



Super-Specialty Hospital Saves over Rs. 2.5 Million per Year after Implementing Attune HIS

Attune's Cloud based HIS architecture with a world-class billing module helped the hospital define and create an innovative approach with 'multiple surgery kits' for single surgical procedure approach based on payment options thereby plugging significant revenue leakage resulting in overall cost reductions, increased profits and improved patient experience

THE BACKGROUND

The customer located in Chennai is a tertiary care hospital committed to deliver high quality, world-class healthcare to the society at an affordable cost. This Super-specialty hospital offers Trauma, Geriatric, Cardiac, Pediatrics, Cancer care among other specialty services under one roof. The Hospital has pioneered advanced scientific management of diseases and is equipped with modern high end devices such as Positron Emission Tomography (PET scan), Image Guided Radio Therapy (IGRT), Cyclotron, Apheresis etc.

THE CHALLENGE

Being one of the most popular healthcare destination in the city also meant handling a high volume of patients resulting in corresponding volume of treatment plans and surgical procedures. The Customer hospital was facing major challenges in

- Accurate billing for procedures since the payment was through multiple channels such as private insurance, self-payment or payment under one of the government schemes
- Complex accounting since the payment option was visible only after completion of the procedure creating major confusion and predictability in cash flow
- Controlling the cost of consumables during surgeries to help streamline the billing process

THE SOLUTION

The team at Attune took an innovative approach to the problem and collaborated with the Customer and

- Defined and created multiple surgery kits for the same surgical procedure depending on the payment option and cost categories
- Attune Cloud-based HIS was then implemented with customized approach to billing and use of cost based consumables during surgeries
- The Customer was pleased with Attune's surgery kit approach to resolve the operational complications that were rampant due to lack of an automated, predictable, collaborative tool between billing and surgical procedure



THE IMPACT

As an impact of Attune HIS solution the Customer was delighted as they were not only able to simplify operations but were also able to **save up to Rs. 2 lakhs per month**.

The customized Attune HIS implementation helped the Customer by offering:

- Complete operational visibility and control of all the departments in the super specialty hospital. The management team was now able to monitor operations and identify areas that required attention sitting in one place
- Mapping of different insurance clients for the credit patients, eliminating confusion and error in billing thereby making it easy for the cashier to handle the billing complexities.
- A robust patient registration and billing module that seamlessly integrated with the surgery department and ensured that specific pre-defined surgery kits could be used for same surgical procedures for different patients based on economic models resulting in significant savings.
- Consolidated patient data on a standardized central platform enabling the client to maintain patient health records and history resulting in improved patient outcomes.
- Solution in the Customer's private Cloud.

With Attune HIS customized billing and registration modules, the flow of information and collaboration between registration, billing and surgery functions of the hospitals improved dramatically resulting in predefined kits being used based on set criteria

To know more about how you can save millions of rupees every year for 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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