



# NeoSoft

## DESIGNING GREEN HOSPITALS

WE FOCUS ON TECHNOLOGY SO THAT YOU CAN FOCUS ON YOUR PATIENTS



**Medisoft Services**

Technology Simplified

An ISO 9001 : 2008 Certified Comapny



## About Shivam

Shivam Medisoft is a ISO 9001:2008 certified company headquartered in Hyderabad, India. We are one of the most trusted and recognized IT providers in health care sector. Established in 2002 serving 400+ clients towards providing cost effective software solutions to its customers. Practicing Industry best Agile development standards to deliver highly customised, optimised solutions for every modern complex business scenario.

Neosoft HMS is the flag ship product of Shivam Medisoft. We provide cloud based and local server based solutions to hospitals to automate their key processes-Clinical, Financial, Operational and Management processes. We understand quality is vital to the success of any business and we are committed to deliver the services to the client as per the requirements and expectations. We are dedicated to the success of our clients. We maintain the highest standards of moral behavior and professional integrity.

## Why Do Hospitals change the Software ?

- ✓ Analysis says every hospital built on non-scalable architecture or methodology will change the software within 5 years of deployment.
- ✓ Due to growing market needs, hospitals expects S/w changes i.e Change requests.
- ✓ For Software vendors, scalability of Software product very often is a challenge due to Non –framework based development architecture.
- ✓ Heavy costs are involved in accommodating change requests with traditional SDLC (Software Development Life cycle) and development methodologies.
- ✓ Neither client can afford the Change request cost nor the software provider can sustain delivering it free, where comes the trouble.
- ✓ Dissatisfaction creeps in between hospitals and software vendors.
- ✓ Most of the times, to retain customers Software companies deliver but compromise on quality to average out on costs which results in poor software quality, instable product and dissatisfied customers.
- ✓ Eventually both software company and hospitals part ways.
- ✓ Usual satisfied shelf life of software is 6 months of go live and retention period is 3-4 years with any non-framework based products
- ✓ Software change decision is challenging and takes years to finalize, which can be otherwise if they met us before.

## Our Solution

### 🕒 Framework

- ✓ Shivam in house framework on which HMS product is built.
- ✓ It equips hospitals to develop and introduce any new processes and all non-complex requirements by themselves without depending on Software vendors.
- ✓ Our Framework is Built on open source Java based platform.
- ✓ New changes introduced are independent of compilation, resulting in faster delivery.
- ✓ All tools are available to develop any robust software as per hospitals requirements.
- ✓ Below are few of the Monitoring Tools Available with the Package :
  - a) Connection Monitors
  - b) Load Monitors
  - c) Frequently Used form Monitors
  - d) Form usage monitors
- ✓ Users with minimal SQL knowledge can develop their own processes using our framework.
- ✓ All developments simultaneously work on both Mobile App and browser.

**We have created an environment for users to develop without needing Much Technical Expertise. Hospitals are equipped to develop and introduce their own processes.**

## Our Modules

Income Modules	Expense Modules	EMRs Modules	Portal and Dashboards
<ul style="list-style-type: none"> <li>▶ Reception</li> <li>▶ Billing</li> <li>▶ Pharmacy</li> <li>▶ InPatient</li> <li>▶ Purchase</li> <li>▶ Laboratory</li> <li>▶ Radiology</li> <li>▶ Nursing</li> <li>▶ Queue Management</li> </ul>	<ul style="list-style-type: none"> <li>▶ Finance</li> <li>▶ Purchase</li> <li>▶ Payroll</li> <li>▶ Laundry</li> <li>▶ CSSD</li> <li>▶ Maintenance</li> <li>▶ Housekeeping</li> <li>▶ HR</li> <li>▶ Doctor Accounts</li> <li>▶ Asset Management</li> </ul>	<ul style="list-style-type: none"> <li>▶ Doctors                             <ul style="list-style-type: none"> <li>▶ OP EMRs</li> <li>▶ IP EMRs</li> <li>▶ RMO EMRs</li> </ul> </li> <li>▶ Nursing                             <ul style="list-style-type: none"> <li>▶ Floor Incharge</li> <li>▶ Staff Nurse</li> <li>▶ Ward Incharge</li> <li>▶ HIC</li> </ul> </li> <li>▶ Room Types                             <ul style="list-style-type: none"> <li>▶ ICU EMRs</li> <li>▶ OT EMR</li> <li>▶ Emergency EMRs</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▶ Portals on APPs                             <ul style="list-style-type: none"> <li>▶ Patient Portal</li> <li>▶ Employee Portal</li> <li>▶ Vendor Portal</li> <li>▶ Doctor Portal</li> </ul> </li> <li>▶ TAT Dashboards                             <ul style="list-style-type: none"> <li>▶ CEO TV</li> <li>▶ Admin TV</li> <li>▶ Manager TV</li> <li>▶ Executive TV</li> </ul> </li> <li>▶ Dashboards                             <ul style="list-style-type: none"> <li>▶ Management</li> <li>▶ Service Quality</li> <li>▶ NABH Dashboards</li> </ul> </li> </ul>



