



Welfare Association Automates Medical Centers and Increases Patient Visit by 60%

The Customer was not only able to reap the benefits of automation in terms of significantly improved productivity and operational ease but was also able to map patient demographics through insights gleaned from MIS reports and opened a new center resulting in 60% increase in patient visit.

THE CUSTOMER

The Customer is a welfare association of one of the most prominent mainline newspaper publication brands in India. The welfare association has 3 medical centers in Chennai being run and managed primarily to offer healthcare support to the employees and extended family members of the publication. The outpatient center has a zero billing system since it is run free of cost for the employees and is paid for completely by the welfare association.

THE CHALLENGE

The Customer wanted to streamline operations and improve efficiency and patient satisfaction. The requirements were:

- Billing management with zero billing for employees and their extended families
- Specific custom work flows for specialties
- Maintain confidentiality of patient records
- Integrate devices for accurate diagnosis and improved patient outcomes
- Track metrics for meaningful analytics and insights

THE SOLUTION

Attune implemented the Cloud based HIS with multi tenancy to significantly improve operational efficiency and meet Customer requirements.

- Special Zero billing flow was created to map the employees and their respective family to unique ID
- Custom workflow created for counselling, physiotherapy and patient follow up
- Data access was restricted with access provided only to authorized users as selected by the admin
- Device integration flow was included
- Inventory management system created for better procurement planning
- Consolidated intelligent MIS reports that could be readily submitted for taxation was created



THE IMPACT

- With the billing system in place the billing flow became smooth resulting in reducing the time spent on this process significantly
- The Customer could now assure complete confidentiality of medical records to the patients
- With device integration the medical values and data were pushed directly from device to report with no human intervention resulting in significantly reduced chances of errors
- The specialty flows made it easier for the consultants to enter specific patient information
- Complete stock of inventory meant reduced losses due to pilferage and wastage
- Most importantly using the MIS reports, the Customers were able to understand client demographics and opened a new center in Maraimalainagar, through which they were able to increase the services availed by employees and dependents by 60%

To know how you can benefit by automating your hospital, [click here](#).

About Attune

Attune Technologies is a next-generation healthcare IT company that has pioneered Cloud based products designed to help the entire healthcare ecosystem. Attune's solutions seamlessly integrate Labs, Hospitals, Pharmacies, Blood Banks, Radiology, Medical Devices (IoT), Insurance Companies, and Accounting resulting in increased revenues and operational efficiency. Attune's solutions can be deployed across the spectrum of organizations – starting from single physician clinics to a network of healthcare providers making it the largest Cloud based healthcare IT service provider in the region.

Funded by Norwest Venture Partners and Qualcomm Ventures, Attune is headquartered in Singapore and supports over 10 million patient health records serving 200+ clients spread across 15 countries in the Indian Subcontinent, South East Asia, Middle East and Africa. The company's platform interfaces with over 1100 devices such as lab analyzers and ICU machines to absorb labs into the health network. In interfacing with them, Attune is bringing to life the concept of 'Internet of Things' or a connected universe for the entire healthcare sector.



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