



Dialysis Center Patient Volume Increased by Over 50% Resulting in Significant Impact on Revenue Generated

The Customer was able to track operations, increase productivity, maximize revenue and improve patient satisfaction due to the complete automation of the dialysis center.

THE CUSTOMER

The Customer is one of the most reputed and well known Nephrologist who consults in 3 different hospitals and also owns and runs a 20 bed dialysis center inside a 100 bed hospital in Chennai.

THE CHALLENGE

Apart from managing the flourishing practice and hundreds of patients in various hospitals, the Customer was hard pressed for time and losing potential revenue in the dialysis center. The customer's challenges were:

- Tracking patients visiting the dialysis center
- Scheduling the dialysis to optimize bed usage since sometimes there was a patient overflow and over booking, leaving patients unhappy
- Preventing loss of revenue as underutilization of the beds happened often due to poor planning and lack of patient monitoring
- Managing and following up with existing patients in an organized manner
- Manual data entry was creating errors resulting in a fragmented view of the patient case history. The need for a complete case sheet that can be generated automatically with accuracy was sorely missed
- Planning reagents and inventory management was painful as the center was managed by only 3 staff
- Strong need for better monitoring, control and tracking of dialysis unit to improve revenue and productivity

THE SOLUTION

The Attune team implemented Cloud based special dialysis solution to provide control and access to information at all times from anywhere. The team implemented the following solutions:

- Registration and billing module for integrated dialysis billing, advance, payments and due capture
- Module for dialysis workflow as an out-patient procedure with follow up feature in front office module to schedule reviews
- Pre-dialysis vitals and related clinical details capture as well as on flow patient monitoring and related clinical details capture feature
- Feature for multiple dialysis monitoring cycles capture on a case-by-case basis and case sheet printing
- Inventory management module for tracking reagent usage
- Consolidated intelligent MIS reports that give comprehensive views of day to day operations along with Patient wise, day wise reports as well as revenue collection detail



THE IMPACT

- Patients were impressed with printed case sheet with clear information on values captured
- Billing flow system was smooth reducing time spent on billing and registration processes significantly
- The dialysis specialty flows made it easier for the consultant to enter specific patient information and view patient case history along with reports of past dialysis
- Complete stock of inventory and better management of bed utilization resulting in increased revenues
- Significant reduction of work for the 3 staff and better monitoring, tracking and control of the dialysis unit resulting in better view of the practice
- Improved patient satisfaction resulting in increased referrals.

To know how you can improve operations of your dialysis center, whether an independent hospital or a specialty inside a 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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