



## CASE STUDY

# HIS Transformation - Ruby Hall Clinic Successfully Deploys New In-patient Module

## CHALLENGE

The Ruby Hall Hospital Group in Pune is engaged in a multi-year modernization of its hospital information systems. The transformation was necessitated by both growth in demand and the desire to enable cutting-edge analytic capabilities. Demand for its services has continued to expand as a result of its growing reputation and through corporate and other third-party partnerships. DecisivEdge is leading Ruby Hall's HIS transformation, developing modular, scalable solutions using the most current technologies. The primary challenge with the In-patient module was to improve patient experience and the efficiency of front-end staff.

## SOLUTION

DecisivEdge developed a responsive web application that is a fully integrated module in the new HIS. The solution provides a variety of enhanced features focused on patient experience and operational efficiency.

Core features of the solution are:

- Enquiries/help desk operations
- Patient registration & admission
- Aadhaar Card Scanning for faster patient registration process
- Real-time bed management including reservations and transfers
- Generating admission slips, barcode labels and visitor passes
- Admission deposits
- Admissions Turn-Around-Time Report
- Integration with the central patient registration module
- Occupancy dashboard and other MIS reports
- SMS notifications to doctors and patients

## QUICK GLANCE

The Ruby Hall Hospital Group in Pune is undergoing IT transformation in view of growth in demand and to enable cutting-edge analytic capabilities. Demand for its services has continued to expand as a result of its growing reputation and many third-party partnerships. DecisivEdge was engaged to develop a modern solution that improved the patient experience and met the expectations of the various stakeholders.

### Industry

Healthcare

### Segment

Provider / H.I.S.

### The Challenge

The primary challenge with the In-patient module was to improve patient experience and the efficiency of front-end staff.

### The Solution

DecisivEdge developed a responsive web application that provides a variety of enhanced features focused on patient experience and operational efficiency.

### Results

The newly deployed module has resulted in a significant improvement in the patient experience and overall operational efficiency.



## RESULTS

The In-patient module which was deployed successfully despite the Covid-related restrictions has enabled streamlined operations and simplified processes. It has resulted in a significant improvement in the patient experience and overall operational efficiency.

The key outcomes are:

- Significant reduction in turn-around-time for admission process
- Improved bed management and real-time bed availability tracking
- Enabled tracking of patient referrals effectively
- Track admission deposit and issue alerts, in case of no deposit or depleted deposit
- Improved overall user experience and patient satisfaction

## TESTIMONIALS

"The system has significantly enhanced customer service and the patient experience." - **IT**

"The In-patient system has streamlined bed-management and reduced overall patient wait times." - **Key User**

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### About DecisivEdge

DecisivEdge is a business consulting and technology services company. To learn more about DecisivEdge, please visit our website at [www.decisivedge.com](http://www.decisivedge.com), email us at [getresults@decisivedge.com](mailto:getresults@decisivedge.com) or contact us at 302.299.1570.

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