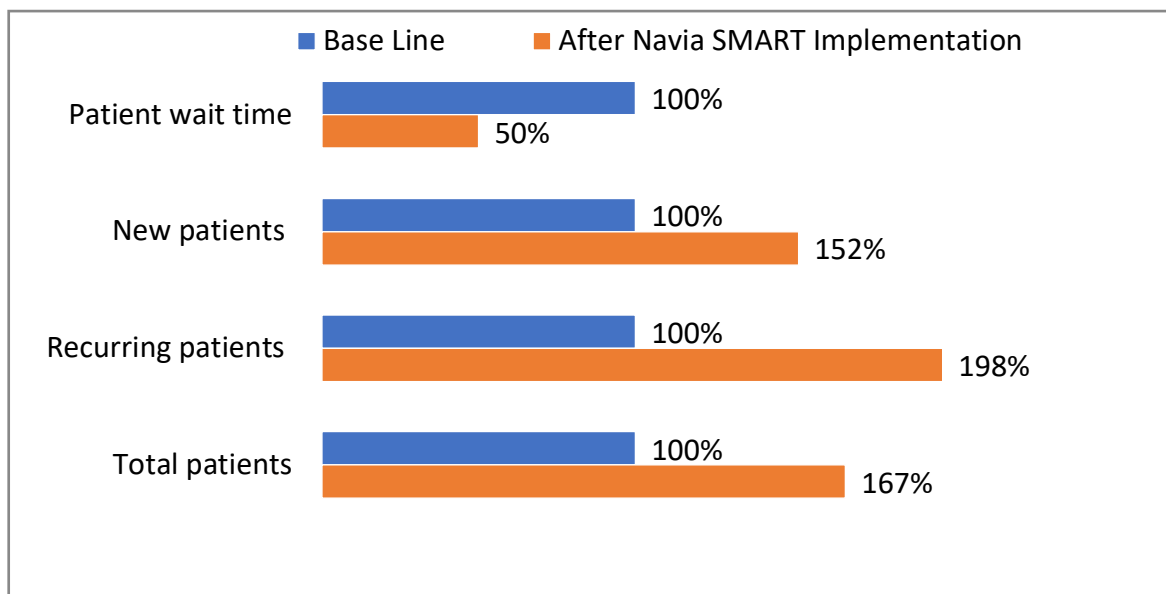


Impact of Navi EMR and Navia QM on the patient experience in a 125-bedded hospital in Delhi-NCR: A case study

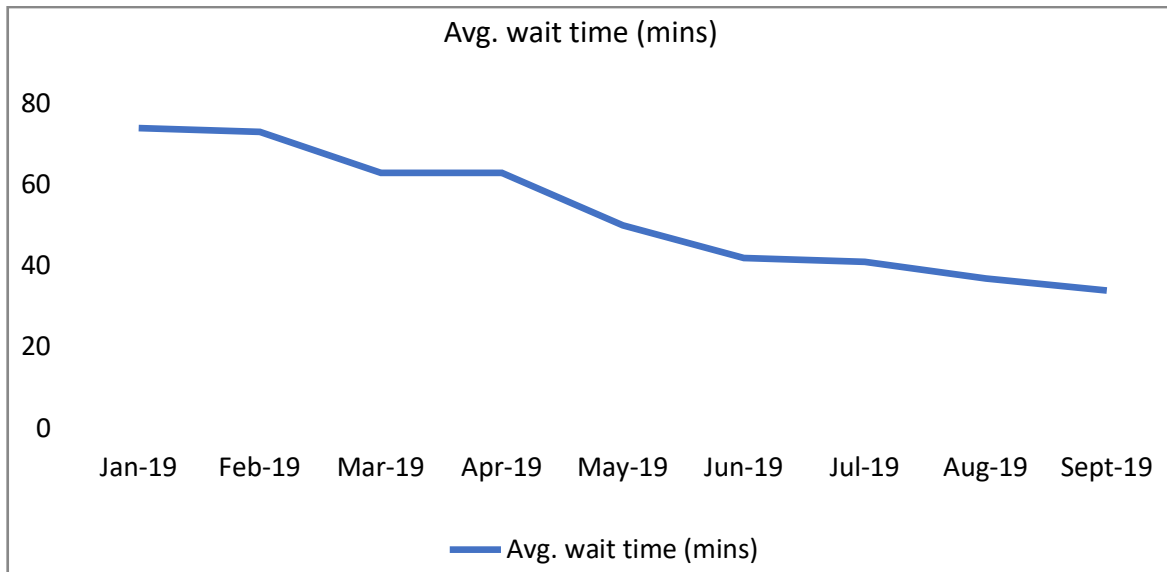
Launch of Navia QM platform: October 2018. 1-2 months were spent in training, optimization and integration with existing HIS. Pre-October 2018 data of patient demographics available. Patient wait-times, new and recurring patient division, follow-ups, prescriptions written etc. not available for that period.

