



FOUR CONFIGURATIONS.
ONE PLATFORM.

ENTERPRISE HOSPITAL ERP PLATFORM

Insource HealthPlus

The complete hospital enterprise — **clinical, financial, supply chain, human capital, and AI** — unified on one platform, one database, one truth.

Built for India. Ready for the world.



OUR IMPACT

10M+

Patient Records

10,000+

Beds Managed

10,000+

Active Users

1,800+

Consultants

60+

Healthcare Providers

99.9%

Uptime SLA

CERTIFICATIONS & STANDARDS



NABH CERT — IN PROGRESS

ABDM — IN PROGRESS

Helps NABH Hospital accreditation

Helps NABL Lab accreditation

India Priority International Ready

HealthPlus Core

HIS EMR Pharmacy Billing

Go fully digital in days — zero paper, zero silos

HealthPlus Pulse

+ LIS RIS Insurance Finance

Clinical + financial + insurance in one system

HealthPlus Apex

+ SCM HR & Payroll AI Full PACS

Full ERP: no third-party tools for finance, HR, or SCM

HealthPlus Nexus

+ Multi-entity Network Global

One command centre for every branch in your network

Same platform. Toggle on as you grow.

02

One Platform. Four Configurations.

Every HealthPlus plan runs on the same unified platform. Toggle modules on as your organisation grows — no migration, no disruption, no data loss.



Zero-Migration Growth — The HealthPlus Advantage

From Core to Nexus is not a system change — it is a toggle. Same platform, same team, same data — just more power switched on.

MODULE AVAILABILITY BY PLAN — PART 1 OF 2

MODULE / CAPABILITY	CORE	PULSE	APEX	NEXUS
 CLINICAL & DIAGNOSTICS				
Patient Management & HIS	✓	✓	✓	✓
EHR / EMR (Electronic Health Records)	Basic	✓	✓	✓
OPD Management	✓	✓	✓	✓
IPD / Ward Management	✓	✓	✓	✓
Nursing Station & MAR	✓	✓	✓	✓
OT (Operation Theatre) Management	✓	✓	✓	✓
Emergency / Triage Management	Basic	✓	✓	✓
LIS / LMS (Laboratory)	Basic	✓	✓	✓
RIS (Radiology Information System)	Basic	✓	✓	✓
Native PACS	—	Basic	✓	✓
Blood Bank	—	—	✓	✓
Pharmacy Management	Basic	✓	✓	✓
 INSURANCE MANAGEMENT				
TPA & Insurance Integration	✓	✓	✓	✓
Real-time Eligibility Verification	—	✓	✓	✓
Pre-Authorisation Workflow	✓	✓	✓	✓
Cashless Hospitalisation	Basic	✓	✓	✓
Claims Submission & Tracking	—	✓	✓	✓
Denial Management & Appeals	—	—	✓	✓
 FINANCIAL MANAGEMENT				
Billing & Revenue Cycle Management	Basic	✓	✓	✓
Native Financial Accounting (GL/AP/AR)	—	—	✓	✓
Department P&L & Cost Centre Tracking	—	—	✓	✓
Budgeting & Variance Analysis	—	—	—	✓
Multi-entity Financial Consolidation	—	—	—	✓
Multi-currency Management	—	—	—	✓



03

Module Availability — Continued

Supply Chain, HR & Payroll, Mobile Apps, and AI capabilities — completing the full module matrix across all four HealthPlus configurations.

