



# **Manipal's mHealth App & Patient Management System**



# About Client

**Manipal Hospitals** is among the largest hospital network in India serving over **2 million patients annually**. With more than 6300 operational beds, **a network of over 34 hospitals & care units** and an experienced team of medical professionals, the Manipal group strives to provide quality and affordable healthcare to everyone.





# Problem Statement

Nearly [65% of India's population is below the age of 35](#), who actively use digital technology to get in touch with doctors.

As the healthcare inquiries began to grow, Manipal Hospitals decided to launch a scalable, convenient, and automated Patient management mobile application for users to book appointments, buy healthcare policies, view and upload lab reports for self and family. **Key objectives of the mobile application:**

01

## Appointments

Schedule & manage appointments, self-check in at any Manipal Hospitals.

02

## Healthcare e-commerce

View details, compare, buy and manage healthcare packages.

03

## Lab tests & reports

Schedule home collection for samples, view report & track health improvements.





# Solution Component

A **self-service healthcare mobile application** that enables users to book appointments (OPD, Lab tests, home collection), buy health packages, track health improvement reports and self check in to avoid hospital queues.

## **Patient Management System:**

cloud-based application to manage user's medical history and book OP, IP, OT, Laboratory & other health services.

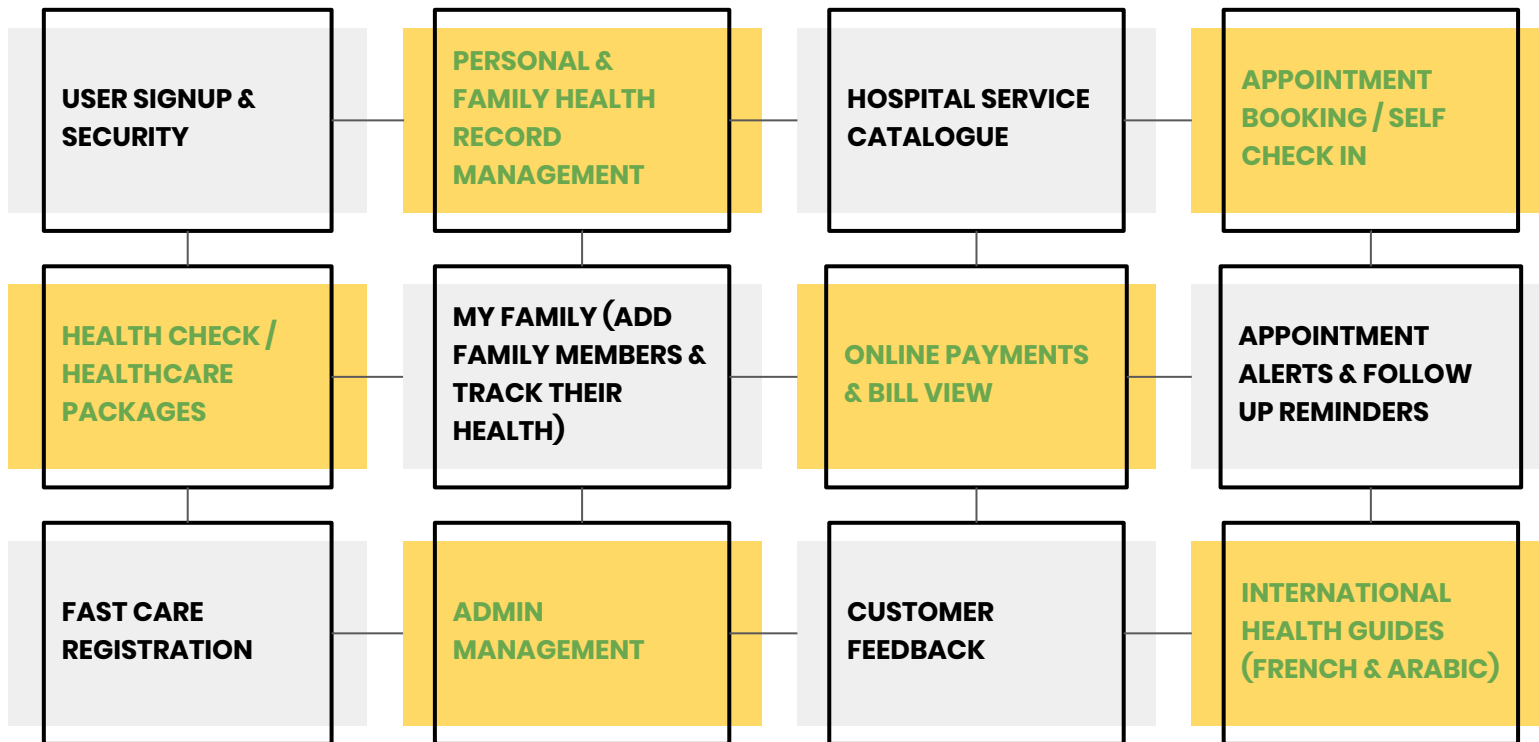
**Mobile commerce:** Hospital service catalog to buy and manage health packages for individual and family with a secure payment gateway.

