



Accelerating Growth in the Healthcare Industry with Generative AI Development and Integration

Location: **India**

Introduction

This case study highlights the expertise of inoday to address critical challenges in medical documentation through a tailored generative AI solution. This solution enables our India-based client to streamline the use of cutting-edge AI technologies to manage complex medical records, showcasing the potential of intelligent digital transformation in the medical sector.

About the Customer

Our customer has a prominent healthcare network in India and is operating a comprehensive chain of more than 10 hospitals across multiple metropolitan and regional locations. With a commitment to providing high-quality medical care and embracing technological innovation, the organization sought a sophisticated solution to streamline their medical documentation processes.

Their extensive network serves thousands of patients daily, creating an urgent need for efficient and accurate medical record management.

Business Challenges

Healthcare professionals of that client were struggling with increasingly complex and time-consuming patient documentation processes.

Doctors experienced significant challenges in efficiently summarizing extensive and intricate patient medical histories, which often span multiple consultations, treatments, and diagnostic procedures.

In addition, some of the major problems include the risk of missing critical medical information and inconsistent documentation quality across different medical professionals that directly affect patients care.

Solution

inoday developed and integrated a sophisticated AI-powered documentation solution utilizing advanced language models like GPT-4 and LLaVA with their ERP software. Moreover, the expert AI consultants of inoday integrated it with their current ERP system to address the critical challenges faced by medical professionals.

The innovative system was designed to automatically generate concise, accurate, and comprehensive medical report summaries by intelligently processing and analyzing complete patient medical histories.

- 1 Implementation of natural language processing algorithms**
- 2 Application of compliance and data privacy**
- 3 Maintenance of critical clinical details**

The Result

The development and integration of our generative AI solution yielded transformative outcomes for the healthcare organization. Documentation time was dramatically reduced by 50%, allowing medical professionals to allocate more time to direct patient care and critical medical decision-making.

The AI-driven approach not only improved operational efficiency but also enhanced the overall quality and consistency of medical record management.

