



## HealthCloud transforms Rehman Medical Institute

Rehman Medical Institute (RMI), a large hospital serving 250,000 patients a year, was looking for major improvements in patient experience and hospital administration. With an eight-floor Dental Hospital also under construction, the volume of patients at RMI was expected to significantly increase.

Over ten years, RMI had invested in three different Hospital Management solutions; both internally developed and from external vendors. Although core functions like Patient Registration, Scheduling and Billing were automated, the flexibility in workflow and pricing required because of RMI's growth was missing. Significantly, RMI had not been able to migrate to an Electronic Health Record (EHR) and was also looking to innovate in customer experience with mobile apps and Telehealth.

### About the Client

One of the largest tertiary healthcare facilities in the region, Rehman Medical Institute (RMI) is a 450-bed teaching hospital with all the major specialties: General, Surgical and Dental. RMI is recognized as the premier healthcare provider of the region focusing on Quality Healthcare Services.

RMI has 80 clinicians in its out-patient facility who see 225,000 patients per year. In addition, RMI handles 25,000 hospital admissions with a full range of general and surgical services.

## The Challenge

RMI faced problems common within the healthcare industry. Relying on IT systems that are inherently inefficient and extremely rigid meant that hospital operations including patient registration, appointment scheduling, admissions and billing were also inefficient. This had a negative impact on service delivery to patients. On the financial side, this meant that RMI was not able to offer flexible prices and payment plans for different customer types and payers (health insurers, corporate panels) thus missing out on potential revenue streams.

The biggest problem, however, was that the clinical functions were almost entirely paper based. Without an electronic health record (EHR), there was no insight into clinical outcomes on a daily basis. This lack of data also meant that it was very difficult to identify opportunities for improving clinical procedures, processes and outcomes at an institutional level.

At the same time, today's patients, especially those who visit a private hospital, are extremely demanding. Not only do they expect superior clinical outcomes, they also demand a high-quality customer experience and want to be kept better informed about their health. This makes running a hospital not just a complex business; but also a competitive business and today, more than ever, patients have many choices.

## RMI's Needs

RMI's vision was to modernize their healthcare service delivery and continuously improve clinical outcomes. Given the challenges, RMI was looking for a completely integrated system for patient clinical management, hospital administration and financials.

With a focus on customer experience, RMI wanted their system to help pro-actively manage daily operations and interactions with patients to reduce wait times. They required a fast and efficient process of patient registration fully integrated with their medical ecosystem so that patients had a seamless experience from the moment they entered the premises till they left with a diagnosis and treatment plan or were discharged from a hospital admission. This goal of improving service delivery was unattainable with RMI's existing inefficient system whose modules were neither integrated nor flexible enough to meet RMI's evolving requirements.

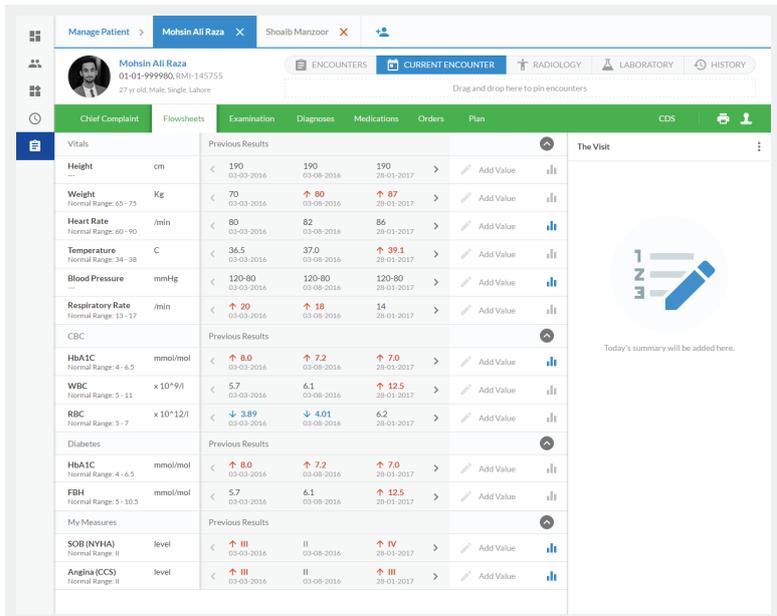
RMI also wanted to expand its patient base by attracting new patient populations from corporate customers, health insurers and patients on government insurance programs (Sehat Card, Pakistan Card). To make this possible, RMI wanted a flexible fee structure that could manage variability in both costing and pricing with ease.