**mHealth:** Based on test reports and medical history, facility to track individual and family's health improvements.





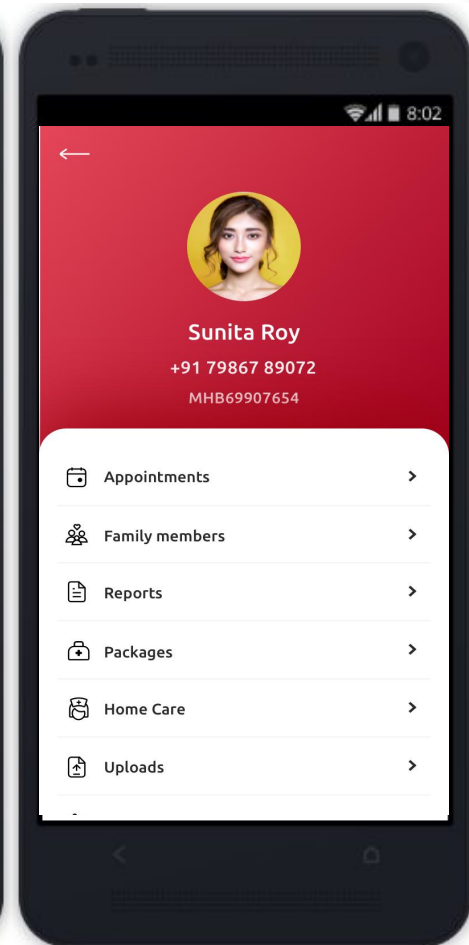
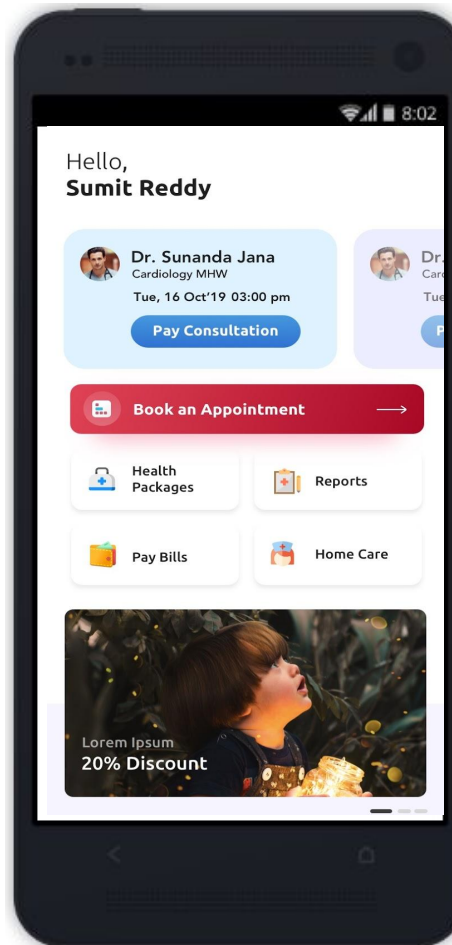
# Application Modules





