

NexaCare Medical System

Product Overview for Stakeholders & Investment Discussion

Document Purpose: High-level product overview for client and investor discussions.

Audience: Management, potential clients, investors.

Confidentiality: Confidential — for authorized stakeholders only.

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1. Executive Summary

NexaCare is a healthcare management platform that connects hospitals, doctors, labs, pharmacy, and patients in one system. It supports **outpatient (OPD)** and **inpatient (IPD)** workflows with role-based dashboards, appointment booking, prescriptions, lab coordination, and notifications.

Value proposition

- **For hospitals:** One platform for appointments, queue, billing, IPD, and reporting.
- **For doctors:** Schedule, prescriptions, lab requests, and patient history in one place.
- **For patients:** Book visits, view prescriptions and lab reports, and get reminders.
- **For labs & pharmacy:** Integrated orders, results, and dispensing workflows.

Current state: Core OPD flow (book !' confirm !' check-in !' consult !' prescribe !' invoice) is live, including online payment, appointment reschedule requests, and medicine reminders. IPD admission, bed management, clinical documentation, nurse eMAR, and pharmacy inventory are implemented. Doctor availability and leave management are in place. Lab and radiology workflows are in place. Roadmap covers telemedicine, multi-channel reminders, and analytics.

2. User Roles — Features at a Glance

The system supports **eight user roles**. Below is a summary of what each role can do today and what is planned (no technical or internal details).

2.1 Patient

Area	Currently Available	Planned / Future
Appointments	Book by hospital & doctor, choose date/time, pay online; view and manage appointments; request reschedule (receptionist approves)	Calendar view, recurring visits, reminders (SMS/WhatsApp)
Prescriptions	View prescriptions, see medications and instructions, download; request refill (pharmacy notified)	Refill reminders, link to pharmacy for delivery
Lab reports	View lab results linked to visits; get notified when results are ready	Direct lab test booking, historical trends
Profile & family	Profile, add family members, book "on behalf of" family	Family health summary, dependents management

Communication	In-app notifications (appointments, prescriptions, lab, refills, medicine reminders); messages	SMS/email/WhatsApp channels
Records	Document upload UI and care timeline (appointments, prescriptions, labs); persistent storage planned	Full digital health record, vaccination history
Payments	Checkout and payment for appointments (online payment flow; gateway configurable)	Payment history, insurance claims, receipts

Patient flow (current)

Register/Login ! Onboard profile ! Book appointment (hospital ! doctor ! slot ! pay) ! Receive confirmation ! Arrive and get checked in (token) ! Consult ! Receive prescription & lab requests if any ! View prescriptions & lab reports ! Get notifications (e.g. results ready, refill, medicine reminders).

Patient flow (future)

Same as above, plus: reminders before visit (SMS/WhatsApp), teleconsult option, pharmacy ordering, insurance verification, and a clearer health timeline.

2.2 Receptionist

Area	Currently Available	Planned / Future
Appointments	View pending/confirmed/checked-in; confirm; check-in (temp ! real token); filter by today/tomorrow/date; approve/reject patient reschedule requests	No-show KPI count, overdue alerts, bulk actions
Queue	OPD queue with token display; late-arrival handling; mark patient as no-show	Real-time queue display, call-next-patient
Pre-consult	Record vitals before doctor; request lab test (with hospital as requester)	Triage checklist, pre-visit forms
Billing	Create invoice after check-in; link to payment	Payment tracking, pending payments KPI
IPD	View IPD tab; support admission and encounter list	Bed availability in one view, discharge workflow
Lookup	Contact directory (search by name, ID, mobile)	Quick patient history, visit history
Communication	In-app messages	SMS/email reminders, templates

Receptionist flow (current)

Login ! See dashboard (today's list, queue) ! Confirm pending appointments (temp token) ! Check in arriving patients (real token) ! Optionally record vitals / request lab ! After consult, create invoice ! Use contact directory as needed.

