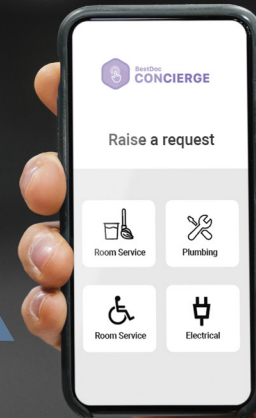




Unified Patient Room & Service Ticket Management Solution for Hospitals



Introduction

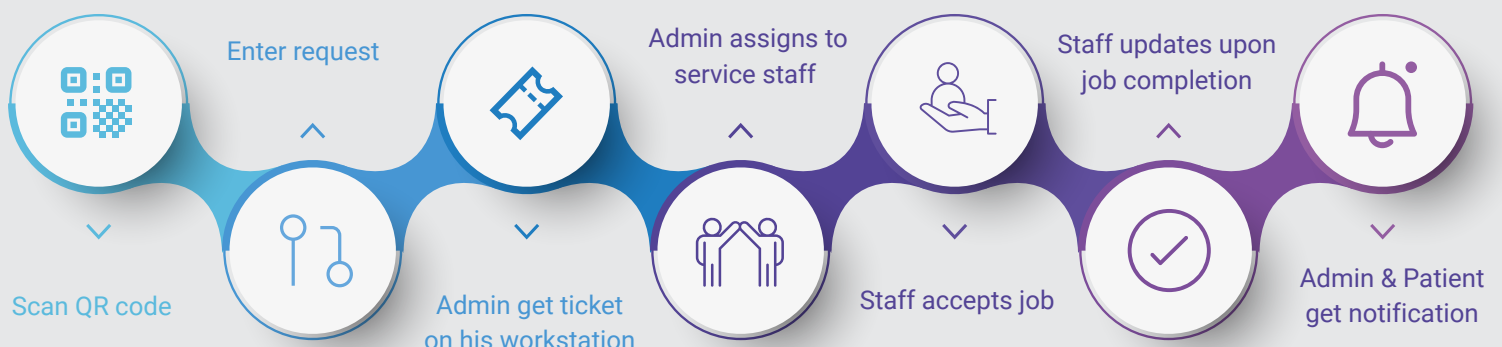
Patients today are spoiled for choice. They do not select hospitals just based on the doctors or the physical infrastructure. Quality of service has become one of the most important criteria, especially for non-critical procedures.

BestDoc Concierge makes it easy for hospitals and their operations staff to provide exceptional in-patient service, while keeping costs in check.

The solution helps IP patients request & stay informed in real-time, while helping admin staff understand who is working on the jobs, the TAT and even get escalations for delayed jobs.

The nursing staff immensely benefit as they get to focus on medical assistance rather than coordination / communication between patients and operations staff.

How BestDoc Concierge Works?



Main Features

Raise instant service requests from hospital bed



by Patient



by Nursing staff



by Operations / Admin

Through various modes



Scan QR code



Call Service Desk



Staff Web App



SMS / Whatsapp (updates and escalations)

Track service requests to closure

- Manual / Auto-assign service requests to the relevant departments
- Get real-time update on mobile / tablet / PC on new jobs & completion
- Set SLAs and TAT for each job type
- Set supervisor escalations & notifications for delayed jobs
- Get response rate, closure reports & other insights

Examples of how **BestDoc Concierge** can be used:

Housekeeping requests:

Eg: Cleaning, Laundry, Bed Change

Food Ordering & Delivery

Electrical Repair:

Eg: TV, AC, Geyser

Other Requests:

Eg: Wheelchair, Lobby cleaning, Printer issue, Water refill

Why BestDoc Concierge?

All-in-one service management solution – for patients, department staff, and admins

Instant Onboarding – pre-configured Departments & Services

Easy to Customize – almost no training required

The most comprehensive escalation management system – using Whatsapp, SMS, Email

Auto-assignment of jobs based on staff availability

BestDoc's Customers



250+ Hospitals | >3Mn Patients Served

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