Overview

KiviLab is a comprehensive management platform designed to streamline operations, enhance efficiency, and improve accessibility for labs, vendors, collectors, and patients. It empowers labs to manage their entire workflow digitally, from vendor onboarding and sample collection to result delivery and reporting.

Key Components of KiviLab:

1. **Super Admin Dashboard:**

The KiviLab Admin Dashboard provides a powerful, intuitive interface for administrators to oversee all aspects of the platform. From this central hub, administrators can:

- **Manage Vendors:** Onboard, manage, and track performance of multiple vendor labs and diagnostic centers.
- **User Management:** Control user access and permissions for all roles (admins, vendors, collectors, patients).
- **Test and Package Management:** Define and manage test catalogs, test parameters, and bundled packages.
- **Reporting and Analytics:** Generate comprehensive reports on lab performance, revenue, and key metrics.
- **System Configuration:** Customize system settings, manage integrations, and configure security parameters.
- **Commission management:** Manage commission rates and payouts to vendors.

2. **Multi-Vendor Portal: Empowering Collaboration**

The KiviLab Multi-Vendor Portal allows labs and diagnostic centers to seamlessly integrate with the platform. Vendors can:

- **Receive and Process Test Sample:** Access and manage assigned test samples in real-time.
- **Update Order Status:** Provide timely updates on sample processing and result availability.
- **Manage Test Results:** Upload and manage test results securely.
- **Access Vendor-Specific Reports:** Track their performance and revenue.
- **Communicate with Admins and Collectors:** Facilitate smooth communication throughout the process.
- **Manage their own profile:** Update information, and control what information is publicly available.

3. Collector App: Streamlining Sample Collection

The KiviLab Collector App empowers mobile collectors to efficiently manage their daily tasks. Key features include:

- **Order Assignment and Tracking:** Receive and manage assigned sample collection orders.
- **Patient Information Access:** Securely access patient information and contact details.
- **Appointment Scheduling and Management:** Schedule and manage sample collection appointments.
- **GPS Navigation and Routing:** Optimize collection routes for efficiency.
- **Real-time Status Updates:** Provide instant updates on sample collection status.

4. User/Patient App: Accessing Lab Services with Ease

The KiviLab User/Patient App provides patients with convenient access to lab services. Features include:

- **Test Ordering and Scheduling:** Browse and order tests, and schedule sample collection appointments.
- **Result Access:** Securely view and download test results.
- **Order Tracking:** Track the status of their orders in real-time.
- **Payment Management:** Make secure online payments and view payment history.
- **Communication:** Communicate with the lab or collector regarding orders and appointments.
- **Profile Management:** Manage personal information and medical history.

KiviLab is a **comprehensive, scalable, and user-friendly** solution designed to **revolutionize the laboratory service industry**, ensuring efficiency and convenience for all stakeholders.

App Features

Super Admin Dashboard:

The Super Admin Dashboard serves as the central command center, providing comprehensive control and oversight. In addition to core vendor and user management, the Super Admin can:

1. **Dashboard Overview**: Provides a high-level summary of key metrics, including vendor activity, order status, and system performance.
2. **Vendor Management:** Onboard, manage, and track performance of multiple vendor labs and diagnostic centers. Also can Manage vendor documents, bank details, and commissions.
3. **Subscription Management for Vendors:** Super admin can Manage vendor subscription plans and billing.
4. **Collector Management:** Onboard, manage, and track performance of collector sample collection and activity. Also can manage collector details documents and performance.

5. **Test Catalog and Package Management:** Super admin can Define and manage test catalogs, test parameters with different pricing and bundled packages.
6. **Prescription Analysis and Test Catalog Suggestion:** System allows review of user-uploaded prescriptions and provides relevant test catalog suggestions.
7. **Earning and Payout Reports:** Generates detailed reports on vendor & Collector earnings and payout history.
8. **Reporting and Analytics**: Generates comprehensive reports on lab performance, revenue, and key metrics.
9. **Helpdesk Management:** Super admin can manage and resolve support tickets from users/patients.
10. **Access Control:** Implements granular access control for all user roles, ensuring data security.
11. **Settings and Configuration:** Customizes system settings, manages integrations, and configures security parameters.

