

Revolutionizing Healthcare Scheduling:

How ClinicalC2 Transformed Coordination and Collaboration with Medical Device Companies.

CASE STUDY



ClinicalC2



The healthcare industry is a complex and vital sector that provides medical services, equipment, and facilities to patients in need. One of the key challenges faced by healthcare companies and hospitals is the coordination and scheduling of tasks and appointments with medical device companies across territories.

Conventional healthcare systems are quite complex and monotonous. Their scheduling processes through legacy systems are mostly cumbersome and tiresome for its employees and doctors as they don't have a clear schedule or forecast in place. Clinics and hospitals often rely on these traditional systems or manual methods to manage the schedules of doctors, patients, and medical device companies' sales reps. This can result in last-minute scheduling mismatches, resource burn down, dissatisfaction, revenue loss, and further losses to med device manufacturing companies as their sales team missed many of their appointments.

Challenges

Modern day clinics face uphill tasks of coordinating & scheduling tasks with multiple medical device companies they deal with and manage their team's daily schedules at a time.

Tracking the daily tasks, schedules, appointments, managing the workload of employees across departments and collaborating with internal teams manually which results in lastminute scheduling mismatch, resource burn down, dissatisfaction and revenue loss. Clinics cannot afford to miss a critical appointment due to the unavailability of device or medical rep availability or poor scheduling.

The below challenges in the current system helped the client to build a robust and scalable scheduling platform:

- Poor coordination with medical device companies.
- Inefficient manual scheduling methods.
- Lack of proper tools and support.
- Poor customer satisfaction.
- Stunted business growth.
- Risk of legal consequences.



Solutions

To address the challenges faced by healthcare companies and hospitals in scheduling and coordination, Fortunesoft took up the project to develop a CRM system. The development team at Fortunesoft was young and dynamic, with a passion for innovation and problem-solving. They used the AGILE methodology to ensure that the development process was flexible and responsive to changing requirements.

Fortunesoft has done deep-dive research on the various challenges faced by our client and conducted various online campaigns and multiple product discovery workshops to a great extent for preparing the roadmap & clear product vision. The product discovery workshop helps the cross-functional team to focus on the primary vision of the product and solution to overcome the challenges effectively.

After careful analysis of the requirements and challenges, Fortunesoft delivered a highly advanced and robust healthcare scheduling management SaaS platform which helped the clinics/hospitals to schedule, manage tasks automatically and seamlessly. This was ClinicalC2, a multi-tenant SaaS vendor scheduling platform for healthcare management.

The image displays three overlapping screenshots of the ClinicalC2 SaaS platform interface. The top-left screenshot shows a 'Dashboard' view with a calendar grid for the month of June 2020, displaying various tasks such as 'Pacemaker implant procedure in Cardiology department White Wing Medical Hospital' and 'Device turn off/on in Emergency room department in Lullaby Hospital'. The top-right screenshot shows a 'Tasks' view with a table listing tasks, including 'Pacemaker implant' and 'Generator change service', with columns for status, company, rep, department, start date & time, end time, and action. The bottom screenshot shows a 'Dashboard' view with a calendar grid for the month of June 2020, displaying various tasks such as 'Pacemaker implant procedure in Cardiology department Jubilee hospital' and 'Device turn off/on in Emergency room department in UPMC Hospital'.

ClinicalC2 uses advanced smart algorithms to handle critical tasks and information associated with an organization. It facilitates smooth interaction between clinics/hospitals and medical device companies which in turn results in effective team management and service deliverability.

ClinicalC2 streamlines workflow and communication, allowing hospitals to coordinate effectively with doctors and sales reps. The platform also includes features such as automated scheduling, vendor handling, advanced analytics, and vendor onboarding. The simple and easy to use solution delivers scheduling services with high clinical value, usability and interactive experience to end users.

ClinicalC2 offers comprehensive task management and scheduling provision to clinics.

It includes:

- Account Management
- Task Management & Scheduling
- Account Analytics
- Resource Collaboration
- B2B Task Requests.

