



Healthcare in Digital Transformation

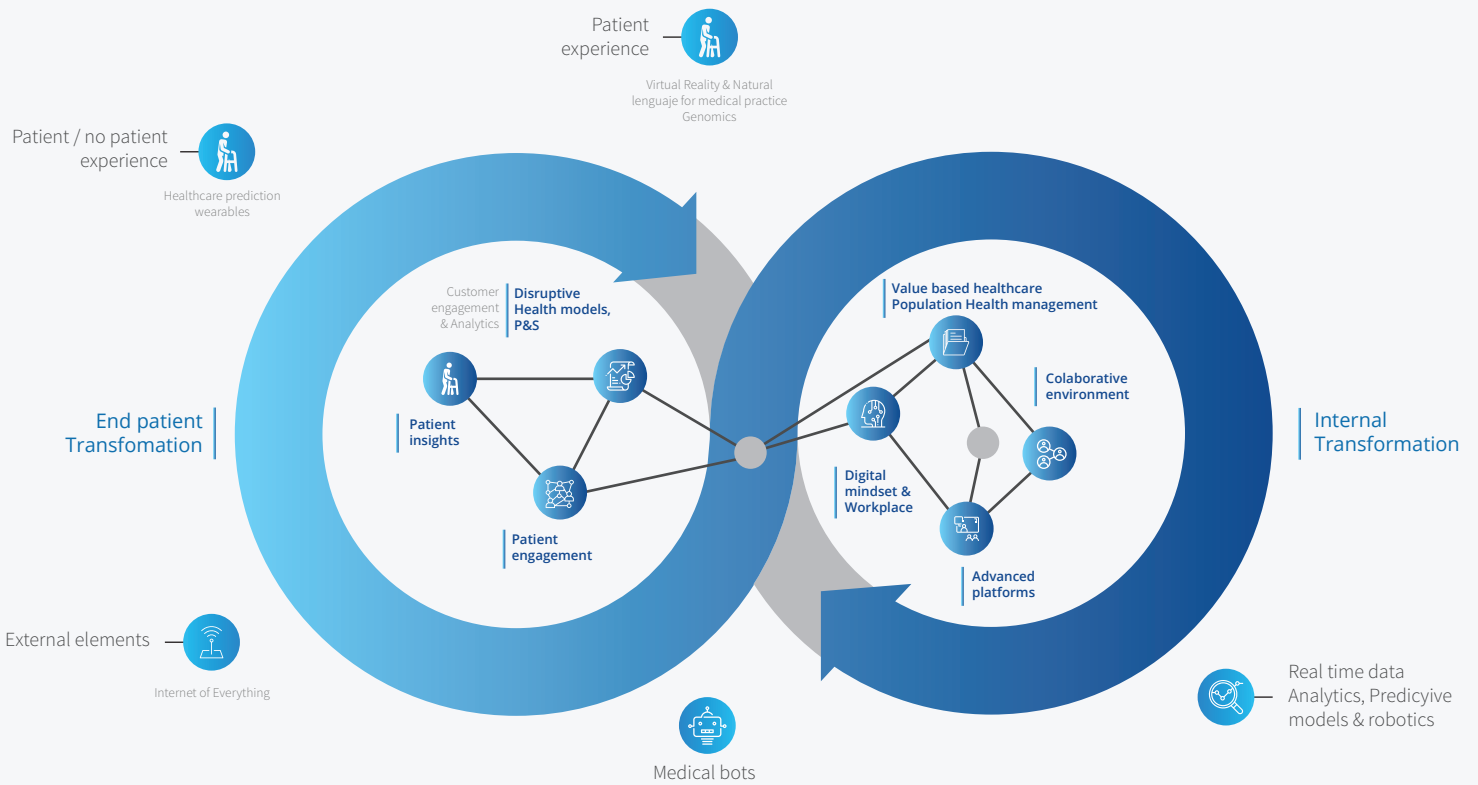
Getting connected digitally

Digital Transformation Overview

Technology has been rapidly changing every miniscule second. As we all know, Digital Transformation – one of the most integral component of tech has played a significant role in several industries to transform them globally!

