
Profrea Smart Care

Case Study



Zoho
Authorized
Partner



House Of Caregivers



Table Of Contents

- 03 Overview
- 04 Background
- 05 Challenge
- 06 Solution
- 07 Result
- 08 Conclusion

Overview

Background

Challenges

Solution

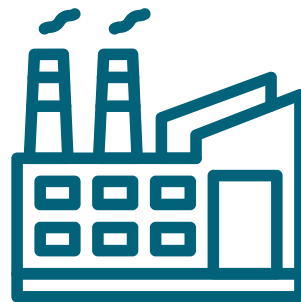
Result

Conclusion

Overview



Profrea Smart Care



Healthcare Industry



Clinic Management System

Zoho App Used : Zoho Creator, Zoho Flow

- Overview
- Background**
- Challenges
- Solution
- Result
- Conclusion

Background

Profrea is a unique platform with a perfect blend of online and offline medical services, providing quality healthcare at affordable rates to patients while making entrepreneurial journeys easy for Doctors.

Profrea Smart Care sought an advanced, integrated clinic management system to streamline operations across multiple aspects of their healthcare service. The primary aim was to enhance efficiency in managing patient enquiries, appointments, e-commerce transactions, communications, and accounting processes.

Challenges

Profrea Smart Care initially managed their operations using Excel sheets. This method posed several challenges:

- **Enquiries Management:**
 - Manual Data Entry: Enquiries were manually entered into Excel, leading to errors and inefficiencies.
 - Tracking Issues: Difficulty in tracking and responding to enquiries promptly.
- **Doctor and Clinic Owner Shares:**
 - Complex Calculations: Manual calculations of shares for doctors and clinic owners were error-prone and time-consuming.
 - Inconsistent Records: Maintaining accurate and up-to-date records was challenging.
- **Accounting:**
 - Manual Processing: All financial transactions and accounting processes were manually recorded, leading to frequent errors.
 - Time-Consuming: The process was slow and required significant time and effort to maintain accuracy.
- **Inventory Management:**
 - Inefficiencies: Tracking inventory manually resulted in stock discrepancies and inefficiencies.
 - Lack of Real-Time Updates: No real-time updates on inventory levels.
- **Online and Offline Consultations:**
 - Appointment Scheduling Issues: Difficulty in managing and scheduling both online and offline consultations efficiently.
 - Data Silos: Information was scattered across multiple Excel sheets, leading to fragmented data management.
- **OPD Room and Doctor Bookings:**
 - Double Bookings: Manual bookings often resulted in double bookings and scheduling conflicts.
 - Lack of Integration: No centralized system to manage room and doctor bookings cohesively.

Solution

NYN IT Solution designed and implemented a comprehensive clinic management system tailored to Profrea Smart Care's requirements. The solution included:

- **WooCommerce Integration:** Successfully integrated three WooCommerce stores with Zoho Creator, enabling centralized management of e-commerce activities.
- **Email Enquiry Integration:** Integrated Apollo and Practo email enquiries with Zoho Creator, ensuring all patient queries were captured and managed efficiently.
- **Google Distance Matrix:** Implemented Google Distance Matrix API to calculate and optimize travel distances for patient appointments, improving scheduling efficiency.
- **Communication Integrations:**
 - Interakt WhatsApp: Enabled direct communication with patients through WhatsApp, enhancing real-time interaction and engagement.
 - Nettyfish SMS: Integrated SMS services to send timely notifications and reminders to patients
- **Accounting Solution:** Developed an in-app accounting solution to automate and streamline financial processes, significantly reducing administrative workload and errors.

Result

- **Operational Efficiency:** The integration of multiple platforms into a single management system streamlined operations and improved efficiency.
- **Enhanced Communication:** The WhatsApp and SMS integrations facilitated better communication with patients, resulting in improved patient satisfaction.
- **Time Savings:** The in-app accounting solution reduced the time spent on financial management, allowing staff to focus on patient care.
- **Quick Equipment Transfer:** The integration of Google API to find nearby clinics enabled quick and efficient equipment transfers.
- **Employee Incentives:** Implemented a system to calculate employee incentives on each invoice, with daily and monthly reports to track performance.
- **Doctor Hours Accounting:** Developed monthly reports based on OPD room bookings to accurately account for doctor hours.
- **Doctor Share Reporting:** Provided detailed daily and monthly reports on doctors' shares, ensuring transparency and accuracy.
- **Portal Access for Doctors:** Established a secure portal for doctors to access their schedules, patient information, and financial reports.

Conclusion

NYN IT Solution's implementation of the Profrea Smart Care Clinic Management System was a resounding success, addressing and overcoming significant operational challenges. By integrating multiple platforms into a unified system, NYN IT Solution streamlined operations, enhanced communication, and optimized scheduling. The solution not only improved efficiency but also provided quick equipment transfers using Google API.

Additionally, the system automated incentive calculations with detailed reporting, ensured accurate accounting for doctor hours and shares, and established a secure portal for doctors to access vital information. Overall, the project significantly elevated Profrea Smart Care's operational capabilities and patient care quality. The success of this project demonstrates NYN IT Solution's commitment to delivering high-quality, effective solutions in the healthcare industry.



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