

Client Background

The client is a Medical College Hospital with extensive healthcare facilities including a 650 bed Multi specialty hospital. With 40+ medical specialties, the client provides comprehensive medical services to the public and is aiming to establish itself as a centre of excellence.

Challenges faced by Client

The client provides many membership schemes with different benefits. Also they conduct many camps to generate patient traffic to the hospital. The walk ins from these camps are eligible for various benefits. This lead to very complicated billing procedures which were not automated. The procurement of the hospital is combined with the purchases of the Medical college and is complicated leading to higher cost.

Key Accomplishments

- Configurable Loyalty management module was built
- Rules Engine based configurable consultation fees calculation was implemented
- Real time integration with SAP B1 ERP was implemented
- Extensive Communication functionalities using Email, SMS, Chat and Voice was implemented to enable smooth collaboration of Care givers, Patients and Staff was provided.
- Training sessions for all the stakeholders

Benefits Achieved

- Drastic change in patient waiting time at the Reception, Billing due to automation of the Loyalty benefits calculation.
- Increased quality of service through Turnaround time monitoring , Auto Escalations etc
- Increased employee productivity through automation of routine tasks
- Better Patient Relation Management through various communication channels
- MIS with Extensive Analytical reports and dashboards for all the key stakeholders

Summary

IDEAMED went live in record 10 weeks time from the date of project kickoff. All the planned objectives including Budget, Timeline, User Acceptance etc are achieved. With our solution the client could dramatically increase the patient experience and reduce the human errors and operational issues in their day to day business processes.