

# Case Study: Dr. Balabhai Nanavanti Hospital

Mumbai hospital sees 30% reduction in administration time thanks to Zetafax



“Our user feedback has been excellent. Zetafax is easy to maintain as well as use, and I would definitely recommend Zetafax to other departments and other hospitals.”

Dr. Mahesh D Shirke, Manager for the Registration and Corporate Cell, Dr. Balabhai Nanavanti Hospital.

## Background

Priding itself on offering world class quality medical care, Dr. Balabhai Nanavati Hospital in Mumbai has been providing dedicated service for over 60 years. Its 44 multi-speciality departments are manned by 170 consultants, residents, junior doctors, nurses, paramedics and other staff who strive round the clock with the sole aim of delivering quality health care and improving the quality of life of its patients.

## The Problem

Dr. Balabhai Navanti Hospital has around 1,600 admissions each month, and between 50 and 60 discharges every day. Around 25% of this occupancy falls under the ‘cashless insurance’ section, where patients do not need to pay for the treatment they receive.

The Corporate department therefore deals with all major insurance companies, 12 third party agencies and over 250 corporate clients. In order to approve the medical claim of the patient, documentation required by the insurance company and any third parties is transmitted by fax to ensure the security of the patient information, with the resulting approval of the claim also being faxed back to hospital.

“The Corporate department were using physical fax machines to handle this documentation, which resulted in a lot of manual effort being spent to send and receive faxes,” explains Dr. Mahesh D Shirke, Manager for the Registration and Corporate Cell at the hospital. “The machines being used did not provide reports on whether the fax had been successfully transmitted, and all sent and received faxes had to be stored in filing cabinets. All of this caused significant delays in the claims process.”

The Corporate department therefore required a reliable solution that would allow users to quickly, easily and securely send documents to the relevant insurance company, agency or corporate client. The ability to swiftly retrieve information that had been sent or received by fax was also a key requirement.

## What they say about Zetafax:

“We estimate that around 30% of an employee’s time is being saved by using Zetafax. This means that staff can focus on other business critical tasks, as well as ensuring that claims are approved as quickly as possible to receive payment from the insurance company.”

Dr Mahesh D Shirke, Manager for the Registration and Corporate Cell.

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## The Solution

The hospital was introduced to Zetafax by Rincon as a way of saving the department time and money, streamlining the entire process. Dr. Balabhai Navanti Hospital purchased a five user Zetafax system to enable the Corporate department to handle faxing electronically.

“The department had been using a Multi-Functional Printer (MFP) with a fax machine as a back-up,” continues Dr. Shirke. “During the evaluation, we found Zetafax to be very user friendly and improved the turnaround time for the process. Pages could be queued in Zetafax and automatically filed, eliminating the risk of lost or misfiled pages.”

Following installation of the Zetafax system, they also then moved from a modem to an intelligent fax board to further reduce running costs, and reduce the risk of lost faxes due to a lost connection. Now, a single fax line connected to the Zetafax server takes care of the 100-120 pages that are being sent and received via fax each day.

## The Benefits

“We estimate that around 30% of an employee’s time is being saved by using Zetafax,” continues Dr. Shirke. “This means that staff can focus on other business critical tasks, as well as ensuring that claims are approved as quickly as possible to receive payment from the insurance company.”

Zetafax is now the single point for all communication related to fax, with users sending, receiving or viewing faxes in one central place. Audit trails and reports allow complete tracking of both sent and received faxes, and, since only selective users have access to the solution, no sensitive information received by fax is mislaid.

All faxes sent and received are archived in date order, which means that retrieving information is very quick and easy. The system is then backed-up on a regular basis to ensure that no information is lost.

“Our user feedback has been excellent,” concludes Dr. Shirke. “Zetafax is easy to maintain as well as use, and I would definitely recommend Zetafax to other departments and other hospitals.”

Equisys produces software packages for document production and delivery, including the award winning Zetafax® network fax server and newly acclaimed Zetadocs® PDF software that creates and emails personalized PDF documents.

Our software products are designed for small and mid-market businesses, and for departmental use at multinational companies. They stand out from the competition by being simple to install and manage, reliable and great value - backed by outstanding service and support.

We have over 60,000 customers, in more than 100 countries, who are served through an international partner network of distributors, VARs, resellers and ISVs.

Our market leading fax server, Zetafax, speeds the flow of critical business documents by enabling users to send and receive faxes on their PCs. It integrates with ERP, CRM, accounting and other applications for automated faxing from those systems, providing auditable records of fax communications.

Zetadocs helps users work smarter by creating and emailing PDF documents, streamlining business processes to remove tedious manual procedures and help companies improve the service levels they offer.

Equisys was founded in 1987 and has offices in London, UK and Atlanta GA, USA.

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