



Enhanced Patient Experience & Workflow Automation

The 4 Pillars of Advantage



Streamline Operations:

Clear visibility on operational specifics to boost efficiency and reduce costs.



Higher Patient Sat:

Improve care and patient experiences.



Improve Financials:

Visibility on conversions and leakages to enhance business revenues.



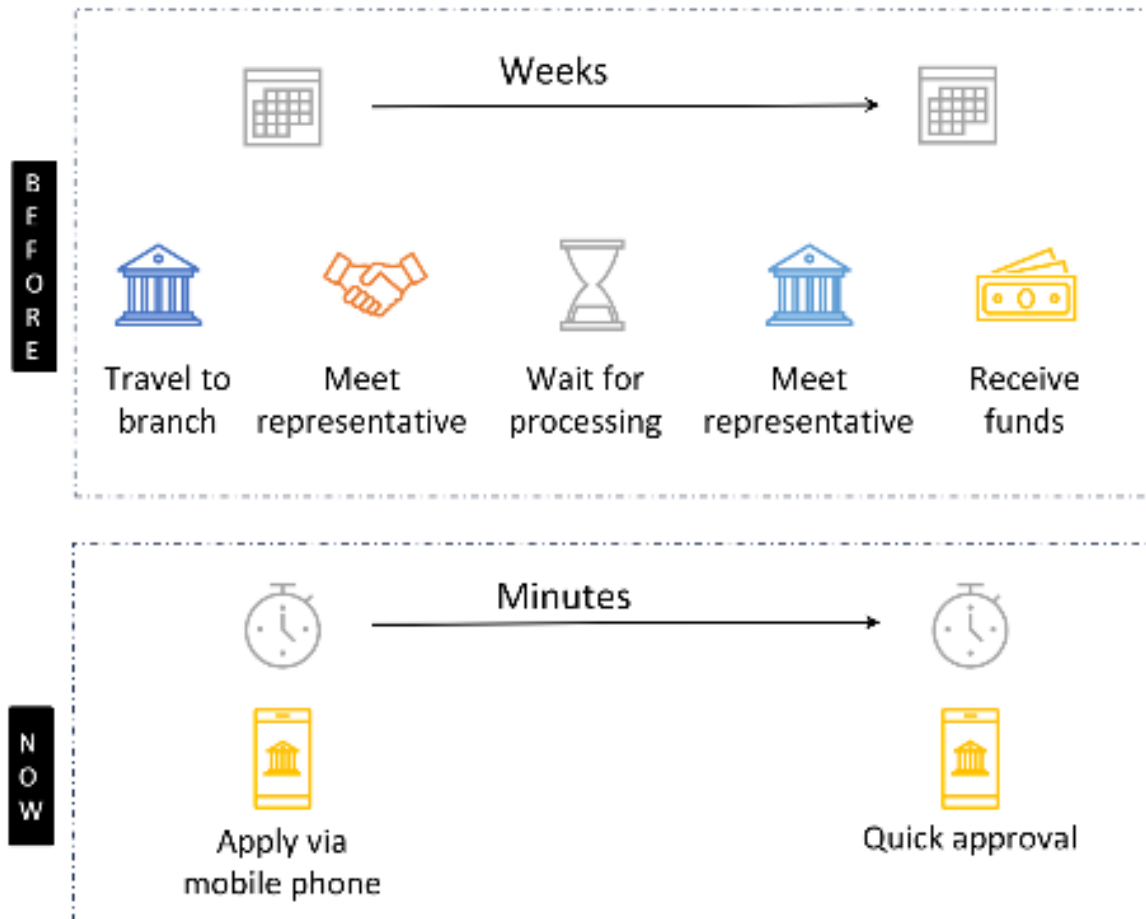
Business Growth:

Grow your business effectively and add new services.

