UAE Healthcare Conglomerate

Automated Patient Registration & Lab Report Delivery Management System

Industry:
Healthcare

Business process optimization, automated patient registrations, lab report delivery, and scalable, secure digital solutions for improved patient experience and operational efficiency.

Context

- The client, a healthcare authority in the Middle East, manages over 20 million patients annually across 360+ facilities. During COVID-19, they needed to scale up and digitize their operations.

- Paper forms and email-based workflows caused delays, errors, and patient dissatisfaction.

- Lack of integrated access to medical records hindered service delivery and slow lab report turnarounds.

- Manual systems struggled to meet high patient demands, leading to overbooking and extended wait times.

Solution

- Automated patient registrations with QR code-enabled forms for quick and seamless sign-ups.

- Integration with the healthcare information system to deliver lab reports via WhatsApp, SMS, and email using secured, shortened URLs.

- Permission-controlled access to ensure data security and confidentiality at each clinic.

- Digitized invoice delivery and automated SLA reminders to streamline billing and service commitments.

Result

- Registration time reduced to under 5 minutes.

- Patients received timely notifications for appointments and lab reports.

- Scalable solution handled higher patient volumes across clinics.

- Secure access to medical records enhanced patient trust.

- Streamlined workflows allowed staff to focus more on patient care.

mokxa