AI-Powered

Complete Features

Every benefit and every feature of Integra for Healthcare, area by area.

BENEFITS

What your hospital gains with Integra

One connected platform for clinics, nursing homes, multi-specialty hospitals and hospital groups. Here is what changes for management, doctors, nurses, the billing desk and patients.

One record for every patient

Registration, visits, orders, results, prescriptions and bills stay on one patient record with a unique ID.

Bills that post themselves

OPD, IPD, pharmacy and insurance bills flow straight into receivables and the general ledger.

Shorter waiting times

Online booking, tokens and queue screens keep outpatient flow moving and patients informed.

Every bed in view

A live occupancy board shows free, occupied and blocked beds, with charges accrued every day.

Faster insurance claims

Pre-authorisation, claims, deductions and settlements tracked against each insured patient.

No expired stock

Batch and expiry tracking, with stock reduced automatically as medicines are dispensed.

AI that saves time

Ask questions in plain language and get early warnings on occupancy, claims and collections.

Records kept secure

Role-based access, consent records and a log of who viewed or changed each record.

Apps for patients and doctors

Patients book and see reports on their phone; doctors see their worklist anywhere.

Grows with you

Start as a clinic and add wards, theatres, labs and new hospitals without changing systems.

CONTENTS

44 modules in 11 areas, one platform

Every part of your hospital runs on one record. Modules marked + come in optional packs.

Patient Access

- Patient Registration
- Appointments & Scheduling
- OPD Queue & Tokens
- Front Office & Enquiry

Clinical Care

- Electronic Medical Records (EMR)
- OPD Consultation
- Inpatient (IPD) & Admissions
- Nursing Station
- Operation Theatre
- Emergency & Casualty
- Teleconsultation+

Diagnostics

- Laboratory
- Radiology & Imaging
- Blood Bank+

Pharmacy & Stores

- Pharmacy
- Central Store & Inventory
- Purchase & Procurement
- CSSD+

Billing & Insurance

- OPD Billing
- IPD Billing & Packages
- Insurance & TPA
- Corporate & Credit Billing

Wards & Facilities

- Bed Management
- Housekeeping & Linen
- Biomedical Equipment
- Assets
- Diet & Kitchen+
- Ambulance+

Finance & Accounts

- Accounts & Finance
- Doctor Payouts
- Budgets & Cost Centres

People & Rostering

- Staff HR & Payroll
- Doctor & Nurse Rostering
- Training & Credentials

Quality & Records

- Medical Records (MRD)
- Quality & Incidents
- Consent & Access Audit

Patient Engagement

- Patient Communication
- Feedback & Grievance
- Referrals & Marketing

Intelligence & Platform

- Reports & Analytics
- Integra AI
- Mobile Apps & Portals
- Integrations & Multi-facility

+ Optional pack (Blood Bank, Support Services or Telemedicine).

Patient Access

Patient Registration

One patient record with a unique ID across every visit and department.

- New and repeat patient registration
- Unique health ID (UHID)
- Demographics and emergency contacts
- Photo and ID documents
- Duplicate patient check
- Patient cards and labels

Appointments & Scheduling

Doctor calendars, slots and bookings from the desk, phone or app.

- Doctor schedules and slots
- Online and phone booking
- Walk-ins and follow-ups
- Rescheduling and cancellations
- Appointment reminders
- No-show tracking

OPD Queue & Tokens

Tokens and queues that keep outpatient flow moving.

- Token generation
- Queue display screens
- Doctor-wise queues
- Priority patients
- Waiting time tracking

Front Office & Enquiry

Enquiries, visitor passes and patient help at the front desk.

- Enquiry and call log
- Visitor and attendant passes
- Doctor and service directory
- Patient help desk
- Estimates for procedures

Clinical Care

Electronic Medical Records (EMR)

The full clinical history of each patient, in one place.

- Consultation notes
- Vital signs
- Diagnosis with ICD-10 coding
- Allergies and history
- Prescriptions
- Clinical document attachments
- Visit timeline

OPD Consultation

Doctor desk for outpatient consultations, orders and prescriptions.

