



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

← → 🔒 Secure | https://ondemand.sapphirehealth.io/SapphireHealth/ViewTicketList.do

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central

Hello Administrator, how can I help you today?

Got a request to be fulfilled? report an incident? I have got you covered, let me help you out.

Tell me, your request/incident

Unified ServiceDesk

Training

Routine Audits

Procurement

Patient Experience

52 Ticket(s) in My Queue

PR20180800003

Support Services - House Keeping - Cleaning Service

Submitted By Ticket Administrator

Last Updated 3 Days & 5 Hours ago

Ticket Submitted 3 Days & 5 Hours ago

Submit as: Close

PR20180800002

Support Services - Engineering - Airconditioning

Submitted By Ticket Administrator

Last Updated 9 Days & 6 Hours ago

Ticket Submitted 9 Days & 6 Hours ago

Submit as: Resolved

PR20180800001

Support Services - Biomedical - Medical Equipment

Submitted By Ticket Administrator

Last Updated 9 Days & 6 Hours ago

Ticket Submitted 9 Days & 6 Hours ago

You Rated this

PR20180700008

Support Services - Food And Beverages - Cutlery and Crockery

Submitted By Ticket Administrator

Last Updated 9 Days & 6 Hours ago

Ticket Submitted 9 Days & 6 Hours ago

You Rated this

Status: Resolved

SLA Status:

Supported by Supervisor 4

Status: Assigned

SLA Status:

Supported by Engg Manager

Status: Close

SLA Status:

Supported by Biomedical Manager

Status: Close

SLA Status:

Supported by

# 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



## Automated priority setting and SLA tagging

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



## Pre-built templates and smart search

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



## Intelligent and automated workflows

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



## Omnichannel access

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



## Detailed RCA and CAPA

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



## Configurable service categorization

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



## 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



## Seamless integration into HIS, HRMS and HMS

Seamless integration ensures patient demographics and staff details directly flow from HIS / HMS and HRMS respectively



## 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.

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