Case Study

Medipulse

360° Hospital Management: How Medipulse Improved Patient Experience and Operations with HappyFox

Industry - Education



medipulse
a tertiary care hospital

happyfox

About Medipulse

Medipulse, a leading tertiary care hospital in Western Rajasthan, aimed to optimize hospital operations, including patient feedback management, interdepartmental communication, and staff leaves and attendance. To achieve this, they chose HappyFox, a helpdesk ticketing system, that which offers a comprehensive set of features to enhance the patient experience and streamline internal processes.

Challenge

To address operational challenges and improve overall hospital efficiency, Medipulse sought a centralized solution that could help:

- Efficiently manage patient feedback and concerns.
- Streamline interdepartmental communication and collaboration.
- Simplify leaves and attendance management as well as employee onboarding and off boarding.
- Optimize resource allocation and asset management.
- Register department complaints and give data analysis as per the NABH policies.

Implementation

Medipulse implemented the HappyFox helpdesk ticketing system, focusing on the following features:

- Ticket Fields: Custom fields improved triaging and task prioritization.
- Business Intelligence: Analytics enabled KPI tracking and data-driven decisions.
- Task Templates: Standard workflows reduced redundancy and boosted efficiency.
- Asset Management: Tracked equipment to optimize usage and reduce downtime.
- Knowledge Base: Central info hub improved staff access and patient care.
- Workflows: Automations cut manual work and improved operations.

Why HappyFox?

Simple and intuitive user-interface

Smart automation rules

Results

Implementing HappyFox has yielded the following benefits for Medipulse:

- Improved patient feedback resolution time by 60%.
- Increased interdepartmental communication efficiency by 50%.
- Enhanced staff leave and attendance management by 70%.
- Optimized asset utilization, resulting in a 45% reduction in equipment downtime.
- Streamlined access to critical information, leading to better-informed decisions and improved patient care.

Our Experience

By leveraging HappyFox's comprehensive features, Medipulse has successfully enhanced hospital operations and patient experience. The helpdesk ticketing system has enabled the hospital to efficiently manage feedback, improve interdepartmental communication, optimize resource allocation, and streamline internal processes, reinforcing Medipulse's commitment to exceptional patient care and service.

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Hospital & Healthcare