MODULE AVAILABILITY BY PLAN — PART 2 OF 2

Module / Capability	Core	Pulse	Apex	Nexus
📦 SUPPLY CHAIN & PROCUREMENT				
Inventory Management	Basic	Basic	✓	✓
Procurement (RFQ / PO / GRN)	—	✓	✓	✓
Vendor Management & Scorecards	Basic	Basic	✓	✓
Asset Management (Equipment & Biomedical)	—	—	✓	✓
Central Procurement Hub (Multi-branch)	—	—	—	✓
👥 HR & PAYROLL				
Staff Rostering & Scheduling	—	✓	✓	✓
HR Management & Employee Master	—	✓	✓	✓
Payroll & Statutory Compliance (PF-ESI-TDS)	—	✓	✓	✓
Leave Management	—	✓	✓	✓
Multi-location HR & Global Payroll	—	—	—	✓
📱 MOBILE & TELEMEDICINE				
Patient App & Employee App	✓	✓	✓	✓
Doctor App & Nurse App	—	✓	✓	✓
Management App (CEO Dashboard)	—	✓	✓	✓
Telemedicine & Home Care Apps	—	✓	✓	✓
Feedback App	—	✓	✓	✓
📊 AI & ANALYTICS				
Discharge Summary AI	—	—	✓	✓
Radiology AI (Native PACS)	—	—	✓	✓
Patient-Doctor Conversation AI	—	—	✓	✓
Predictive Analytics & CDS Engine	—	—	✓	✓
Network Benchmarking & Analytics	—	—	—	✓

04

Clinical Systems — HIS · EHR/EMR · LIS · RIS · PACS

A complete clinical suite covering every care pathway — from patient registration and electronic health records through laboratory, radiology, and native PACS. Available across all plans with depth increasing from Core to Nexus.

TechPro HMS

Search Module (Ctrl + s)

Main

- Dashboard
- Registration
- Doctor Module
 - Doctor Module
 - VC Onboarding
- OP
 - Appointment Module
 - Health Checkup
 - Laboratory New
 - OP Billing
 - OP Cancellation
 - OP Consultation
 - OP Pharmacy
- IP

Patient View

Cost Center:HITECH CITY (35)RAJESH

Consent FormsCathDieticianDoctorER ModuleHICMonitoring ChartsNursingOrderOT Module

Requisition Forms

PALLAPU LAXMAN

45 YRS (MALE)

IP: MC35IP25090102

Admitted

UMR: 352509000086

Organisation: STAR HEALTH AND ALLIED INSURANCE CO LTD (INSURANCE)

Primary: DR. PRUDHVINATH KURAKULA (GENERAL SURGERY)

Admission: 02-Sep-2025 10:35 AM

2ND FLOOR PVT ROOM (IPD 2)/3203

LOS: 1 days

PDD dd/mm/yyyy

MON REACTIVE

Dozee : DP-11184

Doctor Progress Notes

Add Notes

Remarks

02-Sep-2025 10:45 PM

C/S/B Dr. RAJA RAVIVARMA

45 YEARS OLD MALE

NO KNOWN COMORBIDS

PRESENTED WITH C/O PAINFUL DEFECATION

CONSTANT THROBBING PAIN

PUS DISCHARGE +

PD: GRADE 4 HAEMORRHOID + FISTULA IN ANO + ABSCESS

PLAN: LASER ABLATION OF FISTULA TRACT + LASER HAEMORRHOIDECTOMY

VITALS STABLE

Medications

Add

Date	Medication	Qty
03-Sep-2025	IV SET (POLYMED)	1
03-Sep-2025	EASY GLIDE	2
03-Sep-2025	THYRONORM 25MCG TABLET	1
02-Sep-2025	I V CANNULA VENFLON 20G	2
02-Sep-2025	SYRINGES 10ML (B BRAUN) 1	1
02-Sep-2025	LATEX EXAMINATION GLOVE MEDIUM	10
02-Sep-2025	VEIN O LINE 10CM (ROMSONS)	1

Cathlab Booking

Order Medications

OT Booking

IP Discharge Summary

Vitals Chart

Critical Care Chart

Nursing Notes

Nursing Drug

Investigations

Add

Test Name	Qty	Bill Date
MRI FISTULOGRAM	1	02-Sep-2025 11:00
TSH (THYROID TEST)	1	02-Sep-2025 11:00
RBS (RANDOM BLOOD GLUCOSE)	1	02-Sep-2025 11:00

Vital Signs

Add Record

BP	BP	BP	Pulse	H.Rate/R.Rate	Temp	Created Dt
120 / 70	---	---	---	80/20%	98.6 °F	21:39
120 / 70	---	---	---	89/19%	98.2 °F	19:08
---	---	---	---	---	---	19:04

Doctor EMR — patient history, vitals, medications, investigations, doctor notes and AI-assisted clinical insights — all in one screen

CLINICAL MODULES

HIS

HIS — Patient Management & Database
Unified patient master across all departments. Single registration, one identity — for life.