## Application Module: User Profile, Security & Home Screen

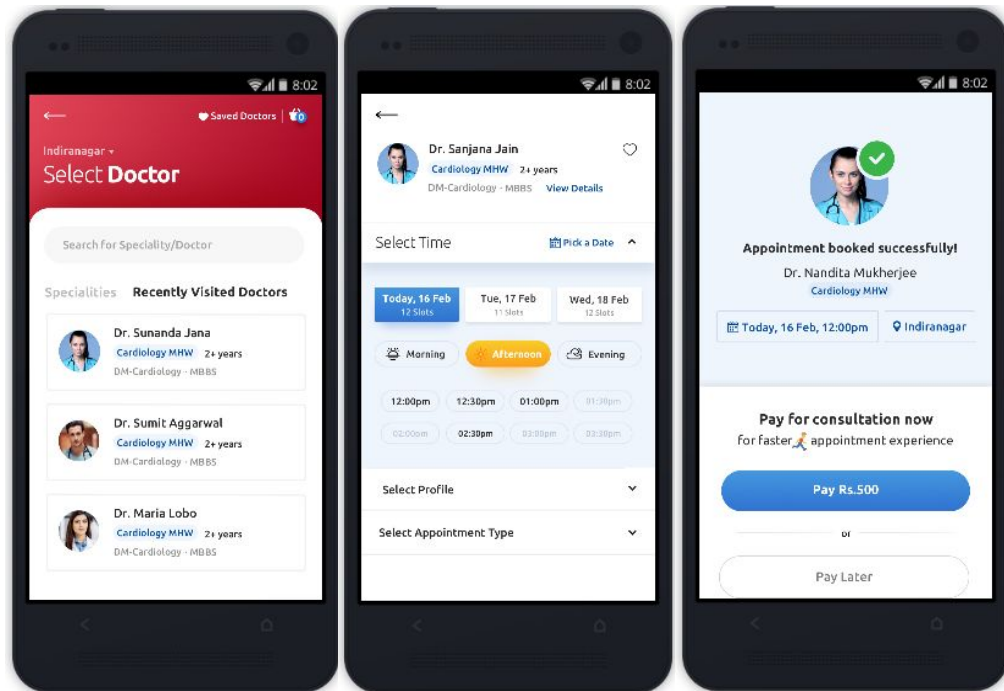
- Mobile number based account security with OTP backed sign up.
- Option to enter hospital **MRN no.** (Medical Record Number) with OTP validation.
- Configuration of enterprise objects such as Facilities/Hospitals, Profile, photos.
- Doctors information and Schedules.





## Application Module: Appointment booking / Self Check in

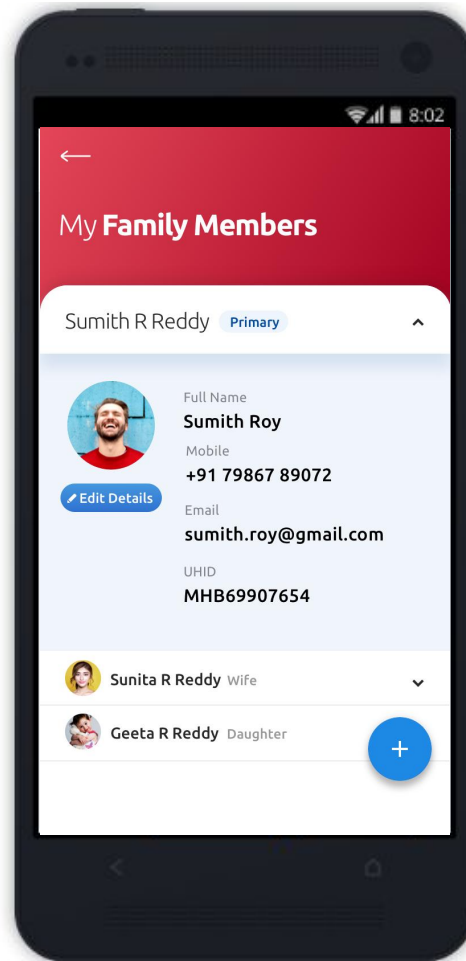
- Check doctor availability across facilities.
- Book/Reschedule/Cancel an appointment.
- Register Visit (Patient self check in) & make payments.
- Sync with user calendar for reminders.
- Call Ambulance and track its location.





## Application Module: My family

- Add family members and track health record of each family member.
- Link family member with MRN.  
(Eliminating the need to download medical records from hospitals.)
- Manage family health record.

