

Opportunity for DIAGNOSTIC FRANCHISE

www.hamdarddiagnostics.com

BEST



Hamdard Diagnostics is a growing network of laboratories. As part of our commitment to improve patient satisfaction we are offering franchise in the following

FRANCHISEE GUIDE BOOK



FRANCHISE



MARKETING



REPORT



QUALITY

Helpline : +91-9599227715



"Franchising"

OUR VISION

"Hamdard Diagnostics aim is at dedicating ourselves to human care through excellence in diagnostic services and improving health standards through preventive care."

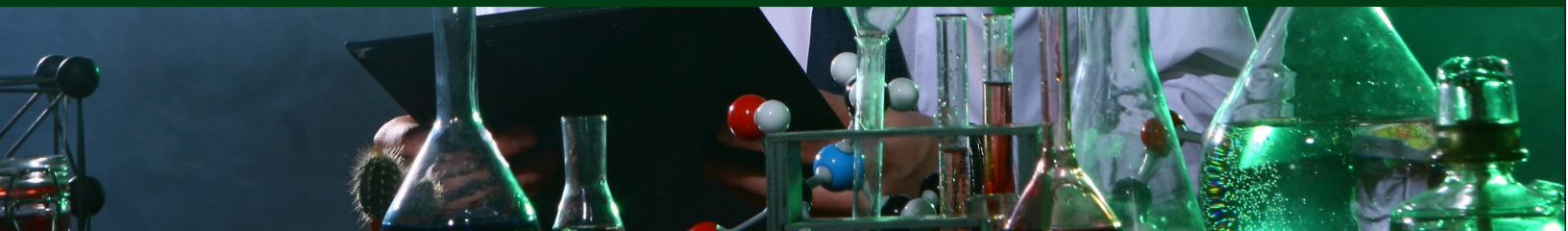
OUR MISSION

To be the No. 1 provider of diagnostic services in India.

To bring world class patient care services to India.

Be the best in delivering diagnostic services supported by comprehensive research and thorough education.

Be an active partner in local community initiatives and contribute to its well-being and development.



COMPANY PROFILE

Hamdard Diagnostics is the country's premier full-service diagnostic center with laboratory, providing expertise in imaging and digital pathology services. Our integrated diagnostic services help doctors personalize patient care to optimally treat disease and maintain health and wellness. We are committed to providing only the highest level of testing quality and service and working with you to provide unique solutions to your most challenging needs.

A highly skilled team of medical professionals including physicians, scientists, medical technologists, medical technicians, lab assistants, biologists, chemists, microbiologists, geneticists, and other specialists work collaboratively. The department receives specimens for testing from patients and collection centers and is a reference laboratory for other clinics and hospitals both nationally and internationally.

Hamdard Diagnostics mission is to support the local delivery of laboratory services through the provision of exceptional reference laboratory services and by providing support services that facilitate and augment community integration efforts. We ensure Quality control programs that exceed industry guidelines for every patient sample. Proactive internal quality control team consisting of pathologists and laboratory personnel ensuring consistency and accuracy of specimen processing and diagnosis Our staff recognizes that specimens are patients, not just accession numbers in our lab. They are dedicated to combining the newest technologies, expertise, and quality in every sample they process.

FRANCHISE

Our business sector is that of a diagnostic laboratory conducting super-specialized tests. In our country wherein such tests are neither available nor affordable, every headquarter can have a franchisee. Though laboratories run by technologists and pathologists are available in every part of the country, but when it comes to specialized investigations, which require huge investments and expertise, they are depending on a centralized laboratory offering such services. This hub and spoke model allows volume generation. The franchising concept promotes the reach to every nook and corner of the country. Volumes dominate in every business and more so in diagnostic business.

Hamdard Diagnostics provides top end quality services to its customers and has internationally accepted external and internal quality assurance programs in place. Hamdard Diagnostics is always interested in partnering with like minded entrepreneurs and business groups for mutual growth.

RESPONSIBILITIES OF FRANCHISEE

To provide requisite information to the customer, understand the assignments, register the job and maintain custody of samples till dispatch to Laboratory.

To bill and collect on behalf of **HAMDARD DIAGNOSTICS**

To maintain integrity of samples submitted by customers

To maintain safe custody of test reports, and stationery provided by **HAMDARD DIAGNOSTICS**

To make e- enabled reports

PREREQUISITE FOR FRANCHISE

- 1.Area Required: Approximately 300 -400 Sq. ft
- 2.Qualified at least 2 qualified laboratory technician.
- 3.Broadband internet connection with computer and power backup.
- 4.Services to be offered by franchise: sample collection.



