

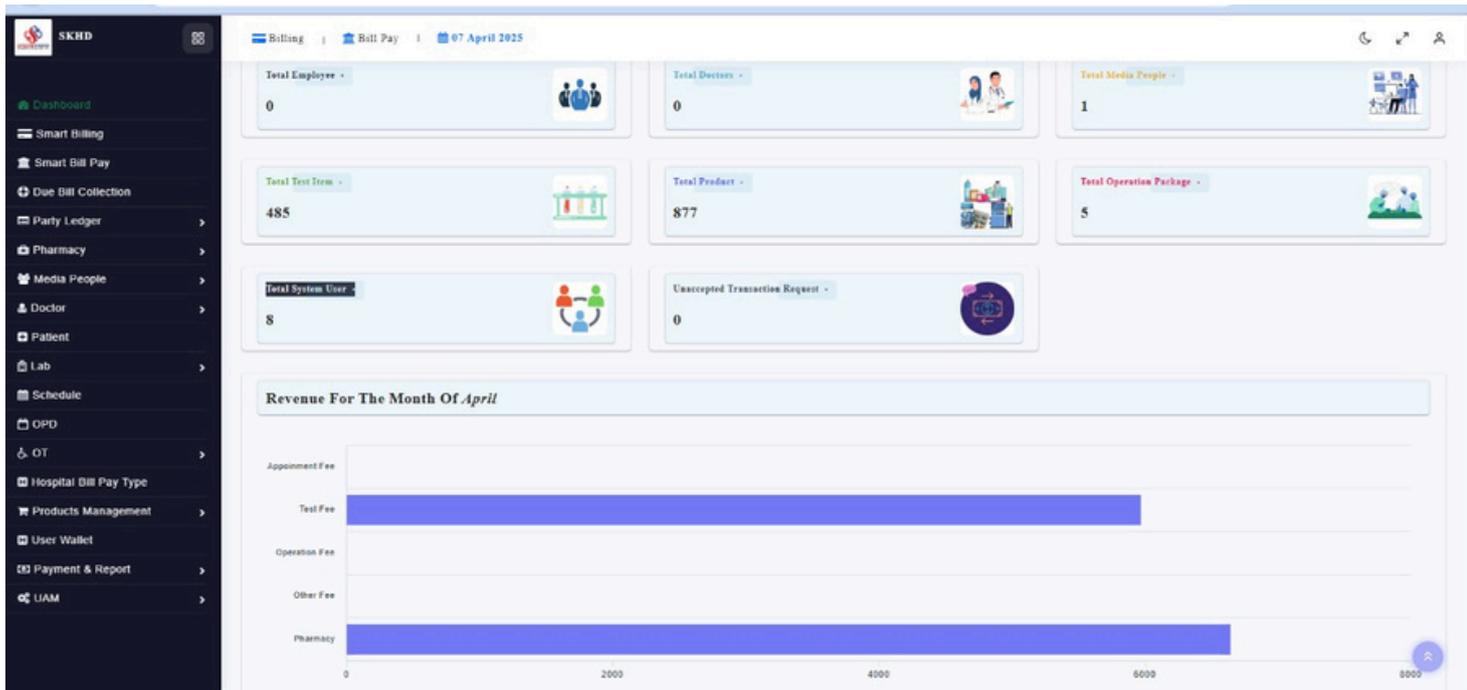


**SHWAPNOKANON**  
Hospital & Diagnostic Ltd.

# CASE STUDY

Case Study: Enhancing Operational Efficiency at Shwapno General Hospital and Diagnostic Centre with Innovative Station's Hospital Management Software

Client Overview: Shwapno General Hospital and Diagnostic Centre is a healthcare facility located at Dhaka city bypass, Basura Gazipur city Gazipur, Bangladesh, 1700, Bangladesh. Known for its reliable services and quality medical care, the hospital serves a significant number of patients daily.



## THE CHALLENGE:

Despite its reputation, Shwapno General Hospital faced several operational challenges:

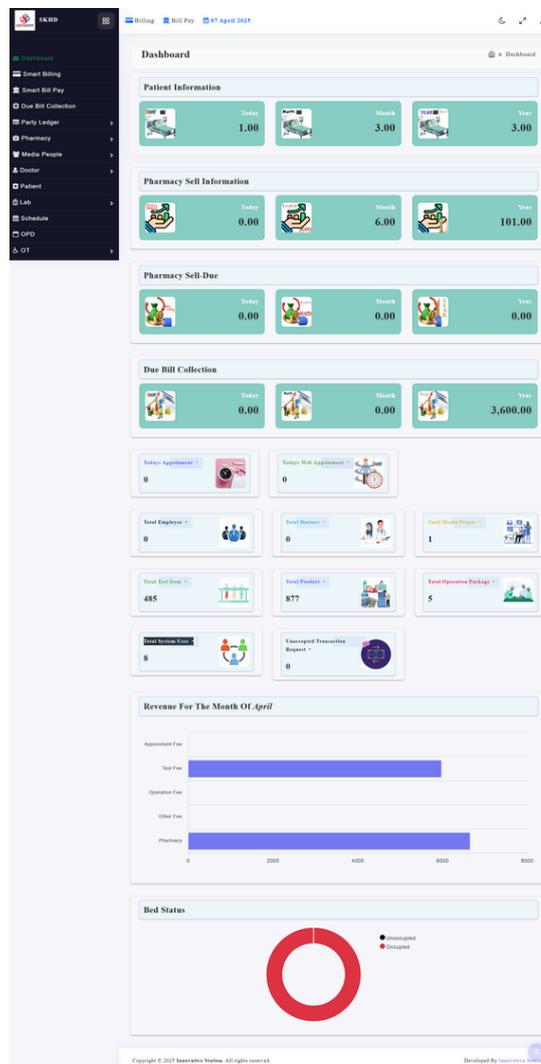
- **Manual Patient Registration:** The hospital relied on paper-based systems for patient registration, leading to longer wait times and potential errors.
- **Billing Inefficiencies:** Manual billing processes resulted in frequent errors and delays in revenue collection.
- **Inventory Management Issues:** Tracking medical supplies and pharmacy stock was cumbersome, leading to occasional shortages or overstocking.
- **Limited Data Accessibility:** Patient records were not easily accessible, hindering quick decision-making and coordinated care.

# THE SOLUTION

To address these challenges, Shwapno General 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, reducing registration time and minimizing errors.
- **Billing & Account Management:** Automated billing systems to ensure accurate and timely revenue collection.
- **Inventory & Pharmacy Management:** Real-time tracking of medical supplies and pharmacy stock to prevent shortages and overstocking.
- **Electronic Medical Records (EMR):** Centralized patient records for easy access by authorized personnel, enhancing coordinated care.



Results & Benefits: Post-implementation, Shwapno General Hospital experienced notable improvements:

- **Reduced Patient Registration Time:** The digitized system reduced 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.

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## CLIENT TESTIMONIAL



Hospital Administrator, Shwapno General Hospital and Diagnostic Centre

"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 Shwapno General Hospital and Diagnostic Centre to transition from manual, paper-based processes to a streamlined, digital system. This transformation enhanced operational efficiency and improved patient care quality, positioning the hospital as a leader in modern healthcare delivery.