



Umami TLabs

Healthcare Technology Solutions

Empowering healthcare providers with intelligent, integrated technology solutions that streamline operations, enhance patient care, and maximize practice efficiency.



Complete EMR/EHR System

AI-Powered Documentation

Revenue Cycle Management



Smart Scheduling

Custom Mobile Apps

Staff Management

About Umami TLabs

Your Partner in Digital Healthcare Transformation

Who We Are

Umami TLabs is a healthcare technology company dedicated to helping medical practices transition from traditional paper-based systems to modern, efficient digital solutions. We understand that the shift to digital healthcare can be overwhelming, which is why we've designed our platform to be intuitive, comprehensive, and fully supported.

Our Mission

To empower healthcare providers with technology that allows them to focus on what matters most: patient care. We eliminate the administrative burden and complexity that comes with running a modern medical practice.

Why Choose Umami TLabs?

We don't just provide software – we provide a complete ecosystem that integrates every aspect of your practice. From patient records to billing, from appointment scheduling to AI-assisted documentation, everything works together seamlessly.



HIPAA Compliant

Bank-grade encryption (AES-256) ensures patient records are always secure with regular audits and compliance certifications.



24/7 Support

Dedicated support team available round-the-clock with average response time under 5 minutes for urgent issues.



No Lock-in

Month-to-month pricing with no hidden fees. You stay because it works, not because you're locked in.



Cloud-Based

Access your practice data from anywhere, anytime, on any device with automatic daily backups.



Billing & Revenue Cycle Management

Optimize practice solvency with automated financial operations



Overview

Our Revenue Cycle Management (RCM) system is designed to minimize claim rejections and accelerate days sales outstanding (DSO). From invoice generation to payment tracking, our automated system ensures you never miss a payment and reduces administrative overhead by up to 40%.

40%

REDUCED ADMIN TIME

95%

FIRST-PASS CLAIM RATE

30%

FASTER PAYMENTS



Core Capabilities

- ✓ **Automated Claim Submission:** Direct EDI (Electronic Data Interchange) integration with major payers eliminates manual entry errors.
- ✓ **Real-time Claim Tracking:** Monitor claim status from submission to payment in a unified dashboard.
- ✓ **Denial Management Engine:** AI-powered analysis of denied claims with automatic resubmission workflows.
- ✓ **Patient Payment Portal:** Secure online payment gateway with recurring billing and installment plans.

⚡ Core Capabilities (continued)

- ✓ **Insurance Verification:** Automated eligibility checks before appointments to prevent billing surprises.
- ✓ **Financial Analytics:** Real-time dashboards showing revenue trends, outstanding balances, and collection rates.

🎯 Case Study: Multi-Specialty Clinic, Mumbai

Challenge: 25% claim rejection rate costing ₹12 lakhs annually in lost revenue.

Solution: Implemented Umami's automated RCM with real-time verification and denial management.

Results: Claim rejection rate dropped to 5%, recovering ₹9.5 lakhs in previously denied claims within 6 months.

⌚ Implementation Timeline

1 Week 1: Financial System Integration

Link business accounts and map existing insurance codes and fee schedules.

2 Week 2: Data Migration

Securely import open invoices and patient ledgers from legacy systems.

3 Week 3: Automation Setup

Configure rules for auto-invoicing, payment reminders, and claim submission.

4 Week 4: Go Live

Full system launch with staff training and real-time analytics dashboard.

Key Benefits

Our billing solution integrates seamlessly with your existing practice management software, ensuring a smooth transition without disrupting your daily operations. The system learns from your practice patterns and continuously optimizes claim submission for maximum reimbursement rates.

With real-time analytics and detailed reporting, you'll have complete visibility into your practice's financial health, enabling data-driven decisions that improve profitability and reduce administrative burden.

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Smart Appointments & Patient Access

Maximize provider utilization and patient adherence

🎯 Overview

Our intelligent scheduling engine balances provider preferences, appointment acuity, and room availability through a proprietary algorithm. Patients can book appointments via multiple channels including WhatsApp, SMS, web portal, or mobile app, while automated reminders reduce no-shows by up to 70%.

70%

REDUCTION IN NO-SHOWS

24/7

PATIENT SELF-BOOKING

100%

CALENDAR SYNC

✨ Seamless Patient Experience

While doctors manage their schedules through our intuitive calendar interface, patients can book appointments instantly via WhatsApp. The system automatically syncs bookings in real-time, sending confirmation notifications to both parties.

Omnichannel Booking

WhatsApp, SMS, web portal, or mobile app - patients choose their preferred channel.

Smart Reminders

Automated confirmations and reminders sent 48 & 24 hours before appointments.

Real-Time Sync

Instant calendar updates for both providers and patients, eliminating double-bookings.

Waitlist Management

Auto-offering cancelled slots to high-priority waitlisted patients via text.



