AI Asterion

ONE PLATFORM. INFINITE INTELLIGENCE.

Healthcare Overview

Operational Intelligence for South African Public Healthcare

One connected view of patient flow, discharge and billing, built for the realities of government hospitals and clinics.

EXECUTIVE SUMMARY

Public healthcare facilities run on separate systems that rarely reconcile: admissions in one place, laboratory and radiology in another, billing somewhere else again. The result is bottlenecks nobody sees until a ward is full and a bill has already gone out wrong.

- Patient flow across OPD, laboratory, radiology and casualty becomes visible in one place, with live queues and waiting-time trends.
- Discharge delays get measured properly, so the real bottleneck — often billing and accounts — shows up instead of staying hidden.
- Every account line is checked against tariffs, quantities and pre-authorisation rules before it leaves the building.
- Voice and chat agents handle bookings, cancellations and questions in the patient's own language, at any hour.

WHAT THE PLATFORM ENABLES

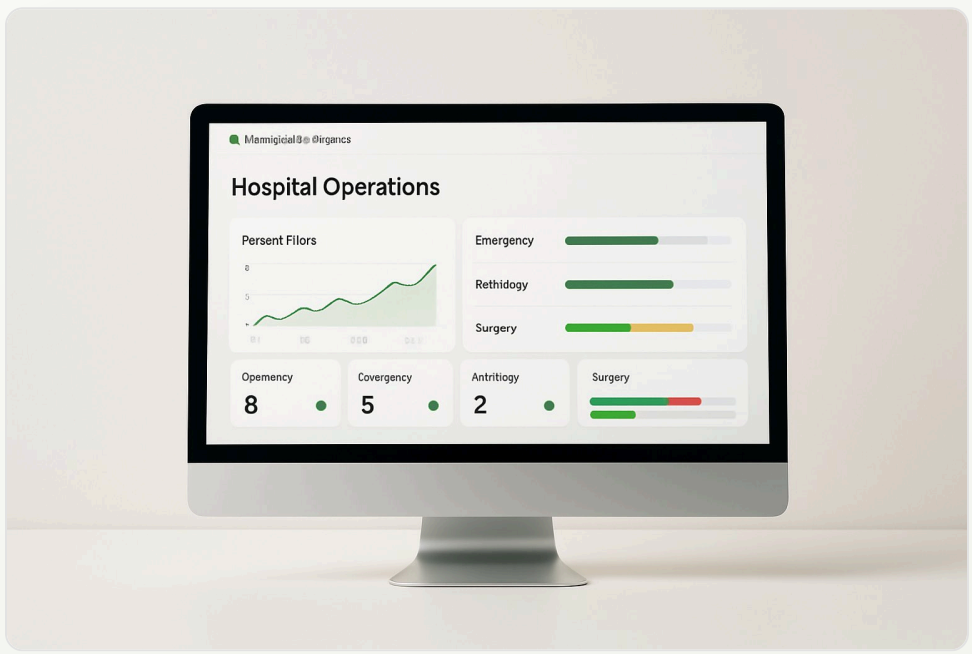
1. Live view of patient flow across every department
2. Discharge bottleneck analysis, not just a discharge count
3. Automated billing review before accounts go out
4. Multilingual call centre and patient engagement
5. Symptom pre-triage and routing
6. Vendor-neutral integration with existing hospital systems

