

Transforming healthcare delivery for a predictive future

Building smarter, connected models of care



Introduction

Healthcare in India is entering a new era of smarter care. Individuals are taking greater control of their health through preventive diagnostics and convenient home-based sample collection. This shift is making healthcare more accessible and personalised.

At the heart of this transformation, tech-enabled pathology services are blending medical expertise with digital platforms and AI-driven insights. The result is faster, more accurate, and actionable diagnostics—delivered in a way that is truly patient-centric.



What's holding back patient-first care?



● **Fragmented** appointment and patient data systems



● **Inefficient operations** impacting service efficiency



● **Limited visibility** into the complete patient journey



● **Absence of centralised knowledge**, dashboard and analytics



● **Outdated billing** slowing collections and delaying report delivery



● **Low patient engagement** hindering meaningful interaction



● **Incomplete diagnostic** and medical history



● **Non intuitive** frontline **user interfaces** slowing adoption

Target audience

Patient experience and engagement teams:

Enhance service speed and quality of care

Phlebotomy and operations managers:

Simplify workflows and improve efficiency

Diagnostic centre owners and CXOs:

Enable strategic growth and improve visibility

Investors and strategic partners:

Build scalable, future-ready healthcare platforms



Personalised solutions for teams across the care journey

A smart, unified healthcare platform built on Microsoft Dynamics 365 Customer Engagement and Power Platform. It brings together lab operations, patient engagement, and data management to simplify diagnostics and improve care delivery across multiple touchpoints.



For CXOs and strategic leaders

Enable transparency, growth, and long-term patient loyalty

- Real-time KPIs and business intelligence
- Predictive analytics for planning and decision-making
- Longitudinal records for building strategic partnerships



For lab managers and operations heads

Optimise day-to-day operations and reduce manual effort

- Smart appointment scheduling and slot optimisation
- Automated billing, collections, and reconciliation
- Sample collection tracking and route planning for phlebotomists
- Centralised SOPs, FAQs, and training materials



For field teams and patients

Improve the quality and convenience of patient care

- Unified 360° view of patient and doctor interactions
- Integrated flow from prescription to medicine order
- Digital medical reports that can be shared and archived
- AI-powered chatbot for instant appointment support and FAQs

Use cases



Smart triage:

AI-assisted patient routing
and scheduling



All-in-one patient app:

Medicine orders, refills,
and diagnostics



Personalised diagnostics:

AI-recommended test panels



Sample tracking:

Real-time visibility for
home collections



Unified diagnostics management:

Dashboards for multi-location
operations

Why choose Grant Thornton Bharat?

01

Actionable intelligence for clinical
outcomes and business growth

04

Lean, cloud-ready infrastructure
designed for diagnostics and labs

02

Fully digitised diagnostic workflows
for faster care

05

Secure, compliant, and interoperable
by design

03

Modular architecture for easy
customisation and scale

*Please note: This flyer represents our point of view; the final application will be developed in accordance with the customer's specific requirements.



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