

Case Study – Chain of Dialysis Centres in India

About

DaVita NephroLife <http://www.nephrolife.in> is a state-of-the-art medical centre that offers India's first-of-its-kind renal disease management centre for Acute, Chronic, and End-Stage Renal Disease (ESRD). NephroLife brings together expertise in Nephrology, Dialysis, Urology, Vascular Surgery, General Medicine, Psychology, Diet & Lifestyle Management and Diagnostics. Nephrolife is now majority owned by Davita, Inc., a US based largest dialysis treatment chain in the world.

Nephrolife's the state of art dialysis centres has currently has 16 centres across Karnataka, Tamilnadu, Delhi, Pune, Hyderabad and Pondicherry and is expanding rapidly. The first chain to have networked dialysis machines in South Asia.

Requirements

1. Wanted a hosted application with a single version on all their centres with a common database with common rates, schemas and print formats. Nephrolife has many centres in different states, it becomes difficult for them to control centre wise revenue and also needed to prevent the leakages.
2. Patients can walk-in to any centre and get the treatment they want.
3. Integration of Billing modules and conduction module for easy order and process order.
4. Easy user management and reports from centre wise.
5. Common scheduler for all their centres.
6. Procurement and Stores Centralized
7. Wanted all their centres to fully paperless. They wanted custom developed dialysis module with direct integration to dialysis machines.
8. Patient feedback module
9. Safety of patients, need of minor incident alerts from the machines to the application.

Why Insta

Insta offered single database architecture for all the centres on a browser based platform on cloud. Due to the hosted model the deployment is fast. A centre can be opened within a few hours.

Insta provides free upgrades which ensure them to run on the latest version that follow the industry best practices. All the dialysis machines are networked so that the reports are created in real time and can be viewed from anywhere from the world with the help of digital certificates.

No leakages as all billings, transactions, item consumption, procedures and services are tracked in real-time. Insta provides a dialysis module which is having a uni-directional flow to their dialysis machines which pops up alerts and manages the accounting of the consumables real-time which provides better patient safety and satisfaction. Patient previous dialysis history is online so that can be put to any centre. Insta provides template formats which help the centres to be completely paperless using the Electronic Medical Records.



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Centralised procurement and stores and issuing to different centres using the centre concept. A rich report builder provides centre wise reports on revenue and other aspects.

Nephrolife uses Focus I, Financial Accounting system. Insta HMS automatically posts all the vouchers into the corresponding ledgers in Focus. This ensures that the revenue reports are in sync between the HMS and the financial accounting system.