

<p>Client Background</p>	<p>The client is a Multi-Specialty Hospital with extensive healthcare facilities including four tertiary healthcare centers. With 20+ medical specialties, the client provides comprehensive medical services to the public and is aiming to establish itself as a centre of excellence.</p>
<p>Challenges faced by Client</p>	<p>The client has unique operational processes. The client is a JCI accredited hospital. Client faced difficulties in standardizing processes and ensure control across remote locations. The client also wanted to implement different workflows based on business rules. The client had difficulty to track information across multiple locations. The client had difficulties in adhering to the SLAs. The client also had difficulties in collaboration among doctors from different geographical locations.</p>
<p>Key Accomplishments</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Thorough study of existing operational process was conducted <input type="checkbox"/> Workflows were configured using IDEAMED's Workflow Engine <input type="checkbox"/> Business rules were configured using IDEAMED's Business Rule Engine <input type="checkbox"/> Approval processes were configured using IDEAMED's Approval Engine <input type="checkbox"/> Data sharing among different locations were enabled using the inbuilt Multi-Tenant Capability <input type="checkbox"/> Extensive communication was enabled using IDEAMED's Notification Engine
<p>Benefits Achieved</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operation efficiency was increased due to highly customized software workflow matching the hospital operations <input type="checkbox"/> Increased control over operations thanks to the Approval configurations <input type="checkbox"/> Data sharing and Data control was achieved using Multi-Tenant configuration and Roles <input type="checkbox"/> Overall increase in service level using Auto escalation and Notifications <input type="checkbox"/> Seamless integration with external ERP was achieved
<p>Summary</p>	<p>Extensive customization and control was implemented using IDEAMED's Application factory which provides inbuilt Screen Builder, Notifications, Workflow, and Business Rule Engines. To get more info on Application factory please refer : Appfactory video</p>