THE WELINK.CARE LABEL HAS BEEN AWARDED TO

Calmedica
Mettre la e-santé à la portée de tous

ON THE 4TH OF MARCH 2024

WITH THE VERY HIGH DISRUPTION SCORE OF 94 %

WeLink.Care Label

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Dr. Thierry Vermeeren, CEO

The WeLink.Care label uses a composite index scoring the disruption value of a digital solution use case in the daily health practice.
Our expert team has reviewed the preselected digital solution with a set of 35 points of measure, based on interviews, documents research and analysis.

CALMEDICA RECEIVES THE WELINK.CARE LABEL

Introduction to the Achievement

Calmedica has earned the distinguished WeLink.Care Label, underscoring its innovative approach to healthcare optimization through its memoQuest platform. This recognition affirms the solution's significant contributions to improving and enhancing patient-provider communication.

About the WeLink.Care Label

The WeLink.Care Label serves as a prestigious marker of excellence for digital health solutions that drive impactful change. It is awarded to technologies demonstrating outstanding innovation, usability, and scalability in addressing healthcare challenges. Solutions recognized with this label undergo rigorous assessments to ensure they meet high standards of quality and effectiveness.

By highlighting transformative healthcare solutions, the WeLink.Care Label fosters trust among stakeholders and promotes the adoption of advanced tools that improve patient outcomes and streamline medical processes. For awardees like Calmedica, it signifies validation of their ability to create meaningful improvements in care delivery.

The Evaluation Process

The WeLink.Care Label evaluation begins with an in-depth review of the solution's technical capabilities and alignment with healthcare needs. For Calmedica's memoQuest, this included examining its ability to automate preoperative and postoperative communication via SMS it is now also used for chronic pathologies , a highly accessible medium with a 95% patient usage rate. The system's capacity to streamline workflows and improve patient adherence stood out as transformative.

Next, the evaluation considers the platform's impact on healthcare practices. MemoQuest's decision-tree algorithms, which track patient conditions and flag risks in real time, were commended for enhancing care coordination and minimizing administrative burdens. These features allow providers to focus on core clinical responsibilities while ensuring continuous, high-quality patient follow-up.

The sustainability and scalability of the business model are also key considerations. Calmedica's use of a SaaS model, featuring customizable protocols and seamless integration with hospital information systems, demonstrated its adaptability across various care settings. The solution's widespread adoption in over 100 healthcare institutions further underscored its potential for broader scalability.

Finally, a multidisciplinary panel of experts evaluates real-world performance and stakeholder feedback. MemoQuest's proven ability to improve patient satisfaction, reduce no-shows, and support chronic care management established it as a standout innovation. This rigorous process ensures that solutions receiving the WeLink.Care Label meet the highest standards in digital healthcare.

CALMEDICA

Introduction to the company

Calmedica, founded in 2013 by Dr. Corinne Segalen and engineer Alexis Hernot, is a pioneering company dedicated to enhancing healthcare accessibility through innovative e-health solutions. Headquartered in Paris, France, the company specializes in creating technologies that streamline patient-provider communication, optimize care and to use of a technology accessible to all: SMS.

The company's flagship platform, memoQuest, embodies Calmedica's mission to make e-health accessible to all. By leveraging SMS-based communication, it ensures that healthcare solutions are user-friendly and inclusive, enabling effective patient monitoring and improving healthcare outcomes across various care settings.

The Solution

Calmedica's memoQuest is a multi-pathology telemonitoring platform designed to facilitate seamless communication between healthcare professionals and patients. The platform automates essential preoperative and postoperative processes, including reminders, risk detection, and follow-ups, ensuring timely and efficient care.

With its decision-tree algorithms, memoQuest enables personalized dialogues with patients, addressing individual needs at every step of their care journey. Its ability to integrate directly into hospital systems allows for automated updates, significantly reducing administrative workloads while enhancing the continuity of care.

Features and Benefits

The features of memoQuest include automated SMS-based communication, personalized decision-tree workflows, and seamless integration with healthcare IT systems. This approach ensures high engagement, with 95% of patients actively using the platform. By eliminating the need for apps or internet access, memoQuest caters to a wide demographic, enhancing inclusivity and accessibility.