All Plans

EMR

EHR / EMR — Electronic Health Records
Full clinical documentation, CPOE, decision support, medication management, allergy tracking.

Core (basic) — Nexus (full)

OPD

OPD · IPD · Ward Management
Appointment scheduling, admission workflows, bed allocation, ward rounds, discharge.

All Plans

LIS

LIS / LMS — Laboratory
Specimen collection, processing, QC, microbiology, auto-delivery to EMR.

Core (basic) — Nexus

RIS

RIS — Radiology Information System
Order management, worklist, structured reporting, fully integrated with native PACS.

Core (basic) — Nexus

PACS

Native PACS — Picture Archiving & Communication
DICOM-compliant image storage built natively. Radiology AI on Pulse+.

Pulse · Apex/Nexus (full + AI)

LIVE SYSTEM INTERFACE

LIS — lab results with specimen tracking and auto-delivery to EMR



Clinician-patient consultation — AI-assisted diagnostic review in real time

OPD Clinical Pathway — Integrated Across All Modules

Registration — Vitals — Doctor (EMR) — Lab (LIS) — Radiology — Pharmacy — Billing — AI Discharge

5 min

OPD Reg.

2 hrs

Lab TAT

2 min

AI Discharge

>95%

Adoption

99%

Docs Reduction



05

Financial Management & Insurance

Native financial accounting built directly into the ERP — no Tally, no SAP required. Integrates seamlessly with SAP, MS Dynamics, and Tally. Paired with end-to-end insurance management covering Indian TPA networks and international payers.

FINANCIAL MANAGEMENT

RCM

Revenue Cycle Management
End-to-end billing from service capture to settlement. Auto-billing, insurance reconciliation, outstanding tracking.

Core (basic) → Nexus

✓ Auto-billing · ✓ Insurance reconciliation · ✓ Outstanding dashboard

GL

Native Financial Accounting (GL/AP/AR)
Full General Ledger, Accounts Payable, AR — built natively. GST-compliant. No external accounting needed.

Apex → Nexus

GST Ready

✓ GSTR-1 / GSTR-3B auto-generated · ✓ Tally-equivalent GL built in

P&L

Department P&L & Cost Centre Tracking
Real-time profitability by department, cost centre, and doctor. Automated MIS and monthly close.

Apex → Nexus

✓ Per-doctor revenue · ✓ Per-department cost centre · ✓ Auto monthly close

BUD

Budgeting & Variance Analysis
Budget vs actuals with monthly close and management MIS reporting.

Nexus only

NET

Multi-entity & Multi-currency
Consolidated P&L across all entities. Multi-currency for international operations.

Nexus

Multi-currency

ERP & Accounting Integrations

SAP

MS Dynamics

Tally

QuickBooks

Oracle Financials

Use HealthPlus native accounting or connect to your existing ERP — both paths fully supported.

INSURANCE MANAGEMENT

Indian TPA & Government Schemes

CGHS · ECHS · Medicaclaim · Ayushman Bharat / PMJAY · State schemes — empanelled and integrated. TPA integration from Core.

CGHS

ECHS

PMJAY

Medicaclaim

State Schemes

1

Real-time Eligibility Verification
Coverage checked at registration before consultation begins.

Pulse → Nexus

✓ Live TPA API check at point of registration

2

Pre-Authorisation Workflow
Pre-auth from clinical orders, submitted electronically.

All Plans

✓ Auto-populated from EMR · ✓ Electronic submission

3

Cashless Hospitalisation
Full cashless billing triggered on pre-auth approval.

Core (basic) → Nexus

4

Claims Submission & Tracking
Electronic claims on discharge, status dashboard, auto follow-up.

Pulse → Nexus

5

Denial Management & Appeals
Rejection analysis, appeal documentation, resubmission.

Apex → Nexus

International Insurance & Payers

HIPAA-compliant claims workflow. Multi-currency settlement. Deployed at Lifeline UC and international healthcare networks.

FINANCIAL & INSURANCE OUTCOMES

100%

Native GL Built In

No Tally, no SAP required from Apex+

Auto

GST-Compliant Billing

GSTR-1, GSTR-3B auto-generated

Zero

Manual Reconciliation

Revenue cycle fully automated

HIPAA

Compliant Workflow

International payer ready

There is almost real-time access to all laboratory and radiography results... I believe this system will both help to improve the quality of care and also help to save money.

