

# BIHS (Bangladesh Institute of Health Sciences)

## *DAB (Diabetic Association of Bangladesh)*

The Smart-Q Management Solution to its patients & Service Counters

### The End Customer

Bangladesh Institute of Health Sciences (BIHS) is the Apex Institute of HCDP (Health Care Development Project) supported by the Government of Bangladesh (GoB), the Dutch Government and consortium of local banks, which has its associated hospital named as BIHS Hospital - Basically a DAB (Diabetic Association of Bangladesh) initiation. Through this project a network of 20 (Twenty) Hospitals and Health Centers is under the process of implementation in and around Dhaka as well as the Northern parts of Bangladesh covering the Upazilla Level.

### Management Challenges

BIHS Hospital (in Dhaka) facing numerous new and old patients everyday was undergoing a very tough stipulations, where the Authority wasn't able to provide proper services to their patients via its manual 'Patients Visiting Process'. And on vice-versa, the visiting patients also get in to hazards of waiting for long-time and frequent queue misconducts for rendering manual processes, where the very common scenario everyday was among the vast number of visiting patients a lot of them never wanted to maintain any queue, which was an ultimate annoyance to all.

To resolve this problem, the Hospital Authority wanted to establish a Smart Queue System for the visiting patients, which will easily discard the hassles of manual services and ultimately intensify the entire icon of the Hospital.

### The Solution

To confront the above-stated situation, Business Automation Limited provided an effective & systematic smart queue solution to BIHS. This solution is not only the new System of BIHS but also a milestone in the history of Bangladesh for successfully implementing and inaugurating an absolute new queue management system for the Hospitality Segment - completely covered by a Local Company.

The process starts with the visiting patients, as firstly the visiting patient presses 'NEW' button for new appointment or 'OLD' button for old appointment from the

Kiosk. The system will automatically generate a printed 'SLIP' or 'TOKEN' with the approximate waiting time indicating the service counter number. The staff of BIHS constantly gets lists of awaiting customers with 'Service Type' description at their workstations. As soon as a patient is being served, concurrently the system will display & announce with voice prompt for the 'SLIP' or 'TOKEN' number of the next customer supposed to be served. The BIHS users will be able to monitor the entire queue status. Management will get the data & summary information about whole services.

### System Architecture (Diagram):

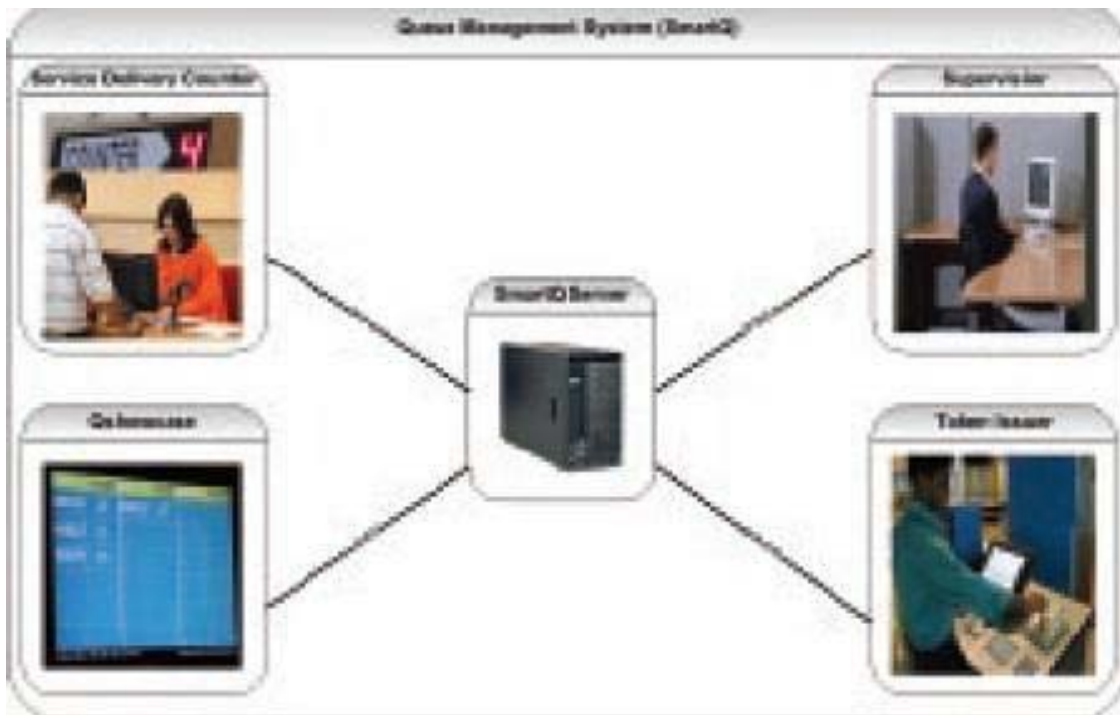


Figure: Picture of whole system of smart -Q

### The Value of Propositions

The following benefits get users of BIHS and their patients:

- Reduces the patients suffering through manual queue system.

- It enhances the productivity and motivation of the staff providing excellent customer service.
- It helps in decision-making for top management on improvement of service quality.
- It increases the discipline at the premises, where no chances of any misconducts.
- Helps the visiting patients to save & utilize time.
- Able to generate various reports and analysis with most recent data.
- High Profile Security Module with User-Level Security Access.
- Ultimately creates Productivity, Efficiency and ensures a Systematic Process
- Scopes for Future Developments.

For further query, please contact:



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