Vendor Dashboard

The KiviLab Vendor Portal provides labs and diagnostic centers with a powerful platform to manage their operations efficiently. In addition to core order and result management, vendors can now:

1. **Dashboard Overview:** Provides a high-level summary of key metrics, including Collector activity, Total outstanding, order status, and system performance.
2. **Appointment Management:** Vendor can manage , update and view the appointment list and update the appointment status.So vendor can Improve scheduling efficiency and patient communication.
3. **Collector Management:** Onboard, manage, and track performance of collector sample collection and activity. Also can manage collector details documents and performance.
4. **Lab Management:** Vendors can manage, view and edit labs with different sessions.

5. **Test Catalog and Package Management:** Super admin can Define and manage test catalogs, test parameters with different pricing and bundled packages.
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7. **Earning and Payout Reports:** Generates detailed reports on vendor & Collector earnings and payout history.
8. **Helpdesk Management:** Super admin can manage and resolve support tickets from users/patients.
9. **Settings and Configuration:** Customizes system settings, manages integrations, and configures security parameters.

Collector App

1. **Appointment Management:** Collector can manage, view the assigned appointments from vendors and update status according to test sample collection.
2. **Tracking and Navigation:** Collector can Track appointment locations using GPS. Also provide Track appointment locations using GPS.
3. **Sample Collection Management:** Collector can take samples from patients and submit to vendors then manage status according to ground sitution.
4. **Wallet and Payout Management:** Collector can view the wallet balance and history. Provides withdrawal option also from wallet.
5. **Patient Information Access:** Securely access patient information, including contact details, medical history, and special instructions.
6. **Communiction:** Communicate with admins and patients regarding appointments and sample collection. Communicate with admins and patients regarding appointments and sample collection.

User App

The KiviLab User/Patient App is designed to provide patients with seamless access to laboratory services from the comfort of their homes. Key features include:

1. **Appointment Booking with Test Case/Package Selection:** Browse and select individual test cases or pre-defined test packages. Users can Schedule appointments for sample collection at a preferred time and location.
2. **Search functionality:** Users can Search for tests, packages, or labs using keywords or specific criteria.
3. **Helpdesk**: Users can submit support tickets and track their status.
4. **Payment Methods:** Users can pay with different payment methods like Razorpay, Paystack, Flutterwave, etc..
5. **Prescription Uploads:** Allows Upload prescriptions for analysis and test catalog suggestions.
6. **Profile Management:** Manage personal information, medical history, and contact details.
7. **Digital Reports:** Access test results securely via the app.
8. **Notifications & Alerts:** Receive updates on appointments, reports, and offers.

FAQs

1. **What is Kivilab?**
   Ans: KiviLab is a laboratory management platform designed to streamline operations and enhance patient access to diagnostic services. It connects labs, vendors, collectors, and users/patients.

2. What are the key benefits of using KiviLab?

Ans: KiviLab offers enhanced efficiency, improved patient care, increased collaboration, data security, scalability, and improved revenue management.

3. Is KiviLab secure and compliant?

Ans: Yes, KiviLab prioritizes data security and complies with relevant regulations, including data privacy standards.

4. How do I manage vendor commissions?

Ans: Go to "Vendor Commissions" to set commission rates, track earnings, and manage payouts.

5. How do I register a new collector?

Ans: Go to the "Collector Management" section and select "Register Collector or Collector can self register via mobile app.

6. How do I manage my subscription?

Ans: Go to your profile, and there will be a subscription management tab.

7. How do I withdraw funds from my wallet?

Ans: Go to the "Wallet" section and select the "Withdraw" option.

8. How do I upload a prescription?

Ans: From the home page of the app, there is an option for uploading prescriptions**.**

9. What payment methods are accepted?

Ans: System allows cash and online both options accepted.