

Patient Registration Management System

Implementation Partner: Mokxa Technologies | Customer: Leading Healthcare Authority with 27 Hospitals, 115 Clinics and 223 Pharmacies in 7 Countries

ABOUT PARTNER

Mokxa Technologies is a global business solutions provider focused on delivering peace of mind to its clients by simplifying enterprise IT.

Powered by hybrid thinking and deep technology expertise, Mokxa specializes in providing CIO services, futuristic platforms, enterprise architecture, and enterprise risk assurance to industries like healthcare, BFSI, manufacturing, and more.

CUSTOMER AT A GLANCE

The customer is a leading healthcare authority that has 27 hospitals, 115 clinics and 223 pharmacies in 7 countries, across the Middle East and India.

Headquartered in Dubai, their network now encompasses more than 19,657 employees (Doctors, Nurses, Others) with JCI accredited clinics and diagnostic centers, covering the full spectrum of healthcare services, which includes hospitals and clinics, pharmacies, diagnostic centers, educational institutions, and healthcare management.



Industry:
Healthcare



Firm Size:
10,001+ employees



Country:
Dubai

CHALLENGES

In the wake of the Covid-19 breakout, there was a dire need for UAE patients to register themselves for Covid-19 vaccination and PCR tests. Previously, these business processes and upstream workflows were primarily conducted manually using paper-based forms and emails, which was tedious, time-consuming, and costly to maintain.

SOLUTION

The **Patient Registration Management System** is a platform that allows the residents in the UAE to register for Covid-19 vaccination, and for the customer to effectively manage their PCR test registration process. Built on Joget, the system provides a singular ecosystem to the customer's patients in the UAE, to have access to their respective medical data from the medical lab repository.

RESULTS

- ✓ Instead of the average 6 months it would have taken using high-code development, Joget has effectively enabled rapid application development with integration and data migration from the customer's internal database
- ✓ Within 4 weeks, the application was successfully developed and launched. The process of registering patients for appointments has been automated, streamlined, and simplified
- ✓ Patients can easily register for the Covid-19 vaccination and PCR test by scanning a QR code at one of the customer's 27 clinics located throughout the UAE, then filling out a digital form on the application
- ✓ Scaled down the time it took to complete the registration process from approximately 30 minutes to less than 5 minutes
- ✓ This has completely eliminated the needs to queue up at the clinic and fill out lengthy 10-page documents
- ✓ Enabled proper Service Level Agreement (SLA) by sending SMS notifications as a reminder to each patient, 30 minutes before their appointment
- ✓ This process was automated through an 'SMS gateway' as a service, which was integrated with Joget via a plugin. Digitized the process for sending patients an invoice through email after their visit
- ✓ With Joget, all medical data was secured in a permission-controlled environment. Each clinic only has access to patient data of its own premise



4 WEEKS
Application development



< 5 MINS
Record-breaking time saving



100%
Automated reminders