ILLUSTRATIVE COMPOSITE — NOT A NAMED CLIENT CASE STUDY

Metrics are scenario assumptions, not independently verified Dev Loader client results.

Shipping a HIPAA-ready patient portal with a hybrid nearshore team

A multi-clinic healthcare provider needed a patient portal and mobile app inside a nine-month regulatory window. A hybrid team — two in-house US engineers plus a four-person nearshore team in Guadalajara — delivered scheduling, secure messaging and results delivery on a shared working day.

9 mo	+37%	−48%	99.97%
Idea to production launch	Online appointment completion	Inbound call volume	Portal uptime, first year

Engagement snapshot

Industry	Healthcare / multi-clinic provider network
Delivery model	Hybrid: 2 in-house US + 4 nearshore engineers, UTC−6
Team	1 delivery lead, 2 full-stack, 1 mobile, 1 QA, shared design
Duration	9 months to launch, then quarterly release cadence
Engagement	Fixed-scope phases with a rolling support retainer

The challenge

- Patients booked by phone; call centre volume was the single largest operating cost line.
- Any solution had to satisfy HIPAA technical safeguards, including encryption at rest and full access auditing.
- The in-house team of two could not absorb the build without stopping all maintenance work.

What we did

- Defined a launch scope of scheduling, secure messaging and lab-result delivery, deferring billing to phase two.
- Paired each nearshore engineer with an in-house counterpart for the first six weeks to transfer clinical domain context.
- Implemented row-level access control, encrypted PHI columns and immutable access logging reviewed by the client's compliance officer.

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avoid duplicated logic.

- Ran accessibility testing to WCAG 2.2 AA, including screen-reader passes on every patient-facing flow.

Technology stack

Frontend	React, TypeScript, React Native (Expo), Tailwind CSS
Backend	PostgreSQL with row-level security, serverless edge functions, HL7/FHIR adapters
Infrastructure	Managed Postgres, CDN edge delivery, IaC-defined environments
Security	Encrypted PHI at rest, MFA, immutable audit trail, least-privilege IAM
Quality	Vitest, Playwright end-to-end suites, axe-core accessibility CI

Outcomes after 12 months

- Launched inside the nine-month window with all HIPAA technical safeguards signed off before go-live.
- 37% more appointments completed online within two quarters of launch.
- Inbound call volume dropped 48%, allowing two call-centre roles to be redeployed to patient care coordination.
- Portal uptime of 99.97% across the first year with no PHI security incidents.
- In-house engineers returned to feature work with the nearshore team owning maintenance and releases.

Planning a nearshore engagement? Dev Loader staffs senior US-overlap pods in two to four weeks. Request a scoped proposal at devloader.com/contact or read the full guide at devloader.com/blog/nearshore-development.

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