

Advanced OPD Solution

with Video Consultation + Chat-bots + Voice Navigation + Map Assistance
+ BI Reports And Tons Of Features


<https://www.contactdoctor.in/>

Contact Doctor is a hybrid healthcare services platform integrating the conventional physical and the digital medical services to provide the benefit of convenience and best-in-class services online from the comfort of home

We Provide

- Preventive Care (Preventive Health Check-ups, Regular Health Monitoring by our Specialists/GPs)
- Corrective Care (Direct Consultations , Phone Consultations, Online Medical Consultations / Advices , Home Visits) &
- Emergency Care (ICU On Wheels / Ambulance Services)

350+ Doctors, 20+ Specialties, 30+ Locations
Integrated Medical Services @ Home

A photograph of a doctor in a white lab coat, holding a stethoscope. The image is overlaid with a semi-transparent dark grey filter. The text "OPD Solution Key Functionalities" is centered on the image.

OPD Solution

Key Functionalities

Key Functionalities

Hospital Admin

Multi Specialty Support	Create / Edit / Delete / Upload multiple specialties
Multi Branch Support	<input type="checkbox"/> Create / Edit / Delete / Upload branches <input type="checkbox"/> Map supported Specialties with the branch
Doctor Profile Management	<input type="checkbox"/> Create / Edit / Delete / Upload doctor profiles <input type="checkbox"/> Map branch / specialties to the newly created doctor profile <input type="checkbox"/> Set doctor availability by branch to define timeslots , the consulting interval (15,30,45,..) , weekdays visit
Pricing Categories	<input type="checkbox"/> Define / Edit / Delete pricing category by branch / specialization / service channel with multi-line fee entry options <input type="checkbox"/> Can be over-ridden and edited by the doctor based on the consultation, if needed
Medicines Inventory management	Define / Edit / Upload medicine details
Partner Management	Create / Edit / Upload / Delete In-House / External Diagnostic Lab / Pharmacy partners with contact details
Patient Profile Management	Create / Edit / Delete / Upload patient profiles
Appointment Management	Bulk Approval / Cancellation of appointments on-behalf of doctors
Print Facility	Anytime print the prescription / fee receipt for the patient by his id / appointment number/ visit date ,..
Business Reports	Yearly consultations / revenue reports Branch-wise , Specialty-wise

Key Functionalities

Patients

Book Appointments	<ul style="list-style-type: none"> <input type="checkbox"/> Search doctors by speciality / location / services <input type="checkbox"/> Facility to attach medical reports with the appointment request <input type="checkbox"/> Select and confirm the available slot for the chosen doctor / branch / channel / date
Manage Appointments	<ul style="list-style-type: none"> <input type="checkbox"/> View the status of appointments <input type="checkbox"/> Facility to cancel an appointment
Vault (Digital Locker)	<ul style="list-style-type: none"> <input type="checkbox"/> Create a digital locker and upload multiple medical reports into it <input type="checkbox"/> Attach the locker by its name in all communications with the service provider during appointments / queries ,..
Google Map Assistance	Location assistance through Google map to service provider branches / partner address from patient location
Ask the doctor	<ul style="list-style-type: none"> <input type="checkbox"/> Search doctors by speciality <input type="checkbox"/> Post query along with the medical reports (by locker name) to the selected doctor <input type="checkbox"/> View doctor response in-line with the query
Video Consultation	<ul style="list-style-type: none"> <input type="checkbox"/> Virtual room created at the time of consultation and closed after completion <input type="checkbox"/> Live Video / Audio / Text Streaming <input type="checkbox"/> Facility for the patients to share medical reports live during consultation <input type="checkbox"/> Facility to Mute/Pause Video/Audio by Doctor/Patient
Previous Visits	<ul style="list-style-type: none"> <input type="checkbox"/> List of all earlier visits by the patient <input type="checkbox"/> Facility to print prescription on his own for the selected visit
Reports	Visit Analysis Report - Insight into the visit pattern by speciality (i.e.) how many visits are made to a Family Physician, Gynaec, Ortho, in the year

