



Hospital Management System

White Paper

TABLE OF CONTENTS

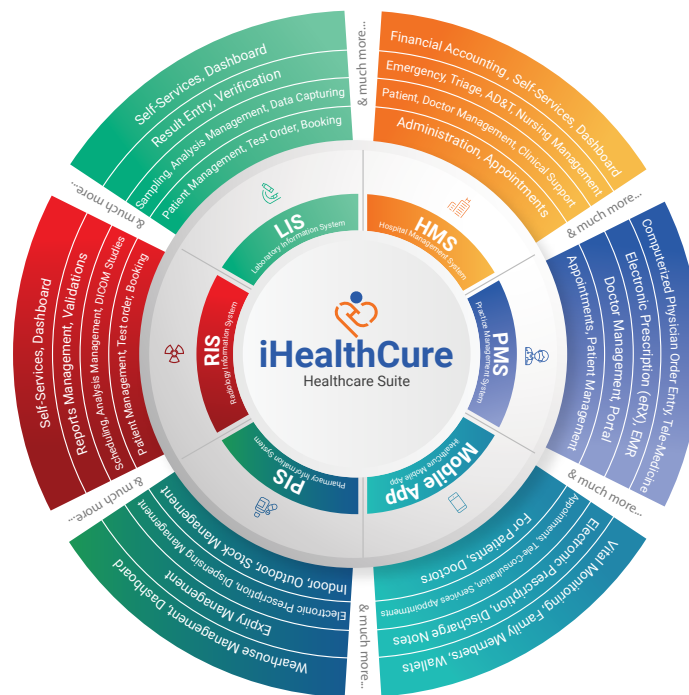
Introduction	3
Executive Summary	4
Product Overview	5
Deliverables	8
Project Deliverables	8
Timeline for Execution	8
Support Mechanism	9

INTRODUCTION

We are very happy to introduce **Techovative Ltd.**

We are delivering outstanding user experiences by designing and realizing digital solutions through Information as per their requirements along with consultancy and IT Professional Service Providers.

Techovative specializes in Software/ Enterprise Resource Planning (ERP) having rich experience and footprint in Healthcare IT. Having its own Healthcare Suite named as **iHealthCure (iHC) Hospital Management System (HMS)**, Picture Archiving and Communication System (PACS), Laboratory Information System (LIS), Practice Management System (PMS), Pharmacy Information & Management System, Electronic Medical Record (EMR), Radiology Information System (RIS), iHealthCure Mobile App, Tele-Medicine, Human Resource Management System (HMRS), Supply Chain Management System etc along with planning, designing, consultation, provision and Installation of IT Infrastructure (Hardware / Software), having integrated solutions.



An excellent enterprise management platform that offers a multitude of business and productivity operations for all kind of enterprises. We not only streamline business processes but offers superior customer experiences and enable growth. The solution's innovative infrastructure ensures that all your operations are integrated, teams connected and processes are automated which means you experience business intelligence like never before. Driven by leading-edge processes analytic capabilities. In addition to uninterrupted connectivity and foolproof security, lower total cost of ownership makes it an ideal option for any enterprises. It helps enterprises deliver unparalleled customer experiences, futuristic products & services, and avenues for scalability.

- ▶ Better collaboration and workflows strengthen business.
- ▶ Options for growth and scalability ensure ongoing success.
- ▶ Organization wide visibility and control improves compliance.
- ▶ Real-time analytics and reporting enable growth.
- ▶ Standardization of business processes deliver consistent results.

EXECUTIVE SUMMARY

Objective is to provide with better Enterprise application integration through master data management (MDM). This fully customizable ERP solution will provide with complete organization workflow while keeping key focus on staff performance and availability of resources having interoperability among all departments.

Opportunity, If you are an organization operating in today's fast-paced world, a lack of performance visibility of your human resource, inventory or a gap in the supply chain is enough to sink your ship. Your need for a comprehensive modular based Organization Setup and workflows having real-time analytics on consumer patterns to help you make informed decisions.

- **Mission:** Committed to Customer Satisfaction, People Empowerment and Profitable Growth
- **Outcome:** It aligns with your organization goals and objectives
- **Financial Benefits:** Cost effective solution. It saves cost not only by automating manual work but also by increases trust & confidence
- **Technical Benefits:**
 - ◆ Evaluates KPIs to show how effectively the employees as well as the organization is achieving their objectives
 - ◆ Automatically handles routine HR tasks by automatically collecting essential employee information and by structuring all administrative tasks
 - ◆ It offers privacy and data security of critical employee data. It protects personal information both from hackers and unauthorized users by two step authorization level
 - ◆ Standardizes procedures and roles. This increase the overall efficiency and productivity of the organization
- **Quality:** To achieve sustained and profitable growth by providing quality services which consistently satisfies customer needs and expectations