The benefits extend beyond patient engagement. MemoQuest significantly reduces administrative tasks for healthcare providers, such as preoperative and postoperative calls, by 90%. It supports efficient scheduling, minimizes no-shows, and ensures patient readiness, ultimately improving care quality and resource utilization within healthcare institutions.

Compliance and Future Outlook

Calmedica places a strong emphasis on compliance and security. MemoQuest adheres to GDPR and uses HDS-certified servers for data protection, with ISO 27001 certification in progress. The platform also complies with HL7 interoperability standards, ensuring seamless integration with electronic medical records.

Looking ahead, Calmedica is developing advanced features such as video consultations and click-to-call functionalities. The company is also pursuing Class IIa Medical Device certification, paving the way for reimbursement options and broader adoption. These initiatives reflect Calmedica's commitment to innovation and its vision for transforming digital healthcare.

DISRUPTION SCORE

Calmedica exhibits a high potential for disruption in the healthcare sector through its innovative use of SMS-based telemonitoring to improve care. The company's commitment to self-funding demonstrates strong financial discipline, though future international expansion may necessitate additional resources. Conducting evidence-based studies could further validate memoQuest's impact, enhancing credibility and supporting global adoption. Calmedica's transformative approach positions it as a leader in driving efficiency and accessibility in digital healthcare.
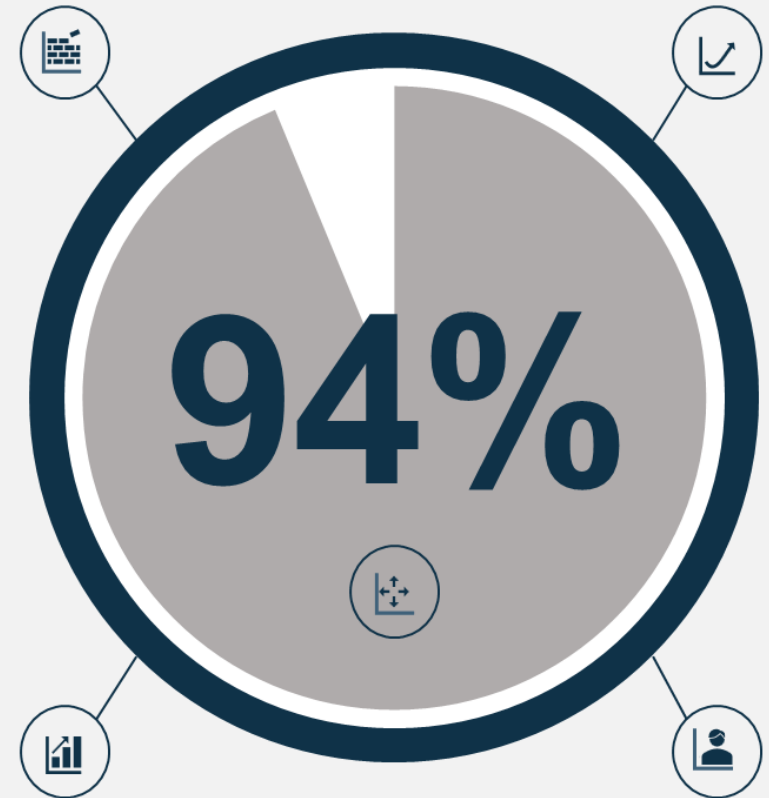
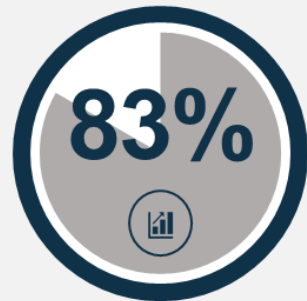**BUSINESS PERFORMANCE**