Receptionist flow (future)

Same, plus: no-show and pending-payment metrics, automated reminders, reschedule from queue, and clearer bed-status for IPD.

2.3 Doctor

Area	Currently Available	Planned / Future
Schedule	Today's and upcoming appointments; patient, time, token, status; availability and leave (rules, exceptions, bulk reschedule for leave)	Recurring slots

Consultation	View patient, vitals, lab requests; create prescription (medications, dosage, frequency); request lab	Lab results widget, follow-up suggestions
Prescriptions	Create from appointment; patient gets notification; medicine reminders scheduled for patient	E-signatures, templates, drug interaction checks
IPD	View IPD patients; admit; assign bed; rounds/visits; clinical notes; transfer to another doctor	Full CPOE (orders), eMAR from orders, round templates
History	Patient context in appointment (vitals, labs)	Full history timeline, past prescriptions
Communication	In-app messages	Notifications for lab/patient updates, teleconsult link

Doctor flow (current)

Login !' Dashboard (today/upcoming) !' Select checked-in patient !' See vitals/lab if done !' Create prescription / request lab !' For IPD: admit, assign bed, add rounds and notes, transfer if needed. Manage availability and leave (reception/booking use updated slots).

Doctor flow (future)

Same, plus: lab results in dashboard, IPD orders (medications, investigations, diet), eMAR from orders, and teleconsult.

2.4 Hospital Administrator

Area	Currently Available	Planned / Future
Overview	KPIs (doctors, patients, appointments, revenue); tabs: Appointments, IPD, Reports, Audit	Dedicated appointments page, export revenue
Appointments	Today/upcoming and past by date	Full appointment list, filters, exports
IPD	Bed structure, occupancy, encounters list; view patient and clinical docs (read-only)	Discharge workflow, census reports
Reports & audit	OPD, lab, finance, IPD census; audit logs with export (e.g. CSV)	Custom reports, scheduled reports, compliance dashboards
Revenue	Revenue details view	Export (e.g. CSV/PDF), breakdown by department
Staff	Access to staff-related flows via dashboard	Staff roster, approvals, role management
Communication	In-app messages	Alerts, compliance notifications

Hospital admin flow (current)

Login !' Dashboard (KPIs, tabs) !' Review appointments by date !' Review IPD (beds, encounters, patient docs) !' View reports and audit logs !' View revenue.

Hospital admin flow (future)

Same, plus: dedicated appointments and doctor/patient/lab report pages, revenue export, and stronger reporting/compliance tools.

2.5 Lab Technician

Area	Currently Available	Planned / Future
Orders	Pending orders queue; see requester (e.g. hospital/doctor)	Priority sorting, filters
Workflow	Sample collection, result entry, report release; status updates	Sample tracking, device integration (e.g. HL7)

Notifications	Patient and doctor notified when report ready	Configurable alerts, critical value alerts
Dashboard	KPIs (samples pending, reports ready, alerts)	Quality control, turnaround metrics

Lab flow (current)

Login ! Pending orders ! Log sample / enter results ! Release report ! System notifies patient (and doctor when applicable).

Lab flow (future)

Same, plus: full order lifecycle in UI, sample tracking, instrument integration, and billing linkage.

2.6 Nurse

Area	Currently Available	Planned / Future
IPD list	View assigned IPD patients; see encounter and bed	Shift handover, assignment rules
Clinical	Record vitals; clinical notes (where integrated); medication administration (eMAR — view due medications, record given/omitted)	Nursing care plans, eMAR driven by doctor orders (CPOE)
Assignments	Nurse assignment to patients	Workload view, task list
Documentation	Vitals and notes visible to doctors	Structured notes, templates

Nurse flow (current)

Login ! IPD patient list ! Select patient ! Record vitals and document notes ! Use eMAR to view due medications and record administration (given/omitted).

Nurse flow (future)

Same, plus: eMAR fully driven by doctor orders (CPOE), nursing care plans, shift handover UI, and task list.