Key Functionalities

Doctors

Manage Appointments	<ul style="list-style-type: none"> <input type="checkbox"/> List of appointments that can be quickly filtered by Appointment number, branch, patient name, date/time <input type="checkbox"/> Drill-down to see the appointment details along with reports attached, patients previous medical reports, earlier visits <input type="checkbox"/> Further drill-down on a visit to see the treatment details of the visit <input type="checkbox"/> Bulk confirmation / cancellation of appointments
Update Availability	Branch-wise, between 2 dates , set availability by timeslots , the consulting interval (15,30,45,..) , weekdays
Out-Patient Consultation	<ul style="list-style-type: none"> <input type="checkbox"/> Consultation against an appointment (if exists) / Walk-in (by patient id or mobile no) <input type="checkbox"/> Facility to see patient's earlier reports / visits <input type="checkbox"/> Choose medicines to specify the dosage & duration and share instantly with the pharmacy partner <input type="checkbox"/> Suggest lab tests and share instantly with the lab partner <input type="checkbox"/> Record inference and specify the follow-up visit (if required) for the patient <input type="checkbox"/> Choose the pricing category (defined by the admin) for the consultation and edit the fee or its description based on the consultation <input type="checkbox"/> Facility to print prescription <input type="checkbox"/> Facility to share the soft copy of the prescription to the patient to his registered email-id and through Chabot. <input type="checkbox"/> Refer-A-Doctor feature
Respond to Queries	<ul style="list-style-type: none"> <input type="checkbox"/> List of queries that can be quickly filtered by its id , patient name <input type="checkbox"/> View the posted query along with its attached medical reports (if any) and respond back to the query
Refer a doctor	Refer a speciality doctor for subsequent treatment for the selected patient
Reports	Visit Analysis Report - Yearly visit report - Branch-wise

Key Functionalities

Chatbot

Currently Chatbot can assist a patient with

- List of doctors by the speciality requested across branches
- List of doctors available in a branch
- Nearest branches / partners by radius specified
- Status of an appointment
- Show an earliest available slot and book an appointment with the doctor on behalf of patient
- Enquire on health status and remind about follow-ups based on the recent visit
- Reminders on Medicine intake

Also, communicates only with registered users and instructs all other users to contact hospital admin for registration process

Common

- Voice based search / navigation
- Export to clipboard / excel / pdf options with all data grids
- Notifications through email / SMS / Chatbot with attachments (excluding sms)
- Lock Screen Facility
- Forum Support

The background of the slide is a photograph of a doctor in a white lab coat, holding a grey stethoscope. The image is dimmed with a dark grey overlay. The text 'OPD Solution Benefits' is centered over the image in white.

OPD Solution Benefits

Key Benefits

Healthcare Service Providers	Patients
Improved service levels	Easy & Quick Accessibility to service provider / partners information
Increased patient confidence/comfort level	Digital Locker for medical records storage / sharing
Location agnostic services to global patients (Telemedicine)	Location assistance through google maps
Improved communication with the patients through Chabot	Anytime assistance / suggestion through a chatbot
Digitized process flow for any-time / any-device access to the information	Instant Notifications through eMail / Phone / Chatbot with soft copies of prescription, reports,.. attached
Extended reach / brand exposure across globe	
Improved decision making with better accuracy based on the facts from the digitized application	

A photograph of a doctor in a white lab coat, holding a stethoscope. The image is overlaid with a semi-transparent dark grey filter. The text 'OPD Solution' and 'Core Technical Features' is centered on the image.

OPD Solution

Core Technical Features

Core Technical Features

Service Oriented Architecture

- Communication happens through loosely coupled services
- Device agnostic centralized service repository



Data Store Neutrality

- Supports all leading RDBMS Vendors
- Built-In Capability to move from RDBMS to NOSQL



Core Technical Features

3rd Party Integration

- Supports all leading 3rd Party Vendor Products
- Token Based Authentication / Authorization access

On-Premise / Cloud Solutions

- Both On-Premise and Cloud SaaS Solutions
- Elastic Infra for Cloud Solutions



Core Technical Features

Responsive Designs

- Fluidic Content adapting to the layout of the viewing environment
- Multi-Device View Compatibility



Fluidic & On-Demand UI Layouts

- Web Layouts are fluidic & dynamic
- Panels can be on-the-fly resized to occupy the device screen size



Core Technical Features

Efficient Caching & Queuing

- Instant response and High performance application efficiently using cache and Asynchronous calls



Advanced & Instant Notifications

- Instant Desktop Notification to the logged-in user
- Configurable eMail , SMS and Chatbot notifications



A photograph showing a doctor in a white coat holding a patient's hand. The doctor's hands are positioned over the patient's hand, which is resting on a desk. A pen and a clipboard are visible on the desk in the foreground. The image is overlaid with a semi-transparent dark grey filter.

Thank you