92%
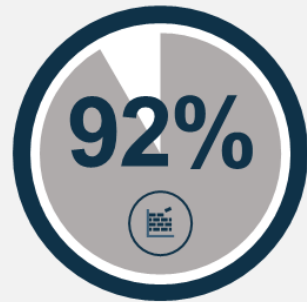
|~ very good ~|

CHANGE OF PRACTICES

100%

|~ very significant ~|

DISRUPTION POTENTIAL

94%

|~ very high ~|

SOLUTION MATURITY

83%

|~ very high ~|

USER EXPERIENCE

100%

|~ very good ~|

BUSINESS MODEL

Calmedica's business model demonstrates robust financial health and strategic foresight. Employing 24 skilled professionals, the company achieved profitability in 2022 and is reinvesting in senior talent to drive growth, with profitability projected to resume in 2024. With a recurring monthly income and no external funding, Calmedica maintains full intellectual property rights for memoQuest. Adopted by over 100 healthcare institutions in France, the company is poised for expansion into international markets.
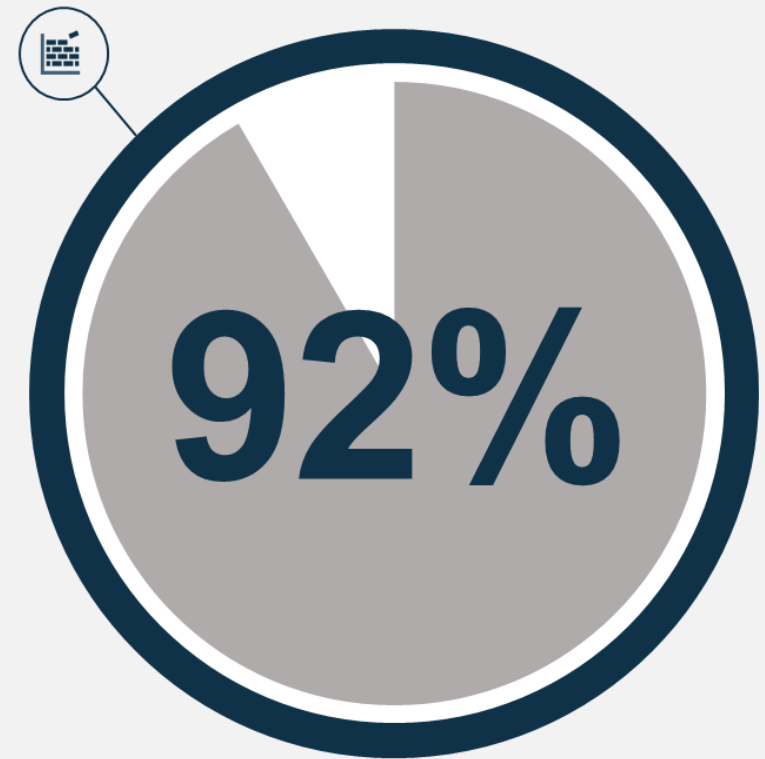
BUSINESS MODEL

|~ very good ~|

BUSINESS PERFORMANCE

92%

|~ very good ~|

COMMERCIAL READINESS LEVEL

9

|~ model validated ~|

SOLUTION MATURITY

Calmedica's solution, memoQuest, showcases very high maturity, supported by multiple published clinical studies. Current efforts to release PREMs and PROMs will further validate its effectiveness. Initially developed with a Parisian hospital, memoQuest incorporates feedback from care establishments when introducing new functionalities. Having been on the market for years, the platform continually evolves, either by enriching its features or expanding to new user demographics, ensuring its relevance and sustained impact in healthcare.