Requirements for getting selected as a Hamdard Diagnostics Franchisee

- Area requirement: 300sqft – 400 sqft (Depending on corporate area)
- Authorized franchise Fee Rs. 50,000/- through NEFT/IMPS/ Netbanking in favor of **Hamdard Diagnostics**
- Minimum Investment of over INR 3,00,000/-Rs. through NEFT/IMPS/ Netbanking in favor of **Hamdard Diagnostics**
- **Hamdard Diagnostics** would not be refund the fees of franchise and investment.

What the company will offer:

A part from an opportunity to market the company's entire test menu consisting of super-specialized tests, the company also offers systems, logistics, promotional and marketing support. Regular training programmes are conducted by the company for training the franchisee and his/her staff on the various operational issues and updates. However it is not easy to calculate the returns since the investment is too low. On an average, if one invests 1 lakh rupees and works hard for a year, he will be have a good profit. However, this largely depends on the management skills of the entrepreneur.

HAMDARD DIAGNOSTICS SUPPORT TO FRANCHISEES

Initial training and retraining to the franchisee representative

Sample pick up through courier

Report delivery - through courier / web

Technical support through consultation from Central Laboratory and or meeting with customer in special and deserving circumstances

Supply of packing materials for sample transmission from **HAMDARD DIAGNOSTICS**

Technical and Lab Management guidance from **HAMDARD DIAGNOSTICS**

Brand Building by **HAMDARD DIAGNOSTICS**

Training support from **HAMDARD DIAGNOSTICS**

GENERAL TERMS OF THE AGREEMENT

To work exclusively for **HAMDARD DIAGNOSTICS** testing and analytical services

Responsible for collection of samples and payment from customers

To maintain necessary records

To maintain absolute confidentiality

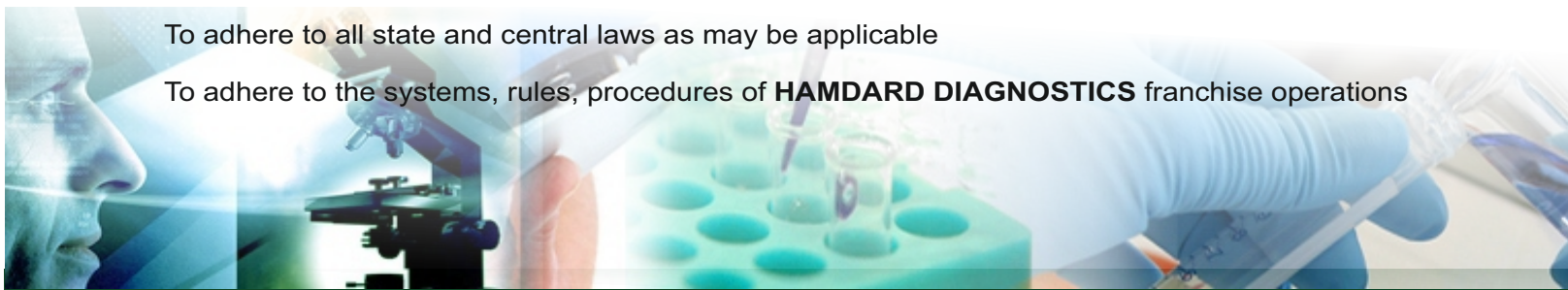
Not to misuse brand image & name of **HAMDARD DIAGNOSTICS** and its Test Reports

To maintain good customer relationship

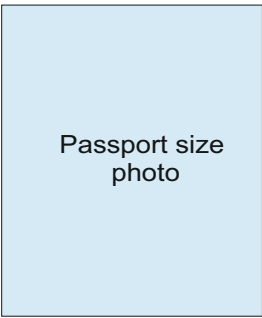
To maintain integrity

To adhere to all state and central laws as may be applicable

To adhere to the systems, rules, procedures of **HAMDARD DIAGNOSTICS** franchise operations



FRANCHISEE APPLICATION FORM



- 1. Name : -----
- 2. Age : -----
- 3. Address : -----
- 4. Telephone & Fax : -----
- 5. E-mail : -----
- 6. Academic qualifications : -----
- 7. Experience ** : -----
- 8. Computer knowledge : -----
- 9. Status : [] Unemployed [] Employed [] Business [] Consultant
- 10. Type of business : -----
- 11. Associates, if any : -----
- 12. Voter ID No. : -----
- 13. Aadhaar ID No.. : -----
- 14. PAN : -----
- 15. Do you propose to run the franchisee yourself or
employ your representative? : [] Self [] Rep.
- 16. Do you have a computer with internet connection? : [] Yes [] No
- 17. Do you have 300 - 400 sq.ft. office space in a prime location? : [] Yes [] No
- 18. Are you ready to provide necessary infrastructure
(office space, equipment, furniture) detailed in "Features
of franchisee setup" page. : [] Yes [] No
- 19. In case of choice of locations, please name your location
preference in order of priority :

DECLARATION

I certify that the information stated above is true to the best of my knowledge. I am agreeable to abide by the **HAMDARD DIAGNOSTICS**. rules, procedures and systems governing the franchisee operations and also agreeable for entering into a formal agreement, if selected.