Key findings:



Between January 2019 to September 2019, we realized a 50% reduction in patient wait times in OPDs, this was due to the implementation of an automated token system (Navia QM) which streamlined queue management:

- Gave a unique token number to each patient
- Patients had better idea of the wait time and were more alert close to their turn
- Doctors and support staff could spend more time with patients instead of spending time in searching for the next patient

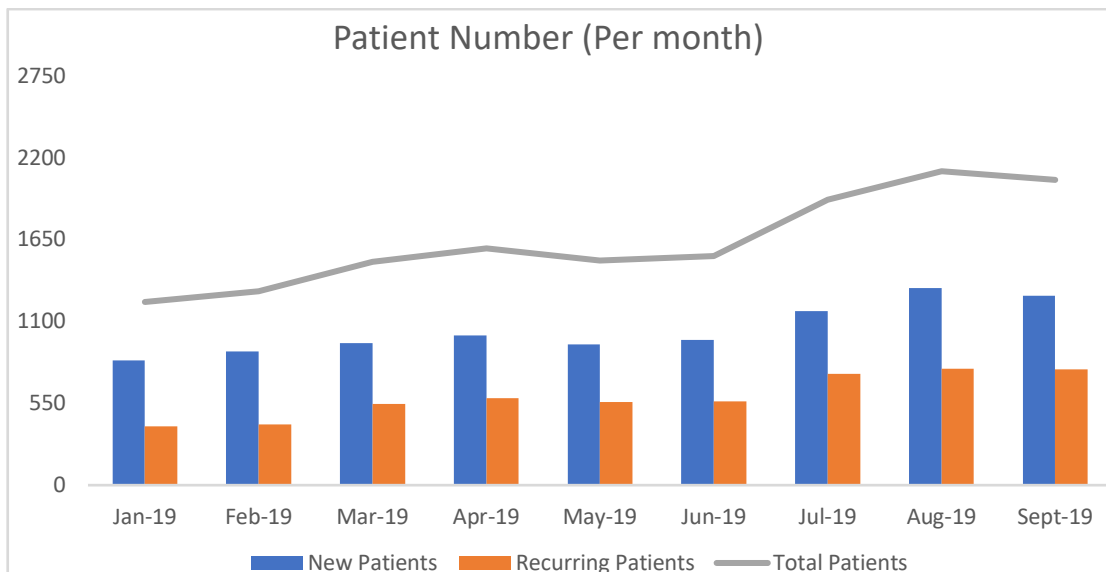


Another reason contributing to the same was the reduction in number of walk-ins while increase in pre-booked appointments due to the simplification of the appointment booking process.

Launch of Navi Voice EMR and Navi Trace EMR at hospital happened between May 2019 and August 2019.

Through the EMR, the patients' follow-ups were improved, adding almost 800 patients seen per month from January 2019 to September 2019, a greater than 66% increase from base value.

Further, due to overall improvement in patient experience by reduction in wait times as well as streamlining of follow-up process, the total number of recurring patients increased by almost 100% in 9 months.



Key Conclusions:

This impact has been seen in several of our customers, ranging from private practitioners operating in individual clinics to small and mid-sized hospitals.

As the scale of Navi EMR improves through both number of customers as well as active users, we anticipate a similar improvement in other key metrics such as compliance and clinical outcomes.