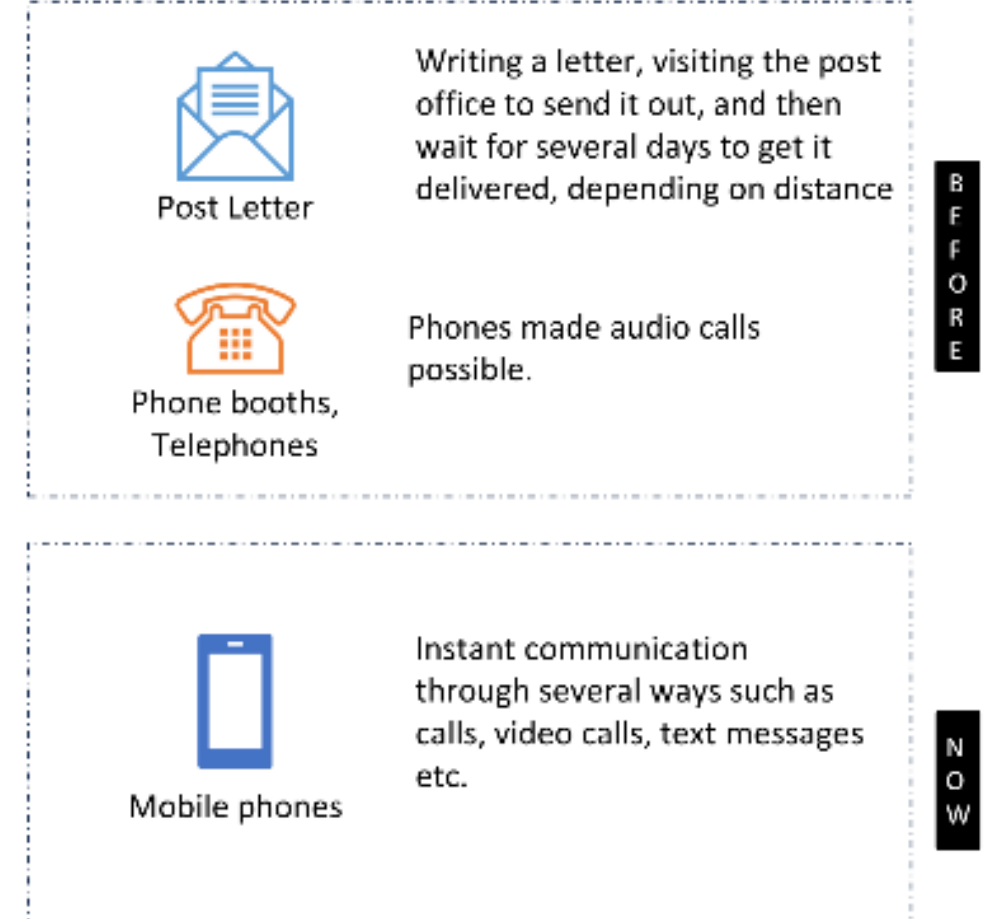
Why Do Hospitals Need To Adopt Digital

Digital Evolution: Banking and Communication

Banking Industry



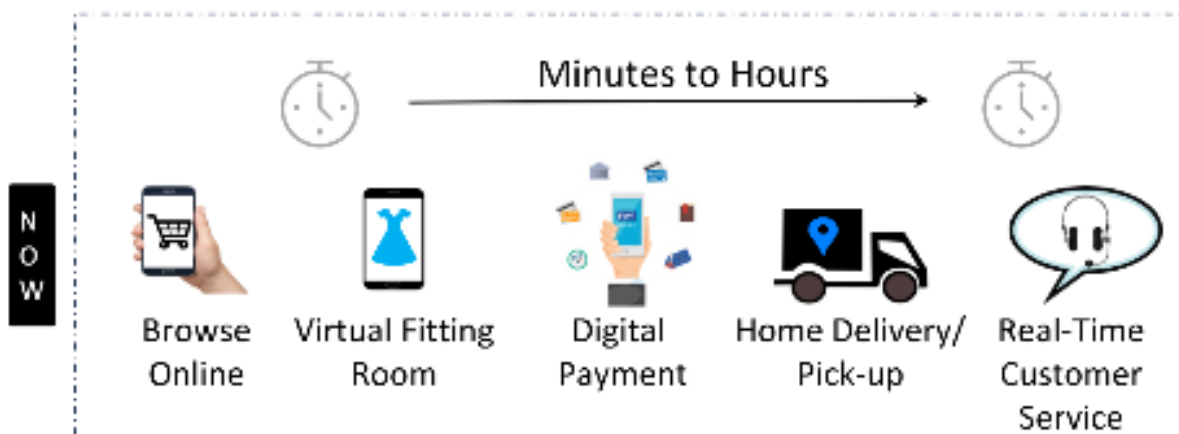
Communication Industry



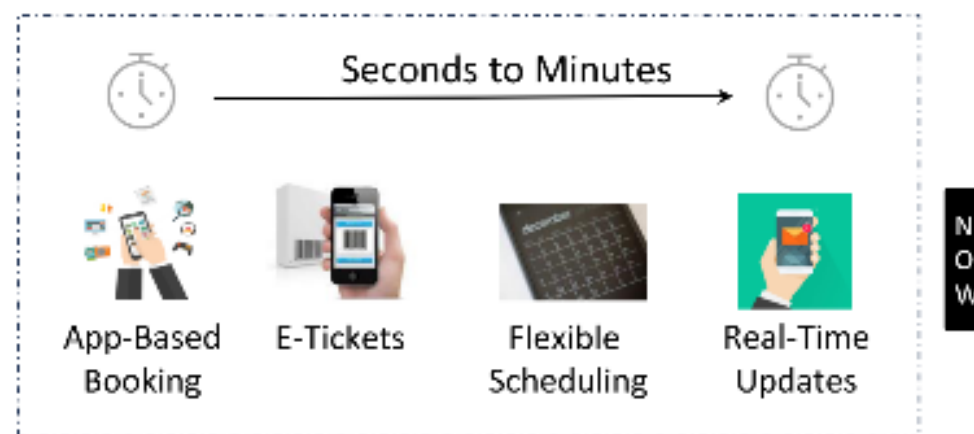
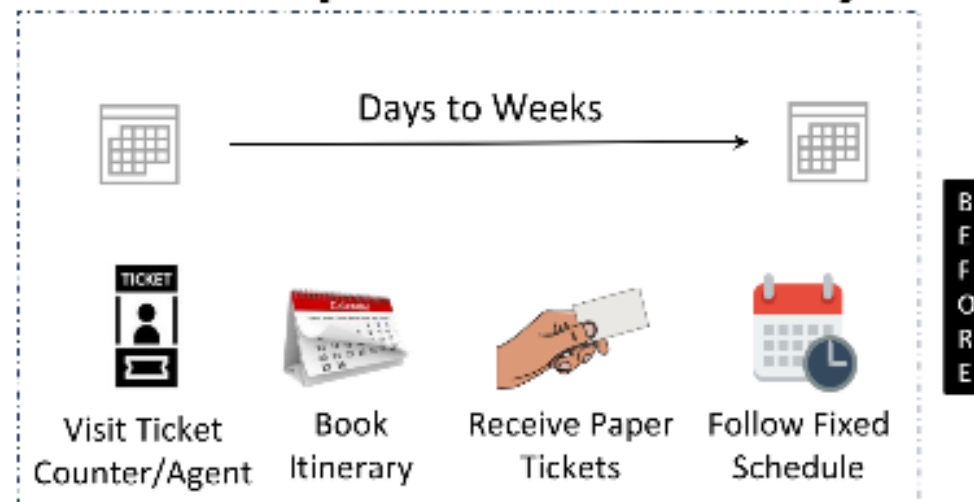
Why Do Hospitals Need To Adopt Digital Health...

Digital Evolution: Retail and Transportation

Retail Industry



Transportation Industry



Why Do Hospitals Need To Adopt Digital Health....

Which shop would you buy from?

Shop A



- Accepts cash payments only.
- Customers have to wait in line to pay.
- Does not have change/cash to return.

Shop B



- Accepts cash as well as digital payments.
- Customers can scan the QR code to pay, reducing wait time.
- Does not need to return change as exact amount is accepted.



- E-ticketing through mobile apps.
- Contactless access via QR codes and NFC.
- Dynamic scheduling with real-time tracking.
- Automated updates and notifications on smartphones.

Why Do Hospitals Need To Adopt Digital Health....



- Traditional check-in with front desk assistance.
- Paper-based room service orders.
- In-person booking and confirmation.
- Physical keys for room access.

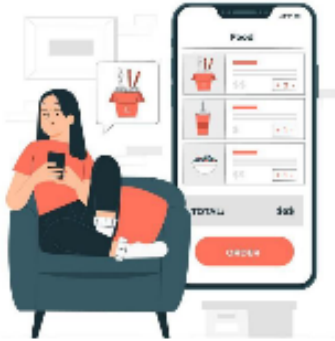
A or B?



- Mobile check-in and check-out.
- Online booking with instant confirmation.
- Digital keys and smart room control.
- Room service ordering via app.

Why Do Hospitals Need To Adopt Digital Health....

Cafeterias & Food Courts



- Online food ordering with delivery options.
- Multiple digital payment methods.
- Order from anywhere and real-time order tracking.

@ Registration / Billing



- Allows registration on an app or website.
- Stores all previous case files in an Electronic Medical Records (EMR).
- Conducts follow-ups through teleconsultations and remote monitoring.
- Partners with insurance companies to simplify the claim processing/offers cashless claims.

