



BENGALURU ALLERGY CENTER- HMS

CHECKLIST

List of allergy disorders

- AR/ANB/Urticaria/Atopic dermatitis
- Contact dermatitis/refractory cough (dry)
- Food allergy

-Once after the disorders mentioned in the checklist is confirmed, appointments are taken.

1ST REVIEW OF THE PATIENT

1. Reception & Appointment Confirmation

RECEPTION LOGIN & Dr LOGIN

A. Check-in Interface:

Appointment taken – Website

i) WhatsApp Bot

ii) Landline

B. Appointment Confirmation

SMS /WHATSAPP/EMAIL

Reminder 1: at the time of appointment

Reminder 2: one day before the appointment

Reminder 3: On the day of appointment

QR Code generation – Personal information of the patient with ID.

NEW PATIENT

- Scans a QR from reception and fills the questionnaire.
- Pops up in reception login and doctor login – as new patient.
- Automated ID generation with respect to BAC Template – e.g.: 20250017

C. System Output:

- Appointment slip (optional print/email/SMS)
- QR code/token for internal flow tracking.
- **Bot Flow:**
 - "Welcome! Do you want to book an appointment?"
 - Choose doctor/specialty → Date → Time
 - Confirm → Patient receives token & details
 - RECEPTION LOGIN- receives pop ups

- **Features:**
 - Fetch existing patient records by phone number/BAC ID/QR code.
 - Display available slots via interactive buttons
 - Cancel/reschedule options.

2. Investigations

Vitals & Preliminary Assessment

- Handled by nurse/paramedic in questionnaire & software
- **Fields recorded:**
 - Height & Weight
 - Pulse, temperature, SpO2
 - Blood Pressure
 - PEFr
- Optional: Auto-sync with digital devices via Bluetooth
- **Dashboard** view for doctors showing vitals live

Pops-up to Dr login within patient profile.

3. Estimation of treatment and test (front desk)

i) Consultation charges

ii) SPT & NPT Charges

iii) Medications rough estimation

-UPI/CARD/CASH/BANK

- Patient Id with payment reference to be noted in the case sheet/software.

- Value of investigations recorded into system.

4. Doctor Consultation

DOCTOR LOGIN

- Doctor reviews:
 - Patient questionnaire
- Adds:
 - Provisional diagnosis
 - Orders tests:
 - PFT, FeNO

- Serum test, Thermo-sterility test, pressure test
- Allergy Testing - SPT, NPT.
- Patch test, sputum-EOS, Nasal smear for DC, Mucous clearance test
- CRP, TFT, C1INH, C4, C1INH Functional.
- Option to add prescription or mark for further consultation/editable when reviewed
- Pops up to LAB LOGIN & RECEPTION LOGIN

2ND REVIEW OF THE PATIENT

CHECK-IN CRITERIA

i) Appointment conformation for SPT, NPT

Reminder 1: at the time of appointment with the procedures of the test.

Reminder 2: one day before the appointment

Reminder 3: On the day of appointment

5. Patient Questionnaire/Allergy survey sheet

- **Digital Form (Tablet/Kiosk/Web)**
 - Chief complaints / symptoms
Eyes, nose, mouth/throat, skin, ears, chest, sleep, stomach, others
 - Medical history (optional: family history, habits)
 - Surgery/treatment history
 - Dynamic fields depending on department/specialty
- **Data Linked to Patient Record** for doctor reference-recorded into system
- Referred allergen – visible to LAB Login
- Finally reports written by reception login

OLD PATIENT

- Patient searches via mobile number or BAC ID /Follow-up consultation
- Appointment confirmation (with time slot & doctor)- Pops up in Dr login when patient arrives
- Basic examination of patient – PEFr, SpO₂, Weight, 6 MWT.