The all – encompassing theme of Digital Transformation specifically in healthcare and, integration of Internet of Things (IoT), Artificial Intelligence (AI), Machine Learning (ML), Robotics etc., has played a major role in the ever changing face of the healthcare industry, giving it a complete 360 healthcare revolution!

HealthCare is moving towards – Digital First!



Considering the fact that, healthcare organizations have always revolved around providing patients a complete efficient & effective package, delivering end-to-end quality solutions. Technology, hence plays a vital role in facilitating hassle free solutions designed not only for patients, but also enhancing the overall patient – doctor communication, proficiently.

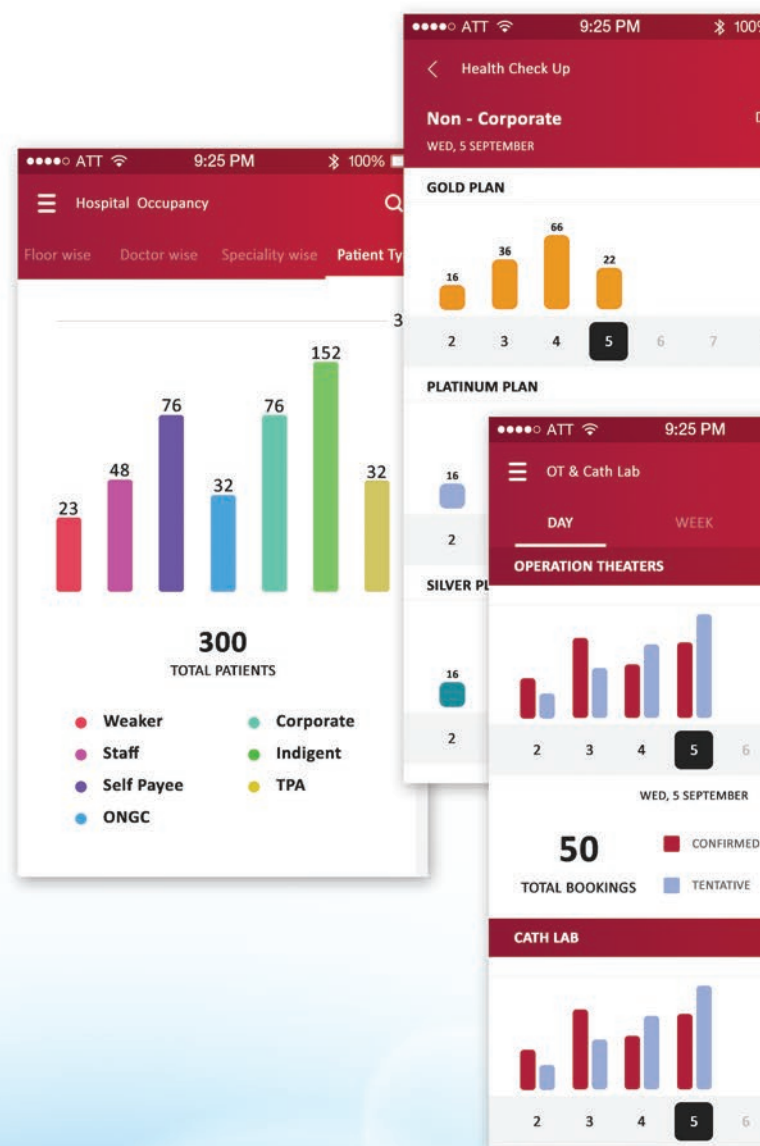
Healthcare is definitely touted to be one of most promising industry for digital innovations. We @Mobinius™, have always believed in delivering maximum value thoughtfully™, by providing the best digital solutions. We offer a complete range of healthcare suite designed especially for healthcare organizations, as mentioned here:

- > Management dashboard
- > Feedback system
- > Chatbots
- > Appointment Manager
- > Communication Platform
- > Staff tracker & timesheet
- > Medical equipment tracker

1. Management Dashboard

Integration a feedback system, along with developing an application, which will be exclusively accessible to the board of directors or the management, shall consist of the entire information or the daily activities available at the touch of a button.

