Hospital Management System (HMS)

WalSof Technologies

Agenda

- Overview

- Module-wise Highlights
  - Patient Registration
  - OPD
  - IP
  - Pharmacy
  - Investigations
  - Health Program Management
  - Patient Grievance Management
  - Doctor Management

- Conclusion/ Summary

Overview

Overview..

- End-2-end Integrated Solution

- Flexible/ Modular Approach
  - Customers can initially start with basic Modules and then scale later per Business Requirements

- Cloud based SaaS Solution

- Built on robust/ secured Microsoft Development platform

- Unified Data stack

- Role based Security Framework

- Can be extended across various MS Products, both Technically as well as Functionally

..Overview

- Scalability Options

  - Documentation Solution
    - Sharepoint

  - Outlook

  - MS Office

  - Analytics
    - Power BI/ Dataverse

  - RPA
    - MS Power Automate

  - BOT

- Artificial Intelligence
  - MS ML/ AI Modules
  - Text/ Voice/ Facial

- Azure
  - AD
  - Integration
  - IOT

- Omni-channel
  - Web-Chat (MS Teams)
  - Voice (MS Teams/ 3rd party)
  - SMS (3rd party)
  - WhatsApp (3rd party)
  - WebSites
    - Mkt/ Portal/ Azure
  - Social