PRODUCT OVERVIEW

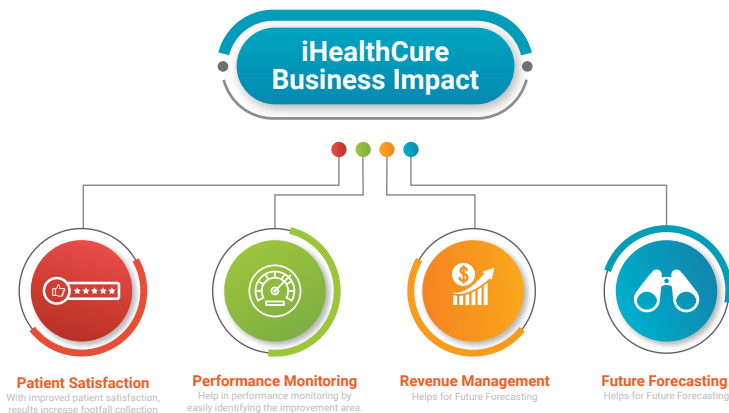
We, **Techovative**, a family of certified IT professional as well as healthcare professionals a reliable and trusted provider. Bring the latest technology in the region. We are consistent in delivering innovative and efficient solutions for our customers worldwide from designing, developing & implementing integrated solutions.

- **Modern, Interactive Dashboard:** A customizable dashboard that can be adjusted as per your need and liking. The dashboard enables you to overview summary of overall and daily customizable workflows of your organization in statistical and graphical presentation along with comparison
- **Permission and Access Control:** It is highly secure and protects all your business-critical information by allowing role-based access control to different modules, sub modules of the system. It allows you to delegate tasks to employees without granting them full access to more sensitive data
- **Solution Overview:** We are offering a comprehensive solution of **iHealthCure-Hospital Management System (iHC-HMS)** special focus on Health Information Exchange (HIE) facilitate healthcare institution with complete hospital automation with patient demographic with its unique identification and its clinical records are barcode enabled with an e-mail, SMS based alert management along with tele-medicine. The authentications and verification of entries is carried out through the Audit Trail facility. With improved tractability and decreased human intervention, the solution promises easy query handling for instant decision of best patient management. It provides the best interoperability among all departments. The solution provides a graphical representation of management information reports and data for top management for analysis. Eliminating information silos and encouraging interdepartmental communication, It offers a single window with a holistic view to locate patient demographics, all visits, patient billing, Electronic Medical Record with it's life cycle of every visit, consultants and nursing clinical notes along SOAP Notes and CPOE on the patient that can be referred to in the future, OT details and so on. storage and retrieval of medical imaging modalities is necessary for present day healthcare

- **Key Features**

- ◆ **Minimize Human Intervention:** By streamlining hospital processes via iHC-HMS to deliver the best services to patients & better administration
- ◆ **Reduce Delivery Costs:** It Reduce healthcare delivery costs and better time management by digitalizing entire healthcare facility
- ◆ **Increase Profitability:** Control revenue pilferage and audit trails at every department therefore increasing profitability
- ◆ **Research, Analytics:** Rich research potential and better analytical factors
- ◆ **Clinical Decision Support System:** Fragmented paper-based records transformation to EMR along with chronic disease management & continuity of care over a longer period of time which assistance in decision making through Clinical Decision Support System (CDSS)
- ◆ **Reports Management:** Critical management reports always available and accessible to the management as per their requirements
- ◆ HL7, FHIR, DICOM, Health Information Exchange
- ◆ HIPAA, Role base access control mechanism
- ◆ Barcodes & RFID enable
- ◆ Web based; Cloud ready
- ◆ Reports Management with Messenger
- ◆ Interactive BI Dashboard

- **iHealthCure Business Impact**



- **iHealthCure Core Features**

- ◆ Optimize Hospital resources, personnel & financial
- ◆ Optimize the allocation of your resources: doctors, rooms and beds
- ◆ Take the most out of your specialty systems with the built-in HL7 Engine
- ◆ Integrated with your specialty systems and extended to your reality
- ◆ Get rid of duplicated patient data and files
- ◆ Improved communication with patient
- ◆ Better quality of service

