



Healthcare Intelligence

Hospital Operations & Patient-Care Intelligence

One operating picture across discharge, patient flow, the front door and billing.

EXECUTIVE SUMMARY

Healthcare Intelligence unifies patient flow, discharge, the call centre, patient engagement, a patient app and billing assurance into a single decision platform for hospital operations.

-  Live throughput across outpatients, laboratory, radiology and casualty, with queue states and waiting-time trends.
-  Discharge analytics that measure time-to-discharge and expose the bottlenecks holding beds.
-  Billing intelligence that catches duplicates, price outliers and missing pre-authorisations before invoices leave the building.
-  A bilingual voice and chat call centre that books, cancels and reschedules straight into the system the wards see.

WHY IT MATTERS NOW

-  Most hospitals run operations across disconnected spreadsheets and systems, with no single operating picture.
-  Beds, cash flow and patient experience all suffer when discharge and billing stall.
-  Multilingual patients and round-the-clock demand stretch front-door teams thin.

WHAT YOU CAN MANAGE

- 1 Patient discharge and bed release
- 2 Patient flow across OPD, lab, radiology and casualty
- 3 Inbound calls and appointment booking
- 4 Post-visit engagement and follow-up
- 5 The patient mobile experience
- 6 Billing review and revenue assurance

STRATEGIC OUTCOMES

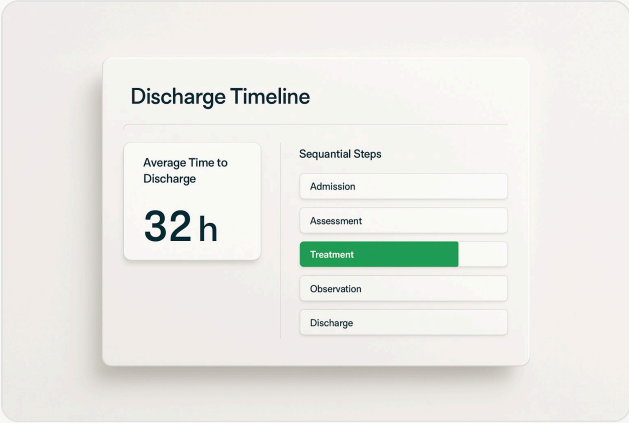
-  Faster, measurable discharge and freed beds
-  Fewer billing leaks and stronger revenue integrity
-  Every call answered, 24/7, in the caller's language
-  One operating picture for board and management

Six Modules, One Platform

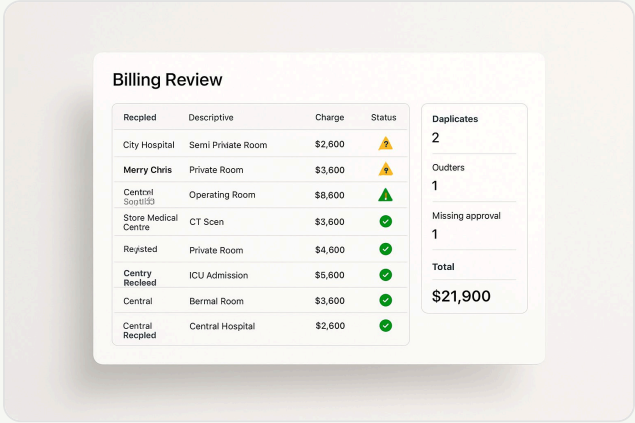
Every module runs on a single intelligence layer, so front-door activity, ward status and billing all speak to one another instead of living in separate tools.



1 Patient Flow



2 Discharge Analytics



3 Billing Review

MODULE

DECISION ENABLED

1



Patient Discharge
Time-to-discharge with bottleneck analysis; billing-driven delays made visible the day they happen

→ Which step is holding beds today?

2



Patient Flow
OPD, laboratory, radiology and casualty throughput, live queues and waiting-time trends

→ Where is the operation congesting right now?

3



AI Call Centre
Voice and chat agents booking, cancelling and rescheduling with live inbound calling

→ Is every caller being served, 24/7?