Enhanced Patient Experience



- **Enhanced Patient Record Management:** Digital health systems (HMIS & EMR) enable efficient management of patient records, ensuring quick access to medical information, treatment plans, and prescriptions.
- **Efficient Care Coordination:** Support improved care coordination including electronic prescription systems - reduce errors, streamline processes, and improve the overall care management within the hospital.
- **Improved Decision-Making:** Access to real-time data allows to make more informed and timely decisions, ultimately leading to better patient outcomes.
- **Business Growth:** Drive business growth e.g., scheduling follow up visits, patient engagement. Use of telemedicine can increase geographical reach

Enhanced Work Efficiencies - Management

- **Streamlined Administrative Processes:** The implementation of HMIS & EMR helps small hospitals reduce paperwork, minimize errors, enabling staff to focus more on patient care.
- **Efficient Resource Allocation:** HMIS & EMR can assist in analyzing trends in patient needs, optimizing resource allocation (e.g., doctors, nurses, support staff), and improving the overall efficiency of healthcare services without significant infrastructure investments.
- **Compliance and Regulatory Ease:** Digital systems help ensure that documentation and reporting are in line with regulatory requirements, reducing the legal and financial risks associated with compliance issues.

Enhanced Efficiencies – Patients



These are the significant benefits for patients in using a digital hospital - encourages patients to continue receiving care from the same hospital & better manage their health condition (self care)

- **Lower Wait times:** Streamlined processes can shorter wait times for appointments and procedures e.g., better coordination of doctors, facilities & resources
- **Cost Savings:** Reduced need for multiple tests (e.g., lab tests), lower wait times / online visits and more efficient care leads to significant time and cost savings.
- **Increased Engagement:** Digital platforms can provide patients with more information and control over their health, leading to increased engagement in their care.
- **Education and Self Care:** Digital health resources can provide patients with more information about their conditions and treatments & improve self care

Enhanced Efficiencies – Doctors



Doctors can spend time on clinical care and patient engagement and less on administrative load - reducing overall hours worked. This creates strong bond with hospital.

- **Streamlined Access to Patient Data:** EMRs provide doctors with immediate access to patient history, lab results, treatment plans - accelerating care and making care more time efficient for doctors.
- **Enhanced Collaboration:** Facilitate communication and collaboration between doctors, specialists, and healthcare teams, leading to improved patient care.
- **Efficiency / Time Management:** HMIS automates administrative tasks e.g., scheduling, billing, payment, paperwork - optimizing their time.
- **Increased Patient Throughput:** Efficient digital systems lead to doctors managing more patients over time, increasing doctor and hospital capacity, and consequently revenues.

Enhanced Efficiencies – Doctors

- **Reduced Errors:** Digital prescriptions and automated cross-checking systems minimize the risk of human error in medication and treatment plans.
- **Enhanced Reach:** Telemedicine can extend the reach of doctors, allowing them to consult with patients who cannot visit the hospital due to distance or mobility issues.
- **Remote Monitoring Capabilities:** Doctors can monitor their patients' health remotely, which is particularly beneficial for managing chronic conditions and providing post-operative care.

Digital Health Adoption in Government/ Public Sector



Key Government & Public Sector Initiatives in Digital Health

- **Ayushman Bharat Digital Mission (ABDM):** Launched in 2020, ABDM (formerly known as the National Digital Health Mission) has been a cornerstone in pushing digital health adoption..
- **Co-WIN:** It facilitates the tracking of vaccine coverage, scheduling appointments, issuing digital vaccination certificates, and monitoring vaccine stocks. Its usage has expanded to integrating data with other programs for comprehensive health mgmt.
- **E-Sanjeevani:** It is a government telemedicine service. As per reports from the National Health Authority, E-Sanjeevani had completed over 1.5 million teleconsultations by early 2021.
- **Nikshay:** It is a digital platform for tuberculosis management in India, exemplifies public sector digital health adoption, enhancing TB patient tracking, treatment adherence, and data management.

HMIS Features	Capabilities	Benefits
Patient Registration	<ul style="list-style-type: none"> Registers patients hospital app, patient app or website Captures patient demographic & contact information, patient condition, referring doctor etc. Captures financial information including health insurance Displays bed availability, upcoming discharges, and other pertinent information in real-time 	<ul style="list-style-type: none"> Reduces administrative workload for hospital staff Decreases patient wait times Provides doctors with instant access to patient records Ensure accurate billing / collections
Patient Scheduling	<ul style="list-style-type: none"> Automates the scheduling of appointments, surgeries, allocation of resources, etc. Provides consistent and up-to-date patient information to all stakeholders e.g., doctors, nurses Displays bed availability, upcoming discharges, and other pertinent information in real-time 	<ul style="list-style-type: none"> Minimizes idle time, enhancing the efficiency of hospital resources Reduces patient wait times Enables more efficient time and energy management for doctors

***Possibilities are
endless.....***

***Have you started your
Digital Health journey??***