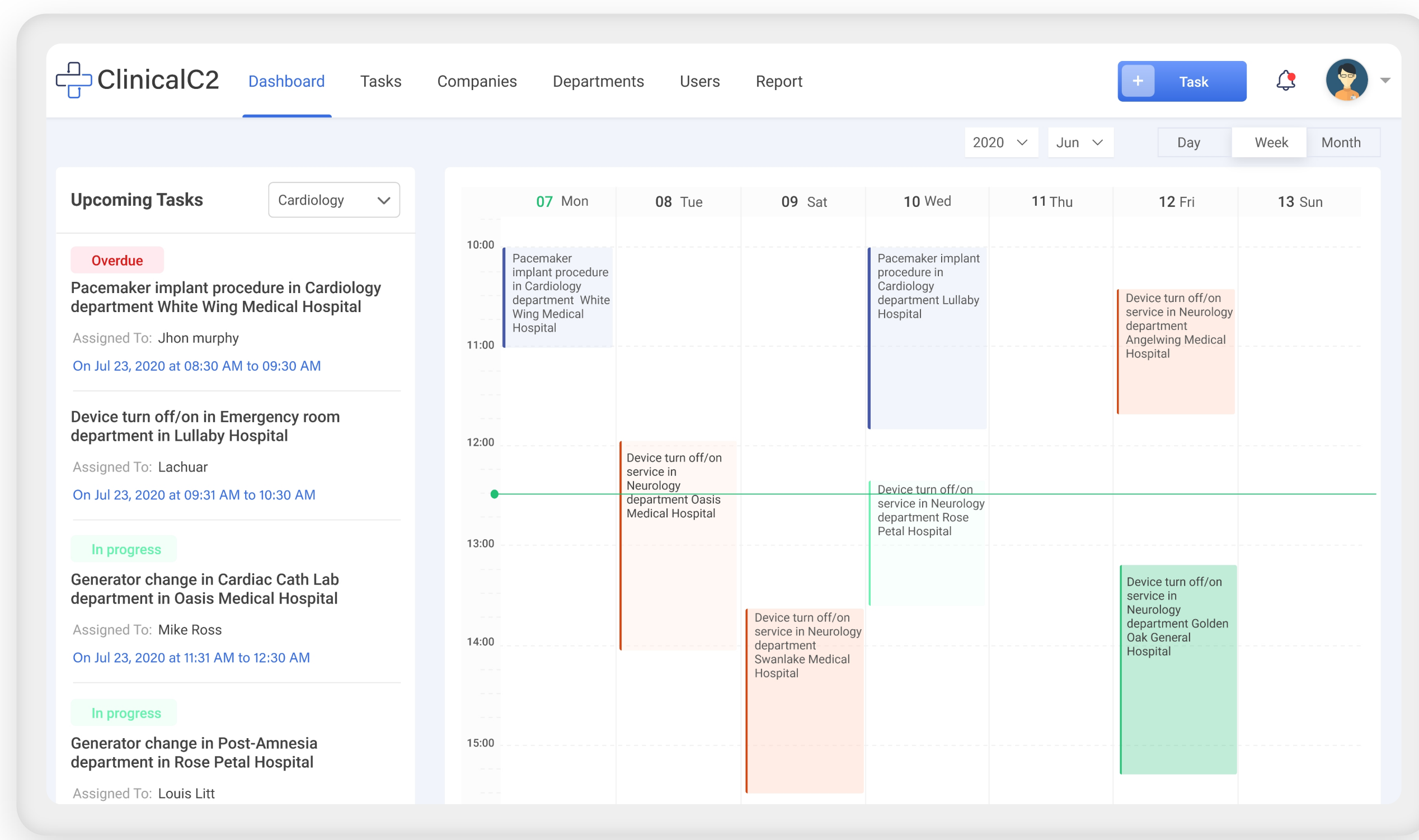


Key Features



Automated Scheduling

Schedule emergency and non-emergency tasks automatically customized through single platform