TYPICAL OUTCOMES

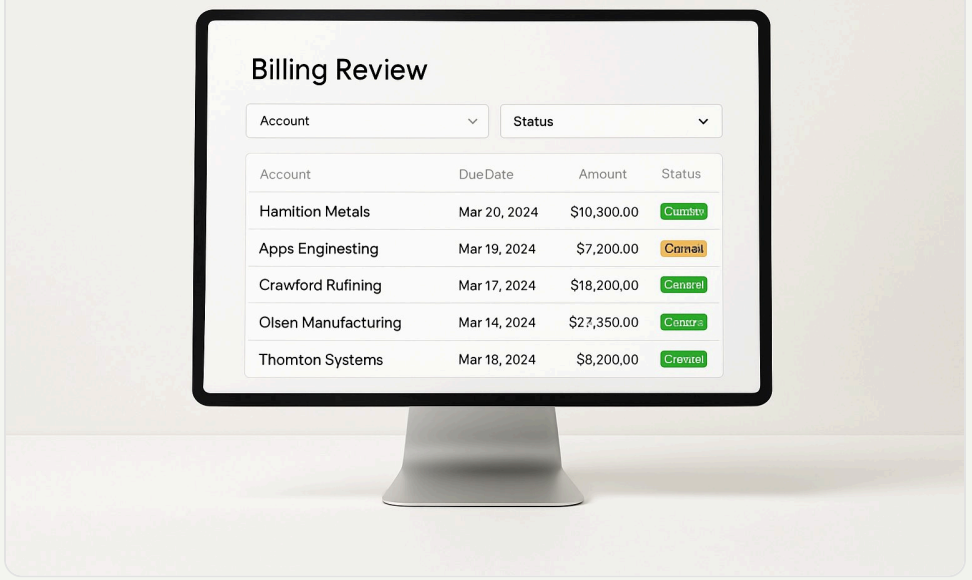
- Fewer duplicate charges and above-tariff billing errors
- Faster response to ward and discharge bottlenecks
- Every caller served in their own language
- A record staff and management can actually rely on

Capability & Decision Support

The platform covers the operational spine of a hospital or clinic: the front door, the wards, discharge and billing, in one system rather than several that never reconcile.



1 Patient Flow



2 Billing Intelligence

MODULE			DECISION ENABLED
1		**Patient flow** OPD, laboratory, radiology and casualty throughput, live queues, waiting-time trends	→ Where are patients waiting longest, and why?
2		**Discharge** Time-to-discharge with bottleneck analysis across clinical and administrative steps	→ What is actually holding a bed up?
3		**Call centre** Voice and chat agents that book, cancel and reschedule, and answer hospital questions	→ Is every call answered, in every language, at every hour?
4		**Patient engagement** Proactive outbound follow-up with human review before anything is sent	→ Are patients being followed up, not just processed?

MODULE			DECISION ENABLED
5		**Billing intelligence** Duplicates, above-tariff pricing, quantity errors, missing pre-authorisation, unbundling	→ Which account lines should be queried before they go out?
6		**AI pre-triage** Symptom intake and routing to the right department or level of care	→ Where should this patient be seen first?
7		**Clinical** Doctor view with AI-assisted documentation	→ Is the clinical record complete and current?
8		**HIS integration** Vendor-neutral integration over REST and HL7 FHIR R4 with the systems already in place	→ Can this run alongside what the facility already uses?

Built for the South African System

This isn't a generic international platform with local labels stuck on. The detail that matters to a South African facility is built in from the start.

11	~200/day	~6%
official languages served, agents included	patient encounters visible in one view	of accounts typically carry a billing anomaly worth catching

COMPLIANCE AND SCHEME AWARENESS

Every account carries a NAPPI code and an ICD-10 diagnosis. The billing engine already recognises the medical schemes government employees use — GEMS included, alongside Discovery Health, Bonitas and Momentum — and knows which items need a pre-authorisation number before they're payable.

Data handling is built around POPIA from the ground up, not retrofitted. Money is in Rands, the vocabulary is local — Casualty, theatre, ward, medical aid — and emergency routing points to 10177.

READY FOR GOVERNMENT HEALTHCARE

- English, Afrikaans, isiZulu and eight more official languages
- POPIA-aligned data handling throughout
- Vendor-neutral HIS integration, no rip-and-replace
- Every value — name, city, language set — is configuration

ONE OPERATIONAL PICTURE, EVERY LANGUAGE, EVERY WARD, EVERY ACCOUNT.

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