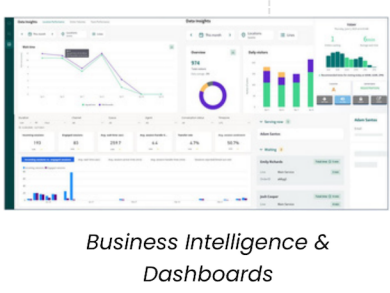# achala +
enabling Patient-First experience

Transform Patient Experience with Our AI-Enabled Queuing Solution

"Avoid long waiting queues and enforce the latest safety standards without hassle and confusion"

Introducing an AI-First QMS, aimed at reducing patient wait times like never before

Our AI-driven Queue Management System, powered by advanced algorithms, revolutionizes queuing with a seamless, frictionless, and contactless experience. Implementing a single token system across the entire hospital journey transforms patient experience, reduces anxiety, enhances service quality, boosts efficiency, and minimizes waiting times.

One token for the entire hospital experience

intelligent routing — *Serve Patients* — *Inform patients*

AI-enabled queuing solution powered by WhatsApp

AI-Enabled patient Journey Mapping

Business Intelligence & Dashboards

Automated & stress-free queuing experience

Flawless & highly personalized

- Minimize frustration & human error
- Regulate Flows via Appointments
- Seamless patient navigation
- Dynamic patient communication
- Real-time patient feedback

Priority Queuing

- Discrete VIP and priority queuing
- Queue Length Detection
- Queue Length Prediction
- Update the waitlist in real-time

AI-Enabled Patient Journey Mapping

- Visits Planned in Advance
- Single token integration across the entire hospital journey
- QR-enabled patient journey ID
- WhatsApp Live Queue Updates & Notifications
- Queue Info via Digital Signage

QMS-Business Intelligence Reports

- Waiting Time Analysis
- Dwell-Time Analysis
- Smartly manage walk-in & appointment traffic.
- Monitor key metrics such as throughput.
- Service area efficiency etc.

Mission

To enhance the patient experience by providing convenient self-service options, reducing wait times, and improving patient outcomes through innovative AI solutions.

Vision

To empower patients with their Health Data and help them make informed decisions using AI to lead a healthier life.

Who we are

At Achala Health, We are passionate about transforming healthcare delivery through innovative technology solutions.

Our team of experts combines industry knowledge, practitioners'expertise, and cutting-edge technologies to develop patient-centric applications.
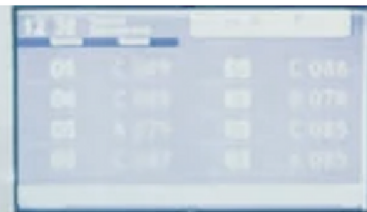
Client Success Story

An esteemed global hospital in Hyderabad needs a system to manage queues and patient flow in every department. The goal is to enhance outpatient experiences, streamline service scheduling, and cut down on reception wait times.

This involves deploying a WhatsApp-driven application with key features like:

- Intelligent Appointment Routing
- Map patient Journeys
- Queue Notifications & Live Status Checking
- Interoperability HIS
- Service Analytics & Dashboards.

Benefits

✓ 50% decrease in overall patient wait times.

✓ Eliminate queues in front of laboratory by 20-30%

✓ Improved communication efficiency by 70%

✓ Improve Patient satisfaction 30%-40%