

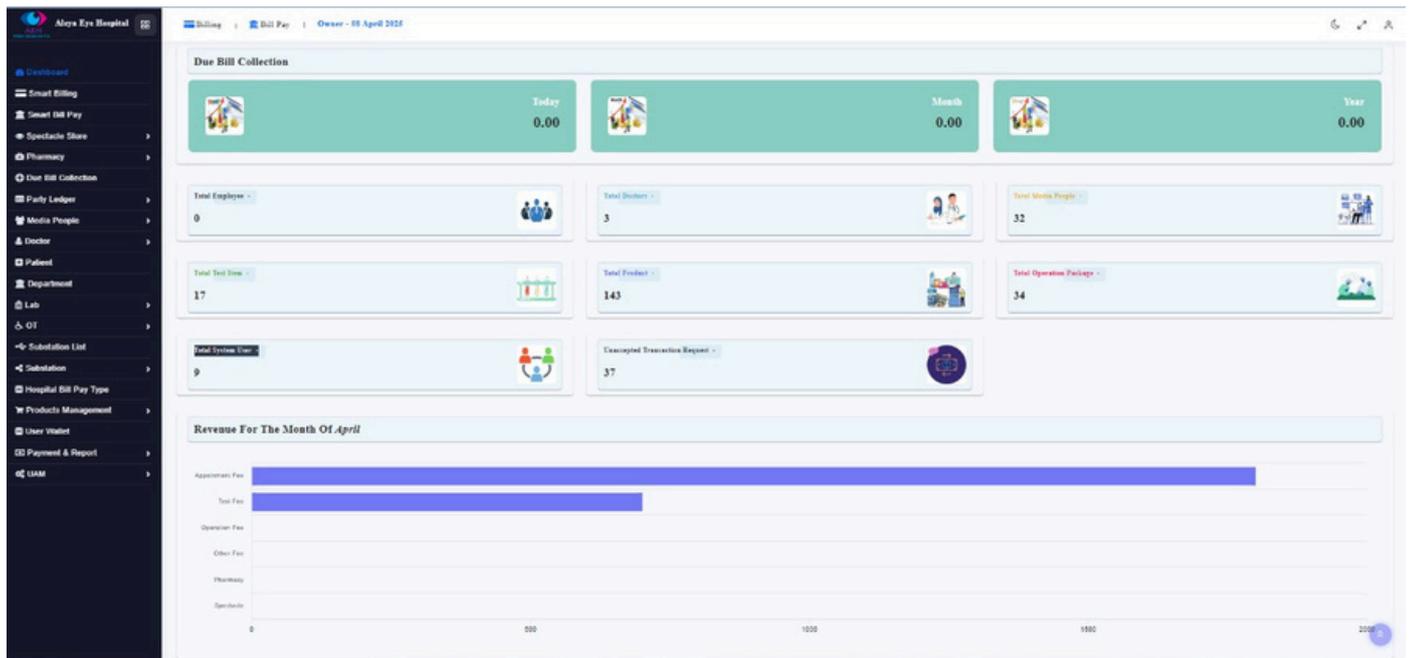


**ALEYA EYE HOSPITAL**  
Patient Satisfaction First....

# CASE STUDY

Case Study: Streamlining Operations at Aleya Eye Hospital with Innovative Station's Hospital Management Software

Client Overview: Aleya Eye Hospital is a premier eye care facility in Bangladesh, dedicated to providing exceptional services by combining state-of-the-art technology with compassionate patient care. With branches in Dhaka and Jamalpur, the hospital offers a range of services, including comprehensive eye exams, various surgical procedures, and pharmacy services.



## THE CHALLENGE:

Despite its reputation and despite its commitment to quality care, Aleya Eye Hospital faced several operational challenges:

- **Manual Patient Registration:** The reliance on paper-based systems led to prolonged wait times and increased the risk of errors.
- **Inefficient Billing Processes:** Manual billing was prone to inaccuracies, causing delays in revenue collection and patient dissatisfaction.
- **Inventory Management Issues:** Tracking medical supplies and pharmacy stock manually resulted in occasional shortages and overstock situations
- **Limited Data Accessibility:** Patient records were not easily accessible, hindering swift decision-making and coordinated care.

# THE SOLUTION

To address these challenges, Aleya Eye Hospital implemented Innovative Station's Hospital Management Software (HMS), a comprehensive digital solution designed to streamline hospital operations.

Key Modules Implemented:

- **Patient Registration & OPD Management:** Digitized patient onboarding processes reduced registration time and minimized errors.
- **Billing & Account Management:** Automated billing systems ensured accurate and timely revenue collection.
- **Inventory & Pharmacy Management:** Real-time tracking of medical supplies and pharmacy stock prevented shortages and overstocking.
- **Electronic Medical Records (EMR):** Centralized patient records provided authorized personnel with quick access, enhancing coordinated care.

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Results & Benefits: After implementing the HMS, Aleya Eye Hospital experienced significant improvements:

- **Reduced Patient Registration Time:** The digitized system cut down registration time by approximately 60%, enhancing patient satisfaction.
- **Improved Billing Accuracy:** Billing errors decreased by over 70%, leading to more efficient revenue collection.
- **Optimized Inventory Management:** Real-time tracking reduced instances of stockouts and overstocking by 50%.
- **Enhanced Data Accessibility:** Authorized staff could access patient records instantly, leading to quicker decision-making and improved patient care.

# CLIENT TESTIMONIAL



Hospital Administrator, Aleya Eye Hospital

"Implementing Innovative Station's HMS has revolutionized our hospital operations. Our processes are more efficient, and patient satisfaction has significantly increased. It's a transformative solution for any healthcare facility."

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## CONCLUSION

The adoption of Innovative Station's Hospital Management Software enabled Aleya Eye Hospital to transition from manual, paper-based processes to a streamlined, digital system. This transformation enhanced operational efficiency and improved patient care quality, solidifying the hospital's reputation as a leader in modern eye care services.