



NALAM360 • MULTI & SUPER-SPECIALITY HOSPITALS

UNIFIED DIGITAL ECOSYSTEM

A PRODUCT OF



THE CHALLENGE

Where a large hospital's day leaks

Separate systems cost you every day: in data keyed twice, in services delivered but never billed, and in a group number built by hand.



Which cost you the most today?

HOW IT WORKS

One record for the whole episode



One database for every department



122

modules on one platform



8

role dashboards



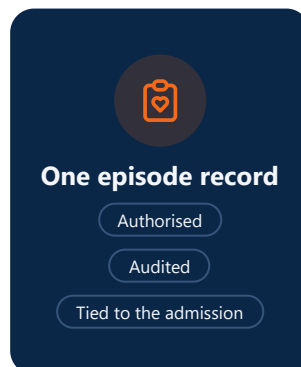
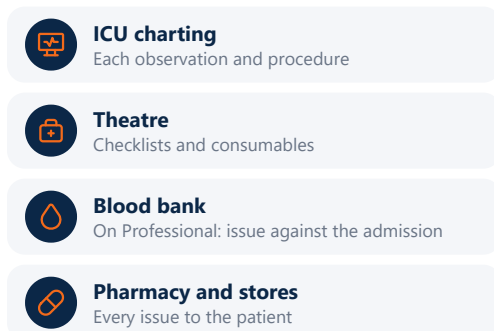
10

controlled reversal types, on Professional

BEDSIDE TO BILL

Charted at the bedside, billed from the same entry

WHERE IT IS RECORDED



WHAT IT PRODUCES



↩ **Nothing changes quietly.** On Professional, ten controlled reversal types keep every change to a bill on the trail, by user, branch and shift.

MEASURED, NOT PROMISED

The same four measures, before and after:



Baseline from your own reports



Pilot in one department



Board report on one page



Unbilled charges



Day close



Claims returned



Discharge time

WHAT IT DOES

Included from the first day

Every tile ships today and can be shown on your own data before you commit.

 Front office Appointments, registration, OP billing	 Consultation Specialty casesheets and orders	 In-patient Admission, beds, transfers, nursing
 ICU Charting that is the billing source	 Operation theatre Checklists, consumables on the case	 Diagnostics Lab and radiology, results on record
 Procurement and stores Indent, PO, rate contract, GRN	 Billing and claims Interim and final bills, TPA claims	 Dashboards and reports Role dashboards, financial reports

WHAT SHIPS

Live, in delivery, and on the roadmap

LIVE TODAY Demonstrable on your own data  Patient mobile app  Doctor mobile app  Queue management  Feedback system  ICU charting  Multi-branch operation (Enterprise) Built, ready to enable: ABDM / ABHA, once the hospital has its own ABDM registration.	IN DELIVERY Being built; dated in writing  PACS viewer  Lab analyser integration  Video tele-consultation  Need one by a date? The date goes in your contract, not a conversation.	ROADMAP No software behind it yet  FHIR data exchange  AI assistance, as pilots  Doctor digital directory  Ticketing system  CRM  Quality and compliance  Asset management
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ACCESS AND AUDIT

Who sees what, and what is recorded

THREE LAYERS OF ACCESS

HOSPITAL Isolated from every other hospital.

BRANCH Enforced on the server, never the browser.

ROLE View, add, edit, delete, print: per screen.

BUILT IN

 Token-based sign-in on every API call	 Activity log and approval history
 Reversals tied to user, branch, shift	 Named staff accounts, least privilege
 Records ICD-coded and NABH-ready	 You stay the data fiduciary (DPDP Act, 2023)

Hosted in India on our cloud, or on your own servers. No external security audit has been done, so we claim no ISO 27001 or NABH certification.

SERVICE LEVELS

Two levels of cover, one uptime commitment

COMMITMENT	STANDARD COVER	CRITICAL COVER · 24×7
 Uptime	99.5% per calendar month, on both covers, on our cloud	
 Backups	Twice a day, kept 30 days	Every 4 hours, kept 30 days
 Recovery point	12 hours	4 hours
 Recovery time	12 hours	8 hours
 Critical fault	1 hour, 07:00–23:00 daily	1 hour, round the clock
 Other faults	High 4 business hours · medium 1 business day · low 3 business days	
 Escalation	Support portal and email	Named contact, emergency line

Your proposal sets out which cover applies. Times are to first human response. Business hours: Monday to Saturday, 09:00–18:00 IST. Uptime, backup and recovery terms apply on our cloud; on your own servers they are agreed in the proposal.

