



Clinical Approach to Making Healthcare Agile and Modern

Enhance Patient Safety, Experience and Loyalty

SapphireIMS Healthcare Service Management

Better Healthcare. Better Operations.
Better Governance.

What makes any Healthcare organization “The Best” in the industry? Superior medical practices? Better infrastructure? Yes, but not just that. The best-in-class Healthcare organizations thrive by delivering superior efficiency and experience to all the stakeholders – patients, employees and partners.

SapphireIMS delivers a comprehensive and an agile platform to cater to every need of a Healthcare organization. Our solution digitizes and automates all your processes so that you can better manage patient complaints and feedback, record incidents in real-time, maximize bio-medical asset utilization, optimize vendor spend, improve employee productivity and be a 100% compliant to the regulations.

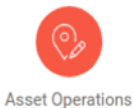
Our platform is flexible, configurable, scalable and can be seamlessly integrated into your existing medical management systems or ERP.

One Solution. Many Benefits

-  Enhance patient experience and improve loyalty
-  Better Healthcare management and improve patient safety
-  Maximize asset utilization and ensure reliability
-  Better ROI and operational efficiency
-  Empowered employees and improved productivity
-  Improved governance and 100% regulatory compliance

Sapphire^{IMS}

Service Catalogue



Asset Operations



Bio Medical Operations



Facility Maintenance



Healthcare Incidents



Infection Control Checklists



Patient Requests



Quality and Governance



Staff Services

Healthcare Service Management Features

Patient Service Management

Enhance patient experience and improve loyalty

SapphireIMS helps you record and manage patient requests / feedback centrally and tracks them until closure. The platform helps you achieve high level of patient satisfaction through systemic / timely redressal of their issues / requests. In addition, you get a centralized visibility of all the issues and a unit-level operational control. The analytics helps you to monitor KPIs and take data driven decisions to pre-empt the issues.

Module Features:

- Patient Complaints Management
- Patient Request Management
- Patient Feedback Management

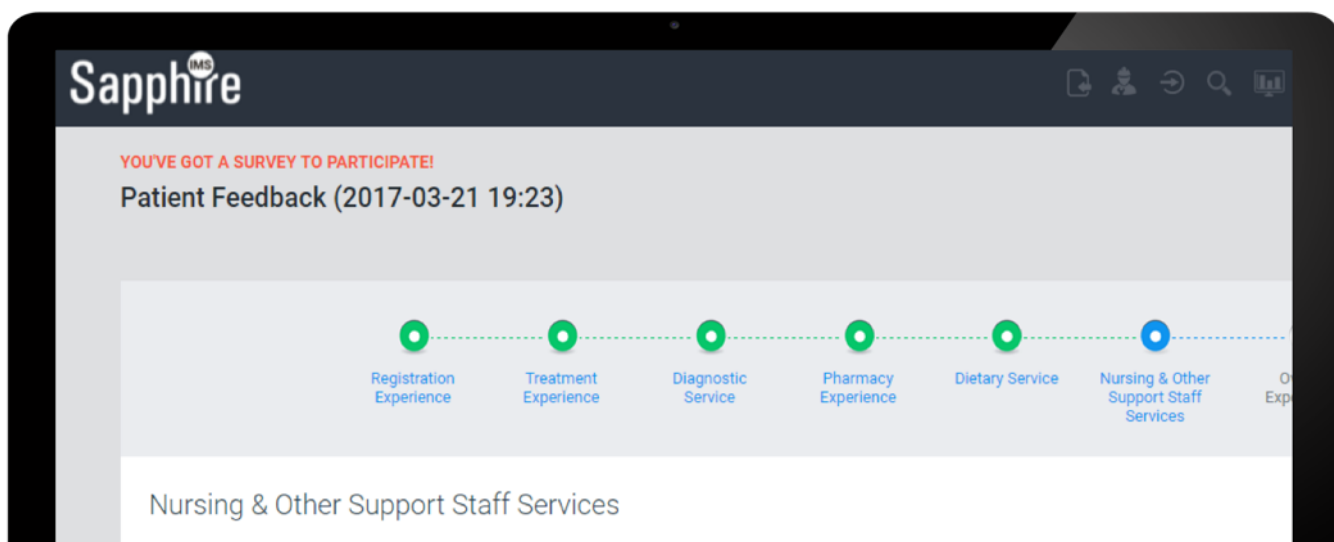
Healthcare Incident Management

Better Healthcare management and improve patient safety

SapphireIMS platform helps you record the incidents in real-time. The incident management process is then enforced to see the incidents are actioned. The platform escalates the issue if there is no action taken. This ensures that the issues are tracked and closed on a timely basis. During the process, the investigations, RCA, corrective and preventive actions are taken for early closure. You can use this data to notify the health authorities and be a 100% compliant to the regulations. The analytics and inbuilt intelligence pre-empts and reduces any recurrence of similar incidents.

Module Features:

- Incident Management and Reporting
- Infection Control Checklist and Audit



Bio-Medical Asset Management

Maximize asset utilization and ensure reliability

SapphireIMS is your single point solution to comprehensively manage all your biomedical assets from procurement to retirement. The platform helps you enhance reliability and ensure accuracy of the assets through scheduled calibration and preventive maintenance. You can monitor vendor performance and optimize the spend while acquiring new material or repairing the existing ones. The tracking module improves asset utilization by identifying the unused assets.

Module Features:

- Bio-Med Inventory Management
- Asset Lifecycle Management – Procure to Retire
- Asset Utilization Tracking
- Preventive Maintenance and Calibration Scheduler
- Warranty, AMC and Insurance Tracker
- Vendor Operations Management

Healthcare Facility Management

Better ROI and operational efficiency

A large chunk of Healthcare organization's spend goes into the facility management. SapphireIMS' comprehensive Asset and Maintenance Management solution helps you enhance the availability and efficiency of your assets and facilities. The module ensures seamless operations by monitoring vendor performance and enabling timely renewal of contracts.

Module Features:

- Facility Inventory Management
- Asset Life Cycle Management – Procure to Retire
- Energy Consumption Tracker
- Maintenance Operations
- Preventive Maintenance Scheduler
- Warranty, AMC and Insurance Tracker
- Vendor Operations Management

Employee Services

Empowered employees and improved productivity

The employee self-service portal is one platform where your employees can manage their profile data and avail services from on boarding to leave requests to expense claims. It seamlessly integrates with your enterprise infrastructure and solutions to provide best in class employee experience.

Module Features:

- Employee Onboarding & Offboarding Process
- Letter Requests
- Leave Requests
- Travel and Hospitality Services
- Expense / Claims Reimbursements
- ID Card and Access Requests

Quality & Governance

Improved governance and 100% regulatory compliance

SapphireIMS platform helps you record, drive and monitor KPI's. The real-time incident recording and asset monitoring reduces business risks and penalties due to non-compliance to standard operating procedures. The centralized visibility of all the processes improves risk management and preempting any incidents.

Module Features:

- Quality Library
- Operations Dashboard
- Master Data Management
- Action Tracker
- RCA Tracker
- KPI Tracker

About SapphireIMS

SapphireIMS is an ITIL 2011 certified enterprise grade service management system that makes your business agile. We do it through a modular and easy to implement suite of products, such as ITIL Service Desk, Enterprise Asset Management, Enterprise Service Management, Business Service Monitoring and Service Lifecycle Management. Our Healthcare Service Management solution is specifically designed for the needs of the healthcare industry.

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Making Businesses Agile