## Vision



## Go Green Hospitals

### What is Go Green ?



Paperless



Reception less  
( Reception will carry  
Tabs to the Patients )

### Who else have done it ?



Travel Industry  
(OLA / UBER)



Air Line Industry



Banks



Indian Railway

## Future Proof

### Is the Patient ready ?

- In Major City's 50 % of Patients are already on Smart Phones
- As per Experts the number is going to increase by 70-80 % in next 3 years
- Computers are going to be replaced by TABS and Smart devices
- For patients No Receptions/No queues – Book, visit, prescriptions, payments, reports, Bills, reminders, alerts, feedback all through mobile app



### Why Go Green Fails?

- COWs were not handy and available
- No standardization in hospital processes, customized processes for hospitals is huge S/w development Cost
- All HMS are entry based not Task Based



## RFID

- Greet the Patient by Name rather than asking him What's your UHID ?
- All Assets can be tracked
- All Parking's can be manned



### How we achieve Go Green?

- TABS are available and handy can be carried directly to patients
- Our framework allows hospitals to design and introduce their own processes
- Our Bubbles framework helps in task management





## Objection Management System

- Objection management system helps hospitals to derive operational efficiency and assist management in making the right decisions quickly
- This works based on hospital defined TATs for every department
- Example of Objection Management System Admission Desk Department
  - Objection** : Estimates not given to patient after admission
    - Executive TV : Immediate      Manager TV : 30 min      Admin TV : 1 Hr      CEO TV : 2 Hrs
- System automatically escalates the objections to different levels based on TATs
- Most of the departments are already covered and is completely configurable to add/delete any more departments based on management needs
- MIS and Analytic dashboards are pre-configured and can be customized as per hospitals requirement
- All Objections and MIS are accessible via Mobile App

## CEO TV Display

### Billing Objections

It shows the process flaws or missing TAT in related to hospital billing. For example- how many cases found where estimates not given even after 3hrs post admission, how many cases found where bills not prepared even after 3hrs of discharge in IP, how many cases found where gate pass not issued even after 2hrs of settlement etc

### Panel Cell Objections

It shows the missing TAT for panel cell cases. For instance- how many cases found where pre auth not sent after 7hrs of admission, how many cases where approval not received even after 7hrs, Request not sent for final approval even after 7hrs etc.

### Purchase Objections

It shows the missing processes /TAT in hospital's purchase dept. For example- how many cases found with GRN done but no purchase order, if there was any manual issue, if there was any deviation from reorder level etc.

### Asset Objections

The hospital can map its assets under the software. It can show for what assets/ equipments the AMC is falling due and necessary actions can be taken for renewal before expiry

### OT Objections

The Operation theatre objections shows if billing entry not done after certain period of surgery events, if OT notes not entered after stipulated time of surgery etc.

### Nursing Objections

Similarly nursing objections may indicate the process violations in nursing stations like bill settlement not given after certain period of discharge advice, if discharge intimation pending after blocking ip etc.