MODULE

DECISION ENABLED

4



Patient Engagement
Automated post-visit and follow-up outreach, with human review before anything is sent

→ Are patients being followed up reliably?

5



Patient App
Personalised care agent, self-service reschedules that sync live with the wards, and in-app payments

→ Can patients self-serve and pay?

6



Billing Intelligence
Automated invoice review for duplicates, price outliers, quantity errors and missing pre-authorisations

→ Which invoice lines should be paid, queried or rejected?

 **CORE DECISIONS SUPPORTED**



Release beds sooner



Clear front-door queues



Answer every call in-language



Recover billing leakage



Run one operating picture

Strategic Benefits for Hospital Leadership

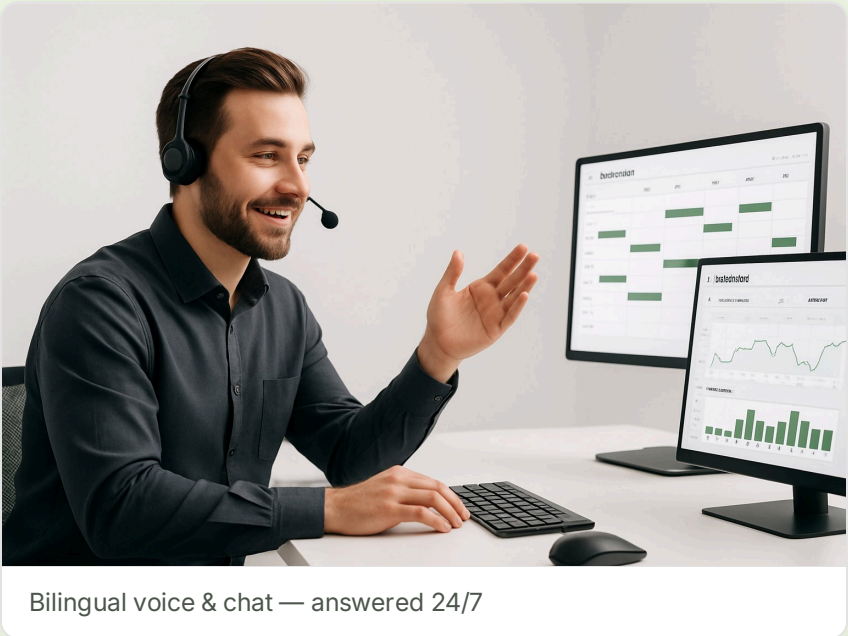
In the South African market, small operational inefficiencies compound fast — leakage, delays and language barriers all carry a measurable cost.

R22–28bn lost to medical-scheme fraud, waste & abuse each year in South Africa	~15% of South Africans covered by medical schemes	11 official languages served across South African healthcare	~83% of private beds held by just three hospital groups
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FROM COST CENTRE TO CONTROL

-  Catch billing anomalies before invoices leave the building — protecting revenue in a sector losing tens of billions to leakage each year.
-  Turn discharge delays into measurable, fixable bottlenecks — freeing beds and improving flow.
-  Serve multilingual patients automatically, easing pressure on front-door staff around the clock.
-  Replace disconnected spreadsheets with one auditable operating picture for board and management.



 **WHY THIS APPROACH WINS**

 Operational and commercial control in one layer

 Bilingual by design (EN ⇄ PT)

