MediCall

HOSPITAL RESOURCE SYSTEM

medicallhrs.com

On-demand Access to Cutting Edge Healthcare Software Application on the Cloud

Award Winning Solution :

GTI InFotel

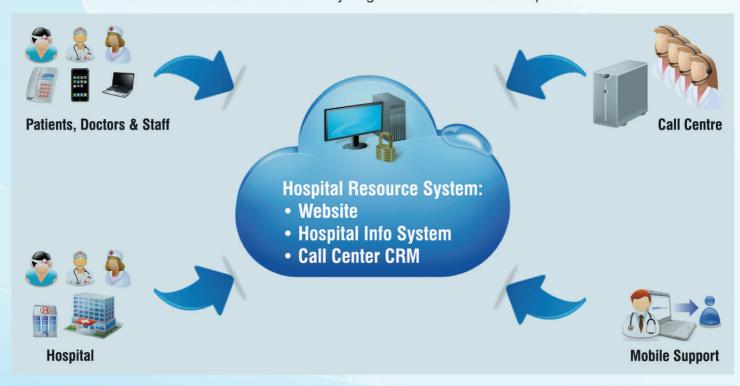# MediCall
HOSPITAL RESOURCE SYSTEM

MediCall Hospital Resource System (HRS) is based on cutting edge Cloud computing, giving the Hospitals an end-to-end plug & play structure without ever worrying about technology or manpower.

MediCall HRS seamlessly integrates
- Hospital Website
- HIS (Hospital Information System)
- Call Centre
- Manpower (Technical & Back-office)

MediCall HRS was founded with a commitment to ensure that the hospital staff, patient and their families are treated with respect, empathy and compassion on every transaction. Healthcare is a high-pressure industry facing demands for high-quality, cost effective patient care in ever increasing competition and staffing shortages. MediCall HRS helps you to meet these challenges head-on.

MediCall HRS is focused on providing seamless software and contact center solutions to Hospitals & Clinics across the country. The company is a pioneer in providing services that include not only call center for the patients & doctors but a total back office support to the entire hospital. We integrate with your existing HIS database or provide our own solution on the Cloud to offer round-the-clock services that include everything from Admission to Follow-ups.

Patients, Doctors & Staff

Call Centre

Hospital Resource System:
- **Website**
- **Hospital Info System**
- **Call Center CRM**

Hospital

Mobile Support

On the Cloud Healthcare Services

Medical HRS is a liberating force in Healthcare IT. It liberates healthcare organizations from geographic, technological and economic constraints by providing on-demand access to cutting edge software applications and tools.
- Avoid capital investment and reduce total cost of ownership.
- Protect your organization from technology obsolescence.
- Empower hospital's staff with access to information and the tools that will improve workflow & performance.
- Gain access to a secure infrastructure, monitored and supported 24/7 by IT experts with clear SLA.
- Stay in control through proactive reporting on usage, activity, and status of your data.

The underlying benefits of Cloud services:

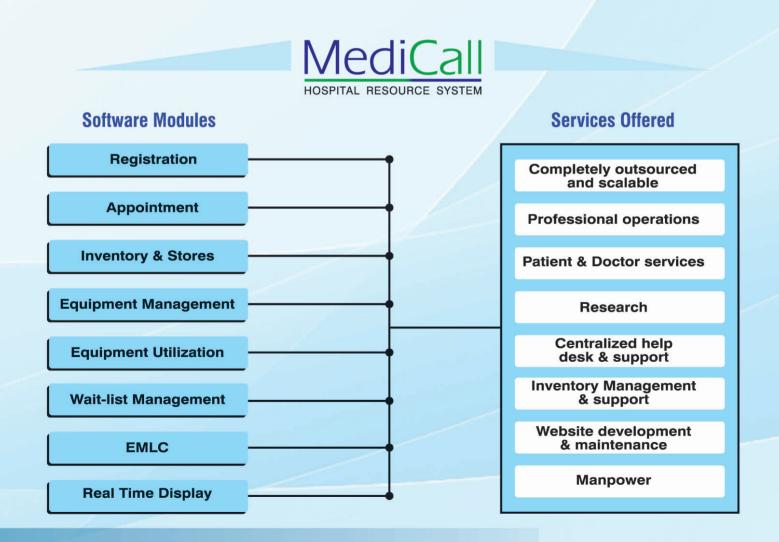| Scalability | Control | Performance | Upgradibility | Security | Reliability |

MediCall HRS Features

- **Completely Outsourced and Scalable:** This frees up valuable real estate at the hospital besides potentially decreasing the overheads like electricity, parking and toilets which an on-site facility would use. Being completely scalable, we can quickly ramp up operations in line with increased demand and in case of disasters.