MODULE CATALOGUE

122 modules on one platform

A catalogue count, not a live list. Tags repeat what ships today; an untagged module's status is confirmed in writing at fit and gap.

CLINICAL AND CARE

Patient registration Live Demographics, allergies, insurance, vitals and family history	Appointments Live Slots, waitlists and reminders for OP and IP	Out-patient department Live Consultations, clinical notes, prescriptions and follow-ups	In-patient department Live Admission, treatment plans, ward rounds and discharge
Bed and ward Live Ward types, bed allocation, transfers and occupancy	Nursing Live Assessments, care plans, medication administration and shifts	ICU Live Critical-care charting, ventilator management, ICU scoring and alerts	Operation theatre Live Surgery scheduling, theatre allocation, consent and surgical notes
Emergency department Triage, emergency consultations, trauma and ambulance tracking	Anaesthesia Pre-anaesthetic assessment, intra-operative monitoring and recovery	Doctor management Profiles, schedules, leave, contracts and performance	Clinical documentation Clinical and progress notes, discharge summaries and templates
Examination Structured examination templates and findings capture	Clinical decision support Drug interactions, clinical rules, guidelines and order sets	Clinical research Study registry, protocols, subject enrolment and trial data	

SPECIALITY CASESHEETS

Cardiology ECG, cardiac catheterisation, echo reports and cardiac rehabilitation	Neurology GCS and NIHSS scoring, stroke protocols and seizure classification	Oncology Chemotherapy protocols, tumour registry, radiation therapy and staging	Nephrology Renal function monitoring and kidney-transplant follow-up
Dialysis Haemodialysis and peritoneal dialysis, scheduling and water quality	Transplant Transplant coordination, donor matching and post-transplant care	Gastroenterology Endoscopy protocols, hepatology scoring and GI consultations	Pulmonology PFT reference values, ventilator protocols and ABG interpretation
Endocrinology Thyroid disorders, hormonal therapy and diabetes care	Diabetology Insulin protocols, HbA1c tracking and foot care	Rheumatology Autoimmune disease, joint assessments and biological therapy	Haematology Blood disorders, coagulation management and bone-marrow procedures
Infectious diseases Infection management, isolation protocols and antimicrobial stewardship	Orthopaedics Fracture classification, implant catalogue and physiotherapy protocols	Rehabilitation Physical and occupational therapy, assessment scales and outcomes	Urology Urodynamic studies, consultations, procedures and surgeries
Paediatrics Growth charts, vaccination schedules, milestones and paediatric dosing	Perinatal Antenatal care, labour and delivery, postnatal and neonatal monitoring	IVF and fertility IVF cycles, embryo tracking and fertility assessments	Ophthalmology Eye examination, visual acuity, ocular surgery and retina screening
ENT Ear, nose and throat examination, audiometry and procedures	Dermatology Skin examination, biopsy management, procedures and phototherapy	Dental Dental charts, procedures, treatment plans and orthodontics	Mental health Psychiatric assessments, therapy sessions and behavioural health
Ayurvedic medicine Prakriti assessment, Ayurvedic treatments and formulations	Panchakarma Panchakarma therapies, detox protocols and therapy scheduling		

MODULE CATALOGUE, CONTINUED

Diagnostics, finance, operations and platform

What is ordered, issued and reported lands on the episode; one login, rights model and branch structure sits under all of it.