Dr. Andrew J. Vallance-Owen MBE, MBA, FRCSEd — Group Chief Medical Officer, Medicovert



06

Supply Chain, Procurement & HR / Payroll

The business ERP backbone — managing procurement, inventory, asset management, and your entire workforce from one platform. HR and Payroll available from Pulse. Full SCM from Apex.

SUPPLY CHAIN & PROCUREMENT

INV

Inventory Management
Medical consumables, pharmacy inventory with expiry management, min/max reorder, FIFO/FEFO, narcotic register.

Core/Pulse (basic) → Apex/Nexus

✓ FIFO/FEFO expiry tracking · ✓ Narcotic register · ✓ Auto min/max reorder

PO

Procurement — RFQ · PO · GRN
Vendor empanelment, RFQ, comparative statement, digital PO with approval hierarchy, three-way matching.

Pulse → Nexus

✓ 3-way invoice match · ✓ Digital PO approval hierarchy

VND

Vendor Management & Scorecards
Vendor master, contract management, performance scorecards, payment terms.

Basic from Core → Full from Apex

AST

Asset Management — Equipment & Biomedical
Lifecycle management for medical equipment, biomedical devices, facilities. AMC tracking, breakdown alerts.

Apex → Nexus

HUB

Central Procurement Hub
Centralised purchasing for all network branches. Bulk leverage, inventory pooling, inter-branch transfers.

Nexus only

✓ Network-wide inventory pooling · ✓ Inter-branch transfers

3-way

Invoice Matching
PO · GRN · Invoice auto-matched

Auto

Reorder Triggers
Min/max thresholds monitored

100%

Digital PO Approval
Full hierarchy enforced

FIFO

Expiry Management
FEFO across all pharmacy stock

HR & PAYROLL

RST

Staff Rostering & Scheduling
Shift scheduling with auto-conflict detection, overtime tracking, duty rosters linked to payroll.

Pulse → Nexus

✓ Auto conflict detection · ✓ Mobile roster app for all staff

HR

HR Management & Employee Master
Recruitment, onboarding, performance management, training records, credentialing.

Pulse → Nexus

✓ Doctor credentialing · ✓ Training records · ✓ Performance reviews

PAY

Payroll & Statutory Compliance
Automated salary processing with full Indian statutory compliance. PF, ESI, TDS, PT, Bonus.

Pulse → Nexus

PF-ESI-TDS

✓ PF challan · ✓ ESI return · ✓ TDS computation fully automated

LVE

Leave Management
Leave application, approval workflow, balance tracking linked to payroll.

Pulse → Nexus

NET

Multi-location HR & Global Payroll
Centralised HR across branches, consolidated payroll, entity-wise reporting.

Nexus only

Indian Statutory Compliance — Built In
PF · ESI · PT · TDS · Statutory Bonus — fully automated from Pulse onwards. No manual calculation or third-party payroll tool required.