 Human review before anything is sent

 Everything shown is already built and running

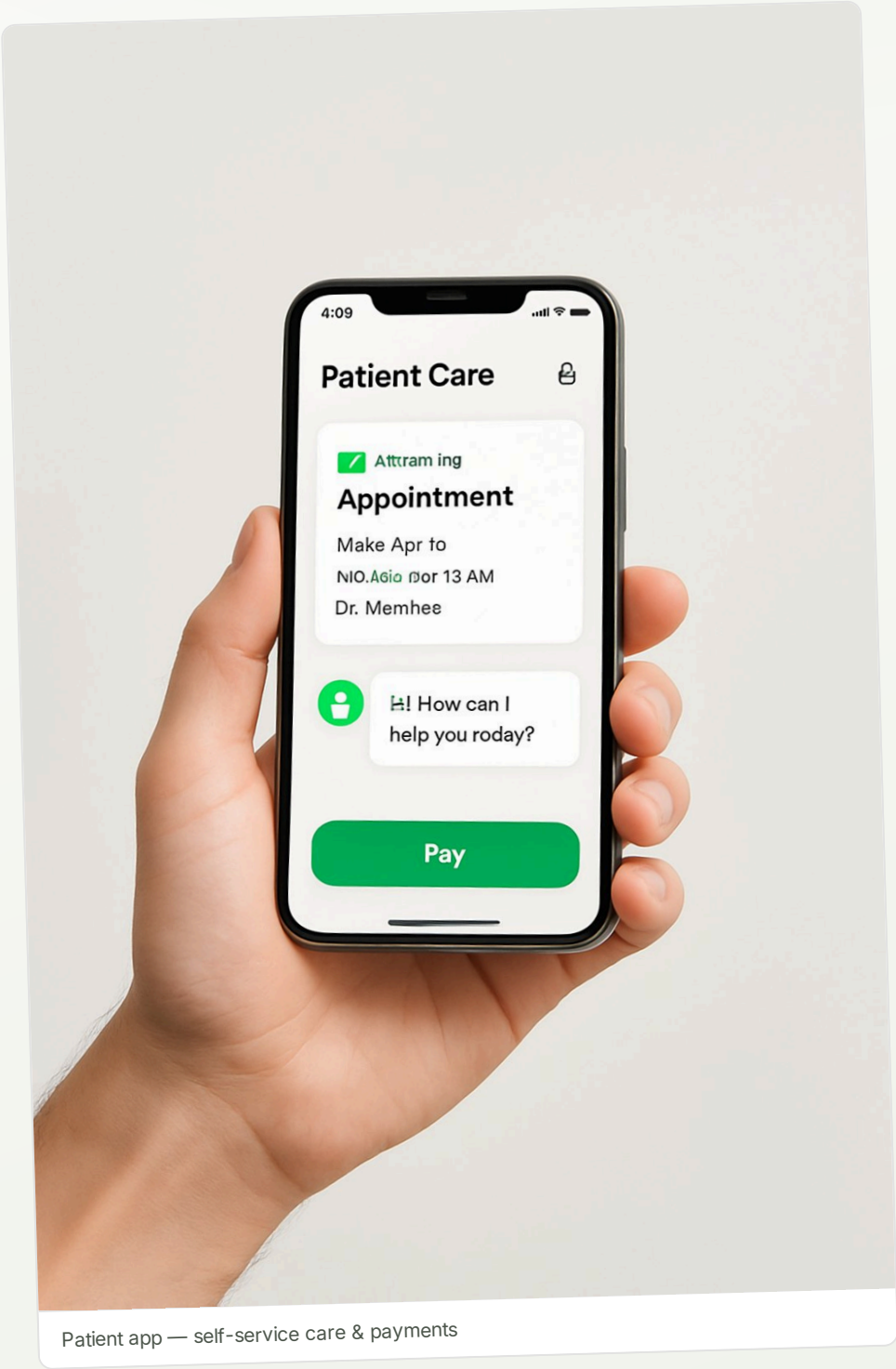
A Single Intelligence Layer, **End to End**

Bookings, wards, dashboards and billing all draw on the same live data — so a change in one place is visible everywhere it matters.



HOW IT FITS TOGETHER

-  Bookings from the call centre and patient app write straight into the same system the wards see.
-  Live dashboards give managers one real-time picture across flow, discharge and billing.
-  Billing intelligence links every flagged line to evidence for confident sign-off.
-  Bilingual English ⇄ Portuguese throughout, pivoting language mid-conversation.





WHAT LEADERSHIP GETS

-  Real-time visibility across the operation
-  Protected revenue and cleaner billing
-  Better patient experience and access
-  Auditable, governed decisions



WHERE TO START

-  Stand up dashboards on flow and discharge
-  Turn on billing review against live invoices
-  Launch the bilingual call centre
-  Add the patient app and engagement outreach



ONE PLATFORM. EVERY PATIENT SERVED, EVERY BED ACCOUNTED FOR, EVERY INVOICE VERIFIED.