DIAGNOSTICS AND PHARMACY

Laboratory

Live

Orders, sample tracking, results and quality control; analyser link in delivery

Radiology

Live

Imaging orders and reporting on the record; PACS viewer in delivery

Pharmacy

Live

Drug stock, dispensing, controlled substances; every issue on the episode

Blood bank

Live · Professional

Donors, camps, storage, cross-matching and issue against the admission

Pathology

Histopathology, cytology, surgical pathology and tissue tracking

Microbiology

Culture and sensitivity, antimicrobial resistance and surveillance

Ayurvedic pharmacy

Herbal drug stock and Ayurvedic formulations

FINANCE AND REVENUE

Billing

Live

OP bills, interim and final IP bills, payments and refunds

Insurance and TPA

Live

Pre-authorisation, cashless and claims; tracked to the UTR on Professional

Revenue cycle

Charge capture through to denial management

Accounts and finance

General ledger, payables, receivables and financial statements

Payroll

Salary processing, tax, statutory deductions and pay slips

OPERATIONS AND SUPPLY CHAIN

Procurement

Live

Indent, quotation, purchase order, rate contract and GRN

Stores and inventory

Live

Stock, issues to the patient and consumption tracking

Supply chain

Demand forecasting and distribution between stores

Vendor management

Vendor registration, rating, contracts and compliance

Contract management

AMC and service agreements, SLAs and renewals

Medical equipment

Equipment lifecycle, calibration, preventive maintenance and AMC

Medical gas

Pipeline, cylinder tracking and consumption monitoring

Maintenance

Preventive maintenance, work orders and facility upkeep

Asset management

Roadmap

Fixed-asset register, depreciation, tagging and lifecycle

CSSD

Sterilisation cycles and instrument tracking

Housekeeping

Cleaning schedules, room turnover and disinfection protocols

Linen and laundry

Linen tracking, laundry processing and contamination control

Biomedical waste

Segregation, tracking, disposal manifests and statutory returns

Dietary

Patient diet plans, kitchen management and nutrition tracking

Cafeteria

Staff cafeteria, meal planning and point of sale

Transport

Ambulance fleet, vehicle scheduling and drivers

Security

Visitor management, access control and incident reports

Mortuary

Storage, release procedures and documentation

PLATFORM AND INTEGRATION

Hospital structure

Live

Branches, departments, rooms, beds and specialisations; groups on Enterprise

Access and authorisation

Live

Token sign-in, roles, and view, add, edit, delete, print rights per screen

Common services

Configuration, activity log, notifications and file handling

Hospital onboarding

Hospital registration, edition and module licensing

Numbering and coding

Numbering schemes and business-code rules across modules

Rule engine

Configurable business rules and decision tables

Task and workflow

Task assignment, approvals, SLA tracking and escalations

Communication

SMS, email and WhatsApp notifications; internal messaging

ABDM / ABHA

Ready to enable

ABHA creation and health-record linking, on the hospital's own ABDM registration

HL7 / FHIR exchange

Roadmap

HL7 v2 and FHIR R4 message routing and data exchange

System integration

Third-party connectors, API gateway and data synchronisation

Connected devices

Medical-device integration and device management

Secure data ledger

Tamper-evident clinical and consent records

Advanced health tech

Programme management for robotics, genomics and digital therapeutics

MODULE CATALOGUE, CONTINUED

Analytics, people, patients and quality

Reports and dashboards read the one record; staff administration, the patient's own view and quality tracking sit beside it.

