

HEALTHCARE · CHARITABLE DIAGNOSTICS AND OPD, MULTIPLE BRANCHES

A token at the door, a report from a template, one bill per patient

How a charitable diagnostics and OPD centre run by a community trust, with several branches, replaced crowding at the door and handwritten reports with Stock2Track queue tokens, templated reports and patient-linked billing, and gave the trust a clear view of every branch.



Illustration for this case study. It is not a photograph of the customer.

INDUSTRY

Charitable diagnostics and OPD clinics

RUN BY

A community trust, multiple branches

CHARGES

Nominal fees for consultation and tests

USERS

Reception, lab and X-ray, trust office

PLATFORM

Stock2Track

CUSTOM WORK

Queue tokens, report templates, patient-linked billing, trust dashboard

The business

The customer is a charitable trust run by the Jain community. It operates diagnostics and OPD clinics at multiple branches, charging patients a nominal amount for consultations and tests.

Because the fees are low, the clinics are busy. Blood tests, X-rays and other diagnostics run alongside the doctors' OPD, and the trust wants every patient treated fairly and every rupee accounted for.

The challenge

- Long queues, and confusion about who came first. Patients tried to get into the doctor's room or the diagnostic room out of turn, those who had come earlier waited longest, and trust in the clinic was being lost.
- Diagnostic reports were written by hand, and billing was done by hand.
- Reports and bills were not linked to each other, so matching what a patient was tested for with what they paid was a mess.
- The trust had little visibility of what was happening at each branch, including the small sums collected from patients.



Illustration: a test report generated from a template, with the bill on the same patient record. It is not a photograph of the customer.

What CatchUs built

CatchUs customised Stock2Track around the clinic's day: the door, the test rooms, the billing counter and the trust office.

01

A queue receipt at the door

The moment a patient enters, Stock2Track prints a token with a time stamp. The token number and time decide the sequence, for the doctor and for diagnostics.

02

Report templates for every test

A template for each diagnostic: blood, X-ray and the rest. The operator selects the test and enters the values; the report generates itself with reference limits and the required details.

03

Reports and billing on one patient

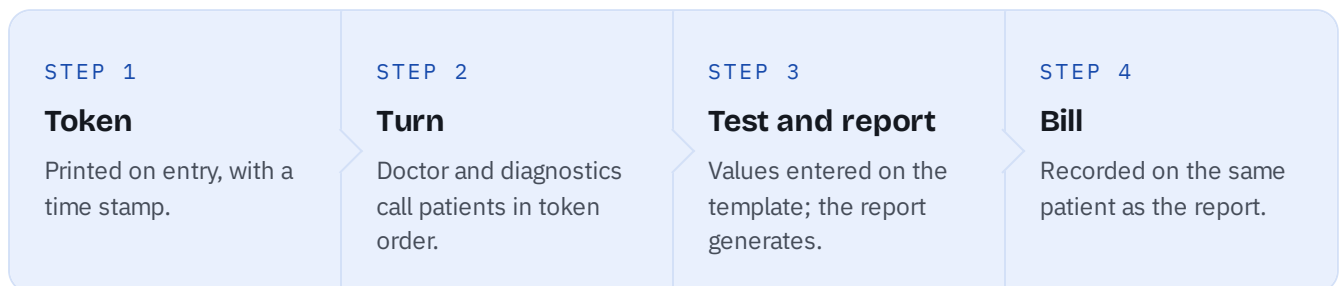
Every report and every bill is kept against the patient's name, so what was tested and what was paid always match.

04

Visibility for the trust

The trust sees what is happening at each branch: queues, tests, collections. It used this to manage its queuing methods and to spot pilferage of the nominal fees.

How a patient's visit runs now



What changed

- Patients are seen in the order they arrived, and the crowding at the doors has stopped.
- Diagnostic reports come from templates with limits and details filled in, instead of being written by hand.
- Billing and reports sit on one patient record, so nothing is missed or double-charged.
- The trust has insight into each branch, has improved its queuing, and can see where nominal fees were leaking.

Do your patients, or your customers, wait without knowing whose turn it is?

CatchUs has its own engineering team. We build Stock2Track around your reception, your reports and your billing, and give the people who run the trust a clear view of every branch.

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