- Doctor worklist
- Complaints and examination
- Lab and radiology orders
- e-Prescription
- Follow-up advice
- Referrals to other departments

Inpatient (IPD) & Admissions

Admission to discharge, with transfers and clinical notes.

- Admission and bed allocation
- Ward and bed transfers
- Doctor rounds and notes
- Medication orders
- Discharge summary
- Discharge clearance

Nursing Station

Nursing care, charts and medication administration on the ward.

- Nursing assessments
- Nursing logs and handover
- Vitals charting
- Medication administration record
- Indents to pharmacy and stores
- Care plans

Clinical Care continued

Operation Theatre

Surgery scheduling, theatre use and surgical records.

- OT scheduling
- Surgeon and team allocation
- Pre-operative checklist
- Anaesthesia record
- Surgery notes
- Consumables used
- OT utilisation

Emergency & Casualty

Fast registration, triage and treatment for emergency patients.

- Quick registration
- Triage
- Emergency treatment notes
- Medico-legal case records
- Admission from emergency

Teleconsultation TELEMEDICINE PACK

Video consultations with records and billing on the same system.

- Online appointment booking
- Video consultation
- e-Prescription
- Online payment
- Consultation records in the EMR

Diagnostics

Laboratory

Orders, samples, results and reports for the lab.

- Test orders from OPD and IPD
- Sample collection and barcodes
- Result entry and validation
- Reference ranges
- Lab analyser integration
- Report printing and sharing
- Outsourced tests

Radiology & Imaging

Imaging orders, scheduling and reports.

- Imaging orders
- Modality scheduling
- Radiologist reporting
- Report templates
- Image viewer integration
- Report delivery

Blood Bank BLOOD BANK PACK

Donors, blood units, cross-matching and issue.

- Donor registration
- Blood collection
- Component preparation
- Stock by group and component
- Cross-match and issue
- Expiry tracking

Pharmacy & Stores

Pharmacy

Outpatient and inpatient pharmacy with batch and expiry control.

- Prescription fulfilment
- Batch and expiry tracking
- Stock reduced automatically
- Inpatient issues and returns
- Substitutes and generics
- Pharmacy billing
- Near-expiry alerts

Central Store & Inventory

Medicines, consumables and general stock across stores.

- Item master
- Multiple stores
- Department indents
- Stock transfers
- Reorder levels
- Stock verification

Purchase & Procurement

Purchase requests to goods receipt and supplier bills.

- Purchase requisitions
- Quotations and comparison
- Purchase orders
- Goods receipt
- Supplier management
- Bills posted to accounts

CSSD SUPPORT SERVICES PACK

Sterilisation of instruments and sets.

- Instrument sets
- Receipt and cleaning
- Sterilisation cycles
- Issue to OT and wards
- Traceability

Billing & Insurance

OPD Billing

Consultation, test and procedure billing at the counter.

- Service and tariff masters
- Consultation billing
- Lab and procedure billing
- Discounts with approval
- Receipts and refunds
- Day-end collection

IPD Billing & Packages

Running bills for inpatients with packages and deposits.

- Bed charges accrued daily
- Running bill
- Surgery and treatment packages
- Advance deposits
- Interim and final bills
- Discharge billing

Insurance & TPA

Insured patients from pre-authorisation to settlement.

- Insurer and TPA masters
- Pre-authorisation requests
- Claim submission
- Approvals and deductions
- Insurer receivables
- Settlement tracking

Corporate & Credit Billing

Corporate tie-ups and credit patients billed to the right party.

- Corporate agreements and tariffs
- Employee eligibility
- Credit billing
- Monthly statements
- Receivables ageing

Wards & Facilities

Bed Management

Live bed status across wards, rooms and categories.

- Wards, rooms and beds
- Bed categories and tariffs
- Live occupancy board
- Bed transfers
- Bed blocking and release
- Occupancy reports

Housekeeping & Linen

Cleaning schedules and linen across wards.

