

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



Dhingra Hospital is one of the **prominent hospitals in Ferozepur** that has implemented electronic health record (EHR) systems for managing patient treatment.

Being in the rural district of Northern India, the hospital has a patient foot-fall of approximately **7,000 patients annually**.

This hospital provides **both inpatient and outpatient treatment** to the patients.

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

PROBLEM

Being in the rural area, there was a **severe lack of IT infrastructure in the hospital**, including the internet, basic computer systems, etc. in the hospital.

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

The hospital has a prominent lab department, they were **printing the lab results using a word document** and were **overwriting the patient results** with any new patient that came in the system.

The staff members were **not accustomed to any form of electronic record keeping**, the system had to be simplistic, easy to use and shouldn't have a steep training/learning curve.



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**.

Transformed the hospital infrastructure by collaborating with the local internet provider to provide **24/7 high speed internet**. Worked with the hospital administration to get basic computer systems for different departments of 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.

Achieved 100% digitization for the lab department, digitizing their **50+ lab tests** with the comprehensive system.