### Lab Objections

It will indicate the process deviations or missed TAT from diagnostics dept. For example- if any sample is not collected from OP or IP patients after 2hrs of registration, occasions where sample is collected but not received.

### Pharmacy Objections

It shows the process violations related to pharmacy which is a great source of revenue for hospitals. For example- if any indent is pending for over 2hrs (indicating service quality to patients), return pending for indents, if there is zero stock for any fast moving items (prior intimation will help acquiring the medicine faster), near expiry items etc.



Objection Management system is designed completely based on Management overview, to ensure operations of every department can be monitored to improve hospitals productivity and provide better service quality

## NABH Indicators

- In today's world, it has been mandate for all mid-sized to big hospitals to be NABH Accredited.
- Neosoft is NABH ready, all dashboards are published on TV displays and mobile apps.
- Medical supervisors/ Medical directors are given luxury of live monitoring all the NABH indicators for their organizations with real time data and plan the future course of actions to improve quality of service for increased customer satisfaction which is the USP of current competitive market.





## How will it benefit the Patients ?



### Patient APP

- ▶ Book online appointments
- ▶ Get Reminders of appointments
- ▶ Locate hospital Via App
- ▶ After visit, Prescriptions made available on patient App
- ▶ Payments for all departments (Pharmacy, Diagnostics.. ) through App
- ▶ Diagnostic Reports including X-Ray, CT MRI all PACs images available on APP
- ▶ Chat with your doctor
- ▶ Reminders for medicine intake
- ▶ Reminders for future appointments
- ▶ Upload other hospital records to your app
- ▶ Provide feedback for all services via APP
- ▶ Emergency Handling
  - ▶ Panic button in case of emergency which alerts Casualty
  - ▶ Request for ambulance

## How will it benefit the Doctors ?



- ▶ Doctors can view all their IP/OP patients on mobile APP
- ▶ Patients list for rounds made available on APP
- ▶ All below patient details will be published on APP
  - Vitals (Temp,Pulse,RR,Spo2,BP,Intake,Output etc..)
  - ▶ Lab Reports
  - ▶ Panic Alerts
  - ▶ Radiology Reports
  - ▶ Live PACS images
  - ▶ Running Medications
  - ▶ Notes
  - ▶ Initial and Daily Assessments
- ▶ Ordering can be done directly from APP
- ▶ This order will directly go to Pharmacy,LAB,Radiology and other departments
- ▶ Compliance to orders can be easily monitored
- ▶ Saves a lot of time for Doctors to get the details of patients
- ▶ Patient Education Videos
- ▶ Attachments of other hospitals can be seen
- ▶ Completely on Mobile Platforms so accessible from any where
- ▶ Internal Chat Engine to communicate with other doctors and cross consultations
- ▶ All instructions to Nurses and other departments are charted automatically.
- ▶ Videos of Surgeries etc and be uploaded for each patient

## How will it change the current way of working ?

All activities gets automated by increasing the Range of Users (Patients /Vendors /Doctors /Nurses).

### Patients

- ▶ Booking Appointments by Themselves by App – Reduction to No of calls to Reception
- ▶ Paying Online – Footfall at Reception will reduce
- ▶ Checking Investigations Reports Online – Footfall at Dispatch Counter Reduces

### Vendors

- ▶ Submitting Invoices Online – Reduction in Vendor Footfall
- ▶ Submitting Batchnos and Expiry Online – Reduction in Data Entry at Hospital
- ▶ Enquiry about their payment details – Reduction in calls to Accounts and Purchase
- ▶ Submit quotations online so they can keep competing – Reduction in cost of purchase

Each department is Automated which reduces the work of Users by atleast 50%

## Computerization Vs Automation

### There is more than borderline difference between Computerization and Automation

- ▶ Neosoft application not only computerises your hospital, rather automize it via introducing effective SOPs (Standard Operating Process) without human interference.

#### Computerization

- ▶ Operations performed by humans with the help of computers replacing paperwork and maintenance of data in computers is called Computerization.

Reduced manpower, increased productivity are the outcomes.

For example, registration, appointment etc.. through computer.

