



## Super Specialty Eye Hospital Chain Reduces Collection Dues from Rs. 1.2 Crores to Zero

Attune HIS helped identify key gaps in system to improve operational efficiency and collections resulting in increased cash flow.

## THE CUSTOMER

The Customer is a highly reputed Eye Hospitals chain headquartered in Jaipur, serving 15 cities with 19 specialty eye hospitals in India. They offer expert ophthalmic care for a wide range of ocular sub specialties.

The hospital provides comprehensive diagnosis, treatment and surgical services through cutting-edge technology. The team at the hospital comprises of world-class surgeons having vast surgical experience and expertise.

## THE CHALLENGE

The Customer was struggling to get a clear picture of their revenue performance and collections. Given the fact that they had a chain of hospitals present in 19 different locations only made the problem more acute. The multiple challenges faced by the Customer were:

- The hospital was unable to track the collectibles due in each of its location in real time resulting in severe losses to the tune of crores of Rupees each year
- While the Customer's internal team was working hard to capture financial data on worksheets and track processes, the activity was time consuming, inefficient and slow making it difficult for the management team to extract any real actionable information from the data
- As the financials were not tracked in real time, settlement closures were a challenge
- Creating an effective procurement strategy was also difficult given the lack of reliable data to track material consumption patterns across individual branch hospitals
- The manual tracking of procurement data was a laborious process and did little to control inventory theft

## THE SOLUTION

The team at Attune implemented Attune's Cloud based Hospital Information System (HIS) that connects the various functions within a hospital and various remotely located hospitals within the group to one platform offering a consolidated dashboard to track performance and revenue collections.

- A customized Inventory management module was created to manage the procurement and automate the purchase order process
- Attune developed a Revenue Cycle Management module to track the financials and MIS reporting to help the client assess their performance on various metrics in custom formats
- Finally, the Attune team created an end-of-day (EOD) consolidated report system, wherein the client could evaluate performance of each center on a daily basis on a single screen



## THE IMPACT

Attune's HIS served as a one-stop shop to meet all the challenges the client faced. The Customer Hospital used the dashboard and was able to take suitable actions to meet their business goals bringing down collection dues to zero in the span of one year.

The procurement system became efficient helping the Customer improve profitability. The customized Attune HIS implementation helped the Customer by offering:

- A Cloud-based architecture supporting multi-tenancy giving the client complete operational visibility and control of all the 19 hospitals in diverse locations. The management team was now able to monitor operations of all the branches in real time sitting in one location
- Consolidated patient data on a standardized central platform enabling the Customer to maintain patient health records and history resulting in improved patient outcomes
- An Inventory Module that automated purchase and tracked pilferage resulting in increased profitability
- Special EOD consolidation reports that helped track revenue at all centers on a daily basis. The Customer was now able to cross check revenue indicated by software with their actual revenues and were delighted to see the numbers match demonstrating the accuracy and dependability of Attune's software
- MIS report to help manage dues and track financials in real time. The Customer reported a due of Rs. 1.2 crores in 2014 and zero dues in 2015 emphasizing the benefits of implementing Attune' Cloud-based HIS

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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