



Unified **Inpatient & Staff Request Management** Solution for Hospitals



TIME TO TRANSFORM YOUR INPATIENT EXPERIENCE

Patients today are spoilt 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 and their visitors place requests, 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.

Benefits of BestDoc Concierge



Provide a five-star hospitality grade experience to your patients



Boost your online reputation with more positive reviews on Google



Increase your F&B revenues



Improve your inpatient staff's efficiency and service quality

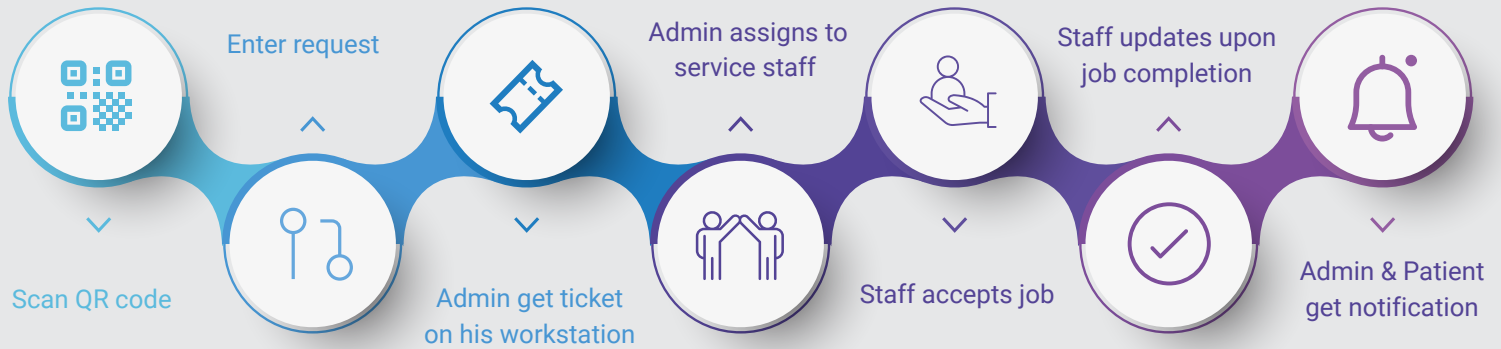


Transform your IP operations without integration hassles



Get a comprehensive view of inpatient satisfaction

HOW BESTDOC CONCIERGE WORKS?



Main Features

Raise instant requests from hospital bed



by Patient



by Nursing staff



by Operations / Admin

Through various modes



Scan QR code



Via Web link



Call Service Desk



Staff Web App



SMS / Whatsapp (updates and escalations)

Track 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
- Auto-assignment of jobs based on staff availability

Examples of How BestDoc Concierge can be used:

➤ Housekeeping Requests:

Eg: Cleaning, Laundry, Bed Change

➤ Food Ordering & Delivery:

With hospital food menu listing and online payment support

➤ Multiple Staff/Department Requests

Eg: Discharge, Pre-admissions, etc.

➤ Other Requests:

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

➤ Preventive Maintenance:

Eg: Biomedical, IT, carpentry, plumbing

WHY BESTDOC CONCIERGE?

- All-in-one service management solution** – for patients, department staff, and admins
- Instant Onboarding** – Go live within 7 days with pre-configured Departments & Services
- Easy to Customize** – almost no training required
- The most comprehensive escalation management system** – using Whatsapp, SMS, Email
- Multilingual interface** - Supports 9 languages, including Arabic
- Detailed help content & FAQs** for seamless training of patients and staff

Watch Video



BESTDOC'S CUSTOMERS



200+ Hospitals | >4Mn Patients Served

RESULTS SEEN BY OUR CUSTOMERS

100,000+ Requests Handled and Counting

Usage by **15+** Departments

Up to **400%** F&B Revenue Growth Seen by Hospitals

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