- Cleaning schedules
- Bed turnaround
- Linen issue and return
- Task checklists
- Housekeeping requests

Biomedical Equipment

Medical equipment, maintenance and service contracts.

- Equipment register
- Preventive maintenance
- Breakdown calls
- AMC and warranty
- Calibration records
- Equipment downtime

Assets

Hospital assets from purchase to disposal.

- Asset register
- Tagging
- Transfers between departments
- Depreciation posted to accounts
- Disposal
- Asset audit

Diet & Kitchen SUPPORT SERVICES PACK

Patient diets and kitchen orders.

- Diet plans by patient
- Meal orders from wards
- Kitchen production
- Diet charges to the bill

Ambulance SUPPORT SERVICES PACK

Ambulance requests, trips and charges.

- Ambulance requests
- Vehicle and driver allocation
- Trip logs
- Ambulance charges to the bill

Finance & Accounts

Accounts & Finance

Every bill, receipt and payment posted to one ledger.

- Chart of accounts
- Bills and receipts posted automatically
- Payables and supplier payments
- Bank reconciliation
- Tax
- Financial statements

Doctor Payouts

Consultant fees and revenue sharing, worked out by rule.

- Payout rules by doctor and service
- Revenue sharing
- Visiting consultant fees
- Payout statements
- Payouts posted to accounts

Budgets & Cost Centres

Department-wise budgets and profitability.

- Department cost centres
- Budgets and variance
- Department profitability
- Service-line revenue

People & Rostering

Staff HR & Payroll

Doctors, nurses and staff from joining to payslip.

- Staff records
- Attendance and leave
- Payroll and payslips
- Statutory deductions as configured
- Loans and advances
- Exit and settlement

Doctor & Nurse Rostering

Duty rosters and shifts that keep every ward covered.

- Shift patterns
- Duty rosters
- On-call schedules
- Shift swaps with approval
- Coverage by ward

Training & Credentials

Licences, certifications and training records for clinical staff.

- Registration and licence records
- Expiry reminders
- Training programmes
- Competency records

Quality & Records

Medical Records (MRD)

Patient files, coding and record requests.

- Record filing and tracking
- Diagnosis coding review
- Record requests and release
- Scanned records
- Retention rules

Quality & Incidents

Incidents, audits and quality indicators.

- Incident reporting
- Root cause and actions
- Quality indicators
- Internal audits
- Infection control logs

Consent & Access Audit

Patient consent and a full log of who viewed or changed records.

- Patient consent records
- Role-based access to records
- Access and change logs
- Sensitive record controls

Patient Engagement

Patient Communication

Reminders, reports and alerts on every channel.

- Appointment reminders
- Report-ready alerts
- Bill and payment links
- SMS, WhatsApp and email
- Health campaigns

Referrals & Marketing

Referring doctors, camps and outreach.

- Referring doctor register
- Referral tracking
- Health camps
- Campaigns and leads
- Referral reports

Feedback & Grievance

Patient feedback and complaints, tracked to closure.

- Feedback forms
- Ratings by department
- Complaint register
- Action and closure
- Feedback reports

Intelligence & Platform

Reports & Analytics

Dashboards for occupancy, revenue, collections and clinical activity.

- Management dashboard
- Census and occupancy
- Revenue and collections
- Department performance
- Custom report builder
- Export to Excel and PDF

Integra AI

AI built into every module. It suggests, people decide.

- AI assistant for questions in plain language
- Bed and occupancy forecasts
- Early warnings on claims and collections
- Smart reading of documents
- Every AI action approved and logged

Mobile Apps & Portals

Apps and portals for patients, doctors and staff.

- Patient app and portal
- Doctor app
- Appointments and reports on the phone
- Online payments
- Push notifications

Integrations & Multi-facility

Devices, payments, insurers and several hospitals on one platform.

- Lab analysers and imaging systems
- Biometric attendance
- Payment gateways
- SMS and WhatsApp gateways
- Open APIs
- Multiple hospitals and clinics

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Any industry. Any country. Any device.

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