Vendor Handling

Manage multiple vendors efficiently through centralized vendor management module

NO ↑	NAME	DIVISION	TERRITORY MANAGER	PHONE	EMAIL	ACTION
1	Medtronic	Neuromodulation	Mike Ross	717-450-3841	ChelseaJConrad@...	
2	Johnson & Johnson	Vascular Products	David Miller	317-277-1978	BriannaJWalsh@ar...	
3	Stryker	Cardiac Rhythm	Shane Watson	419-709-6411	stephenDJung@te...	
4	Medtronic	Vascular Products	Henry Rich	317-277-1978	BriannaJWalsh@ar...	
5	Johnson & Johnson	Women's Health	Harvey Spector	317-277-1978	BriannaJWalsh@ar...	
6	Medtronic	Vascular Products	Clarke	317-277-1978	BriannaJWalsh@ar...	
7	Stryker	Neuromodulation	Jana	317-277-1978	BriannaJWalsh@ar...	
8	Lorem ipsum	Women's Health	David Cameron	317-277-1978	BriannaJWalsh@ar...	
9	Lorem ipsum	Women's Health	Louis Litt	317-277-1978	BriannaJWalsh@ar...	
10	Lorem ipsum	Women's Health	Rachel	317-277-1978	BriannaJWalsh@ar...	



Advanced analytics

Get personalized insights of employees and vendors performance which helps to focus on what matters the most

NO	TASK	STATUS	COMPANY	REP	DEPARTMENT	START DATE & TIME	END TIME	ACTION
1	Pacemaker implant	Completed	Yearin	Harvey Spector	Operating Room	05-20-2020 03:00 PM	04:00 PM	
2	Generator change service	Uncovered	Openlane	Louis Litt	Emergency Room	05-21-2020 04:00 PM	05:00 PM	
3	Device explant service	Cancelled	Goodsiron	Mike Ross	Cardiac Cath Lab	05-20-2020 11:00 AM	12:00 PM	
4	Post-Op Checkup service	Scheduled	Golddex	Rachel	Electric Physiolo...	05-21-2020 04:00 PM	05:00 PM	
5	Device Upgrade procedure	Completed	Y-corporation	Scottie	Post-Amnesia...	05-21-2020 04:00 PM	05:00 PM	
6	Floor Check service	In Progress	Lexiqvolax	Jessica	Gastro Entero...	05-20-2020 03:00 PM	04:00 PM	
7	Device On/Off service	Unassigned	Finhigh		Clinic	05-21-2020 04:00 PM	05:00 PM	
8	Pacemaker implant proce...	Scheduled	Konmatfix	Joff Mellon	Hospital Floor	05-20-2020 03:00 PM	04:30 PM	
9	Floor Check service	Unassigned	Rantouch		Electric Physio...	05-21-2020 04:00 PM	05:34 PM	
10	Device explant service	Completed	J-Texon	Robert	Cardiac Cath Lab	05-21-2020 04:00 PM	05:30 PM	