Place :

Signature :

Date :

Name :

* Please return duly filled in form along with necessary details

** Enclose a detailed note separately



Patient Registration

- ✓ Patient Registration at one click
- ✓ Patient Portal
- ✓ Two- step verification
- ✓ QR Code based Patient Quick Registration
- ✓ Digitally Store Patient info & Documents

Appointments

- ✓ Makes it Easy for patients
- ✓ To Book Appointment online
- ✓ QR Code based Appointment Booking
- ✓ Patient Scheduling
- ✓ Reduces waiting time & improve efficiency



OPD Management

- ✓ Electronic Prescription & Records
- ✓ Follow up reminder
- ✓ Treatment outcome
- ✓ Disease wise advises Templates
- ✓ Health & Fitness certificates





IPD Management

- ✓ Smart Bed & Ward Management
- ✓ Patient Treatment Monitoring
- ✓ Real-time Patient Medical records
- ✓ Admission, Discharge & Transfer
- ✓ Assign Doctors & Nursing staff

ICU Management

- ✓ Speciality ICU Management
- ✓ Admission, Discharge & Transfer
- ✓ Real-time Patient Treatment Monitoring
- ✓ Track Patient Medical records
- ✓ Real-time update Medical records



OT Management

- ✓ OT Reservation for Schedule Surgeries
- ✓ Track Patient, OT & Anesthetic preparation
- ✓ Manage Operative Procedures
- ✓ Customized Digital Consent forms
- ✓ User defined Operative Notes





Pathology Lab

- ✓ Online Test Booking
- ✓ Smart Lab Report
- ✓ QR Code Based Reports Authentication
- ✓ Sample Outsourcing Management
- ✓ Ref. Doctor Sharing Management

Radiology & Imaging

- ✓ Diagnostic Report Management
- ✓ Radiology Investigation Templates
- ✓ Reports via SMS, WhatsApp & Mail
- ✓ Patient Consent & Form F
- ✓ Login wise User Access Permission



Store & Inventory

- ✓ Store & Departmenwise Inventory control
- ✓ Store Integrated with all Departments
- ✓ PR, PO, GR, PuR & PS Management
- ✓ Stock Consume, Transfer & Return
- ✓ Analytical Reports





QR Code Report

- ✓ Patient Can Download Report by scan QR
- ✓ QR Code based Report Authentication
- ✓ Second Opinion by Doctors

Patient Portal

- ✓ View Reports on App & Web
- ✓ Online Test Booking & Home Collection
- ✓ Feedback Collection



Reference Dr. Portal

- ✓ Prescribe Test & Track status
- ✓ Report Track & View Graphical Analytics
- ✓ Sharing Tracking



Phlebo Management

- ✓ Phlebo Sample Collection Tracking
- ✓ Phlebo Incentive & Sharing
- ✓ Phlebo Login Access on Permission





Pharmacy

- ✓ Easy, Fast & Smooth Billing with OTC sales
- ✓ E-prescriptions
- ✓ Integrated with all Departments
- ✓ Insurance & TPA Integrated
- ✓ Local Language support in Prescription

Insurance & TPA

- ✓ Control Over Claims Outcome
- ✓ Insurance wise Pricing
- ✓ Reduce Cost of Claim Management
- ✓ Cashless facility for Patient
- ✓ Paperless Claims Management



MRD Management

- ✓ Storage & Tracking of Medical records.
- ✓ Monitoring the quality of medical records
- ✓ Clinical Disease Coding
- ✓ Maintaining a patient's confidentiality
- ✓ Latest ICD 10 & ICD 11 integrated





Expense Management

- ✓ Simplified Expense Management
- ✓ Improved Efficiency in Operations
- ✓ Reduce cost & Time
- ✓ Accurate & Accessible
- ✓ Better Revenue Management

Billing

- ✓ Registration & Consulting Billing
- ✓ In-Patient & Compound Billing
- ✓ Laboratory Billing
- ✓ Pharmacy Billing
- ✓ Referral & Sharing Billing



MIS Report

- ✓ Finance Reports
- ✓ Operations Reports
- ✓ Clinical Reports
- ✓ Business Analytical Reports
- ✓ Smart Report Dashboard





Patient Education

- ✓ Health information at specific time interval
- ✓ Helps in Good output of the Treatment
- ✓ Strengthening communication with Patient
- ✓ Easing Patient Anxiety about Treatment
- ✓ Nurturing Trust, Confidence & Satisfaction

