

Case Study – 100 Bed Multi-Specialty Hospital

About

Suguna Hospital in west Bangalore is one of the most advanced tertiary care facility. It is an institution with emphasis on excellence in clinical services, diagnostic facilities and rehabilitative services. It is an 80+ bedded hospital with all major speciality departments.

Problems & Requirement

Suguna Hospital had implemented software earlier and was looking at options to replace the current system due to following reasons.

1. In earlier software it was very difficult to add and update masters. It has to be done by database table level without any UI interface.
2. Lab result view for the doctor in consultation room was unavailable.
3. To control pilferages inside the hospital and get a control of the revenue generated with the use of reports.
4. Security concerns and backup was not available. Too many people had access to database for making changes.
5. Windows based application needs .exe file installation for each desktop.
6. There was no Financial accounting Interface
7. Pharmacy had many issues with different batches, no track of expiry, no stock and checkpointing facility
8. Support and service issue for the software.
9. There was no Insurance module
10. There was no MRD module
11. There was no facility for online billing with entry of orders by ward staff
12. Lack of payment module

Why Insta

Insta's uniqueness of the architecture is that it is built as a browser based application. With this approach there is no installation of software on individual PCs of the hospital. They all access the HMS using Firefox browser, either from Windows or Linux desktop. Insta supports both master data updating from front end and also by exporting and importing filled up excel format sheets to the software. Insta has provided the easiest to use, implement and customize HMS to Suguna Hospital.

Lab results whenever signed off gets updated into the patient EMR where in the doctor can review the same using EMR view. So the staff at wards or the doctors in consultation can see the results online without waiting for paper based reports. Insta provided regular backup of the data through internet and in case any failure can restore the data in a few hours.

Insta has a payment module which calculates the doctor, referral payments automatically. In India the doctor payments rules can be very complex and Insta supports payment calculations using expression based rules. Insta is completely integrated with Tally.ERP 9 and automatically posts the vouchers from HMS using XML file import or through online. The vouchers posted are revenue, payment, expense transactions and the store invoices.



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Insta provided a complete pharmacy module with barcode integration. The pharmacist can not only track but as well as get any reports using the rich features of Report Builder. The application also provides a stock checkpoint at regular intervals. A feature-rich MRD module is integrated which keeps record of the case file of the patient and also supports many types of codifications.

Insta has a very comprehensive insurance module. It is very easy to split the bill amount into patient amount and sponsor payment. All billing modules are integrated and has online posting of orders from wards so that it takes very less time to finalize a Inpatient bill.

Insta provides onsite and remote support. Insta connects to the software from office in Bangalore through Internet and do automatic regular upgrades of software and keeps updated on the complaint logs posted by the hospital in the application.