Case Study

One of the largest healthcare giants to deliver an amazing health care facility for a great patient care

BACKGROUND

The changing tech has opened wider avenues for all the organizations across the different verticals & domains making it easier to enable complete digital transformation. Keeping the same in mind and, keeping up the pace with the latest technologies, one of the leading hospitals in India wanted to automate their entire operations and, also take care of nurturing the latest technologies, in order to digitize their entire operations.

Digital Transformation by Mobinius™ Offerings

With digital transformation being the next wave in the tech, it is touted to revolutionize the entire healthcare domain at large. Thanks to this technology, going paperless, automating operations hassle free, saving time while coordinating, having a chat bot assigned for all the queries to be answered, irrespective of technical / non – technical support needed. Integrating with the latest technology, it was decided to have a modern app catering to the entire management – easier to identify the daily buzz at work in terms of no of patients treated, doctors schedule, the critical cases being handled by which doctor, the surgeries done by the doctors, the patients admitted, the revenue generated etc. This will help in having a one stop place for the entire info being available at a specific point.

Apart from this, there is also a patient – doctor scheduling app, which will help in tracking the attendance of the patient in terms of the doctor being able to use the application in order to accept the scheduled patient's visit. This will surely pave way for eliminating redundant paperwork, back and forth calls, time of the medical staff for co-ordination etc. Another digital way of moving towards automation, is introducing the facility for having a one spot app for the co –ordinator who shall help in signing up the patient for any specific package or offer which the patient would want to subscribe / sign up with. This progress status will be shared with the patient / doctor for future.

We @Mobinius™ understand, that providing the right customer experience is one of the most essential components of success and, is the key factor which drives the entire organization at large. Keeping the same in mind, we offered the following:

- Developing the UI UX of the hybrid application
- Application development for iOS and Android platforms
- Designing the web Interface for the admin panel
- Implementation of the server (Backend)
- Deployment of the apps to the store and back-end

1. Feedback & Management App

To make the entire ops process more smooth and hassle free, we designed a feedback & management system, which will not only help in deriving insights from the overall data as captured by the app, but also help improvise the scope needed for immediate attention to enhance a specific system or a dept. For example one can now get to see the entire overview of the detailed patient records, right from the time of admission, surgeries, doctors, food, hygiene, nursing care, diagnostics, hospitality, housekeeping, medical needs etc., are mentioned and the patient has to accordingly rate right from poor to the most excellent experience.

2. Patient & Doctor Tracker

It becomes very crucial to have a proper sense of understanding between the patients & doctors enabling more transparency, leading to greater trust. Also looking at the entire tech eco-system, it becomes important to have a proper framework or a clear support system which can help in being more tech savvy and up-to-date hassle free conversations.

3. Chatbots

Getting an entire medical facility digitized, surely has its own benefits and, will pave way for an emerging tech facilitated organization, through chatbots. With already having a busy schedule amidst managing the entire people in hospitals at large, it becomes crucial to address all the communications / grievances which needs to be addressed aptly. Since dealing with medical domain becomes another ball game altogether, it needs to be handled carefully. Here, is where we speak about having tech being amalgamated with the regular pace of work in an organization. With the bot now accessible to all, it becomes easier to book an appointment, schedule a visit, pay the fees, book a bed, useful for immediate help in being guided for medicines etc.

With AI in the right place, this is what the organization will benefit:

- Chat bots are viewed as the new, 24/7 face of customer conversations
- Will help organisations across to speak millennial
- Intelligent digital assistant help users to get quicker solutions /answers to their queries
- Bots can push relevant content to end users and test user engagement
- Bots can lead a company's personalization strategy
- With our ready to deploy framework, we can achieve the above with a more goal oriented or a focussed approach.