..Overview

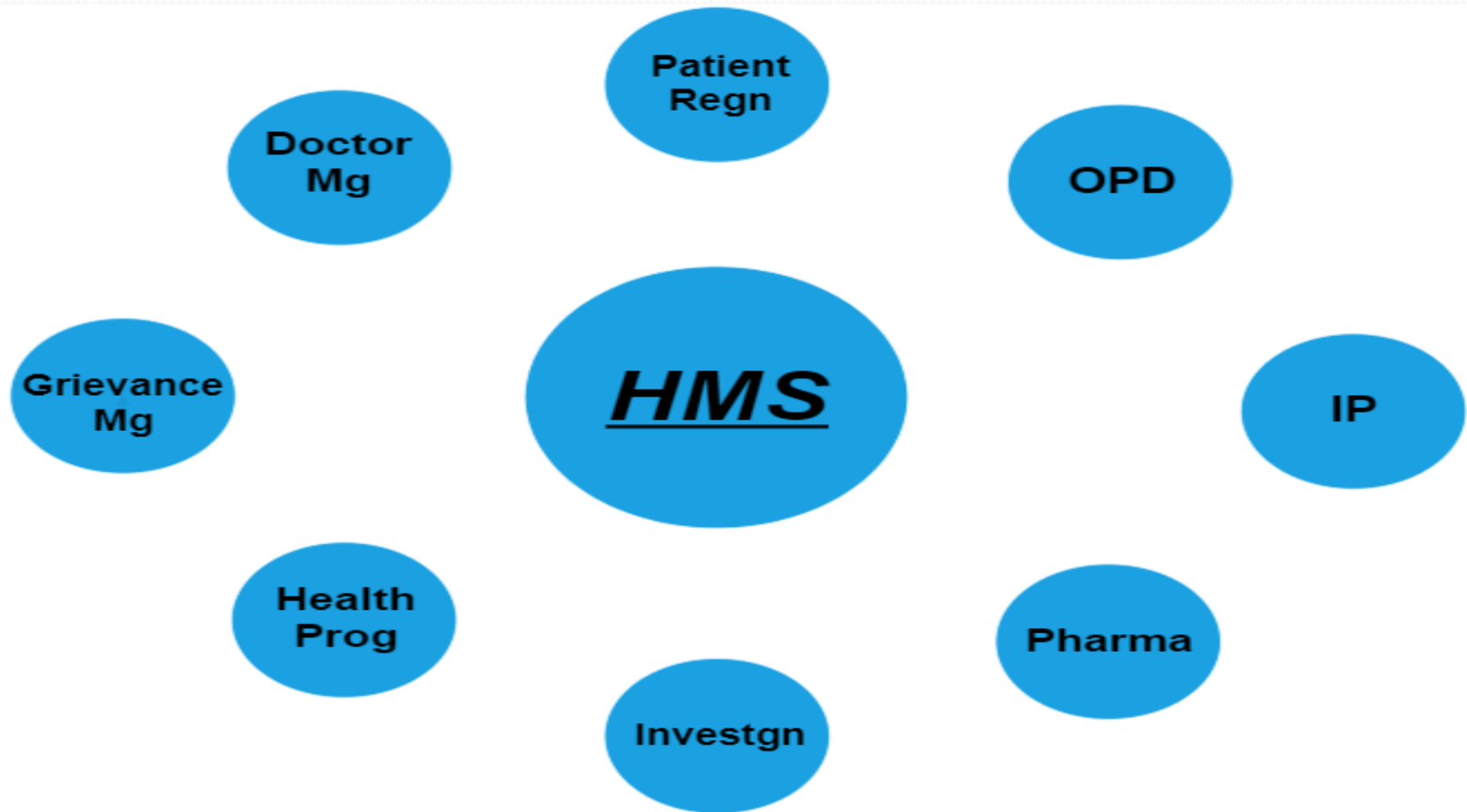- Scalability Options

  - ERP Modules
    - Supply Chain
    - Financials
    - Projects
    - Retail
    - Asset Management
    - Commerce
    - VOC

  - CRM Modules
    - Marketing
    - Lead Management
    - Opportunity Management
    - Quotation Management
    - Service Management
    - Field Service
    - Customer Service

HMS Modules

Module-wise Highlights

Patient Registration

- Patient Registration

- 360 degree Patient view
  - Handy availability of previous Transactions
  - IP/ OPD/ Health Program
  - Investigations/ Pharmacy/ Feedback

- Patient data can sliced by any demographic dimension

- Marketing Mails/ blast can be done based on Campaign segments

- Patient Scoring can be done per agreed Model/ Approach

OPD

- End-to-end Journey from Appointment-Booking to Actual-Visit to Cross-Referrals

- Inherent Appointment Reminder Engine built-in

- Mails to be auto triggered to various Departments, in case of Referrals

- Patient Feedback can be captured upfront
  - Triggers to be initiated to respective Departments automatically

- Exhaustive BI/ Cohort segmentation

IP

- End-to-end Journey from Planning to Surgery to Cross-Referrals

- Inherent Appointment Reminder Engine built-in

- Various Actions can be initiated automatically based Discharge Summary

- Mails to be auto triggered to various Departments, in case of Referrals

- IP: Pharmacy in-built integration

- Exhaustive BI/ Cohort segmentation

Investigations

- Integrated Investigation Lead mechanism
  - Direct/ OPD/ IP/ Health-Program

- On-line availability of Slots

- Automated Report Delivery per Plan

- Message automation vide various channels viz. Email/ SMS/ WhatsApp etc.

- Secured Portal Access, for accessing current/ past Reports

Pharmacy

- End-2-end Pharmacy Management

- Integrated Lead generation mechanism

- Built-in Re-order Engine per defined norms

- Well connected Omni-channel platform, for various messaging requirements

- Stock Audit capability
- Supplier Management/ Rating

- Excellent Analytics/ Dashboards

Health Program Management

- End-2-end Health Program Management
  - Planning to Execution, per agreed Plan

- Automated Task creation, based on Patient preferences

- Centralized Program Management/ Pricing Control

- Cross channel communication

- In-built upsell mechanism

- Excellent RPA engine

Doctor Management

- End-2-end Doctor Management

- Multi-channel Lead Management

- Robust Omni channel Engine

- Compatibility with Mixed-Reality/ Halo-Lens

- Integrated Trigger mechanism

Grievance Management

- Centralized as well as POS Feedback mechanism

- AI based textual Sentimental Analysis

- Granular level Analysis at Departmental/ Individual level

- Matured Processes for Intra-Departmental interaction and RCA thereof

- Robust RPA framework for better Resolution Time

Conclusion/ Summary

Conclusion/ Summary

- Best in-class Hospital Management Solution

- Data Stored securely globally over MS Azure Cloud

- Built on World's best Dev stack/ language

- Easily Scalable
  - Both Functionally as well as Technically

- Helps in improving Productivity

- Highly Cost Effective

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