

**CLINIC MANAGEMENT SYSTEM  
FOR NON- GOVERNMENTAL  
ORGANIZATIONS**

**CASE STUDY**

Clinic Management System for  
improved Family Planning  
Services





## Customer Profile

Population Health Services (India) is a non-governmental organization, affiliated to Marie Stopes International. The main objective of PHSI is to provide high quality family planning and reproductive health care services to the community, with particular emphasis on serving the undeserved and vulnerable groups in society. PHSI provides reproductive health care services to people all over India, allowing them to have children by choice not chance. It manages clinics and outreach voluntary surgical services to provide contraceptive services and products in remote areas. The organisation does this by promoting, distributing and selling contraceptives.

## Business Situation

PHSI aims to provide high quality family planning and reproductive healthcare services to the community. They wanted to ensure physical, mental and social well-being of an individual to allow them to lead a satisfying life and to have children by choice and not by chance. PHSI also wanted to discourage women from seeking repeat abortion services, in a short span of time. However, they were facing challenges to identify patients who are availing their services.

In order provide better family planning services and reduce frequency of unwanted pregnancies, PHSI required a system to identify accurate enrollment and identification of its patients.

## Solution

Techno Brain proposed a Clinic Management System, built on SecuRegister, Techno Brain's multi-modal biometric enrollment, identification and verification system, to PHSI to manage their patient enrollment and identification across locations.

Techno Brain implemented this system at various PHSI clinics across India to capture individual biometric features, like fingerprints, and link them with patient information for verification.

Every time a patient visits a PHSI clinic, the biometric system checks the patient information against the existing database to ensure that a duplicate record is not created before accepting a new patient record. The Clinic Management system is designed to enable PHSI clinic administrators to enrol patients with demographic information such as name, address, sex, age, distance from centre etc. along with their fingerprint. This system has enabled PHSI to track and identify patients availing family planning services at various healthcare centres and track the number of patients return for abortion services in a span of 2 years. This system also has the facility to deliver patient enrollment and verification services for mobile units attached to the healthcare centres and function at remote locations with frequent power outages and sporadic network connectivity.

## Quick Sheet

### Customer:

Population Health Services (India) is a non-governmental organization that provides family planning services and products, particularly to the most undeserved and vulnerable in society.

### Industry:

NGO

### Business Situation:

PHSI required a system for enrollment and identification of total number of unique patients availing its services.

### Solution:

PHSI implemented Clinic Management System, built on SecuRegister platform, Techno Brain's multi-modal biometric solution, at various clinics to capture individual patient's biometric features and link them with patient information for verification.

### Benefits:

- Validate patient information by processing fingerprint image
- Functional at remote places and low connectivity
- Generate reports on patient visits

## Technologies

IIS web server running on Windows 2003 Server, MS SQL Server 2005, IE 6.0 or above, MS Visual Studio 2010, C#.NET, ASP.NET, Crystal Reports, .NET Framework Version 3.5, SecuRegister fingerprint registration & authentication component

## Key benefits of the new automatic fingerprint identification system:

- **Increased Accuracy:** Ability to perform real-time identification without compromising system speed or accuracy and eliminate duplicate patient data by enrolling by identifying unique patients visiting PHSI centers. Generate reports for patient visits on weekly, monthly or annual basis for executive insights.
- **Increased Efficiency:** Quickly and accurately identify and validate patient information visiting healthcare centers by processing the image of a fingerprint through superior 'one-to-many matching' capability. Generate reports for patient visits on weekly, monthly or annual basis for executive insights.
- **Remote Accessibility:** Flexible, scalable and secured system with the ability to work in remote locations with patchy connectivity and regular power outages
- **Cost Effective:** Reduces overall costs of managing patient records across various clinics