



## Lucknow Hospital cures its Cash Management problems with Tally.ERP 9

“Tally.ERP 9 is simple to use. It doesn't require heavy training. One need not be computer savvy. It has a good number of advantages” says Dr. Anil Khanna, Surgical Gastroenterologist

### Customer Overview

Ajanta Hospital and IVF Centre, Lucknow –a 100 + bed multispecialty hospital of International repute was established by Dr. Gita Khanna and Dr. Anil Khanna, the Directors of the hospital. With much success achieved in over 25 years devoted to healing, the Doctor couple continues undeterred to bring the latest scientific medical technology to improve and save lives in this part of country. The hospital has a staff of 200+.

Infertility & Test Tube Baby Centre, High Risk Pregnancy Centre, Internal medicine unit, Neonatal & Pediatric Unit, Laparoscopic Surgery Unit, Gastro Medicine & Gastro Surgical Unit, Urology & Urogynae Unit, Oncology Unit, Neurology & Neurosurgery Unit, Orthopedic & Joint Replacement Unit, Pulmonary Medicine Unit, Plastic & Micro Surgery Unit, Nephrology & Dialysis Unit, Obesity & Cosmetic Surgery Unit, Diagnostic & Scan Centre are the facilities available at the hospital. There are at least 700-800 receipts issued on any given day in the outpatient department.

### Business Challenge

The hospital started using Tally 5.4 version and slowly got upgraded to the current Tally.ERP 9. When the time came to change to an ERP system, Ajanta Hospital tried to use another package. Their assessment proved the package suitable except for the fact that it called for a change of the entire system of the hospital to suit the software.

The main area of concern was the need to have cash collection counters at each floor of the hospital to allow patients to make payments at any counter on any floor depending upon the kind of service they were availing. The hospital management also wanted a safe system that would prevent any dishonest practices in the management of cash. These cash counters were open 24x7 and managed in three shifts. The challenge was to have a user-wise / counter-wise cash flow statement with opening cash, cash collected during the shift including details of patients or cash memo (in case of Out Patient Department), and cash deposited with the main cashier or sent to the bank and taken into account during closing of balance.

The second challenge was to map the billing of various packages with corresponding charges negotiated with various Government establishments and corporate houses. The third challenge was to integrate various types of facilities available in the hospital e.g. pharmacy, Operation Theatre, CT-Scan station, pathology, X-ray, ICU, various types of rooms, general ward etc. from the accounting point of view. Lots of information that needed to be captured was non-commercial in nature e.g. pathology test reports, patient's clinical history, complete information of discharge card etc.

## The Solution

The hospital approached Mr. Mukesh Khanna, Director, Suyog System & Software, Lucknow Master Tally Partner in Lucknow for the implementation of the system of their choice.

The customisation of Billing, Receipt generation of Bills at Out Patient Department and In-Patient Department were carried out. Also, all the bills were customised in the form of sale order, indent for sale order to final bill. All the bills from registration of the student to the final bill are customised. "More or less, the system is doing well," says an appreciative Dr. Anil Khanna.

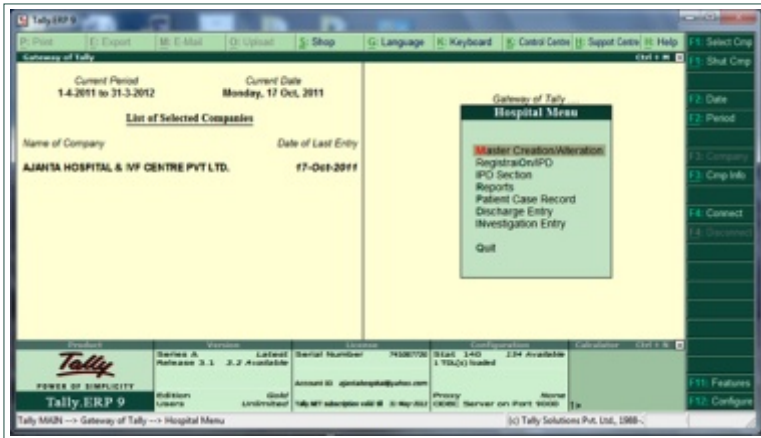
Mr. Mukesh Khanna, informs "Each department has been customised. The challenges faced by the hospital have mostly been addressed. Outpatient allotments, bed allotment, registration, availability of vacant bed are some examples. The charges for each function are picked from the list. About 70% of the software has been customised".

Dr. Anil Khanna was highly appreciative of Tally. He is of the opinion that especially for any start-up organisation, Tally is very good.

As a parting note, Dr. Anil Khanna quips, "We are comfortable with Tally. Suyog is doing a wonderful job. We are satisfied with their backing".

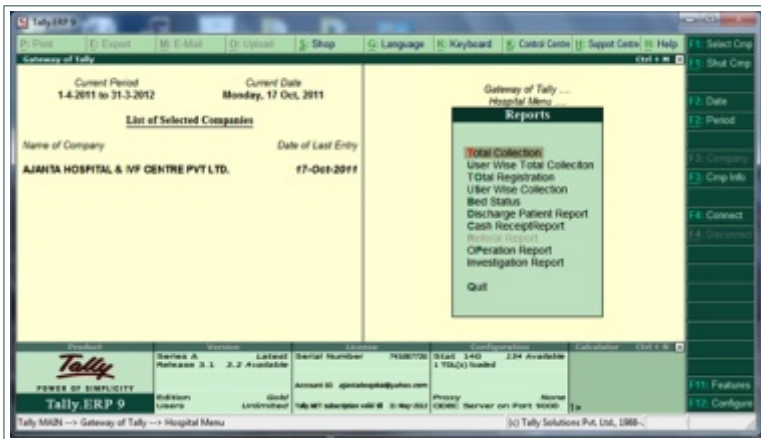


Mr. Mukesh Singh, Director, Suyog System & Software



Hospital menu-Masters

"Tally has no hiccups. We have no complaints or problems with Suyog System who are always available to help," says Dr. Anil Khanna.



Gateway - Customised Reports



Ajanta Hospital and IVF Centre - Lucknow

## BENEFITS

- More secure Cash management
- Integration of various facilities
- Customised reports for specific hospital departments