SOLUTION MATURITY

CLINICAL TRIALS
|~ studies published by multiple teams ~|

PREMS & PROMS
|~ insufficient ~|

DESIGN APPROACH
|~ adequate ~|

83%
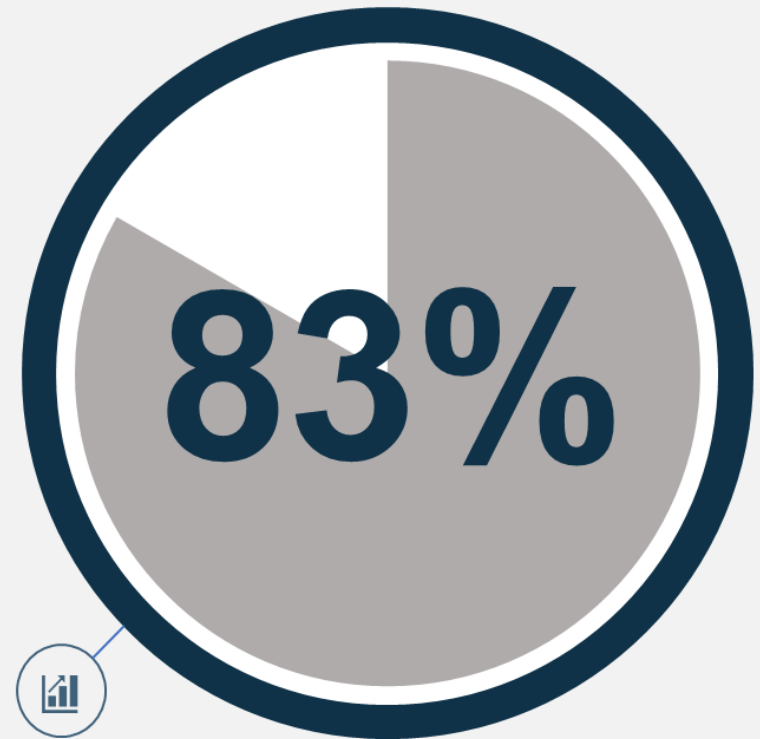
|~ very high ~|

TECHNOLOGY READINESS LEVEL
9

|~ product deployed ~|

WeLink.Care

CHANGE OF PRACTICES

memoQuest facilitates transformative changes in healthcare practices, starting with ambulatory surgery and expanding to chronic disease management. It automates repetitive tasks, such as pre- and postoperative calls, reducing workloads while enhancing care quality. Decision trees establish dynamic dialogues, ensuring specific responses and follow-ups for non-responders. All interactions are securely time-stamped and integrated into electronic patient records. Fully compliant with GDPR and hosted on HDS-certified servers in France, memoQuest exemplifies secure and efficient SaaS innovation.

PRACTICES MEASURE POINTS
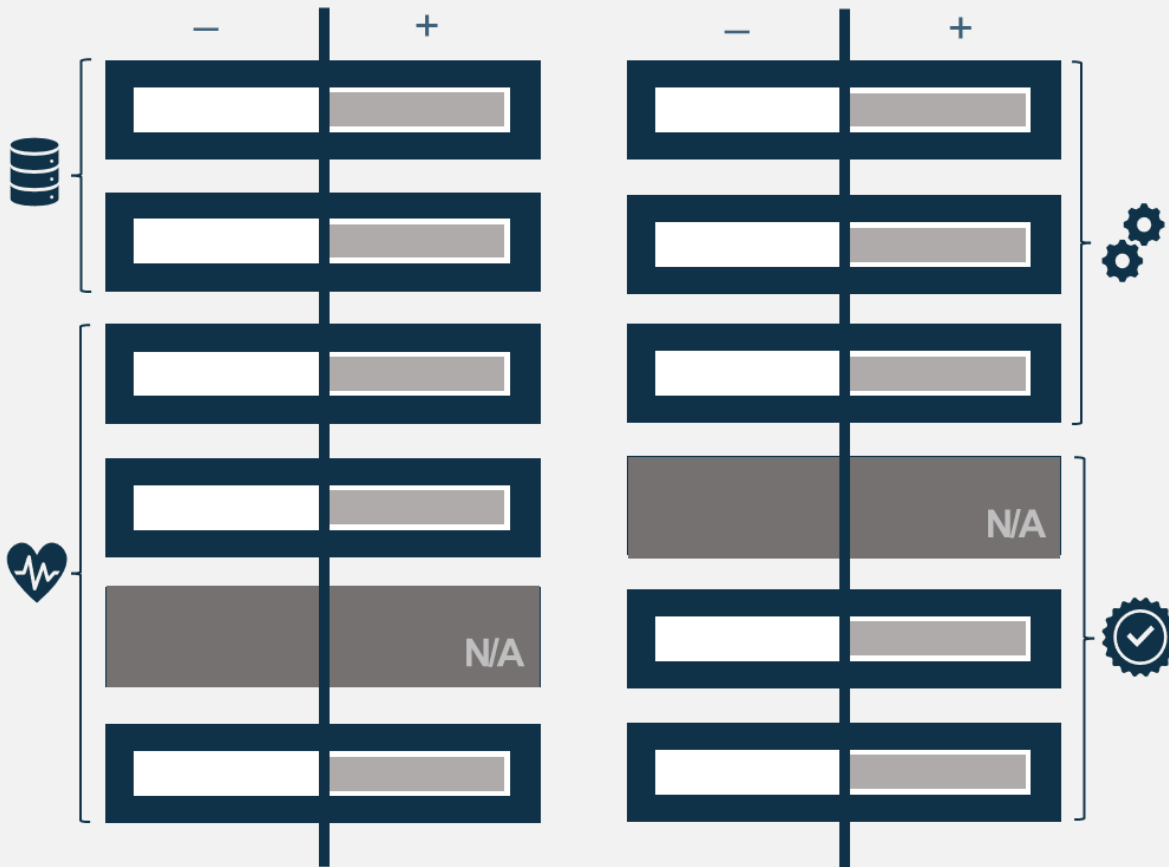
|~ 10 relevant measure points ~|