The quantum leap that RMI was looking for was to create electronic health records for all its patients. With an EHR in place, RMI could improve the quality of care provided by its clinical team and offer new innovative services like Telehealth. After having attempted to implement three other Hospital Management Systems, RMI turned to Vicenna HealthCloud as the solution with which to fulfil its vision.



## Vicenna HealthCloud

Vicenna HealthCloud is a patient-centric Hospital Management and Electronic Health Record solution which improves the provisioning of healthcare and the business efficiency of Hospitals and Clinics. HealthCloud delivers rich functionality in a highly secure environment. Engineered by a team of 40 experienced Healthcare IT experts and engineers, HealthCloud addressed all the requirements of RMI.



A key point for RMI was the stunning user interface of HealthCloud which promised ease-of-use especially for doctors who had resisted adoption of such systems and preferred just writing prescriptions with pen and paper. The Vicenna electronic health record module provides sophisticated and powerful capabilities through a simple yet highly functional interface making the system easy to use both for doctors new to EHRs and those who have experience with EHR systems internationally.

The configurable workflows in HealthCloud allowed RMI to adapt the software to their own specific business processes easing transition to the new system. More importantly, the underlying workflow technology provides rich information that RMI management can use to monitor and improve their business processes.

At the heart of the financial billing module is the Service Charge Master which provides RMI tremendous flexibility in setting the pricing and discounts based on the payer (individual patient, corporate, insurer, government etc.), the location

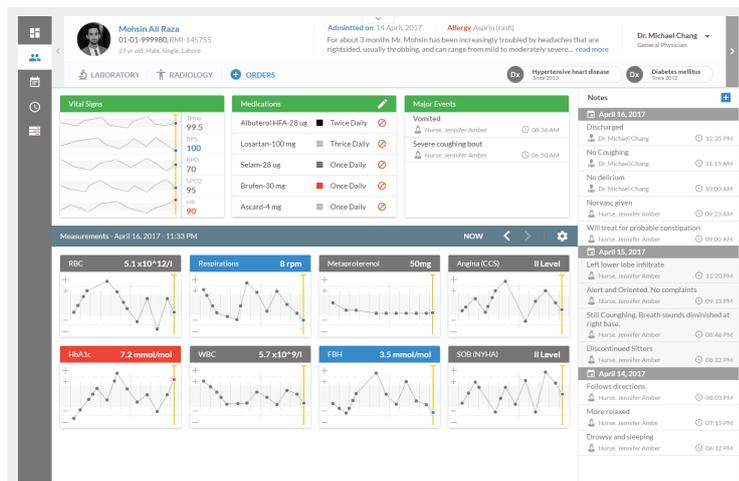
where the service is provided, as well as the service provider as required. The Service Charge Master also allows for costing to be done based on payer, provider and location thus completing the pricing/costing loop and providing insight into profitability across various categories of payers and providers. This allowed RMI to fine tune its service pricing to reach out to larger patient populations and increase their revenue while maintaining profitability.

Finally, the out-of-the-box analytics for staff provided a holistic view into the customer experience, the quality of healthcare provided to patients, internal institutional efficiency and financial performance. RMI went live with HealthCloud starting in March 2017.

## Success

A fast-paced professional implementation and commitment to excellence has resulted in a very successful rollout of HealthCloud at RMI.

- The feature coverage of the Administrative and Clinical functions has resulted in a very high level of user satisfaction
- The stunning user interface has made user adoption very smooth, especially for doctors.
- Flexible Service billing has allowed RMI to better manage their prices and revenue
- The pre-built analytics have helped keep the management up to date on key performance measures



“After trying multiple solutions from in-house to other vendors, RMI has adopted Vicenna HealthCloud which has given us a single integrated solution for both the Administrative and Clinical sides. We have been very pleased with the rollout of HealthCloud at RMI.”

Shafique Ur Rehman

CEO, Rehman Medical Institute

## HealthCloud

HealthCloud is a next generation Healthcare Management solution with integrated support for Electronic Health Records (EHR), Patient Engagement and Clinical Decision Support. Built on the Microsoft Azure cloud platform, HealthCloud delivers rich functionality in a highly secure solution with a stunning user interface.

Covering the complete patient care and administration lifecycle, HealthCloud automates the Patient Registration, Scheduling, Clinical Care and Billing functions for all sizes of healthcare providers from individual doctor clinics to large tertiary care hospitals.

## Contact

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