

How a Busy GP Clinic Cut Admin Hours and Doubled Patient Satisfaction with BISTEC Care

Client: City Medical Centre

Industry: General Practice / Family Medicine

OVERVIEW

A Growing Practice Under Pressure

City Medical Centre is a well-established GP clinic in suburban Colombo, serving over 400 patients per month across general consultations, chronic disease management, and family healthcare. As patient numbers grew steadily, the practice found itself overwhelmed by manual processes - phone-based appointment booking, handwritten prescriptions, paper-based billing, and disconnected record-keeping.

Appointment mix-ups became common. Revenue tracking was unreliable. Patients complained about long wait times and the inability to book outside clinic hours. Dr. Silva, the lead GP, knew the practice needed more than a basic EMR - it needed a complete practice management transformation.

That's when City Medical Centre turned to BISTEC Care, Sri Lanka's leading clinic management software, purpose-built to modernize every layer of a healthcare practice's operations.

THE CHALLENGE

The Bottlenecks of a Paper-Based GP Practice

At its core, City Medical Centre was running like most Sri Lankan GP clinics - the doctor as the centre of everything, with no system connecting the pieces. Four critical pain points were identified:

> **Phone-Only Booking**

Patients could only book by calling during clinic hours. Staff spent 3-4 hours daily fielding calls, leading to missed bookings and double-scheduling.

> **Paper Prescriptions & Manual Dispensing**

Prescriptions were handwritten, drug stock was tracked in a notebook, and there was no visibility into expiry dates or low-stock items.

> **No Financial Clarity**

Revenue was tracked in a cash book. Doctor fees, consultation charges, and medication costs were all mixed together with no clear reporting.

> **Fragmented Patient Records**

Patient histories lived in physical files that were hard to retrieve, easy to misplace, and impossible to access outside the clinic.

THE SOLUTION

A Complete Practice Transformation with BISTEC Care

BISTEC Care's implementation team worked closely with Dr. Silva and his staff to design a phased rollout covering every aspect of the practice. The transformation unfolded across four strategic pillars:

1. WhatsApp AI Chatbot Booking

Patients were given the ability to book appointments 24/7 via a WhatsApp AI chatbot - no phone calls needed. The chatbot handles availability checks, appointment confirmation, and automated reminders. Within the first month, 65% of bookings shifted to WhatsApp, freeing staff from the phone entirely during consultation hours.

2. Digital Prescriptions & Drug Inventory

BISTEC Care replaced handwritten prescriptions with a digital system. Doctors select medications from the built-in drug database, and prescriptions are instantly available for dispensing. The integrated inventory module tracks stock levels across multiple batches, alerts on low stock and expiry dates, and provides clear consumption reports.

3. Medical Billing & Revenue Tracking

For the first time, City Medical Centre had clear financial visibility. Every consultation, procedure, and medication sale is automatically captured. Doctor fee management, invoice generation, and daily revenue summaries replaced the cash book entirely. Dr. Silva can now see his practice's financial health at a glance from the dashboard.

4. Unified EMR & Mobile Access

All patient records - medical history, allergies, past prescriptions, clinical notes - are now stored in one secure, cloud-based system. Dr. Silva accesses patient records from his mobile app between clinic and hospital. Staff retrieve patient files in seconds instead of searching through cabinets.

THE RESULTS

Measurable Outcomes, Lasting Impact

Within 90 days of full deployment, City Medical Centre reported measurable improvements across every key operational metric. The return on investment was evident not only in numbers, but in the day-to-day experience of running the practice.

65% of Bookings via WhatsApp

The AI chatbot handles the majority of appointment scheduling, with patients booking at all hours - including evenings and weekends.

55% Reduction in No-Shows

Automated WhatsApp and SMS reminders with one-tap confirm/reschedule links dramatically improved attendance rates.

Zero Manual Billing

Every transaction is captured automatically. Monthly revenue reports that once took a full day now generate in seconds.

3x Faster Patient Retrieval

Digital records replaced physical files. Staff find any patient's complete history in under 10 seconds.

Mobile Access for the Doctor

Dr. Silva reviews patient records and checks his schedule from anywhere via the BISTEC Care mobile app.

Higher Patient Satisfaction

Patients appreciate 24/7 booking, shorter wait times, and digital prescriptions. Word-of-mouth referrals increased noticeably.

"BISTEC Care didn't just digitize our records - it transformed how we run our entire practice. My staff are happier, my patients are happier, and I finally have clarity on my revenue."

- Dr. Silva, Lead GP, City Medical Centre

ABOUT BISTEC CARE

Built for Clinics. Designed for Sri Lanka.

BISTEC Care is a comprehensive clinic management software platform developed by BISTEC Global, tailored specifically for the needs of healthcare providers across Sri Lanka and the region. From solo GP practices to multi-specialty hospitals, BISTEC Care delivers the tools modern healthcare requires - appointment scheduling, electronic medical records, billing and invoicing, patient communication, inventory management, and insightful reporting - all within one secure, cloud-based system.

BISTEC Care is trusted by clinics across Sri Lanka who want to spend less time managing paperwork and more time caring for patients. With local support, deep healthcare expertise, and a platform that grows with your practice, BISTEC Care is the partner modern clinics choose.

WHY GPs CHOOSE BISTEC CARE

- + Complete practice management - not just EMR, but scheduling, billing, inventory, and patient engagement
- + WhatsApp AI chatbot - patients book 24/7 without calling your clinic
- + Mobile app - access patient records and your schedule from anywhere
- + Drug inventory with multi-batch tracking, expiry alerts, and low-stock notifications
- + 24/7 local support from a Colombo-based team
- + Trusted by 50+ clinics and 50,000+ patients across Sri Lanka
- + Enterprise-grade engineering by BISTEC Global - not a side project

Ready to transform your GP practice?

Speak to a BISTEC Care specialist today and discover how practices like City Medical Centre went from overwhelmed to optimized.

www.bisteccare.lk | contactus@bisteccare.lk | +94 74 016 7913

BISTEC Care (Pvt) Ltd.

PV 125 750 | 14 Sir Baron Jayathilaka Mawatha, Colombo 00100.

Tel: +94 74 391 9291 | Email: contactus@bisteccare.lk | Web: www.bisteccare.lk