



Transforming Egypt's Healthcare with **Zoho**

Case Study



Overview

Why Mansoura's Hospitals Need Digital Transformation

Mansoura is one of Egypt's fastest-growing medical hubs, but many hospitals still depend on manual systems. As patient volumes rise, the sector requires stronger digital coordination.

To succeed, hospitals must ensure:

- Smooth patient journeys from booking to discharge
- Accurate electronic medical records and audit trails
- Synchronized departments (OPD, IPD, labs, pharmacy, billing, radiology)
- Automated workflows instead of paperwork
- Real-time dashboards for occupancy, billing, staff load
- A scalable cloud-based system that supports expansion

Zoho provides a unified, cost-efficient platform that modernizes hospital operations without heavy IT investment.

Zoho Features for Healthcare

How Zoho Strengthens Hospital Operations

- **Zoho CRM:** Manage patient inquiries, appointments, reminders, follow-ups.
- **Zoho Books:** Automated billing, insurance claims, payment history, OPD/IPD invoicing.
- **Zoho Creator:** Custom hospital modules — patient registration, ward management, discharge notes, pharmacy stock, lab and radiology status, OT scheduling, nursing workflows.
- **Zoho Desk:** Centralized patient support across calls, email, WhatsApp with ticket tracking.
- **Zoho Forms & Workflows:** Digital consent forms, admission forms, lab request forms, discharge checklists.
- **Zoho Analytics:** Dashboards for bed occupancy, turnaround time, revenue metrics, doctor performance.
- **Zoho Cliq & Projects:** Internal coordination between doctors, nurses, labs, pharmacy, and admin teams.

Technology Stack



How Zolute Helps Mansoura Hospitals

Your Healthcare Transformation Partner

- **Healthcare-Focused Zoho Configuration**

We tailor Zoho CRM and Creator for OPD/IPD flows, pharmacy automation, follow-up cycles, and patient registration.

- **End-to-End Hospital Automation**

Bed management, lab and radiology updates, OT scheduling, equipment tracking, and nursing shift plans — all digitized.

- **Local Billing & Insurance Customization**

Zoho Books configured for Egypt's tax rules, hospital billing formats, and insurance claim processes.

- **Regional Understanding**

Deep insights into Mansoura's hospital operations — queue issues, pharmacy stock challenges, diagnostic delays.

- **Advanced Analytics**

Dashboards for patient inflow, bed occupancy, revenue growth, doctor utilization, and department-wise performance.



Get In Touch



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