Patient Feedback

- ✓ Retain Loyal Patients
- ✓ Real-time Feedback collection
- ✓ Improve your quality care
- ✓ Understand the patients preference
- ✓ Improve Staff & Physician Satisfaction



Communication

- ✓ Smart Real-time Communication
- ✓ Patient, Doctor, Staff & Reference
- ✓ SMS, Whatsapp, Email & Notification
- ✓ Customized Templates for Communication
- ✓ Raise Awareness of New Service & more





Bio Medical Waste

- ✓ Red, Yellow, Blue & White Waste Manage
- ✓ Know Daily Vehicle & Drive Arrive
- ✓ Daily Total Waste Management
- ✓ Bio Medical Waste daily Log
- ✓ Vendor Master

Ambulance & Vehicle

- ✓ Vehicle Driver, Kilometer & Logs
- ✓ Fuel price, QTY, cost & Logs
- ✓ Know next due Date
- ✓ Fuel/Expenses bill & Payment
- ✓ Vehicle & Driver master



Machines/Equipment

- ✓ Track Maintenance Log
- ✓ Up & Down Time know
- ✓ Know next maintenance Date time
- ✓ Vendor Bill & Payment
- ✓ Machine & Vendor master





Telemedicine

- ✓ Remote consultation to patients
- ✓ Increase revenue & efficiency
- ✓ Reducing cost
- ✓ Save time & money of patient
- ✓ Anytime from anywhere

Mobile App

- ✓ Smart phones & Tablets
- ✓ One App for All
- ✓ Increasing operational efficiency
- ✓ Decreasing risk of breaches
- ✓ Anytime from anywhere



Hiring & Recruitment

- ✓ Fast & Smooth Hiring
- ✓ No Extra Cost for Hiring
- ✓ Tracking Candidates
- ✓ Automation for interviews
- ✓ Right talent for team



UNIQUE FEATURES



Online Appointment & Test Booking

By Better Patient Convince to Get More Traffic at Your Hospital



Patient Health Portal

Patient can Access & Store the Medical Records at One Place



Reference Doctor Portal

To Allow Ref Doctor to Access the Patient Reports, Analytics & Sharing



SEO & Online Presence

Powerful Tool to Built Online Presence



Powerful Mobile App

Universal App for All Activities



Hiring & Recruitment Portal

Post Jobs & Hire Your Next Talent Smartly



Digital Consent & Form F

Customize Consent Form & Form F Upload Log Reporting



Bio-medical Waste

Manage Bio-Medical Waste at One Place



Machine & Equipment Management

Smoothly Maintain Lab Machine & Equipment Log



SMART COMMUNICATIONS

1

Patient Appointment Booking Notify to Patient & Doctor via SMS, WhatsApp, E-mail & Notification

2

Appointment Reschedule & Cancel Notify to Patient & Doctor via SMS, WhatsApp & E-mail

3

Medical Records(EHR) Share to Patient & Doctor via WhatsApp, E-mail & App

4

Patient Personal Portal

Patients Access medical records by **Drlogy App & Web**

5

SMS, Email & Whatsapp

Bulk SMS, Email & Whatsapp Send to Patients & Staff



Referral & Sharing

Referral Management

Sample Send to & Receive From
other Lab/Diagnostic.

Test wise Bulk Billing to & Accept
Payment from Other Lab/Diagnostic.

Sharing Management

Procedure & Service-wise Doctor &
Hospital sharing

Tests wise Reference Doctor Sharing with
payment record sharing facility

Reference Doctor sharing in Pharmacy bill
wise with pay record



WHY NEEDED?

3x

Growth

Speed Up Your
Growth

20x

ROI

Good Return on
Investment

25%

Profit

Surplus Profit
Achieve

4x

Speed

Speed up your
Operations

30%

Saving

Reduce Daily
Expenses

2x

Productivity

Staff Work
Efficiency



MULTI LAYER DATA SAFETY & SECURITY



AWS CLOUD BASED HOSTING

Securely Quick Access from Anytime from Anywhere from Anyway.



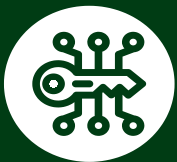
MANAGE USER PERMISSIONS

Add Users & Assign Permissions, to limit their Access to Data.



CONTINUOUS DATA PROTECTION

All Your Data Safely & Securely Store on AWS Cloud Server.



ENCRYPTED COMMUNICATIONS

All Communication is Protected with Encryption.





HOSPITAL MANAGEMENT SOFTWARE

A complete 360 degree Management for hospitals from 10 beds to 5000+ bedded hospitals. Make your Hospital Paperless with Hamdard Digital.

START NOW



Contact Us :



+91-9599227715



www.hamdarddiagnostics.com



info@hamdarddiagnostics.com



G-22 Sector 7 Rohini North West New Delhi 110085.