#### Automation

- ▶ Operations performed by software/computers with no manual intervention is called Automation.

Accuracy, reduced staffing costs, increased operational efficiency are the outcomes.

Our Auto PO, Auto Indent, Auto balancing etc are just few examples of the same that has been highly appreciated by our esteemed clients.



# Our presence in Malaysia

## 📍 SELANGOR

🏥 Hospital Pengajar Universiti Putra Malaysia (HPUPM)

## India

### 📍 DELHI & NCR

- 🏥 Holy Family Hospital
- 🏥 Maharaja Agrasen Hospital
- 🏥 Mata Chanan Devi Hospital
- 🏥 Park Medicare Group of Hospitals
- 🏥 Cygnus Group of Hospitals
- 🏥 Signature Hospital
- 🏥 Metro Hospital
- 🏥 Amritdhara My Hospital (Karnal)
- 🏥 Vimhans Hospital

### 📍 MADHYA PRADESH

- 🏥 Narmada Group of Hospitals

### 📍 UTTAR PRADESH

- 🏥 Kamla Nehru Memorial Hospital (Allahabad)
- 🏥 Guru Kripa Jagrati Hospital & Research Centre (Allahabad)

### 📍 TAMIL NADU

- 🏥 M.V. Hospital for Diabetes & Diabetes Research Centre
- 🏥 Dr. Mehta's Hospitals
- 🏥 Sundaram Medical Foundation

### 📍 KERALA

- 🏥 Kinder Women's Hospital & IVF Centre
- 🏥 Cortina Hospitals
- 🏥 Poonoor Hospitality Services

### 📍 ODISHA

- 🏥 Community Welfare Society Hospital

### 📍 PUNJAB

- 🏥 Patel Hospital
- 🏥 Capitol Hospital
- 🏥 Aykai Hospital
- 🏥 Sacred Heart Hospital
- 🏥 Johal Hospital
- 🏥 Kare Partners Group
- 🏥 Tagore Hospital & Heart Care Centre

### 📍 TELANGANA

- 🏥 Fernandez Hospitals
- 🏥 ZOI Hospitals
- 🏥 Shenoy Nursing Home
- 🏥 Shalini Hospital
- 🏥 Soumya Multi Speciality Hospital
- 🏥 Saivani Hospital
- 🏥 Remedy Hospital
- 🏥 Healing Touch Hospital
- 🏥 May Flower
- 🏥 Nest Children
- 🏥 EVYA
- 🏥 Rise Children
- 🏥 Vikram Hospital

### 📍 MAHARASHTRA

- 🏥 Asian Heart, Mumbai
- 🏥 Sahyadri Group of Hospitals, Pune
- 🏥 Kamalnayan Bajaj Hospital, Aurangabad

### 📍 ANDHRA PRADESH

- 🏥 Dinesh Medical Centre
- 🏥 Dr. Andal's Lakshmi Fertility Clinic
- 🏥 Aravind Kidney Centre
- 🏥 Mahatma Gandhi Super Speciality Hospitals
- 🏥 Nagarjuna Hospitals
- 🏥 Prashanth Hospital
- 🏥 Shri Swarupa Super Speciality Hospital
- 🏥 St. Ann's Hospital
- 🏥 Vijetha Hospital
- 🏥 M.J. Naidu
- 🏥 Latha Hospital

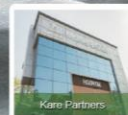
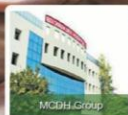
### 📍 WEST BENGAL

- 🏥 Bellevue Clinic
- 🏥 Zenith Hospital
- 🏥 Health Point Hospital
- 🏥 Bhattacharya Orthopaedics & Related Research Centre
- 🏥 Vivekananda Hospital, Durgapur
- 🏥 HLG Hospital (Asansol)

### 📍 KARNATAKA

- 🏥 Chinmaya Mission Hospital
- 🏥 M.V. Centre for Diabetes (Bangalore)
- 🏥 JMJ Hospitals

## Some of our valued Clients



### Corporate Office :

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