PF Challan · ESI Return · TDS Computation · PT · Stat Bonus

Auto

PF · ESI · TDS
Statutory compliance automated

Zero

Manual Payroll Calc
Full salary automation

Mobile

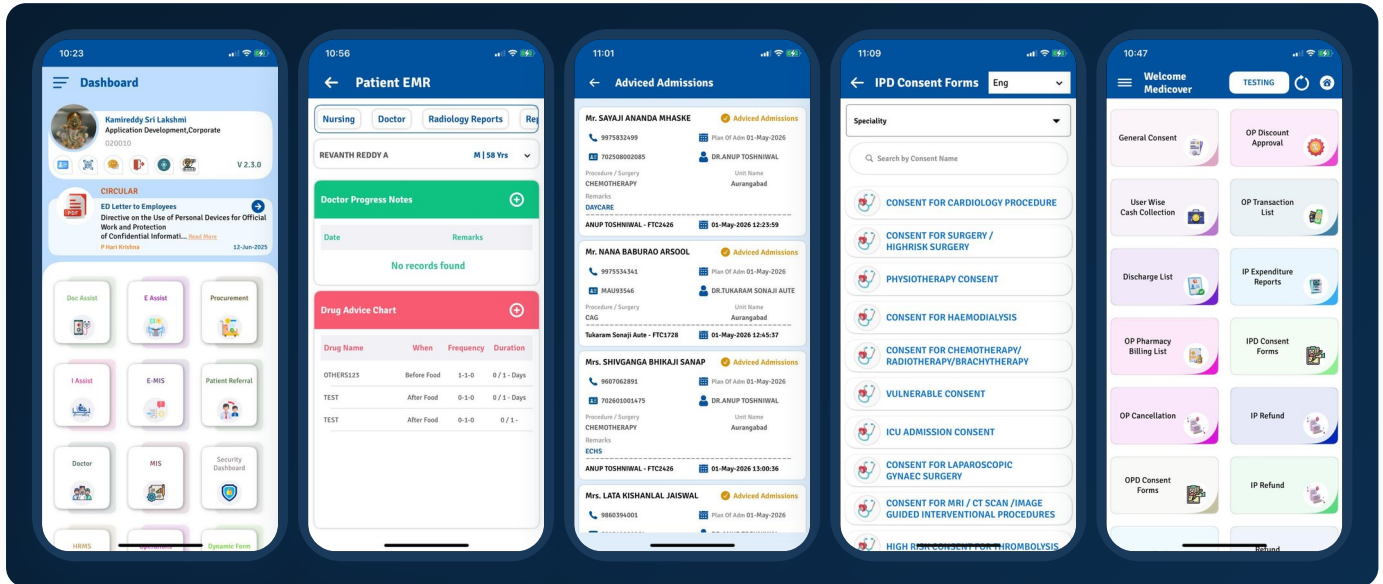
Shift Rostering
Manage rosters from any device

One

Centralised HR Hub
All branches, one system

06 The Insource Super App

A single Super App that caters to the needs of 8 different roles — Doctors, Nurses, Patients, Management, Telemedicine, Home Care, Feedback, and Employees. The most comprehensive mobile suite available within its class, delivering real-time clinical and operational access from any device, anywhere.



Doctor App

- ▶ Single-screen EMR with full patient history
- ▶ CPOE — orders to lab, pharmacy, radiology
- ▶ Clinical decision support & AI insights
- ▶ Patient vitals, medications & allergies
- ▶ Telemedicine & remote consultations



Nurse App

- ▶ Bedside vitals & intake/output charting
- ▶ Medication administration records (MAR)
- ▶ Nursing progress notes & care plans
- ▶ Shift handover & patient allocation
- ▶ Drug advice chart & treatment tracking



Patient App

- ▶ Online appointment booking & reminders
- ▶ Lab & radiology report download
- ▶ Digital wallet & cashless payments
- ▶ Health records & discharge summaries
- ▶ Telemedicine & follow-up consultations



Management App

- ▶ CEO dashboard — clinical & financial KPIs
- ▶ Department P&L & revenue analytics
- ▶ Bed occupancy & operational metrics
- ▶ Compliance scorecards & audit reports
- ▶ Network benchmarking (Nexus)



Telemedicine

- ▶ Video consultation sessions
- ▶ Real-time vitals & EMR access
- ▶ e-Prescription generation
- ▶ Document upload & sharing
- ▶ Follow-up scheduling



Home Care

- ▶ Advised admissions management
- ▶ Plan of admission tracking
- ▶ Procedure & surgery scheduling
- ▶ Unit-wise patient allocation
- ▶ Doctor-wise patient assignment



Feedback App

- ▶ Patient satisfaction surveys
- ▶ Department-level feedback capture
- ▶ Service quality analytics
- ▶ Complaint resolution tracking
- ▶ NPS scoring & trends



Employee App

- ▶ Leave application & approval
- ▶ Shift roster & scheduling
- ▶ Company circulars & notifications
- ▶ HR self-service portal
- ▶ Procurement & E-MIS access

Available from Pulse: All 8 mobile apps included from HealthPlus Pulse onwards. Core includes Employee App and Patient App for basic digital access.

07 AI-Augmented Clinical Intelligence

Three clinical AI features embedded natively in the HealthPlus workflow — not as external tools, but as an integral intelligence layer augmenting every clinician's decision-making. Available on HealthPlus Apex and HealthPlus Nexus.