ANALYTICS AND INTELLIGENCE

Dashboards

Eight role dashboards and widget configuration

Live

Reporting

MIS and financial reports, report builder; statutory reports on Professional

Live

Analytics

KPIs and business-intelligence views

Remote patient monitoring

Home monitoring, wearable data and threshold alerts

AI assistance

Predictive analytics and risk-scoring models, as pilots

Roadmap

Voice assistant

Voice-driven dictation and commands, as a pilot

Roadmap

PEOPLE AND HR

HR management

Employees, attendance, leave, rosters, recruitment and training

Committees

Hospital committees, meetings, minutes and action items

Donor management

Hospital donors, donations and acknowledgements

Hostel

Staff hostels, room allocation and mess

Library

Medical library, catalogue, journals and digital resources

Scholarship and academics

Academic programmes, scholarships and student records

Alumni

Alumni registry and events for teaching hospitals

PATIENT EXPERIENCE

Queue management

Tokens, digital signage and wait-time tracking

Live

Grievance and feedback

Patient feedback, complaints and resolution tracking

Live

Patient portal

Self-service appointments and health records

Doctor portal

Consultations, prescriptions and lab orders in one place

Tele-consultation

Video consultation and tele-consultation scheduling

In delivery

Patient loyalty

Loyalty programmes, reward points and referrals

Medical tourism

International patients, travel coordination and packages

CRM and leads

Lead management and campaigns

Roadmap

RECORD MANAGEMENT

Medical records

The electronic health record, coding and clinical summaries

Document management

Document repository, indexing, versions and workflow

Legal and medico-legal

MLC registration, police intimation and court summons

QUALITY AND COMPLIANCE

Quality management

Quality indicators, clinical audits, CAPA and root-cause analysis

Roadmap

Risk and incidents

Risk assessment, incident reporting and mitigation plans

Roadmap

Audit management

Internal audit planning, findings and corrective actions

Roadmap

Infection control

HAI surveillance, antibiotic stewardship and outbreak management

Roadmap

NABH readiness

Self-assessment and gap tracking against NABH standards

Roadmap

JCI readiness

Tracking against JCI standards and patient-safety goals

Roadmap

NMC compliance

National Medical Commission and medical-education standards

Roadmap

ISO standards

Document control and internal audits for the hospital's ISO work

Roadmap

Accreditation

Multi-standard accreditation tracking and evidence

Roadmap

Global accreditation

Programmes such as CAP, ISO 15189 and GAHAR

Roadmap

Compliance tracking

Cross-cutting regulatory tracking and reporting

Roadmap

Privacy and consent

Consent management and privacy impact assessments

Roadmap

Statutory licences

Licence registry, renewals and inspections

Roadmap

Live In delivery Roadmap

Tags repeat what ships today, as set out on page 3. An untagged module is in the catalogue; its status is confirmed in writing at fit and gap.

Quality and compliance is on the roadmap. Those modules would track a hospital's own accreditation and compliance work; ClinexGen claims no NABH, ISO or other certification. In-delivery and roadmap items are never part of a trial.

WHY NALAM360

Why choose Nalam360



One platform, not an integration project

One database, login and rights model, with no interfaces between your own modules and no nightly files.



Configure rather than customise

Forms, tariffs, numbering, roles and print layouts are settings, not a software release.



Your data stays yours

You stay the data fiduciary under the DPDP Act, 2023. On exit, a 60-day export, then certified deletion.

EDITIONS

Three editions, one hospital record



Standard

Multi-speciality core, one hospital

- Front office, OPD, wards, ICU and theatre
- Lab, radiology, pharmacy and stores
- IP billing, insurance and TPA claims
- Eight role dashboards



Professional

Super-speciality depth, one hospital

Everything in Standard, plus

- Blood bank: donors, camps, issue
- TPA claims tracked to the UTR
- Approvals; reversal console, ten types
- Statutory reports, referrer payout



Enterprise

All of it, across your group

Everything in Professional, plus

- Several hospitals or branches on one deployment
- One patient identity across the group
- Branch and group reports from one record



Your proposal sets out the edition that fits. Moving up switches lines on; every record stays.



Cloud or your own servers is a deployment choice in every edition, not an edition.

GOING LIVE

Departments go live in sequence, within 90 days

STAGE	DAYS 1-15	DAYS 16-40	DAYS 41-60	DAYS 61-90
 Set up Masters, tariff, roles, specialty forms	15 days			
 Migrate Patients, balances, stock, reconciled		25 days		
 Front office Appointments, registration, OP billing			20 days	
 Clinical Wards, ICU, theatre, lab, pharmacy				30 days, to the first clean month

WHERE NALAM360 FITS Which ClinexGen healthcare product fits

NO IN-PATIENT BEDS

Casebook

Clinics and practices with no in-patient beds; a doctor-wise EMR.

UP TO 100 BEDS

Nucleus

Clinics and hospitals up to 100 beds; out-patient and in-patient care on one record.

ABOVE 100 BEDS

Nalam360

Hospitals above 100 beds, and multi- and super-speciality hospitals with ICUs.

LABORATORIES

MediBridge LabCore

A laboratory run as its own business or network, with MediBridge Connect for analyzers, HIS and LIS.

Rule: beds decide first. A hospital under 100 beds that runs ICUs and several super-specialities is assessed for Nalam360 at fit and gap. **Moving up:** patient records are migrated as part of the next product's go-live, scoped at fit and gap. One partner, one support desk.

NEXT STEP

See Nalam360 on your own tariff and forms



Working session

90 minutes, one test patient



Fit and gap

One page, yours to keep



14-day trial

On your own masked data



Proposal

The edition that fits



Pilot and go-live

One department first

Bring to the working session your tariff and packages, your specialty forms, your TPA and insurer list, and one month of in-patient bills.

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