Executive Summary

DT Clinic Operations Assignment

Role Simulated: Clinic Operations / Business Analyst

Objective

The assignment focuses on **reducing daily chaos in a small clinic** by:

- Preventing inventory and billing errors from becoming month-end problems
- Minimizing doctor involvement in routine patient communication
- Introducing **simple, low-effort systems** that staff can run daily
- Protecting the doctor's time while ensuring high-quality patient care

Task 1: Daily Clinic Inventory Micro-Audit

Problem:

- Medicines are entered manually, leading to small frequent errors
- High-volume drugs have multiple name variations
- Mistakes often show up only at month-end, wasting time and money

Solution:

- Focus only on **high-risk medicines** (e.g., Dolo 650, Azithromycin 500)
- Standardize name variations daily
- Calculate expected stock and compare with actual closing stock
- Perform **random bill spot checks** for staff discipline
- Maintain a **weekly error log** for pattern detection
- Escalate to the doctor **only if financial or treatment impact is significant**

Outcome:

- Early detection of errors
- Improved staff compliance
- Month-end inventory surprises reduced
- Minimal involvement from the doctor

Task 2: Patient Care & Communication System

Problem:

- Doctor replies to patients on WhatsApp individually
- Follow-ups are remembered mentally
- Repeated questions consume clinical time
- No single system to track patient communication

Solution:

- Create a **Google Sheet–based Care Control system**
- Classify messages into **automated** (follow-ups, post-procedure advice) and **doctor-approved** (custom instructions, patient questions)
- Batch doctor reviews into short **10-minute sessions**
- Route patient questions through Google Forms instead of WhatsApp
- Send messages only when approval rules are satisfied
- Daily **closing check** ensures nothing critical is missed

Outcome:

- Routine messages are automated and timely
- Doctor sees only exceptions
- Staff can manage system daily without errors
- WhatsApp chaos eliminated

Overall Impact

- Doctor time is protected
- Errors and exceptions are absorbed by the system
- Staff compliance improves naturally
- Patients get timely, consistent care
- Systems are **simple, scalable, and realistic** for a small clinic

Key Principle:

Automated protocols manage standardized data and routine tasks to ensure operational consistency and speed.

By filtering out the predictable, the system minimizes clinical noise and reduces administrative fatigue.

This allows doctors to dedicate their full cognitive capacity to complex cases and nuanced ethical decisions.

The synergy of machine precision and human intuition creates a healthcare model that is both efficient and empathetic.