Case Study
Life2Care - Patient Relationship Management System

Customer Location
Mumbai, India

Industry
Healthcare

Client Overview
Central Hospital and Child Care Centre, Mumbai is one of the most advanced tertiary care centres of Maharashtra.

Platforms
Microsoft Dynamics CRM

Solution
Life2Care -Patient Relationship Management System

TESTIMONIAL:

"We are glad to have Life2Care software as a solution to our shortfalls in attaining maximum efficiency in hospital management and thank for the service & support given to us."

Dr. Parvez Khan,
Medical Director,
Central Hospital, Mumbai.

Challenges

Established in the year 2008, Central Hospital and Child Care Centre, Mumbai is one of the most advanced tertiary care centres of Maharashtra. With an excellent team of highly qualified medical professionals and state-of-the-art technology, supported with paramedical and nursing staff, the hospital has emerged as a shining symbol of hope for availing quality healthcare at an affordable cost.

In the past, team was using Excel spreadsheets and Microsoft Word to manage their admissions, discharges, transfers, and referrals, which became very unproductive and ineffective. With multiple physician visit on a daily basis, they needed a better way to manage their patients accounts and contact data, overall interactions and keep everyone better coordinated.

Care staff often spent half an hour deciphering doctors' notes to eliminate any risk of a treatment error. Hand-overs at the end of each shift often took half an hour, as nurses ensured that staff taking over had all essential information.

Client wanted to automate these process, make them easier for patients and allow staff to devote more of their time to the parts of the process that require individual and personal communication. To support these goals, clients decided to search for a modern Patient Relationship Management System that could make the overall process more efficient and reduce the longer-term cost of supports and maintenance.

Solution

Client selected Octaware Life2Care -Patient Relationship Management System for its powerful functionality, scalability, and flexible technical architecture. It helps them improve patient care through the coordination of information across the multiple parties involved with intake, treatment and recovery planning processes.

Instead of requiring patients to conform to each department's unique procedures, processes are streamlined from end-to-end to be more convenient for patients.

Product Profile

Life2Care -Patient Relationship Management System

PRMS refers to a product to bridge a strong relationship between patients, doctors and hospital management. PRMS achieves this by building the strong communication between doctors and patients keeping other team into loop. This helps in getting good service and attention by the individual patients and business growth for the hospitals. The easy record management features of PRMS are the strong points of this solution. Records can be maintained, access and shared easily and support various different storage formats. The Map integration, SMS alerts, Voice/Video records, Picture gallery are few of the other good features of this product.

Platforms Profile

Microsoft Dynamics CRM

Microsoft Dynamics CRM is our customer relationship management (CRM) solution that enables companies to care everywhere, sell effectively, and market smarter. We provide social insights, business intelligence, and productivity with One Microsoft solutions. And we deliver Microsoft Dynamics CRM in the cloud, on-premises, or with a hybrid combination.

With the Life2Care implementation Client improve its ability to: -

- ✓ Analyse the performance of routine processes (such as admissions, discharges, transfers, and referrals)

- ✓ Helps them to eliminate unnecessary steps and increase patient satisfaction.

- ✓ Improved patient outcomes, increased operational efficiency, and reduced costs.

- ✓ Proactively managing chronically ill patients to target them with communications regarding educational offerings and remind them of ways to manage their illness.

- ✓ Improve care coordination and reduce the risk of patient readmission.

- ✓ Generate marketing campaigns targeted at specific patient types by combining a knowledge base with scientific analytics and feedback mechanisms

About OCTAWARE Technologies

Octaware Technologies, a SEI-CMMI Level 3, ISO 9001:2008 & IEC 27001:20013 certified company, is highly experienced software development, enterprise solution and consulting firm with its offices in India, and presence in USA, Singapore, UAE, Qatar, Saudi Arabia, Nigeria and Zimbabwe.

Octaware was founded as information technology company specializing in Microsoft technologies stack, focusing on Healthcare, Finance and e-Government sectors. Since then, company has grown into a multifaceted business that offers a diverse line of services and solutions for clients ranging from small businesses to large Fortune 500 corporations.

Depending on the ever-changing requirements, we come up with the essential and up-to-date tools and skills to enhance the clients' confidence in us. Octaware - we believe it as an expression of our creative, innovative and ground-breaking ideas and experiences.

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