

DIGITAL HEALTH ON THE GROUND: STRATEGIES FOR HOSPITAL ADOPTION

PRESENTED BY
AKSHAY KUMAWAT
MBA Pharmaceutical
Management IIHMR University

www.chikitsa.com

[@chikitsa.io](https://chikitsa.io)



INTRODUCTION



Chikitsa.io is a healthcare technology company that helps hospitals and doctors work better and faster.

We use smart tools like AI, NLP, and blockchain to reduce paperwork, keep patient data safe, and avoid medical mistakes.

Our aim is to make patient care more accurate, simple, and connected for everyone involved.



WHAT IS HIMES AND EMR?

HIMS (Hospital Information Management System)

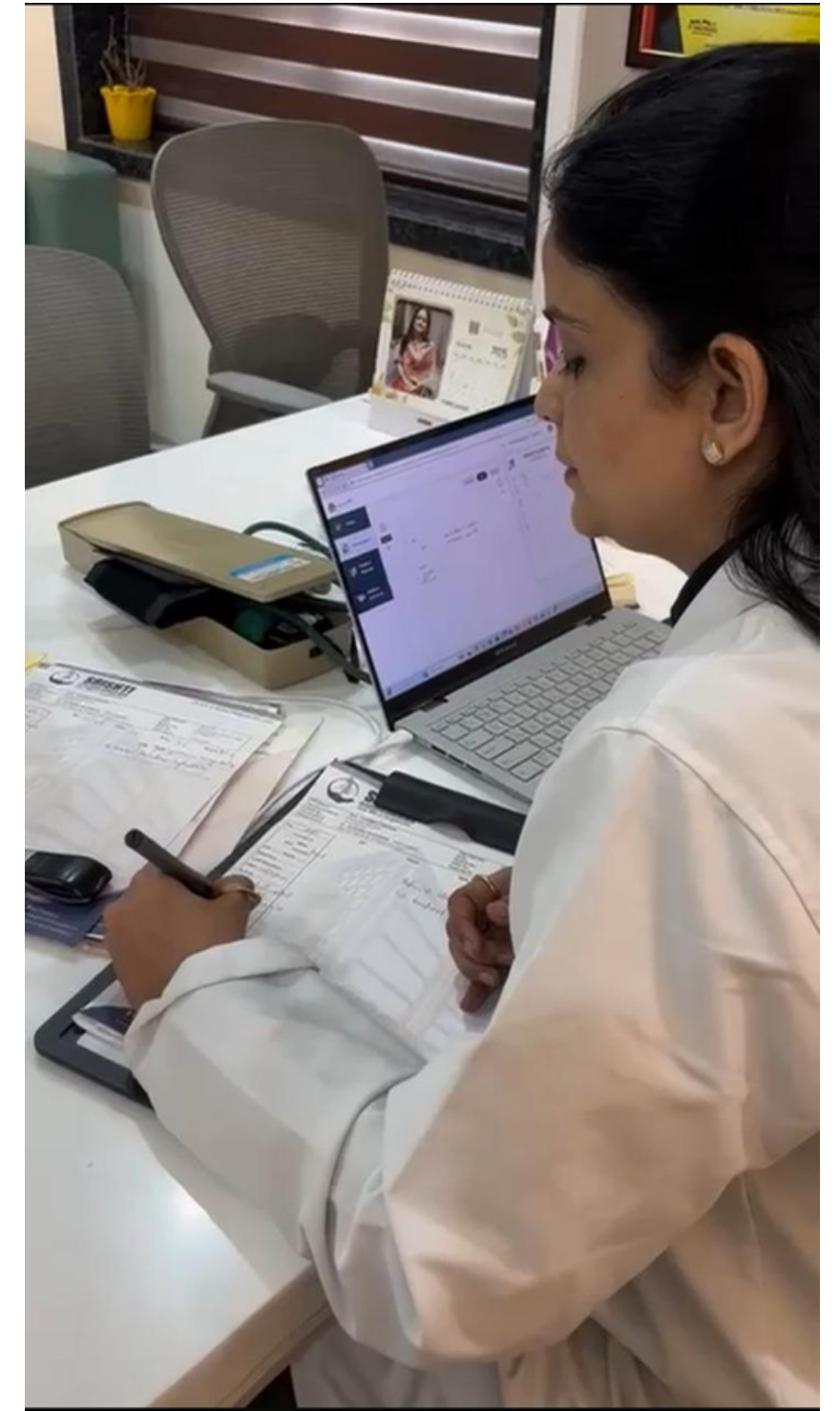
- Manages hospital operations: admin, clinical & financial
- Modules: Registration, Billing, Inventory, Labs, HR
- Enhances workflow efficiency across departments
-