Vendor Onboarding

Hassle free vendor onboarding process and team setup

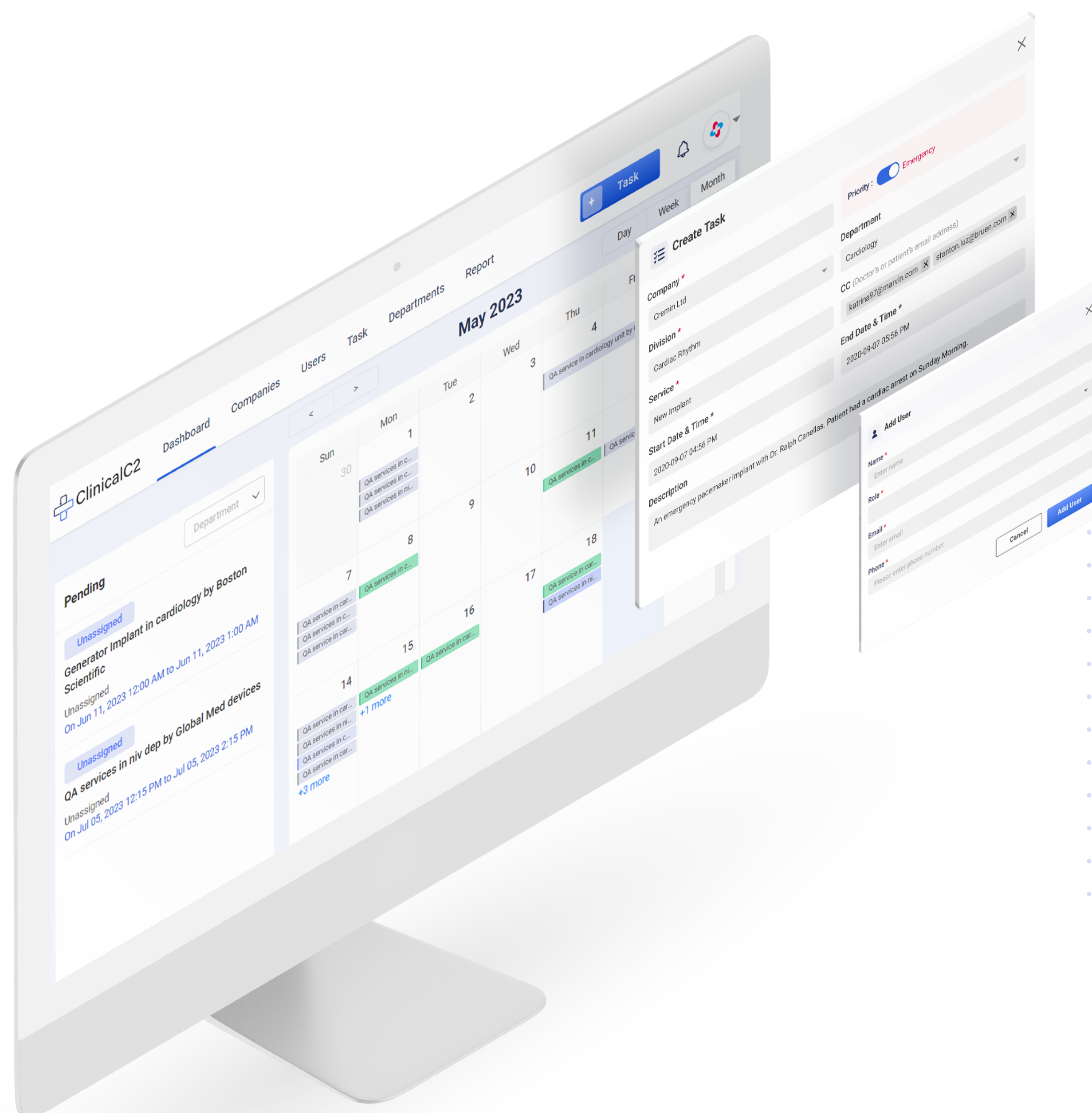
#	NAME	DEPARTMENT	ACTIONS
1	Aplo Hosp Admin		
2	Aplo Hosp Master Schedule		
3	Aplo Hosp Scheduler	Operating Room	
4	Bhuvanesh		
5	Dinesh		
6	Dinesh		
7	Dinesh		
8	Dineshrav		
9	John	cardiology unit	

Results

As a result of implementing the automated scheduling and vendor handling platform it made a huge difference in the unorganized healthcare sector through effective scheduling. The SaaS multi-tenanted healthcare scheduling system helped hospitals or clinics to streamline & simplify their scheduling and monitoring process effectively.

Key benefits:

- ✓ User friendly and reduce no-shows drastically through continuous monitoring
- ✓ Reduce appointment gaps through automated scheduling which results in
- ✓ enhanced efficiency
- ✓ Improved collaboration and proper workload management
- ✓ Track all your appointments at one place with timely reminders
- ✓ Critical resource utilization to a greater extent



What The Client Says About Us

“

"Fortunesoft IT Innovations has been an outstanding business partner for our company. After a terrible experience using offshore developers, we took a chance on Fortunesoft IT Innovations and they have been excellent to work with. The team is relentless in following agile development processes. They took the time to learn our business and it shows in the quality of the work they do. Their team has a broad range of skillsets and were able to help us with every aspect of our start-up company."

Conner Humphrey

Co-Founder SalesC2, Texas US

Nashville, US

Fortunesoft IT Innovations, Inc.,
180 N Belvedere Dr, Suite 7C, Gallatin,
Nashville, TN 37066, US
+1-615-298-7395

Bangalore, India

Fortunesoft IT Innovations Pvt. Ltd.,
#19, KMJ Ascend, 17th C Main 1st Cross,
5th Block, Koramangala Bangalore
560095
+91-9900002145

Singapore

Fortunesoft IT Innovations Pte. Ltd.,
30 Cecil Street, # 19-06, Prudential
Tower Singapore 049712
+65-3158-1762

14+

Years of Service

150+

Happy Clients

510+

Successful Projects

2400+

Successful Sprints

Fortunesoft™
I T I n n o v a t i o n s

<https://www.fortunesoftit.com/contact-us/>