- **Professional Operations:** We provide best-in-class service to clients with quality control at every stage and 100% transaction recording for auditing and quality purposes.

- **Patient Services:** With the main thrust on improving the quality of patient care, MediCall HRS manages all appointments and follow-up of patients for the Hospital. The call centre also answer queries on all admitted patients and provides information on all diagnostic & therapeutic services available, the procedure and pricing of getting a specific service or test done and the approximate wait-times.

- **Doctor & Faculty Services:** Maintaining & rescheduling, rosters, appointments, visits & giving online information on patient & staff related queries.

- **Research:** Research is one of the key mandate of any hospital and we facilitate Research by ensuring follow-up of patients, administering surveys and ensuring authenticity of data.

- **Centralized Help Desk & Support:** We takes over the responsibility of logging & initial troubleshooting software & hardware problems all over the hospital and this helps in providing professional 24 X 7 support services.

- **Inventory Management & Support:** MediCall HRS acts as the single window for all civil, mechanical, and equipment related issues for the hospital. HRS provide completely audit trail for any breakdown or even and follow up with the vendor and end user to ensure optimal utilization of essential resources.

- **Website Services:** We provide website development services that integrates with HRS providing online care & support.

- **Equipment Management & Utilization:** We not only provide equipment management services but also link it with utilization of each equipment and its availability.

MediCall
HOSPITAL RESOURCE SYSTEM

Software Modules

- Registration
- Appointment
- Inventory & Stores
- Equipment Management
- Equipment Utilization
- Wait-list Management
- EMLC
- Real Time Display

Services Offered

- Completely outsourced and scalable
- Professional operations
- Patient & Doctor services
- Research
- Centralized help desk & support
- Inventory Management & support
- Website development & maintenance
- Manpower

Integration with EHR/HIS* database

It is crucial to integrate with the Hospital Database & software so that we have the most up-to-date information on the Patients, Staff, Doctors & other processes in the Hospital. This is where the expertise of our software development division comes in and provides a seamless integration between the Hospital & our software.

Technology & Deliverables

GTI Infotel over the years, pursued its corporate objective through sharply focused growth strategy in the health care industry to establish MediCall. Years of experience in IT, Call center & Healthcare has helped us in achieving the highest level of performance by providing Hospital Resource System through the right mix of technology and quality management.

Being an offspring of an IT & Telecommunications company, we understand technology better than most players in this market and are always ahead with the latest in Technology.

HIS
- Registration
- Appointment
- EMR / PHR
- Inventory / Stores
- Equipment, Management & Utilization
- Wait-list Maintenance
- EMLC (Electronic Medico Legal Cases)
- Realtime Display, & much more...

Website
- Integrated with HIS and Call Centre
- Online and Realtime Information
- Realtime Wait-list
- Statistics
- Global Presence
- 24x7 Maintenance & Support

Manpower
We provide the right manpower to integrate the solution so that you do not have to worry about the technology or the manpower to support it.
- Call Centre Agents
- Back-office Staff
- Hospital Staff
- Technical Staff

Call Center
- Computer Telephony Integration (CTI)
- Campaign Management
- Predictive Dialler Technology
- Digital Call Recording
- Dynamic Reporting & Admin.
- Intelligent Call Routing & Automation
- Integrated Voice Response (IVR)
- Multimedia Contact Channels (phone, fax, mobile, web, email)
- Web Enabled Services (Credit card gateways, E-mail Webchat, Web conferencing, etc.)
- And much more...

An AIIMS article in Hindustan Times

Case Study : JPNATC, AIIMS, New Delhi

Amongst others, GTI along with SMT caters to Jai Prakash Narain Apex Trauma Centre (JPNATC), the Biggest Trauma Center in the Country operated by All India Institute of Medical Sciences (AIIMS) in New Delhi. In another first by us & possibly the world, an integrated HRS started operations for JPN Apex, Trauma Centre, AIIMS, New Delhi in 2009.

In public funded hospitals like AIIMS, an integrated HRS provides immense cost savings besides revolutionizing healthcare management and delivery along with an excellent parent-hospital interaction and improved public image. Due to the presence of a mature computerized hospital Information System (HIS), JPNATC was in a unique position to leverage the advantages of a traditional outsourced Resource Management and innovatively wrap a multitude of healthcare services around this model to provide unparalleled benefits in patient care.

GTI InFotel

E-mail: info@gtiinfotel.com