AI FEATURE 1 — DISCHARGE SUMMARY GENERATION

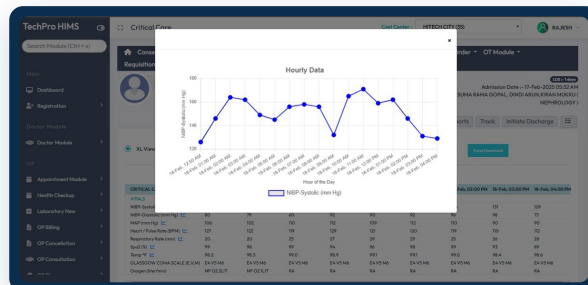


Discharge Summary AI

Automatically synthesises the complete patient encounter — doctor notes, medication history, lab results, radiology, procedures, and care plan — into a structured, clinically accurate discharge summary. Doctor reviews and approves. AI does the drafting.

⚡ Generated in 2 minutes · 95% accuracy · Documentation burden ↓ 99%

- Pulls from EMR, nursing notes, lab and radiology in full
- Structured: diagnosis, treatment, medications, follow-up
- Sent automatically to patient mobile app on approval
- Supports NABH discharge documentation standard



AI drafts discharge summary from structured clinical data — doctor reviews and approves

AI FEATURE 2 — RADIOLOGY AI WITH NATIVE PACS



Radiology AI — Inside Native PACS

AI-powered image analysis embedded within HealthPlus native PACS. Assists radiologists by flagging anomalies, prioritising critical findings — within the existing workflow. No third-party PACS licence required.

📁 Native PACS · DICOM compliant · STAT integration

- Images visible in doctor's EMR within minutes
- AI flags critical findings for urgent review
- Fully integrated with RIS order management
- Long-term DICOM archiving included

Native PACS with AI-assisted anomaly flagging — integrated natively within HealthPlus

AI FEATURE 3 — PATIENT-DOCTOR CONVERSATION ANALYSIS

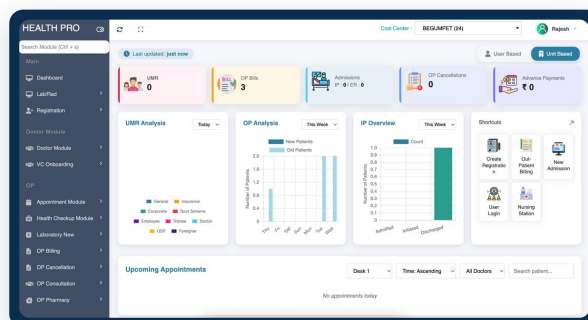


Patient-Doctor Conversation AI

Analyses consultation interactions to extract clinical insights, identify documentation gaps, and surface care recommendations — enabling more complete records without adding burden to the clinician.

📄 Documentation completeness ↑ 35% · Care gap identification

- Extracts symptoms, history, and care intent automatically
- Flags missed documentation before consultation ends
- Feeds structured data into EMR — no manual transcription
- Supports NABH audit and quality improvement



AI-driven analytics — care gap identification, documentation quality, outcome tracking

AI on HealthPlus Apex & HealthPlus Nexus

All three AI features available on HealthPlus Apex. Pulse customers can toggle AI on when ready — zero disruption.

08 Architecture, Security & Integrations

A single, unified platform across all four configurations — enterprise-grade security, full compliance, 99.9% uptime SLA, and an open integration ecosystem connecting HealthPlus to every system in your hospital network.

5-LAYER UNIFIED ARCHITECTURE

Experience Layer	Patient App · Doctor App · Nurse App · Admin Console · Telemedicine · CEO Dashboard · 8-Role Super App
Services Layer	HIS · EHR/EMR · LIS · RIS · Insurance · Financial Accounting · SCM · HR & Payroll · Analytics
AI / ML Layer	Discharge Summary AI · Radiology AI · Conversation AI · Predictive Analytics · CDS Engine
Data Layer	Clinical DB · Native PACS · Financial GL · HR Records · Supply Chain · Audit Logs · HL7/FHIR
Infrastructure	AWS Cloud · Docker · Kubernetes · Microservices · Auto-scaling · Multi-region · On-Premises · Hybrid