- + Day-to-day reports for
 - + Hospital occupancy,
 - + Doctors attendance,
 - + Admission & discharge details,
 - + Doctor's schedule
- + Health Checkup dashboard
- + OPD Snapshot
- + Easy integration to the hospital backend system
- + Multi role based Dashboard
- + Easy view of critical information available at touch
- + Availability on Mobile and Web
- + Real-time info with pictorial representation



2. Feedback System

This consists of the feedback /suggestions / reviews as given by patients, as a result of their overall experience, which can be later referred for evaluating and improving the existing processes in place.

A. Patient Feedback

- + Outpatient
- + Inpatient
- + Corporate Health Checkup Program
- + Patient tracker and follow-ups
- + Post - operative care

B. Live Feedback System

- + Customer experience
- + Overall sanitation, food & hygiene, prompt assistance, diagnostics & pharma availability etc
- + Doctor & patient overall communication
- + Feedback rating system
- + Service provided at different verticals at Hospital
- + Health diagnosis by the doctor
- + Medical treatment provided
- + Customer assistance
- + On demand health report viewer

C. Dashboards

- + Overall rating on the entire parameters
- + Scope of areas to be paid attention to, ensuring a hassle free process
- + Generating / viewing reports / feedback on various subsets, such as:
 - a. Generic quality
 - b. Health diagnosis
 - c. Customer feedback etc
 - d. Patient repost for reviewing
- + Managing the entire master
- + No of users using the portal

The image shows a digital patient feedback interface. The top part is a form titled "Admission" with a "Next" button. It features a rating scale from "Poor" to "Excellent" (represented by 1 to 5 stars) for three categories: 1. Guidance & support provided in completing paper work & formalities for admission. (4 stars), 2. Courtesy and friendliness of admission staff. (4 stars), and 3. Time taken to complete admission process. (4 stars). Below this is a patient information form with fields for Name (John Doe), LH No., Date of Admission, Date of Discharge, Bed Number, Phone Number, and Email.

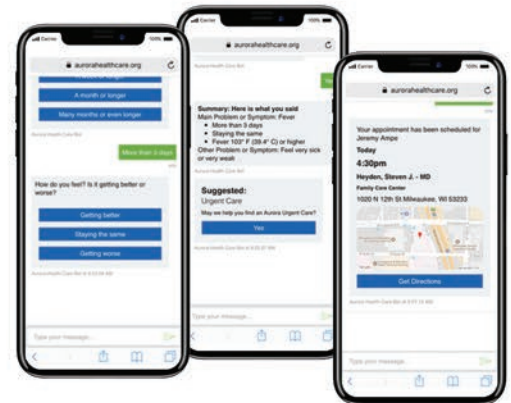
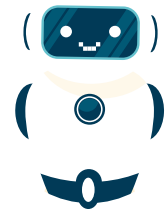
D. Alerts and Notifications

- + Alerts on posting a new appointment schedule in terms of doctors, patients, diagnostics, Cath Labs, financials etc
- + Successful diagnosis & operations by the doctor
- + Immediate help needed in case of emergency
- + Diagnosis alerts for the reports generated for various activities

5. Chatbots

Considered to be one of the latest digital revolutions, one can seek help from the bot, being on the go, anywhere and anytime. The chatbots indeed are effective assistance right from scheduling your appointments to making you connect with the right doctor as per your diagnosis, as mentioned below:

- + Chatbots for doctors
- + Bots for patient appointments – existing & new queries
- + Managing health timesheets
- + Patient scheduling for non-medical & medical staff – doctors, nurses, lab assistants etc
- + On call assistance
- + Financial Assistance
- + Management Bot
- + Medical inventory



6. Appointment Manager

It definitely helps you in making your various mammoth tasks for the day, getting the timelines in order, managing time tables etc., using this easy to schedule appointment manager vis-avis managing everything on a call.

- + Generating the doctors and medical staff daily schedule
- + Managing the real time doctors availability for addressing critical patients
- + Managing appointments for handling patients for General Ward's, ICU, ICCU, Operations etc
- + Taking care of the patient's schedule for – inpatients, outpatients, regular visits, lab appointments etc
- + Real time communication between patients & doctors etc
- + Planning of proper appointments to eliminate the waiting time spent in the hospital reception/ waiting lounge
- + Helps one reduce the number of no-shows and cancellations, on the basis of patients turn ups
- + Managing and deleting double booking appointments happened, if any
- + Improve communication with the staff and clients



5. Communication Platform to **Connect, Collaborate & Care**

A secured, reliable platform for communication & collaboration, exhibiting the real time data, ranging from various departments (internal / external), depicting patient conversations, enabling more transparency.

