Genie App: Smart Health Companion for Wellness & Care
Jaslok Hospital & Research Centre, Mumbai

About the Organization

- Hospital Name: Jaslok Hospital & Research Centre
- NABH Accreditation/Certification Number: H-2013-0184
- Address: Dr G Deshmukh Marg, Peddar Road, Mumbai - 400026
- Contact Person: Ms. Mercy Julius Caesar
- Designation: Manager Quality
- Email: qmd@jaslokhospital.net
- Mobile Number: 9850170737

Problem Statement / Digital Challenge

- Challenges & Solutions: API delays (parallel development), privacy (PII separation & consent), diverse users (simple UI/UX, voice bot), internal buy-in (staff workshops)

- Why Digital?: Centralized secure data, automated workflows, self-service transparency, streamlined coordination, NABH compliance

- Stakeholders & NABH Impact: Patients, doctors, nurses, admin; supports patient-centric care, IT adoption, and data integrity

Digital Tool / Solution Implemented

- Jaslok Genie – Digital bridge connecting patients, doctors, nurses, and administrators for smooth information flow and engagement.
- In-house Developed with an external tech partner, customized by in-house clinical and admin teams to meet NABH standards.

Key Features

- Patient self-service: appointment booking, report access, billing info, health records.
- Time taken for rollout: January–May 2024.
- Staff trained / departments covered
  Nursing, OPD desk, Billing, Medical Records.
- Internal champions that led the initiative
  IT Department, Departmental Coordinators, and Super Users as change champions.

Digital Impact

- Operations: Better documentation, faster appointments/reports, reduced costs.
- Quality/Safety: Audit-ready, time-stamped records.
- Recognition: Flagship digital project; aided NABH certification.
- NABH Support: Strengthened IMS, real-time monitoring, improved transparency & audits.

Enablers

- Patient-Centric Focus – demand from patients for transparency, faster service, and digital access.
- Leadership Support – strong backing from hospital management for digital transformation.
- Internal Champions – department coordinators and "super users" driving adoption.
- NABH Alignment – clear framework to structured documentation, safety, and compliance digitally.

Challenges

- Change Management – resistance from some staff used to manual processes.
- Training & Adoption – required repeated sessions for frontline users.
- Integration Issues – ensuring seamless connectivity with HIS, billing, and lab systems.
- Data Security Concerns – maintaining compliance with patient confidentiality and IT safeguards.

Lessons Learned / Replicability

- Unified portal combining appointments, bed reservations, reports, billing—improved convenience and care continuity.
- Strong privacy posture with encrypted data and no user info sharing.

Considerations for Other Hospitals

- Integrate core services into one platform, involve patients/staff early, and maintain updates with feedback channels.