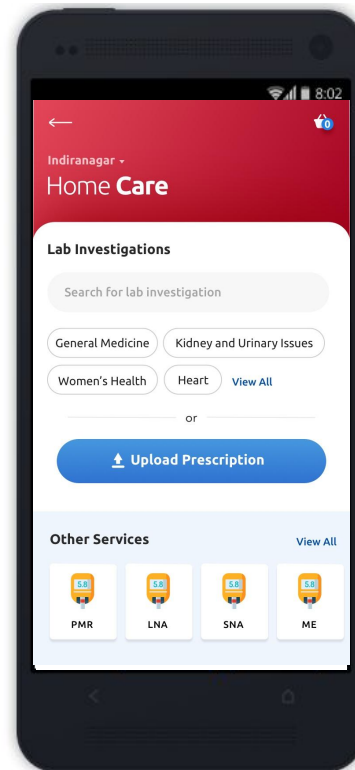
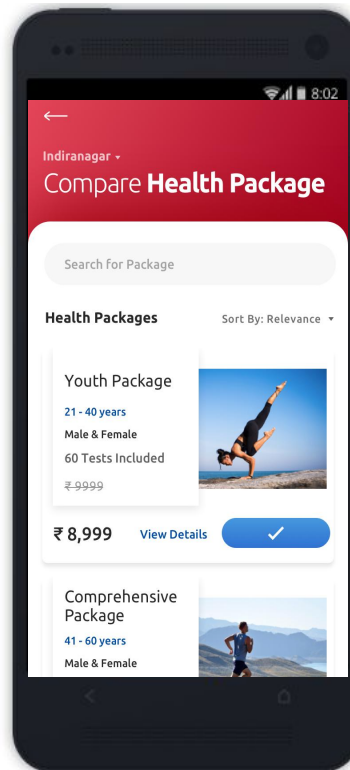
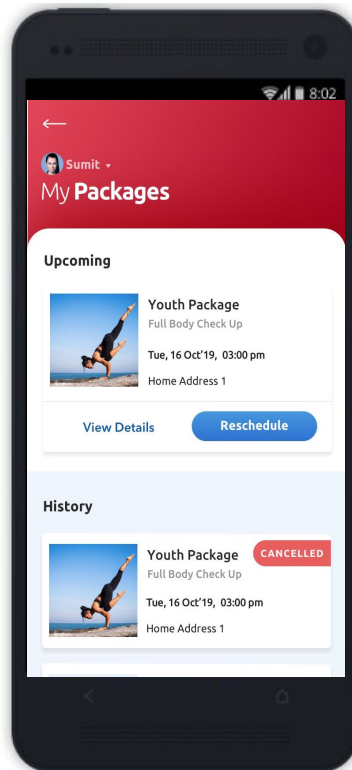






## Application Module: mHealth catalog

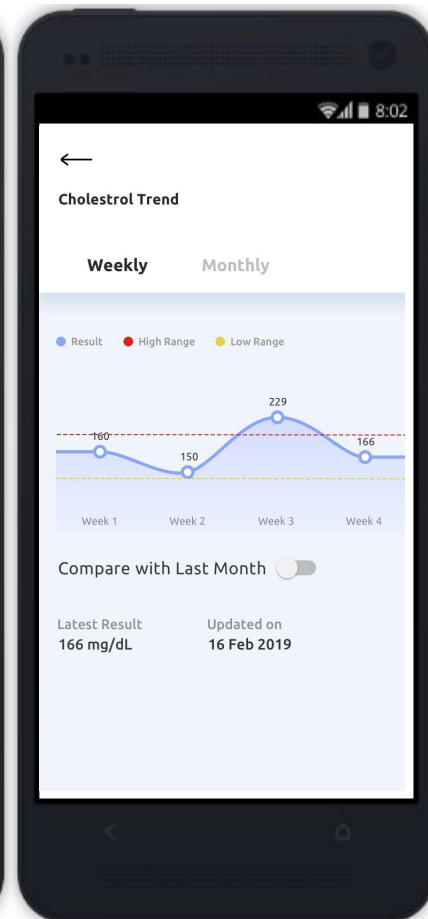
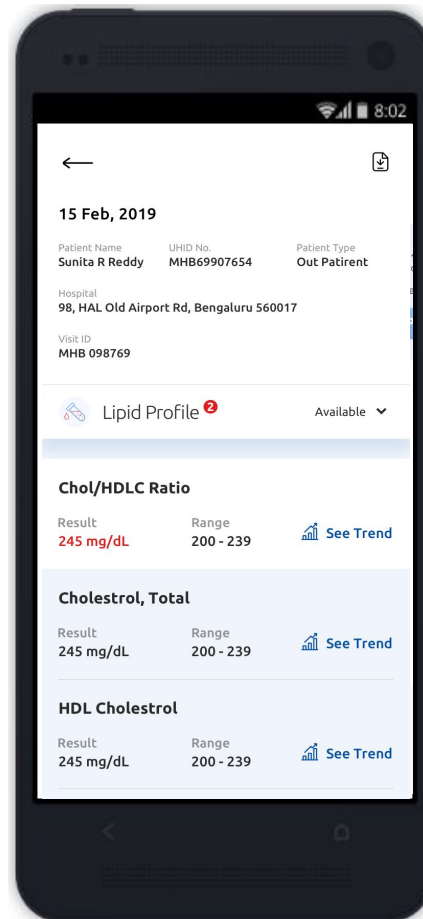
- Multi lingual support.
- Hospital Service catalog (Packages, Home collection of samples, Lab tests appointments).
- Push marketing, new product release messages.





