

Comprehensive Hospital Information and Electronic Health Records System (EHRS) for Khanna Nursing Home in Ferozepur, Punjab (India)



Khanna Nursing Home is a **Skin Specialty hospital** in a rural district in Northern India

With **30+ medical staff**, the hospital has a patient foot-fall of approximately **18,000 patients annually**.

This hospital provides **both inpatient and outpatient treatment** to the patients along with **pharmacy** and **lab** services

This the first time that **comprehensive electronic health record system** for healthcare services in dermatology, gynecology, gastral and ultrasound has been implemented in the region that **record full patient medical treatment information**.

PROBLEM

The hospital had a **separate billing system and lab reports tool** which was not integrated.

There was **no self-reporting mechanism** for the hospital. The hospital did not have access to their data on billing and in order to get the details they had to reach out to a third party vendor which lead to delays and problems for the hospital

The hospital has a **prominent pharmacy department**, but they **didn't keep any records/inventory** for the medicines in stock. The hospital faced **a lot of wastage with expired medicines**.

They **didn't keep any patient treatment record**; the treatment notes and prescriptions were noted on "Patient Card" and was given back to the patient. Losing this card will lead to **losing the entire patient medical history**.



SOLUTION

Applied a **process-engineering approach** to work with physicians, nurses, pharmacists, lab technicians, administrative staff, etc. to design **improved digital processes** that improved their productivity. The system was **tailored to the specific requirements and processes** of the hospital. Interacting with the medical staff gave us insights on their process and allowed us to make a **highly intuitive and user friendly system**, which was used with **minimal to no training**

The solution includes **comprehensive analytics to provide graphical dashboards and analysis of medical data** and processes along with **self-reporting mechanism** to help with hospital processes.

Rapidly implemented **a customized solution, digitizing pharmacy**; system **alerts the pharmacists** when a medicine is about to get expired, thereby **saving cost for the hospital**.

The comprehensive electronic health record system implemented **maintains the entire medical history of all patients**. Designed to be **patient-centric**, provides a **360-degree view of patients** and allows physicians and medical staff to interact with patients.