2.7 Pharmacist

Area	Currently Available	Planned / Future
Prescriptions	View prescriptions; dispensing workflow	Refill requests from patients, alerts
Inventory	Stock, items, movements	Low-stock alerts, reorder points
Purchasing	Purchase orders, suppliers	Approval workflow, GRN
Dispensing	Dispense against prescriptions; record	Patient counseling, batch tracking

Pharmacist flow (current)

Login ! View prescription queue ! Dispense and record ! Manage inventory and purchase orders/suppliers.

Pharmacist flow (future)

Same, plus: refill request handling, low-stock alerts, and stronger inventory and counseling features.

2.8 Radiology Technician

Area	Currently Available	Planned / Future
Orders	Pending imaging orders (e.g. X-Ray, CT, MRI)	Scheduling, equipment slot
Reports	Create and release radiology reports; link to order	RIS/PACS-style workflow, image upload

Workflow	Order !' perform !' report !' releaseProcedure documentation, quality checks
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Radiology flow (current)

Login !' Pending orders !' Perform procedure (documentation as per current UI) !' Create report !' Release !' Patient/doctor notified as designed.

Radiology flow (future)

Same, plus: full order lifecycle, imaging procedure documentation, equipment and schedule views, and tighter integration with reporting.

3. End-to-End Flows (Current)

3.1 OPD — From booking to invoice

Patient registers, completes onboarding, and books an appointment (hospital !' doctor !' date !' time slot !' payment).

Receptionist sees pending appointment, confirms it (temporary token assigned); patient and doctor are notified.

Patient arrives; **receptionist** checks them in (real token), may record vitals and/or request lab tests.

Doctor sees checked-in patient, reviews vitals/lab requests, conducts consultation, creates prescription and/or lab requests.

Patient receives prescription notification; **receptionist** can create invoice after check-in/consultation.

Lab (if requested): technician processes order, enters result, releases report; **patient** (and doctor when applicable) gets notification.

Patient sees prescription and lab report in dashboard; can request refill; **pharmacist** can fulfill (when implemented in workflow).

3.2 IPD — Admission to documentation

Receptionist/Hospital admin initiates IPD admission (patient, doctor, bed).

Doctor sees IPD patient, can add rounds/visits and clinical notes; can transfer patient to another doctor.

Nurse sees assigned IPD patients, records vitals and nursing notes; documentation visible to doctors and admin.

Hospital admin can view IPD list, bed occupancy, and read-only clinical documentation and audit trail.

4. Planned Enhancements (Summary)

- **Patient:** Teleconsultation, SMS/email/WhatsApp reminders, pharmacy ordering, insurance verification, health timeline, document storage.
- **Receptionist:** No-show and pending-payment KPI counts, automated reminders, reschedule from queue.
- **Doctor:** Lab results in dashboard, IPD orders (CPOE), eMAR from orders, teleconsult.
- **Hospital:** Deeper reporting, revenue export, compliance tools.
- **Lab:** Full order lifecycle in UI, sample tracking, instrument integration.
- **Nurse:** eMAR driven by CPOE orders, care plans, shift handover UI.
- **Pharmacy:** Refill queue UI, low-stock alerts, inventory optimization.

- **Radiology:** Full order and procedure workflow, equipment and scheduling.
- **Platform:** Production payment gateway, multi-channel notifications (SMS/WhatsApp), analytics and reporting, security and compliance hardening.

Detailed roadmap, timelines, and prioritization are internal and can be shared under NDA or partnership discussions.

5. What This Document Does Not Include

To protect the product and intellectual property, this overview **does not include:**

- Technical architecture, stack, or infrastructure details
- Database design, API specifications, or code
- Internal credentials, test data, or environment details
- File structure, repository layout, or deployment steps
- Competitive strategy, financial projections, or pricing
- Full PRDs, acceptance criteria, or implementation plans

Use: This document is suitable for management to share with clients or investors to explain **what the system does and where it is headed**, without exposing how it is built or operated.