Connect

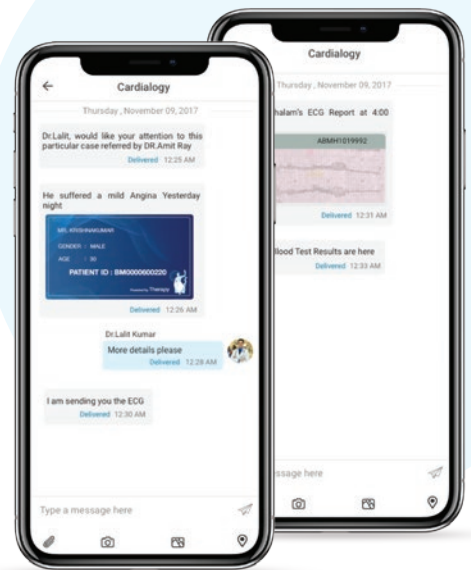
- + Get connected with the doctors across your vicinity for immediate help or consultations, if any
- + Connecting you to the specialists in reference of consulting for pre and post-operative surgeries or medications if needed
- + Immediate connectivity with the doctors present in the hospital
- + Interact with your colleagues, with your fingertip!

Collaborate

- + Generating quick access to patient specific info
- + A panel built-for-you as per your needs & requirements for various data and medical inputs
- + Maintaining the patient doctor specific conversations, for records and immediate medical reference or patient history
- + Collaborating for a specific group / patient / topic / discussion, by getting adequate timely updates for the same, along with providing suggestions / inferences, if any

Care

- + Anytime help, anywhere needed – is available at the touch of your fingertips
- + Get in touch with your patient / doctor or vice – versa for any medical pre & post operation suggestion /aid
- + One-to-one patient doctor connect with ease
- + Easy to access module, ensuring hassle free info between
 - a. Doctors and Patients
 - b. Doctors and the Management Team
 - c. Doctors and the Medical staff
 - d. Staff – non medical and the admin assistants
 - e. Lab executives and the medical staff etc



6. Staff Tracker & Timesheet

This solution helps towards managing the day-to-day activities with ease and caters to:

- + Managing medical & non-medical staff
- + Assigning the staff to patients and various tasks
- + Handling the entire time shifts assignments & managing in turn
- + Generation & reviewing of daily, weekly and monthly timesheet
- + Tracking the leaves and holidays of the staff

Projects		Sun	Mon	Tue	Wed	Thu	Fri	Sat
Amphotericin B	P - Project Meetings	0	2.5	0	0	0	0	0
	P - Documentation	0	1	0	0	0	0	0
Isoprotenerol	P - Documentation	0	2	0	0	0	0	0
Functional	F - Plant travel/support	0	1.5	0	0	0	0	0
Icatibant	P - Project Meetings	0	1	0	0	0	0	0
	P - Documentation	0	2	0	0	0	0	0
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	P - Documentation	0	2	0	0	0	0	0

7. Medical Equipment Tracker

Helping to find the right device at the right time, with ease to access, ensuring less time consumption.

- + Blood collection set & blood bags:
 - a. With the help of the RFID at disposal, it ensures accurate tracking of locating the right blood group needed amongst others
 - b. Also, ensures a positive transfusion, keeping the wellness at optimum
 - c. Improving patient health & safety
- + Medical / hospital equipment & medicines: The RFID ensures:
 - a. Proper & timely medicine management
 - b. Ensures the tracking and delivery of the medicine / medical equipment in time
 - c. Enables automated Staff – non medical and the admin assistants to track, deliver and update the records well in time
- + Operating systems / devices at work:
 - a. Proper traceability of the healthcare devices being used in case of any emergency / casualty
 - b. Immediate attention can be paid in reference to any mishandling of devices
 - c. Also, updates for timely maintenance of the devices if any, much in advance



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