MIND IT
Your Reliable Technical Partner

Customer Success Stories

Helping Healthcare Chain in their mission to become best private healthcare provider in Country

🚢 Modern

↗ Scalable

🔄 Secure

Executive Summary

A leading hospital chain in East Asia wanted to build world class hospital management system to become best in their country. Mind IT Systems has made them technically superior to their competitors by building comprehensive healthcare solution.

Testimonial

"Mind IT Systems is collaborating with us in development of our new hospital management system with EHR, PACS Integration, Drug Database and Clinical Decision Support. We have been running our hospitals for more than 13 years and are working towards being best in our country. Their expertise of Healthcare and IT is enabling us to build world class systems to better serve our patients"

Quick Facts

Client

Industry: Healthcare

Employees: 1001 - 5000

Geographic Presence: Headquartered in eastern Asia

Profile: Client group is one of the largest private healthcare providers in Vietnam.

Technologies Supported

- .NET MVC
- .NET WPF
- Redis
- Solr
- My SQL

Objectives

Client has been through two Hospital Management Systems in past 13 years and found them severely lagging with respect to European World Class Healthcare Systems. Objective was to build the best Hospital Management System in Country while providing best in class responsiveness and multilingual practitioner friendliness.

Impact

⬆ Sales Increase
Efficiency up
Central Solution

⬇ Manual work
Lesser Conflicts

Challenges

- Meeting European Standards
- Scaling up and Responsiveness
- Making it Practitioner friendly by utilizing healthcare expertise
- Multi Location and Multi Lingual

Details

Client Profile

Client is a private sector healthcare group, and is one of the leading healthcare providers in Vietnam. Group started offering first Hospital-Hotel model in Vietnam with purpose to improve people's health and provide high complex health care to the community. They are well known Integrated healthcare providers and are leaders in private sector in Vietnam. Client is focused on excellence, expertise, empathy and innovation.

Industry Landscape

Vietnam represents a potentially large healthcare and medical equipment market. Identified as a national development priority, the public healthcare sector has received increasing government budget allocations and interest from the private sector. Experts estimated market size at $2 billion in 2017.

Due to low quality service in country, around 100,000 Vietnamese people go abroad for higher quality treatment. This group spends approximately $5 billion USD every year out of pocket, an indication that domestic healthcare needs drastic improvement. Private healthcare has started blooming only in last decade or so, as earlier, nation had to rely only on state run healthcare institutions.

The healthcare system has an estimated 1,062 state hospitals, 200 local private hospitals, and 15 foreign invested hospitals with a total of 145,000 beds. There are over 200 new hospitals at some stage of the planning process.

Now the opportunities: The government of Vietnam has approved a national master plan to develop the healthcare network up to 2020. These cover public/private based health/preventative medicine and primary care systems as well as medicine manufacturing and supply. Per this plan, by 2020, 25 hospital beds, at least eight physicians, and two pharmacists should be available for every 10,000 people.

Problem Statement

With new hospital coming up, scale of operations was set to increase by 500% and new specialized services were to be part of upcoming state of the art facility. Client wanted to remove dependency on product providers and thus build, on their own, best Hospital Management System in Country. New Centralized Solution was also expected to take care of five healthcare locations and be multilingual.

Solution

Mind IT Systems Developed a World class Hospital Management System in conjunction with expertise from various healthcare practice leaders around world.

- Newly developed system provided unified patient, practitioner and management interface resolving many of the operational black holes with complete online management.
- Solution was built to fulfil custom needs and prevalent practices in East Asia after analysing various hospitals best practises and software systems.
- Solution included following mission critical modules:
    - Master Patient Index
    - Appointment
    - OPD Management
    - OPD Billing
    - Insurance
    - EMR and Templates
    - Labor and Delivery
    - Lab Medicine and Pathology
    - Specialty Diagnosis
    - Emergency
    - ADT (In-patient Mgt.)
    - Nursing Services
    - IPD Billing
    - Inventory
    - Pharmacy
    - Operating Theatre
    - Notifications and Alerts
    - User Access Control
    - Patient Portal
    - Outcome Management

Results

For almost three years, Mind IT Systems has worked with this healthcare provider in close collaboration to keep solving their business problems through the use of technology. Working with multiple healthcare experts over time, solution has been built in alignment with the business and industry evolution.

New Hospital Management System has reduced bottlenecks and significantly improved efficiency. Centralized Solution is helping all Hospital Locations to coordinate with each other and provide better unified services to patients. From business standpoint, there is ~40% reduction in time spent on system as new processes have highly optimized the patient-practitioner data keeping. Further, OPD and IPD both have had their expenses cut down due to streamlining of software and processes thus removing redundancy and personnel dependence.

Major results are:

- Improvement in patient/member centricity
- Enhanced customer experience
- Reduction of costs and wastage
- High Improvement in operational efficiency

This project has helped them in their mission to become best private healthcare provider in their country.

Key Success Factors

» Industry expertise
» Thought leadership
» Close collaboration
» Security
» Scalability

About

Mind IT Systems is a leading global organization focusing on solution via Custom Application Development, Product Engineering, Enterprise Solutions, Business Intelligence and Analytics along with Quality and Testing Services.

Our focus is on developing intellectual property for our clients, while working for quick turnaround development and build scalable and robust solutions for our Global clients.

We continuously strive to innovate for our clients leveraging our experience across domains and technologies with unwavering focus on excellence. We build long term relationships with our customers and work towards long term shared goals to achieve satisfaction for everyone. Depending on your needs, Mind IT Systems provides flexible working models of Onsite, Offsite, Full time, Timeshare and Dedicated Offshore Delivery Centre.

Mission
To bring people's possibilities to reality by engineering awesomeness

Vision
Empowering Humanity

Values

- **Reliability**: We are countonable and dependable
- **Integrity**: We say what we do and we do what we say
- **Responsibility**: We are accountable and answerable
- **Excellence**: We do the Best

Contact Us: