It has expanded its presence in telehealth to include integrated digital health services for business affiliates, pharmacies, clinics, hospitals and their patients. Building strong relationships with partners has been the key.

Founded in 2011, Marietta, Georgia-based OneCare operates as an adherence management company dedicated to bringing technology to the management of chronic diseases. The company's technology provides much needed assistance to persons with chronic conditions (and their families) for the improved management and administration of patient care plans and protocols. OneCare's interactive patient engagement platform communicates care plan details to the patient and caregivers in real time and collects the patient self-management data through telemetry. OneCare's technology was designed to reduce the impact chronic disease has on patient outcomes, on family caregivers, and on the high cost of health care.

#### Medication Reminders Improving Drug Adherence for Older Patients

The World Health Organization reports that adherence to medications averages only 50% among patients with chronic diseases



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TCE Group was pleased to announce that they had signed a technology agreement with OneCare for their world class, best practice healthcare management system that provides predictive, preventive and proactive patient monitoring services.

And in a bilateral agreement, OneCare will integrate its system with TCE Group's PK+ Telehealth Suite ([www.pk-plus.com](http://www.pk-plus.com)) to offer unparalleled and complete telehealth services including telemedicine, pharmacy and at-home reminders and monitoring of both vitals and drug adherence. The solution is a breakthrough in healthcare quality and efficiency, including:

Video Chat capabilities for Telemedicine

Integration with Patient Care plans & education (including COVID), notifications, alerts

Just-in-time inventory control for pharmacies & wholesalers

Automated refill reminders, Online order tracking

Mobile apps integrated with kiosks

IBM-sponsored development of AI for in-home patient monitoring

OneCare and TCE Group engaged in a virtual collaboration long before pressure from the COVID crisis began restricting travel and changing the way we work. All initial meetings and follow ups were done via phone or email (and sometimes Slack). Negotiations for new product and technical meetings will continue to happen that way.

*Not so ironically,  
OneCare and TCE Group  
had developed healthcare solutions  
while working remotely  
to solve the problems of healthcare taking place  
in the era of social distancing.*