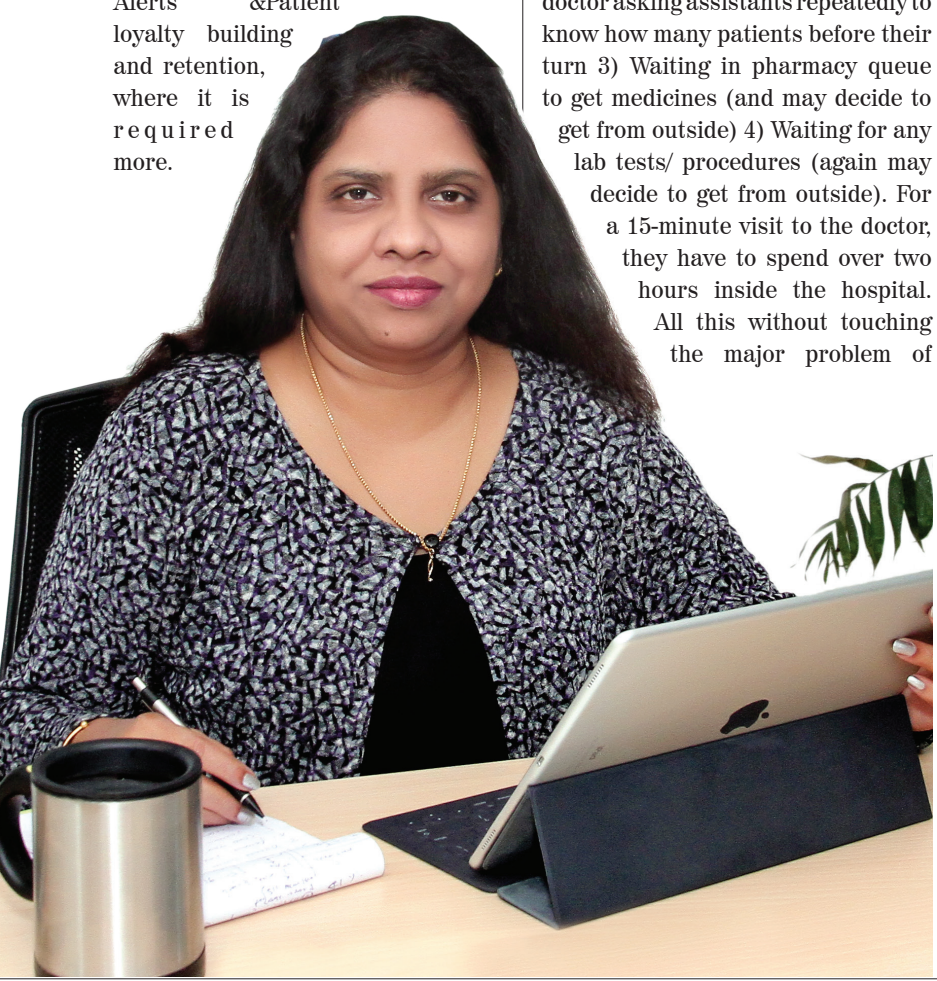
mCURA – Building Smarter Healthcare IT System

The company works towards making healthcare IT smart by transforming desk service to mobility service that includes all hardware/software/trained staff that creates the wow factor to patients than a mere technology enablement for hospitals, says **Madhubala Radhakrishnan M S**, Founder & President, mCURA in an interview with **Elets News Network (ENN)**. Excerpts:

How is your organisation working over the concept of evolving Healthcare IT domain?

The current role of Healthcare IT is still confined to back office module in majority of the hospitals. It hasn't been fully implemented in areas like Patient service delivery, Doctor office management, Automated Order fulfilment, Revenue leakage Monitor/ Alerts &Patient loyalty building and retention, where it is required more.



We seek to ensure the value of healthcare IT is felt across the system that will especially enhance patient/ doctor experience and generate revenue.

For instance, when a patient visits any hospital the number of queues that he or she has to stand in are -- 1) Registration/consultation billing 2) Waiting for their turn to consult the doctor asking assistants repeatedly to know how many patients before their turn 3) Waiting in pharmacy queue to get medicines (and may decide to get from outside) 4) Waiting for any lab tests/ procedures (again may decide to get from outside). For a 15-minute visit to the doctor, they have to spend over two hours inside the hospital. All this without touching the major problem of paper records.

mCURA works towards making healthcare IT smart by transforming desk service to mobility service that includes all hardware/software/ trained staffs (optional)that creates the "WOW" factor to patients than a mere technology enablement for hospitals.

How are you attempting to achieve healthcare industry goals with 'cloud computing'?

With the help of cloud computing our agenda is to remove the current major barriers of the healthcare industry like -- a) Huge ITcapex b) Multiple vendor management (hardware from vendor A, software from vendor B, licenses from vendor C etc...) c) Trained manpower and adoption d) Patient records continuity and to achieve the goal of digital health at minimal cost across all hospitals/ clinics, irrespective of their size, to provide a better patient care.

What are the various initiatives taken by mCura to use 'cloud computing' effectively?

Our initiatives can be classified as bringing "ZeroCapex"model for hospitals/clinics to increase adoption, integrated modules that take service delivery to next level by bringing transparency and improvement in work flow, making doctors utilise clinical outcomes, increasing revenues to health providers, and securing clinical data

at right time/right place with patient authentication.

What are relevant factors of 'cloud computing' to grow the healthcare industry?

Scalability , Data storage &security, authenticated access, medical image exchange, stability, data research and development, cost effectiveness, flexible and expendable framework, convenient information sharing and right information at the right place can save people life.

How is your organisation offering best 'cloud computing' solutions to the healthcare industry?

mCURA has implemented first of its kind smart OPD in a major hospital at Delhi with 35,000 patient transactions a month using cloud computing. This takes the healthcare IT to next level, as we have provided hardware+ technology platform + trained manpower completely as service with ZERO upfront cost to hospitals. Details of deployment includes hardware - 70 wall display NFC enabled HP tablets outside every OPD chamber, 70 ipads and wi-fi printers in every OPD rooms, 16 card printing machines in all the counters , 4 heavy duty printers. Technology platform that includes modules right from appointments, queue management, e-wallet/ cash cards with payment gateway and status, medical records management & e-prescription delivery, order management and continuum of care. Uniformed trained staffs from basic service of patient guidance to the extent of assigning 1:1 clinical secretary to each doctor to enter and manage their patient records thru ipads with the option of multimedia medical advice. The real use of cloud computing is demonstrated by providing real time status update on Queue, patient medical record view/ access, revenue inputs to doctors from their mobile phone anywhere/ anytime.