CHANGE OF PRACTICES

100%
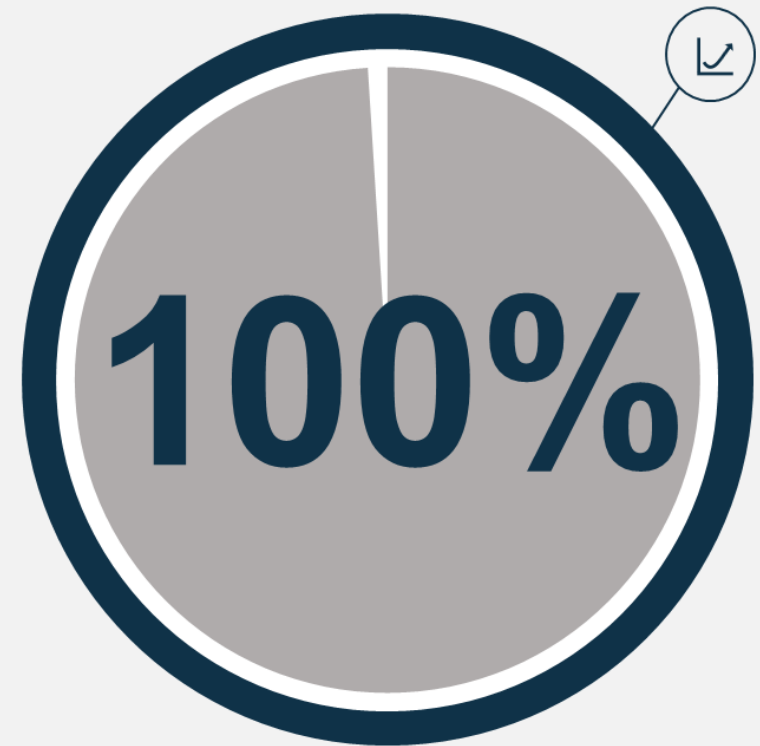
|~ very significant ~|

USER EXPERIENCE : THE PROFESSIONAL AND PATIENT PERSPECTIVE

Calmedica's memoQuest delivers an exceptional user experience, earning high acceptability among healthcare professionals and patients alike. Nurses report it as indispensable, with its memoSwap feature optimizing resources by managing no-shows and reallocating slots efficiently. The platform's ease of use requires just 30 minutes of training, with ongoing support via phone, email, or the website. For patients, the intuitive SMS-based interface ensures universal accessibility, enabling a 95% response rate while promoting compliance through personalized follow-ups.

PROFESSIONAL EXPERIENCE

PATIENT EXPERIENCE

USER EXPERIENCE

100%
|~ very good ~|

100%
|~ very good ~|

100%
|~ very good ~|

LINKS AND RESOURCES

https://www.calmedica.com/

https://label.welink.care/

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This report is based on the information provided by the scored company, input from various stakeholders, and the application of the WeLink.Care© methodology by OZConsulting. The findings, scores, and evaluations presented are intended solely for informational purposes and do not constitute a guarantee or endorsement of the quality, effectiveness, or commercial viability of the evaluated digital health solution.

The conclusions are drawn from the data available at the time of the study and may not reflect subsequent changes. OZConsulting assumes no responsibility for the accuracy or completeness of the information provided by the scored company or any third parties involved. Any reliance on this report is at the reader's own risk.

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