

**ORGANIZATION OPERATING IN THE HEALTHCARE DOMAIN, PROVIDING AESTHETIC SOLUTIONS TO ITS CLIENTELE IN LONDON AND UK****KEY HIGHLIGHTS****Industry** - Healthcare
(Practice Management)**Project Duration** -
Six months**SCOPE OF WORK**

- Identification of a vendor providing a comprehensive practice management solution
- Streamlining of practice procedures adopted by the Clinic
- Adherence to compliance put forth by regulatory bodies

**SERVICE OFFERING**

- Process Consulting
- Vendor Identification
- Digital Transformation

CHALLENGES / REQUIREMENT

- Transition from a desktop-based application to a cloud-based application
- Need for standardized procedures to garner more efficiency
- High manual intervention in relation to adherence to reporting requirements prescribed by the applicable regulatory bodies
- Need to reduce manual intervention while capturing data leading to delay and inaccuracy
- Lack of inventory control

OUR SOLUTION OFFERING

- Understanding & mapping of all information requirements of the Clinic
- Evaluation of existing procedures, extent of manual intervention, and mandatory medical regulations
- Identification of a suitable Vendor / Platform Assistance in vendor shortlisting and onboarding
- Provided inputs on customized design of the practice management platform for the Clinic
- Monitored development and testing phase
- Facilitated the training sessions online for each of the user groups with respect to usage of the new platform along with vendor
- Developed processes in alignment with the new platform that would serve as Standard Operating Procedures

IMPACT

- Process streamlining in alignment with the new technology and industry best practices
- Adherence to HIPPA and GDPR
- Enabled online consultations and payments from customers
- Established an online feedback mechanism moving away from manual data collection
- Established inventory control over tools and aids used in clinical procedures
- Vendor Management with adequate visibility on the entire transactions and related payments