EMR (Electronic Medical Record)

- Digital version of patient charts
- Includes: History, Medications, Diagnoses, Lab Results
- Improves accuracy and access to clinical information

Benefits (Visual Icons or Bullets at the Bottom):

- 🕒 Saves Time
- ✅ Reduces Errors
- 🔗 Improves Departmental Coordination





OBJECTIVES



- Understand challenges in adopting digital health systems in hospitals.
- Study how different departments respond to digital tools.
- Recommend practical steps to make adoption smoother and faster.
- Suggest ways to improve workflow integration without disrupting existing processes.
- Promote patient benefits like better coordination and faster service through digital health.



METHODOLOGY



REVOLUTIONIZING HEALTHCARE



- **Approach:** Field-level observation + secondary data (no survey).
- **Tools Studied:** Chikitsa.io Smart HIMS, ABHA ID integration, E-prescription modules.
- **Departments Covered:** Admin, Doctors, Pharmacy, Lab, Nursing, Claims.
- **Real Work Done:**
 1. Created structured workflows.
 2. Linked 300+ ABHA IDs.
 3. Trained hospital staff.
 4. Promoted product via demo calls.

IMPLEMENTATION EXPERIENCE



- Worked on onboarding Chikitsa.io software in a real hospital.
- Coordinated with Admin, Doctors, Nursing, Pharmacy, and other teams.
- Helped link 300+ patient ABHA IDs to digital profiles.
- Designed custom workflows for smooth daily usage.



KEY FINDINGS



1. Staff Training is Essential

- Many staff were hesitant at first. With proper hands-on training, they became more confident and started using the system effectively.

2. Different Departments Have Different Needs

- Doctors, nurses, pharmacy, and admin staff all use the software differently. Custom workflows help improve adoption and usability.

3. Start with One Department

- Piloting the system in one department first helped identify problems and make improvements before full hospital-wide implementation.

4. Voice and Handwriting Tools Are Useful

- Doctors preferred using voice commands or writing prescriptions by hand. These features helped them shift to digital without changing habits.

5. Patients Appreciate the Mobile App

- The patient app made it easy to get prescriptions, reports, and appointment updates. It improved communication and convenience.

6. Real-Time Dashboards Help Admins

- Live reports and alerts allowed hospital managers to detect issues early and improve workflow and resource planning.

7. Change Takes Time and Support

- Even good technology needs ongoing support, feedback, and adjustment to be fully adopted. Continuous handholding is important.

RECOMMENDATION

- Conduct department-wise training sessions before rollout.
- Use simple, language-friendly interfaces for all users.
- Offer on-call support during the first month.
- Start with one department and scale up after success.
- Ensure data privacy and patient consent while going digital.



CONCLUSION

- Digital health systems like HIMS and EMR can make hospitals more efficient and organized.
- But adopting these tools is not always easy — it needs proper planning, training, and teamwork.
- Every hospital is different, so the digital system must be customized to their workflows.
- Step-by-step implementation and staff support are key for smooth adoption.
- When used properly, digital tools can save time, reduce mistakes, and improve patient care.



GET IN TOUCH