INTEGRATION ECOSYSTEM — 20+ CONNECTORS

 ABDM (In Progress)	 Lab Equipment (Bi-directional)	 Medical Device Integration	 PACS Integration	 Drug Database
 MIMS Drug Integration	 SAP Integration	 MS Dynamics	 Tally Integration	 WhatsApp API
 Email Gateway	 Payment Gateway	 POS Machine	 Aadhaar / Smart Cards	 Kiosk Integration
 Biometric Attendance	 HL7 FHIR R4	 ICD-10 / 11	 REST APIs & Webhooks	 Call Centre Integration
 QR Code Integrations				

DEPLOYMENT MODELS

 Cloud — AWS Fully managed. Multi-region. Auto-scaling.	 On-Premises Full data sovereignty. Air-gapped option.	 Hybrid Cloud-managed, on-premises data residency.
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CERTIFICATIONS & STANDARDS

OUR CERTIFICATIONS

	
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CERTIFICATION IN PROGRESS

 NABH Software Certification Audit scheduled 2025	 ABDM Certification Integration live · Cert pending
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HELPS HOSPITALS ACHIEVE

 NABH Hospital Accreditation	 NABL Lab Accreditation
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TECHNICAL STANDARDS

SCALABILITY & ROBUSTNESS

 Horizontal Scaling Add nodes per load. Kubernetes auto-scaling.	 Vertical Scaling Upgrade compute without downtime.
 High Availability Active-active clustering. No single point of failure.	 99.9% Uptime SLA Auto-failover. Multi-region DR.

ENTERPRISE SECURITY

 AES-256 Encryption Data encrypted at rest and in transit via TLS 1.3.
 RBAC + Multi-Factor Auth Role-based access with MFA. Granular department-level controls.
 Immutable Audit Trails Every login, access, and modification logged forensically.
 Disaster Recovery RPO <1hr, RTO <4hrs. Multi-region. Automated daily backups.

09 Value Across Every Stakeholder

HealthPlus delivers measurable outcomes across every role — from the bedside to the boardroom. One platform. Every stakeholder. Undeniable impact.



Clinical Teams

- Single-screen EMR with full patient history
- AI Discharge Summary in 2 minutes
- CPOE to lab, pharmacy & radiology instantly
- Radiology AI flags anomalies in PACS
- 8-role Super App from HealthPlus Pulse



Finance & Revenue

- Native GL — no Tally or SAP required
- Or integrate with SAP / MS Dynamics / Tally
- Revenue cycle fully automated end-to-end
- Department P&L in real time
- GST-compliant billing built in 



Operations & HR

- Procurement automated from Pulse
- Inventory reorder triggered automatically
- Payroll with PF, ESI, TDS from Pulse 
- Staff rostering on mobile app
- Vendor scorecards and spend analytics



Leadership

- CEO dashboard — clinical, financial, ops
- Cross-branch benchmarking on HealthPlus Nexus
- NABH / JCI compliance scorecards
- AI-powered predictive analytics
- One truth. Zero data silos.

”

There is almost real-time access to all laboratory and radiography results... I believe this system will both help to improve the quality of care and also help to save money. It was even more impressive now, fully implemented in a hospital setting.

Dr. Andrew J. Vallance-Owen MBE, MBA, FRCSED

Group Chief Medical Officer, Medcover — Insource HealthPlus customer

Trusted Across India

60+ hospitals, diagnostic centres, pharmacies, and clinics — from single-doctor clinics on HealthPlus Core to multi-branch networks on HealthPlus Nexus, including Medcover hospitals.

Deployed Internationally

Deployed internationally including at **Lifeline UC** — enterprise-grade capability across geographies and compliance frameworks.

Start Anywhere. Grow Without Limits.

Core → Pulse → Apex → Nexus. Same platform. Zero migration. It is a toggle, not a replacement.



See the Complete Hospital ERP in Action

Clinically Designed · Operationally Sound · Financially Complete

Schedule Your Personalised Demo

Demo configured for your plan — HealthPlus Core · HealthPlus Pulse · HealthPlus Apex · HealthPlus Nexus

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NABH CERT — IN PROGRESS

ABDM — IN PROGRESS