iHealthCure-HIS Modules, Sub Modules

- ◆ **Hospital Administration**
 - ▶ Facility Configurations
 - ▶ Admin and HR
 - ▶ Time Attendance
 - ▶ Accounts and Payroll
 - ▶ Procurement Management
 - ▶ Supply Chain Management
 - ▶ Inventory Management
 - ▶ Pharmacy Management
 - ▶ Central Store Management
 - ▶ Biomedical Equipment Maintenance Management
 - ▶ Complain Management System
- ◆ **Patient Management**
 - ▶ Patient Portal Self Services
 - ▶ Appointment & Queue Management
 - ▶ OPD, IPD, Accident & Emergency Patient Management
 - ▶ Admission, Discharge & Transfer Management
 - ▶ Wards & Beds Management
 - ▶ Nursing Stations Management
 - ▶ Referral in, referral out management
- ◆ **Doctor Management**
 - ▶ Doctor Profile / Portfolio
 - ▶ Specialty Management
 - ▶ SOAP Notes Management
 - ▶ COPE Management
 - ▶ Templets Management
 - ▶ Practice Management
 - ▶ Tele-Medicine
- ◆ **Clinical Support**
 - ▶ Doctor Consultation (eRX)
 - ▶ Laboratory Information System
 - ▶ Radiology Information System
 - ▶ Diagnostics Management
 - ▶ OT Management
 - ▶ Major / Minor Procedures Management
 - ▶ CSSD
 - ▶ Blood Bank
 - ▶ Electronic Medical Record
- ◆ **Decision Support**
 - ▶ Management Information System
 - ▶ Clinical Decision Support System
 - ▶ Case-mix Management
 - ▶ Clinical Workflows
 - ▶ Outcome Management
 - ▶ Drug Formulary Management
 - ▶ Business Intelligence
- ◆ **Doctor Management**
 - ▶ Laboratory Instruments
 - ▶ Imaging Equipment's DICOM compatibility
 - ▶ Biometric Time Attendance Devices
 - ▶ Bar-code & RFID
 - ▶ Smart Cards
 - ▶ Payment Gateways
 - ▶ IoT based vital capturing kiosk
 - ▶ Self-Services Kiosk
 - ▶ Other Healthcare System

- ◆ **Ancillary Services**
 - ▶ Housekeeping & laundry
 - ▶ Diet & Kitchen
 - ▶ Ambulatory Management
- ◆ **Business Intelligence / Statistics**
 - ▶ Customize Dashboard
 - ▶ Customized Statistics
 - ▶ Customized Reports
 - ▶ Performance measurements
- ◆ **Financial Accounting**
 - ▶ Accounts Payable / Receivable
 - ▶ Fixed Assets Accounting
 - ▶ General Ledger
 - ▶ Cost Center Accounting
 - ▶ Budgeting
 - ▶ Financial Accounting
 - ▶ Doctors Accounting
 - ▶ Doctor Share

DELIVERABLES

Project Deliverables

Deliverable	Description
Project Plan	Complete SRS Report after analysis
Initialization	Setup implementation procedure & Kick-Off
User Acceptance	Acceptance of business requirements
Test Run	Quality Analysis & evaluation after configuration
User Training & Review	Staff training and internal review
Data Migration	Data analysis & data migration
System Review	Onsite monitoring of live system
Project Sign Off	Project End after User Acceptance Testing

Timeline for Execution

Description	Duration
Project Start	
Designing and customization of Application	As per client requirements
Deployment & Integration	As per client requirements
User Acceptance Test	As per client requirements
Phase 1 complete	
Implementation, Training of Users	As per client requirements
Phase 2 complete	
Software Live, Project Sign Off	As per client requirements
Project End	

SUPPORT MECHANISM

- Telephone, email, online support: 9:00 am to 06:00 pm (Monday – Saturday). Calls after office hours will be received help line and diverted to required mobile phone.
- Emergency Support: 24x7
- Onsite Support / Assistance: as per requirement

Call Escalation Matrix:

Level	Contact No	Contact Name	Email	Designation
LV1	+92-313-5353734	Saqib Javed	saqib@techovative.co.uk	FDO
LV2	+92-334-8702874	Faisal Shahzad	faisal@techovative.co.uk	OEM Support
LV3	+92-335-5705057	Abdullah Farid	abdullah@techovative.co.uk	OEM Support

In support of services outlined incidents and/or requests within the following periods:

- ▶ **0-4 hours** (during business hours) for issues classified, as **High Priority** is serious continuity stoppage
- ▶ **Within 12 hours** for issues classified as **Medium Priority** means Business continuity forecasted disturbance
- ▶ **Within 24 Hours** for issues classified as **Low Priority**

Conclusion:

We look forward to work with you to support your efforts to improve your Healthcare facility as per your organization vision and mission through our ERP and bring a culture of innovation. By implementing, we are optimistic that objective will be achieved with our mutual understanding, support and collaboration and we will be able to deliver an effective ERP solution in time.

Looking forward for your kind approval to proceed further.

On Behalf of Techovative

Profound Regards

iHC-HMS
White Papers

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