6. Doctor Consultation

DOCTOR LOGIN

- Doctor reviews:
 - Patient Allergy Survey Sheet.
 - Marks the allergens in software

7. Diagnostics Module

- **Lab Workflow:**
 - Ordered tests routed to lab
 - Lab technician dashboard showing pending tests
 - Barcode generation for samples
 - SPT, NPT
- **Results Management:**
 - Upload/test entry by lab
 - Auto-flagging abnormal values
 - Results viewable by doctor and patient
 - Notification to doctor when results are ready
 - RESULTS POPS UP TO DR LOGIN & ACCOUNTS LOGIN/BAC PHARMACY

8.PRESCRIPTION GENERATION

i)No of prescriptions to be recorded for each profile

ii)explaining the methos of using drugs.

iii)review for follow-up

- 1 Month
- 2 months
- 6 months

iv) diagnosis should be mentioned.

v)date &time

vi)age & sex of patient.

vii)medicines should be listed in alphabetical order (Generic name)

viii) automate dosage according to the quantity of the drug given in prescription.

Eg one month – 30 days (once or twice daily options)

ix)reset/renew prescription.

(save/print/close)

x)allergen immunotherapy prescription (AIT) – List of allergens – quantity of allergens.

9. Medications Summary

i)once the prescription is generated, automate the bot to patient

-Prescription generated for SLIT confirm the order

-YES /NO

ii)Order confirmation-system sends prescription and medicines estimation.

iii)allows patient to select via bot -finally order taken.

iv)if order not placed – SLIT prescription is delivered & request for order (SLIT)

10. Reminder on Medication & consultation

i)Follow up-depending on the prescription’s review period (auto generate)

Reminder 1: at the time of appointment.

Reminder 2: one day before the appointment

Reminder 3: On the day of appointment

ii)Medications

Reminder 1:one week before prescribed/taken medicines ends.

Reminder 2: one day before prescribed/taken medicines ends.

Reminder 3: order taken/dispatch details

iii)AIT (SLIT) -Reminder.

11. ORDERS TAKEN FOR SLIT (ONLINE)

Handled by production pharmacy.

i)Refill orders by bot from patient – received by BAC pharmacy login

ii)structured with date

iii)list orders accordingly to their prescription- binded with their registration number.

iv)Estimation

v)Payment type- UPI/CARD/BANK

vi)record the reference number of the payment, per BAC id.

vii)tracking details of the order.

12. Billing & BAC Pharmacy (dispensing)

BAC Pharmacy LOGIN

- Consolidated billing for:
 - Consultation

- Tests
- Medicines.
- Vaccination details-with dosage,date,time
- Payment: Cash/Card/UPI/Insurance
- Notes – BPL patients (separately).
- **Bot Uses:**
 - Send bill summary post-visit or post-tests
 - Share payment link or QR code
- **Bot Flow:**
 - "Your bill for today's visit is ₹XXX. Please pay using this link:"
 - On payment success: confirmation + invoice PDF
- Print/email final invoice + test order slip (automated bot messaging)
- Software showing options such as Partial/Complete medicines from prescription taken.
- Sync with Tally Software.
- Display prescription from Dr login – BAC pharmacy
- NOTE: NEW PATIENT-reg BAC Id with SLIT (customized medicines) strength. Linked with mobile number, which helps to re-order and to perform production in future.
- Online prescription medicines – refill – dispatch details.
- Complaint /feedback/suggestions – through call/whatsapp/SMS/link.

13.BAC PHARMACY

- Get everyday prescriptions/reordered slits
- Other medications
- Print stickers (SLIT packing)
- Address print (bulk on per day basis)
- Dispatch details to BAC LOGIN .
- BAC PHARMACY LOGIN – prescription for other hospital patients-contact details-SPT results- SLIT strength-dispatch details-sticker (SLIT)- address bulk print.
- Online consultation receipt – after billing, automatically sent to patient

Delivery Confirmation

-after payment on SLIT, notify.

"Hi {{name}}, your medicines will be delivered on {{date}}. Time taken: 10 -12 days

Thank you for choosing us. Need a refill in 60 days?"

Dispatch & Tracking

- After dispatch, notify:

"Your medicines have been dispatched via {{courier}}. Track here: [Tracking Link]"

14.ONLINE CONSULTATION

-SMS confirmation with date & time.

Reminder 1: at the time of appointment. (Confirmation)

Reminder 2: one the day of the appointment (before 20 mins)

-Login link generated and shared with patient and dr.

