

CareIQ

Hospital Operations & Patient Journey

One record from the first booking to the final bill — built for private and government hospitals in South Africa.

EXECUTIVE SUMMARY

A hospital captures the same patient's details over and over: the specialist's rooms, admissions, radiology, after-care. Each hand-off runs on a phone call, a paper form, or a system that doesn't talk to the next one. A hospital sells time — theatre minutes, beds, ICU nights and imaging slots are perishable, and an hour not booked is gone. CareIQ captures the record once and carries it through pre-admission, theatre and the account, turning that time into capacity the hospital can plan, book and bill before it's lost.

-  Pre-admission is completed once, on a phone or at reception, with automated checks on missing documents, scheme details and authorisations — every failed check falls softly into a task for a clerk, so no patient is ever blocked.
-  Theatre sessions and cases are booked into one list, reserving the theatre, the surgeon and every other resource a case needs, so nobody rebuilds the list by hand from several diaries.
-  Deposits and co-payments are calculated from scheme, plan and procedure at booking, estimated from the hospital's own billing history, and settled before admission rather than chased after discharge.
-  Recovery pathways book follow-up reviews and allied therapy appointments, with reminders that carry the patient past discharge.



Private groups and government hospitals, one standard of care.

WHAT CAREIQ ENABLES

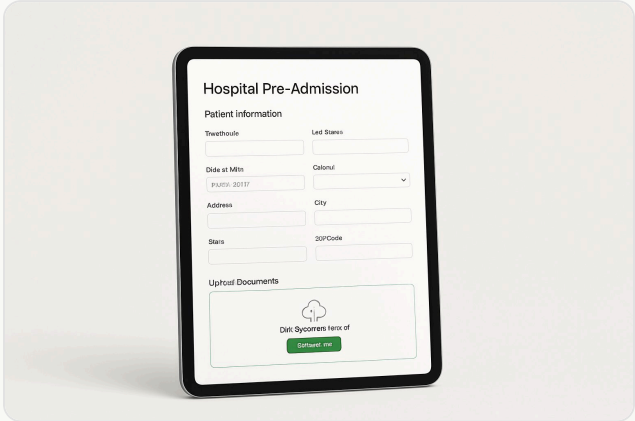
- 1 Consultation booking vetted by the specialist's rooms
- 2 Theatre sessions and case booking in one list
- 3 Once-only digital pre-admission
- 4 Deposits and co-payments settled at booking
- 5 A recovery pathway that outlasts discharge
- 6 A front door that answers, any hour, any language, never diagnosing or quoting a fee

WHY IT MATTERS IN SOUTH AFRICA

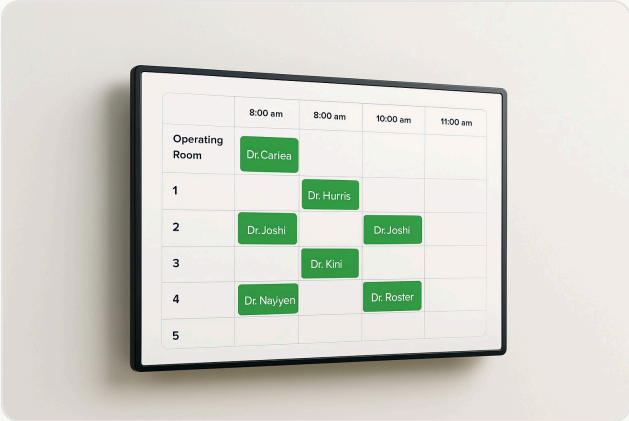
-  Private groups managing theatre efficiency and medical aid co-payments
-  Government hospitals under NHI implementation needing auditable records
-  POPIA-aligned, consent-led handling of patient information
-  Capacity pressure eased by a booking line that never stops answering

The Same Patient, Captured Once

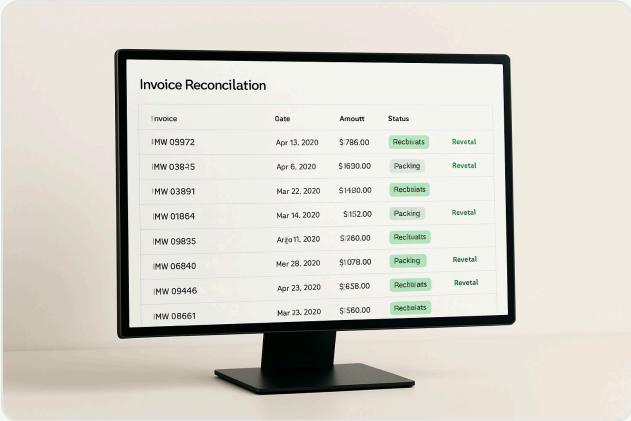
Specialist rooms, admissions, radiology and after-care each take the patient's details again. CareIQ captures the record at the front door and carries it through pre-admission, theatre, recovery and the account.