Core Capabilities

- ✓ **Dynamic Availability Engine:** Real-time slot calculation based on procedure duration and provider templates.
- ✓ **Cascading Notifications:** Multi-channel reminder logic (SMS → WhatsApp → IVR Call) to confirm attendance.
- ✓ **Bi-Directional Calendar Sync:** Seamless integration with Outlook/Google Workspace for staff availability.
- ✓ **Queue Management:** Real-time patient queue with estimated wait times displayed in clinic.
- ✓ **Video Consultation:** Integrated telemedicine for remote appointments with secure video links.



Case Study: Dermatology Center, Austin

Challenge: 18% no-show rate resulting in significant lost revenue and wasted time slots.

Solution: Implemented WhatsApp-based booking with automated reminder system.

Results: No-show rate dropped to 4% within 60 days, adding 12 billable hours per week and increasing monthly revenue by 22%.



Implementation Timeline

1 Day 1: Configuration

Define provider schedules, appointment types, and durations.

2 Day 2: Patient Sync

Import patient contact list for automated notifications.

3 Day 3: Portal Launch

Activate online booking portal and send announcement SMS to patients.



AI Assistance & Clinical Decision Support

Augment clinical expertise with ambient AI documentation

✨ Overview

Our Ambient AI Scribe is built on a specialized Large Language Model (LLM) tuned on millions of de-identified clinical encounters. It passively listens to patient-provider dialogue, filtering casual conversation to extract and capitalize distinct medical necessities, populating the EHR in real-time. This reduces documentation time by up to 70%, allowing physicians to see more patients daily.

70%

LESS CHARTING TIME

3+

ADDITIONAL PATIENTS/DAY

99%

ACCURACY RATE

🎤 Voice-to-SOAP Note Generation

Simply speak naturally during patient consultations. Our AI automatically generates comprehensive SOAP notes (Subjective, Objective, Assessment, Plan) in real-time, extracting vital signs, diagnoses, medication plans, and follow-up instructions.



Zero-Click Documentation

Automatic generation of HPI (History of Present Illness) and Physical Exam notes.



Drug Interaction Alerts

Real-time alerts for potential contraindications based on current meds and new prescriptions.



Automated Coding

AI-suggested E&M (Evaluation and Management) codes based on documentation complexity.



Clinical Decision Support

Evidence-based treatment recommendations drawn from latest medical guidelines.



Core Capabilities

- ✓ **Ambient Documentation:** Passive listening eliminates the need for manual note-taking during consultations.
- ✓ **Multi-Language Support:** Supports English, Hindi, and regional languages for diverse patient populations.
- ✓ **Custom Templates:** Specialty-specific templates for cardiology, pediatrics, orthopedics, and more.
- ✓ **Voice Commands:** Issue orders for labs, imaging, and prescriptions using natural language.
- ✓ **Quality Assurance:** Built-in compliance checks ensure all required documentation fields are complete.
- ✓ **Integration:** Seamlessly integrates with existing EHR/EMR systems via HL7/FHIR standards.



Case Study: Internal Medicine Practice, Chicago

Challenge: Providers spending 2+ hours on documentation after clinic hours, leading to burnout.

Solution: Deployed Ambient AI Scribe for real-time SOAP note generation.

Results: Reduced charting time by 70%, allowing physicians to see 3 additional patients daily. Provider satisfaction scores increased by 85%.



Implementation Timeline

1 Day 1: Plugin Installation

Deploy ambient listening hardware and integrate with EMR system.

2 Day 3: Voice Calibration

AI learns provider-specific accent, terminology, and speech patterns.

3 Day 7: Accuracy Review

First weekly audit to fine-tune AI suggestions and reduce false positives.

4 Day 14: Full Deployment

Live documentation with real-time clinical decision support active.



Electronic Medical Records (EMR/EHR)

Longitudinal, interoperable patient data repository



Overview

Our cloud-native EMR architecture ensures sub-second query response times for patient histories, regardless of dataset size. The system provides a comprehensive 360° patient view with real-time access to labs, vitals, medications, chronic conditions, and appointment history—all in one unified interface.



Patient 360° View

Get a complete picture of your patient's health journey at a glance. Our intuitive dashboard displays everything you need to make informed clinical decisions instantly.



Recent Labs



Vitals Trends



Medications



Conditions



Appointments



Allergies



Core Capabilities

- ✓ **Interoperability:** Seamless HL7/FHIR data exchange with external labs (Quest, LabCorp) and imaging centers.
- ✓ **Custom Forms Builder:** Create specialty-specific intake forms and clinical templates without coding.
- ✓ **E-Prescribing:** Direct integration with pharmacies for instant prescription delivery and refill management.

Core Capabilities (continued)

- ✓ **Lab Integration:** Automatic import of lab results with critical value alerts and trend analysis.
- ✓ **Document Management:** Scan and attach insurance cards, consent forms, and referral letters to patient charts.
- ✓ **Audit Trail:** Complete logging of all record access and modifications for compliance and security.

