hxcentral

Unified
Healthcare
Service Desk

45% faster resolution of patient service requests

Digitize and Automate Your Service Desk Management

Rapidly resolve patient service requests through intelligent and automated recording, assignment and tracking.

HxCentral Unified Healthcare Service Desk at a Glance

HxCentral cuts down the long-drawn processes and enables quick resolutions of the service requests from patients. It improves the service quality by recording, classifying and tagging the service requests accurately through quick templates and configurable categorization forms.

The solution, through its in-built intelligence, automatically assigns the service requests to the employee concerned. The system also automatically escalates in case of any breach of the SLAs.

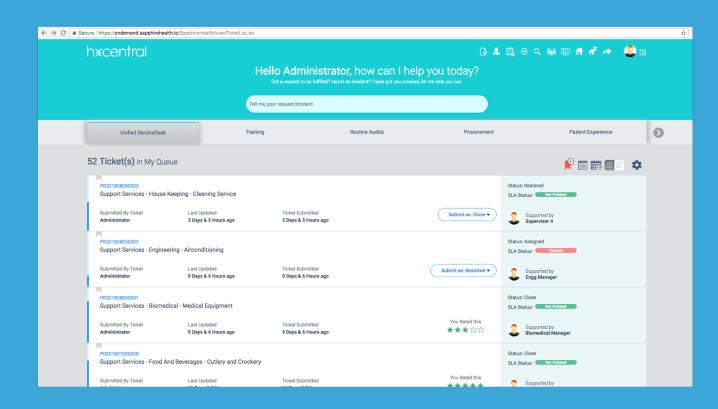
Every request/complaint from a patient should be handled with utmost care. HxCentral ensures any such events are brought to the notice of the right stakeholder and also drives timely closure and appropriate communication.

Record, classify and tag service requests within minutes

Accelerate the service quality through intelligent assignment and action

Monitor and drive closure for every medical assistance request / complaints received from patients

Drive closures against committed time lines and enhance the patient experience



HxCentral Unified Healthcare Service Desk Management Features

Service requests for each department

Send the service request directly to the service provider and cut down the extra processes

Pre-built templates and smart search

Quick and easy record of requests with pre-built templates and smart search

Omnichannel access

Work on the service requests anywhere, any time with omni-channel access via Web, Mobile, Email, SMS, API etc.

Configurable service categorization

Enable faster resolution through pre-built and configurable categorization and dynamic forms

Seamless integration into HIS, HRMS and HMS

Seamless integration ensures patient demographics and staff details directly flow from HIS / HMS and HRMS respectively Automated priority setting and SLA tagging

Prioritize and define the SLA of the services requests for faster resolution

Intelligent and automated workflows

Intelligent and configurable workflow with auto feedback assignment, review and approval capabilities

Detailed RCA and CAPA

Prepare a detailed RCA, CAPA and drive actions through action tracker

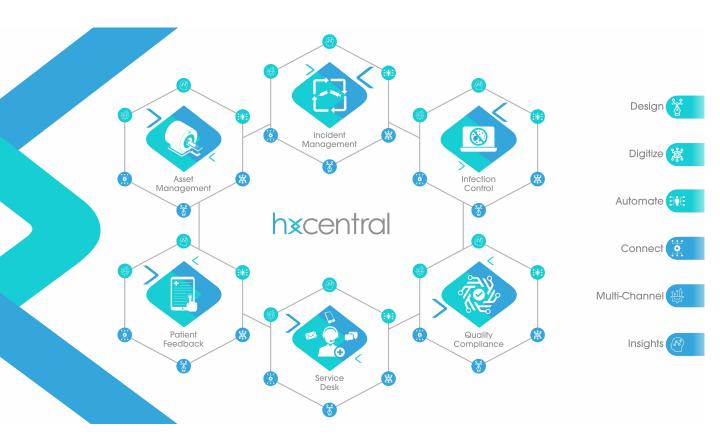
Capture patient ratings/feedback on the services delivered

Understand the patient's feedback to provide an effective service. It also helps to understand and evaluate the performance of the individual employee or department

Personalized visual dashboards

Configure and access control the dashboards as per the role. The visually proficient dashboards are available for various time periods. Online, offline and scheduled reports capabilities enable hospitals to access data and analyse as per demands of the business

HxCentral Solution Suite



Implement the HxCentral Unified Healthcare Service Desk Management solution in 72 hours and start seeing the benefits within 3 months.

GET A FREE TRIAL. NOW.