1 Pre-admission



2 Theatre list



3 Account reconciliation

STEP

WHAT CHANGES

1



Consultation booking, vetted by the rooms
A request reaches the specialist's rooms before a slot is confirmed.

→

The booking reflects what the surgeon wants to see, and a cancellation becomes another patient's earlier slot, not an empty one.

2



Theatre sessions and case booking
Sessions are allocated and cases booked directly into them, each with its own plan for minutes, bed level and equipment.

→

The theatre list is produced from bookings, not rebuilt from four diaries, and an over-running session is refused up front.

3



Once-only digital pre-admission
Patients complete it once, on their phone or at reception, scanning in an ID or medical-aid card for the system to read.

→

Missing documents, scheme details and authorisations surface as a task for a clerk, not a block on the patient.

STEP

WHAT CHANGES

4



Deposits and co-payments at booking
Scheme, plan and procedure go in; a deposit estimated from the hospital's own billing history comes out.

→

The patient pays by link or at reception, before admission rather than after discharge.

5



Recovery pathway
Follow-up reviews and allied therapy appointments are booked into the pathway, with reminders before each one.

→

Post-operative reviews happen on schedule, and a missed appointment is flagged rather than lost.

6



A front door that answers
Voice and chat agents book, cancel, reschedule and answer questions at any hour, in the patient's own language.

→

It never diagnoses, never books surgery and never quotes a fee, handing over to a person when it should.

One Hospital, Every Department on the Same Record

Built for South Africa's Private and Government Hospitals

South Africa runs a dual system: private hospital groups serving medical aid members, and government hospitals carrying most of the population through a constrained public budget. The National Health Insurance Act, signed into law in 2024, and the Information Regulator's rules under POPIA both raise the bar for how a patient record moves between parties. CareIQ is built to operate under both.



PRIVATE HOSPITAL GROUPS

- 1 Theatre lists reconciled against real bookings, not four diaries
- 2 Co-payments and deposits settled at booking, cutting discharge-day disputes
- 3 Specialist rooms linked to admissions so bookings reflect clinical intent
- 4 Account lines checked against tariff and pre-authorisation before they leave



GOVERNMENT HOSPITALS

- ✓ A single patient record that survives hand-offs between departments
- ✓ POPIA-aligned, consent-led handling of personal health information
- ✓ An append-only audit trail on every booking, admission and discharge
- ✓ Capacity visibility across access, theatre utilisation and discharge



BUILT TO THE STANDARDS HOSPITALS ALREADY ANSWER TO



POPIA



HL7 FHIR R4



HL7 v2 Messaging



ICD-10 & NAPPI



ISO/IEC 27001



Append-only audit



Per-tenant data isolation

One Platform, Every Department Involved

CareIQ runs alongside the hospital's core systems, the claims switch and the finance ledger. What goes is the paper and the manual steps between them.



WHO USES CAREIQ



Hospital executives get one view of access, theatre utilisation, discharge and the cash tied up in each.



Theatre and nursing managers work from a list produced from real bookings, in a single role-based console that reaches everyone.



Admissions and patient services complete pre-admission before the patient arrives and settle deposits at booking.



Specialists and their rooms get bookings they've vetted, and discharge summaries that come back to the practice.



LINKED ACROSS THE PLATFORM



PracIQ: a theatre request raised in a specialist's practice diary opens the patient's pre-admission automatically, with each practice remaining its own data owner.



RevenuelQ: every account is checked against tariff, quantities and pre-authorisation before it leaves.



CrewOptix: theatre sessions and case load drive staff rostering, so the roster follows the list.



SiteComm: the call centre books into the same diaries CareIQ runs, with reminders on the channel patients answer.



FROM THE FIRST BOOKING TO THE FINAL BILL – ONE RECORD, FOR EVERY HOSPITAL IN SOUTH AFRICA.



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