## Application Module: Personal and family health record management

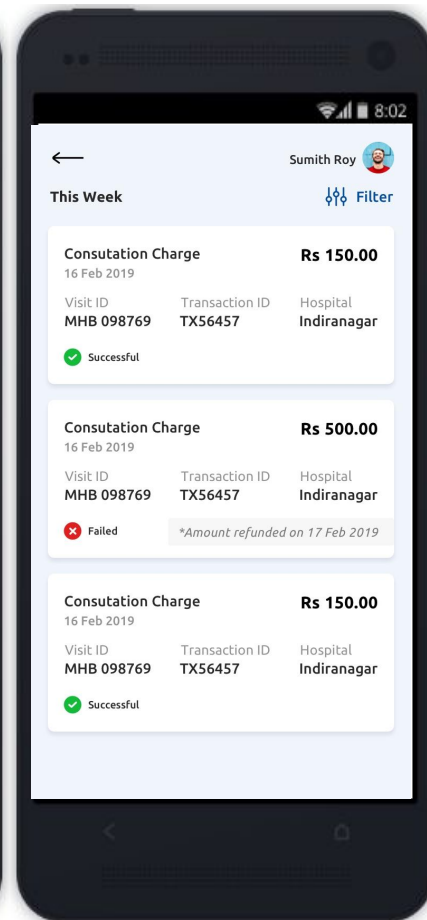
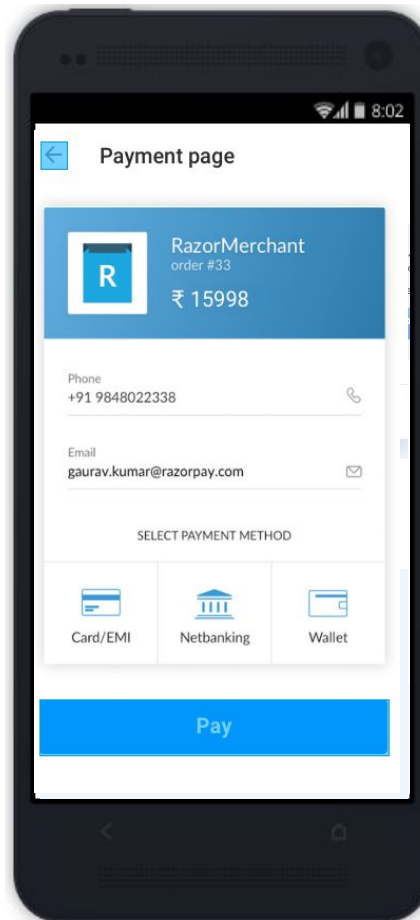
- Add personal vital information & track health progress.
- Manage and schedule health task list.
- Add clinical report scan copy
- Automatically integrate clinical report (Discharge summary, lab and radiology) from Manipal Hospitals.
- Option to add medicine and set reminders for medical administration.
- Reminder of follow-up appointment based on doctor's prescription.





## Application Module: Payments

- Pay for hospital services from the mobile app.
- Online payment gateway integration for OP and IP bills.
- History of bill paid using Patient app for OP/IP/Pharmacy.
- View/PDF Print option for receipt.





# Technology Stack

**Web Application  
Frontend**



**Backend**



**Database**



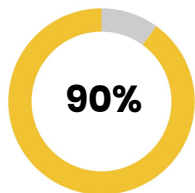
**Mobile App**



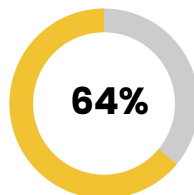


# Key Benefits

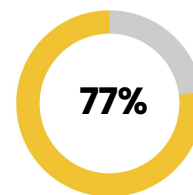
The **Manipal Hospitals App** is facilitating comprehensive and convenient healthcare including facilities ranging from scheduling appointments, buying health packages and tracking health improvements.



Improvement in the quality of care through Digital Health Records



Improved patient satisfaction through access to their own health data



Of patients prefer online system for scheduling, rescheduling and cancelling appointments.





# About Mantra Labs

- ◆ Domain Focused Products and Solutions for the Digital Insurer
- ◆ Real World Problem Solving using Artificial Intelligence and Customer Experience Consulting



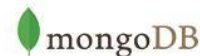
**100+**  
PROJECTS

**175+**  
GEEKS

**03**  
OFFICES



## Key Partnerships





# Leading Clients





# Let's build what you need, together.

Get in touch with us.



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