-Online prescription is generated by dr.

15. MONTHLY MEETING (DR -PATIENT INTERACTION)

i)Note or send reminders and select interested candidates automated

ii)registration for interested candidates.

iii)Send link for interested patients

iv) send **meeting links & reminder**

reminder 1 – day before the meeting

reminder 2 – on the day of meeting before 15 mins

v)Link is shared to the interested patients, soon after confirmation.

REMINDER TEMPLATES

01.Confirming Appointment. (Immediate after booking).new & old patient

Dear {patient name}, greetings from BENGALURU ALLERY CENTR. This is to confirm Your appointment with Dr. Nagendra Prasad Tomorrow at {Time &Day}. your Booking ID-0000.

-YES OR NO BUTTONS (to confirm appointments)

-RESCHEDULE OPTION.

02.Reminder about appointments. (a day before the appointment) old & new

Hi {patient name}, this is from BENGALURU ALLERY CENTR.

This is a reminder for your appointment on Date / Time reply for confirmation.

03.Reminder for appointment(on the day of appointment) old & new

Hi {patient name}, this is from BENGALURU ALLERY CENTR.

The appointment is scheduled/fixed today at {time}for consultation, reply for confirmation.

04.Reminder for appointment(due appointment) old

Hi {patient name}, this is from BENGALURU ALLERY CENTR.

This is a reminder as your appointment schedule is due by 1/2/6 months, click to book an appointment.

05. Thank you for using services at Bengaluru Allergy Centr.(after consultation)

Hi {patient name} , this is from BENGALURU ALLERY CENTR Thank you for visiting Bengaluru Allergy Centr. Have a good day.

06.Reminder for appointment(online consultation)

Hi {patient name} ,This is a reminder from Bengaluru allergy centre for your online appointment fixed on {date} and {time}.reply for conformation

- If confirmed ,link is shared automatically.

07. Reminder for SPT & NPT Test

Hi {patient name} , Greetings from BENGALURU ALLERY CENTR. Reminder for SPT & NPT Test, Follow all the instructions before the test.

v Don't take an anti Allergy medicine three(3) Days prior to the test date.

v Don't take cough syrup three days before test date.

08. Patient Education (new patients)

Hi, this is from BENGALURU ALLERY CENTR. Allergen specific immunotherapy prescribed has the property to modify ongoing allergy disorder, reduce symptoms and reduce

pharmacotherapy medicines like Tablets, Nasal Spray and Inhalers etc. Quality of life improves.

Usage/Guidance video: Click the link below.

09. Reminder follows up , for Consultation. (a day before appointment)

Hi {patient name}, this is from BENGALURU ALLERGY CENTR. This is to remind you that you have an appointment at Bengaluru Allergy Centr on Date.....Time for Follow up.

10.SLIT booking (Intro message)

Hi {patient name},this is from BENGALURU ALLERGY CENTR. you can easily order for SLIT tablets / stripes and other medicines over whatsapp (9449668681) .Start ordering and get medicines at your door step.

12.SLIT due reminder Message

Hi {patient name},Greetings from BAC. Reminder for SLIT, Pre-due by a week ,do not discontinue Allergen immunotherapy ,order now via whatsapp. Thank you

13.SLIT order received & dispatch

Hi {patient name}, Greetings from BAC. Received order for SLIT /other medicines and will dispatch shortly.

14.SLIT dispatch details/other medicines.

Hi, Name this is from BENGALURU ALLERGY CENTR. products /name has been dispatched. Your tracking ID No-.....Please find the invoice attached.

15.Dr – Patient Interactive session

Hi, this is from BAF Academy. We invite you to participate in a patient education program followed by Q& A session to clarify your doubts in management of allergy disorders. Register with us now.

16.Registered patient for session

Hi, this is from BAF Academy, We have received your interest and registration details, Join the link below at 3.00pm

17.Reminder for Saturday session

Hi, this is from BAF Academy, The meeting is starting live in 5 mins , your presence is valued, kindly join the link through zoom .

18.Community Interaction

Hi {patient name},Greetings from BAC. Please join and WhatsApp community to enhance the quality to networking. Join the link below.

