

## Team-based design & engineering for truly team-based health care

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As health care reform pushes the practice of medicine away from individual fee-for-service care, we at ACT.md are designing and building the tools to support truly collaborative and team-based health care. Existing software, like electronic health records, have failed to bring about the transformative improvements that technology has delivered in every other industry, and in our personal lives. We believe that's a failure of implementation—not a failure of potential—so we approach our work in a fundamentally different way →



## Patients & clinicians sharing a single, transparent view

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Maybe you've used a "patient portal" before. Most of them maintain an electronic wall of separation between you and your caregivers. Using ACT.md, patients share a single team view with their clinicians. Clear roles and responsibilities mean that everyone can be held accountable and recognized for their hard work.



## Users as active participants in software design

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We not only build software for all different types of care providers, we include them as active participants in our design process. Our designers and engineers pair up with members of our in-house clinical staff for on-site visits with customers, seeing where and how they work, learning their behaviors and goals. Throughout our software lifecycle, we share concepts, prototypes, and implementations with our users for regular, timely feedback.

## Cloud software that crosses organizational boundaries

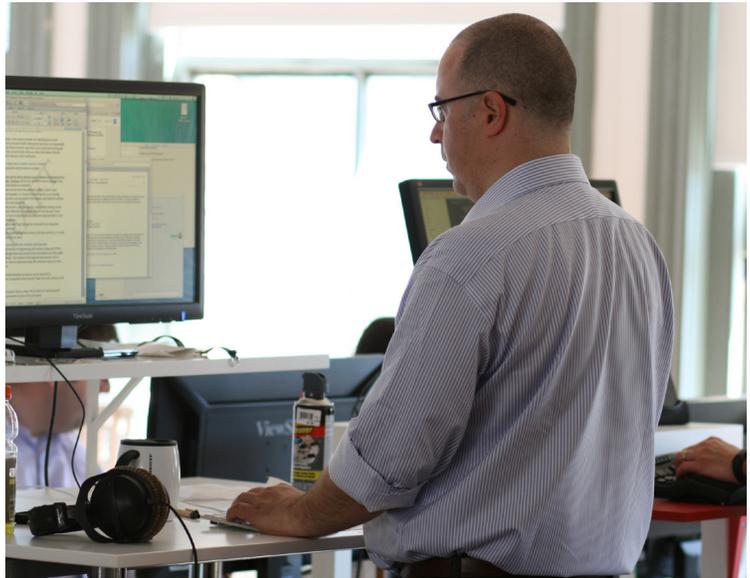
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Even if two of your doctors use the same brand of electronic health record, they likely can't share your health data electronically: it all falls back on fax machines (remember those?). ACT.md works alongside the EHR, providing a common communications platform for all caregivers no matter where a patient seeks care.

## A focus on traditionally under-served staff

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Every physician is supported by a dedicated team of nurses, assistants, and office staff who carry much of the care burden, but health software usually ignores this so-called "ancillary" staff. We embrace the full complexity of modern care, so that these folks don't suffer with sticky notes and spreadsheets as a "technology solution."



## Customers get started in days, not months or years

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Old-fashioned health IT requires complex integration and intensive training. ACT.md's customers typically get started in a matter of hours—software-as-a-service means no messy deployments for them, and no messy maintenance or migrations for us.

## Modern web-based interfaces accessible on any device

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From day one, we built our software to work from any location, on any device. We were delighted when one of our earliest users, a cancer surgeon, reviewed his entire panel of patients with his iPhone, miles away from the hospital, atop a mountain.

## Agile design, implementation, and deployment

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Our embrace of the Agile methodology lets us rapidly respond to user research, and our continuous integration infrastructure lets us easily deploy fixes and features as soon as they're ready. Our customers get intelligent, well-designed solutions to their problems in days or weeks, rather than the months or years of an EHR company's cycle.



## Usable software, with instant, lightweight access to help

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Working in healthcare isn't an excuse for unusable software or inaccessible support. Every web application today offers simple access to help, be it within the app, through e-mail, or over the phone, and ACT.md is no exception.

## Empathy through collective storytelling

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Sometimes it's hard to understand our users' needs through colleagues second-hand. Our clinical team regularly performs "clinical vignettes" to help designers and engineers more fully visualize users' in-office workflows and empathize with their in-app pain points.

## "Farm-to-table" engineering impact

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It's easy to throw a design "over the wall" or to deploy a feature and let the "business people" take it from there. Our designers and engineers get involved from the earliest concepts, through iterative implementation, and ultimately contribute to user education and customer support. In most companies, that's unusual—to us, it's basic professionalism.



## Putting self-improvement into practice

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Every design concept, prototype, and line of code undergoes spirited peer review. It not only improves the quality of our work, but it's an important way that new tools and techniques spread across the our team. Quarterly "hacker days" give us the physical and mental space to experiment with new ideas or methodologies. And lunchtime is always an open opportunity to commandeer the big-screen for some tech show-and-tell.

## Easy third-party integration through an open API

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Also from day one, we embraced a REST-based architecture. Our primary ACT.md user interface relies on the ACT.md REST API, ensuring that our customers will always have easy access to their data using standard protocols and tools.

Altogether, we provide patients and caregivers with a refreshing technology experience: one that is intuitive, transparent, responsive, and trustworthy—quite unlike the traditional health IT initiatives that have burned them in the past. And we think our team is quite unlike the traditional health IT company.

If you want to become great at what you do, and use that greatness in the service of others, be in touch.

## Open positions

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### UI Engineer

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UI Engineers at ACT.md advocate for the patients and clinicians who use our software by designing, prototyping, building, and validating new features through a lean, agile user experience process.

You will jump right into our codebase, build new features, and release them to our customers, ultimately becoming both a better front-end developer and UX professional.

**Visit <http://act.md> for all our latest career offerings, and details on how to apply.**

### Software Engineer

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ACT.md's software engineers build the scalable, secure, and exceedingly fault-tolerant infrastructure that our clinician users rely on for their work every day of the year, and that our patient and family users rely on to find their way through care.

If you are a Jedi master of Python, or eager to become one, then be in touch.



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