Mobile Access

View patient records securely from any device—desktop, tablet, or smartphone.

Smart Search

Find any patient, document, or data point in milliseconds with intelligent search.

Clinical Analytics

Population health insights, disease tracking, and quality measure reporting.

API Integration

Connect with third-party tools via RESTful APIs for custom workflows.

Security & Compliance

Security protocols include AES-256 encryption at rest and TLS 1.3 in transit, fully compliant with HIPAA, GDPR, and SOC2 Type II standards.

Data Encryption

Military-grade encryption protects patient data both in storage and during transmission.

Role-Based Access

Granular permissions ensure staff only see what they need to see.

Cloud Backup

Daily automated backups to multiple data centers with 99.99% uptime guarantee.

Compliance Ready

Built-in compliance with HIPAA, GDPR, HITECH, and MACRA requirements.

Case Study: Multi-Specialty Hospital, Bangalore

Challenge: 15,000+ paper charts taking up valuable clinic space with poor accessibility.

Solution: Professional digitization team scanned and indexed all records within 3 weeks.

Results: 100% paperless operation, 80% faster chart retrieval, reclaimed 500 sq ft of storage space worth ₹5 lakhs annually.



Custom Apps & White-Label Solutions

Extend your clinical brand with bespoke digital experiences



Overview

We provide a "Backend-as-a-Service" (BaaS) framework that allows for rapid deployment of branded patient portals. Get native iOS and Android apps submitted to respective App Stores under your organizational account, plus custom web portals hosted at your own domain.



iOS App

Native Swift app optimized for iPhone & iPad, published under your Apple Developer account.



Android App

Native Kotlin app for all Android devices, published on Google Play Store.



Website

Responsive website hosted at yourclinic.com with SSL certification.



Key Features



Telemedicine Infrastructure

WebRTC-based secure video consultations embedded in your app with recording capabilities.



Push Notifications

Targeted health campaigns (flu shot reminders, health tips) sent directly to patient devices.



In-App Payments

Integrated payment gateway for appointment fees, consultation charges, and medicine orders.



Document Sharing

Secure sharing of lab reports, prescriptions, and medical certificates within the app.



Medication Reminders

Smart alerts for medicine intake with refill reminders and pharmacy integration.



Health Tracking

Patient-facing vitals logging (BP, glucose, weight) with trend visualization.

Core Capabilities

- ✓ **Complete Branding:** Your logo, colors, and brand identity throughout the entire app experience.
- ✓ **Multi-Language Support:** Apps available in English, Hindi, and regional languages for wider reach.
- ✓ **Offline Mode:** Core features work without internet, syncing automatically when connected.
- ✓ **Biometric Authentication:** Face ID and fingerprint login for enhanced security.
- ✓ **Family Accounts:** One account manages health records for entire family members.
- ✓ **Analytics Dashboard:** Track app usage, engagement metrics, and patient behavior insights.

Case Study: Pediatric Clinic Chain, Delhi NCR

Challenge: Needed digital presence to compete with larger hospital chains.

Solution: Deployed branded iOS & Android app with telemedicine and appointment booking.

Results: 8,000+ app downloads in 3 months, 40% of appointments now booked via app, 25% increase in patient retention. Parents especially loved the vaccine reminder feature.

Implementation Timeline

1 Week 1: Requirements & Design

Workshop to define brand colors, logos, feature requirements, and user workflows.

2 Weeks 2-4: Development

Engineering team builds your iOS and Android apps with custom branding and features.

3 Week 5: App Store Launch

Submission and approval process for Apple App Store and Google Play Store.

4 Week 6: Patient Onboarding

Marketing campaign to drive app downloads with in-clinic promotions and SMS campaigns.

👤 Staff Management & Scheduling

Streamline HR operations in one unified dashboard

⌚ Overview

Handle rostering, shift planning, leave management, and automated payroll processing from a single interface. Our intelligent scheduling engine accounts for staff preferences, qualifications, and workload distribution.

📅 Smart Rostering

Automated shift scheduling based on staff availability and patient demand patterns.

⌚ Time Tracking

Biometric attendance integration with automatic overtime and late arrival tracking.

🏖️ Leave Management

Digital leave requests with approval workflows and balance tracking.

💰 Payroll Integration

Seamless connection to payroll systems for accurate salary processing.

✨ Core Capabilities

- ✓ **Credential Management:** Track licenses, certifications, and continuing education requirements.
- ✓ **Performance Reviews:** Structured evaluation forms with goal tracking and feedback history.
- ✓ **Communication Hub:** Internal messaging and announcements for staff coordination.
- ✓ **Document Repository:** Secure storage for contracts, policies, and HR documents.

🛡️ Why Healthcare Providers Trust Us



HIPAA Compliant



24/7 Support



99.99% Uptime



No Lock-in

Get In Touch

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Umami TLabs - Healthcare Technology Solutions

Empowering healthcare providers with intelligent, integrated technology solutions.

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