Revolutionizing Polyclinic Operations with Cutting-Edge SaaS Practice Management Solution

Introduction:

In the dynamic landscape of health tech, a pioneering startup emerged with a mission to transform the operations of small polyclinics. With a team of seasoned healthcare professionals, the founders envisioned a SaaS product that would redefine practice management for polyclinics, streamlining daily operations and enhancing overall patient experience.

Client Overview:

Our client, a burgeoning startup in the health-tech sector, sought to leverage their extensive experience in healthcare services to develop a SaaS practice management solution tailored for small polyclinics. The primary goal was to create a user-friendly, customizable platform that would seamlessly empower clinics to manage appointment scheduling, fee consultations, patient records, and pharmacy operations.

Project Overview:

The project involved the development of a comprehensive SaaS practice management product, addressing the intricate needs of polyclinics. Key functionalities included:

- Appointment scheduling
- Online and offline fee consultations
- Patients visit history with prescriptions
- Electronic health record (EHR) management
- Integrated pharmacy services

Challenges:

The project encountered multifaceted challenges that demanded innovative solutions. First and foremost, the application had to be quick and easy for busy healthcare professionals. Additionally, achieving a white-label solution for an authentic, personalized clinic experience posed a significant challenge. The application must be multi-tenant yet offer a white label feel during the appointment booking process while ensuring compliance with Protected Health Information (PHI) regulations.

Proposed Solution:

Our team proposed an intricate yet robust solution to address the challenges. The envisioned product was designed to be white-label, configurable, and user-friendly. Multiple prototypes for doctors' and users' apps were developed to refine usability, and extensive Kaizen events were conducted with stakeholders.

For data isolation, individual schemas were created in the database for each clinic-specific data, allowing the team to focus on business-specific functions rather than tenant data management. White labelling was achieved through either a custom SDK integration into the clinic's website or mapping the CNAME and customizing the theme in the portal.

Technical Details:

-> **Data Isolation:** Individual schemas for each clinic-specific data, ensuring data integrity and easy management.

-> **White Labelling:** Custom SDK integration or CNAME mapping for an authentic, personalized clinic experience during appointment booking.

-> **PHI Compliance:** Implementing rigorous security measures to ensure compliance with Protected Health Information (PHI) regulations.

-> **Payment Integration:** Seamless integration of a payment gateway for online consultation fee collection, ensuring confirmation of appointments.

Enhancements for Doctors:

To streamline doctors' workflows, the system provided access to patient histories, including previous observations, prescriptions, and uploaded reports. Medicines were suggested based on a performance database (elastic search) utilizing unique ranking mechanisms, considering factors like practice speciality and past usage.

Any document uploaded by the doctor was encrypted using Advanced Encryption Standard (AES) and stored securely in object storage, ensuring patient data confidentiality.

Administrative Features:

The product's admin interface incorporated reporting and payment settlement features to clinics for online payments. Admins could perform accounting reconciliations seamlessly from the portal, ensuring efficient financial management.

Key Outcomes:

1) Workflow Automation:
The implemented solution resulted in best-in-class software for small clinics, achieving comprehensive workflow automation.

2) Compliance:
The product ensured total compliance with medical records management, meeting the rigorous standards of PHI regulations.

3) Reduced No-Shows:
Patient appointment no-shows were reduced by an impressive 34%, enhancing clinic efficiency.

4) Enhanced Patient Satisfaction:
The end-to-end consultation experience, from online appointments to e-prescriptions, led to a remarkable 40% increase in patient satisfaction rates.

Conclusion:
In conclusion, our collaborative effort with the health-tech startup resulted in a groundbreaking SaaS practice management solution, revolutionizing the operations of small polyclinics. By addressing challenges head-on with innovative technical solutions, the product met and exceeded the client's expectations, setting a new standard in the health-tech industry. The detailed case study is a testament to our commitment to excellence in delivering cutting-edge solutions that make a lasting impact.