



Clinova

Healthcare Operational Intelligence Platform

From Smart Registration to AI-Assisted Clinical Operations

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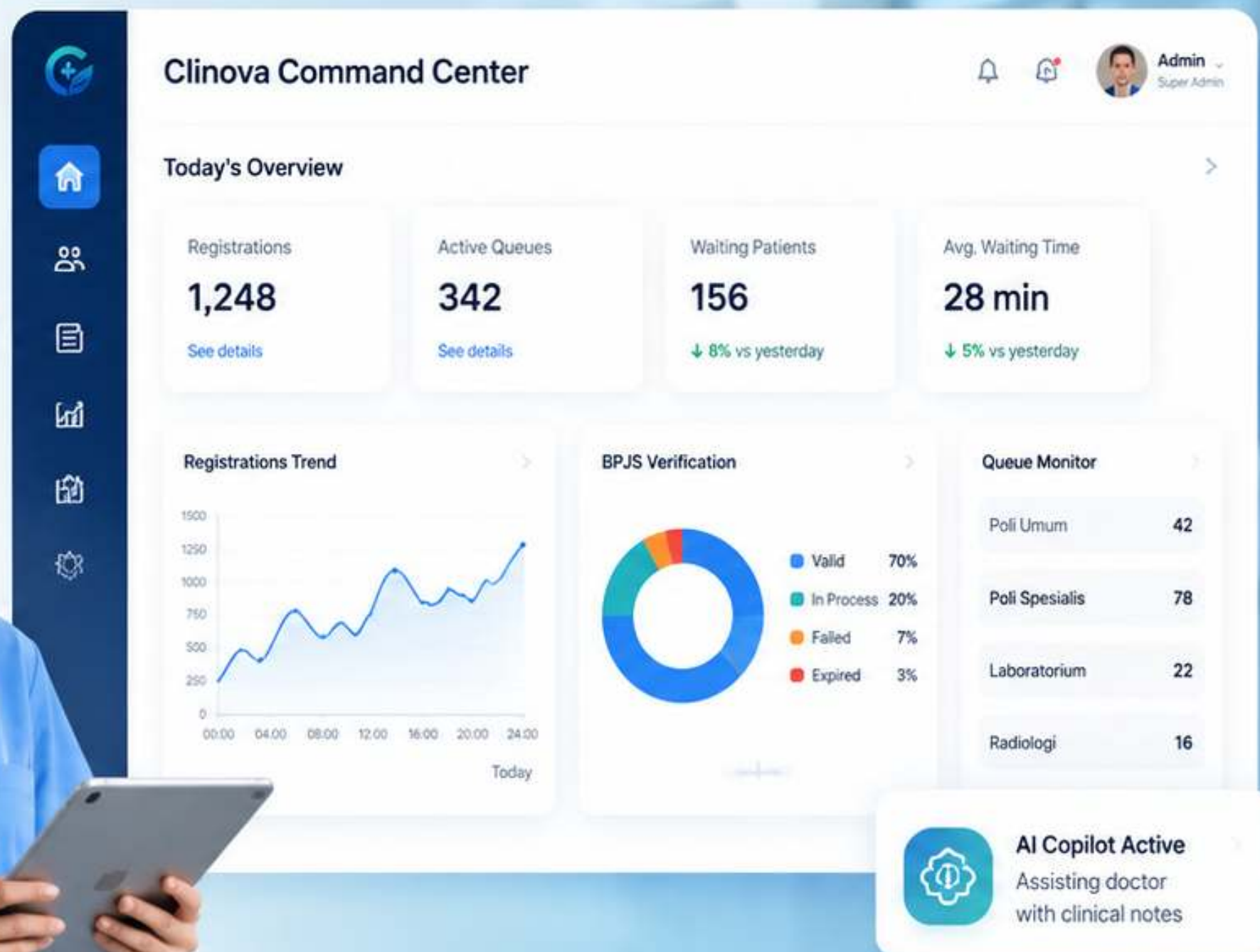
BPJS Ready



AI-Powered



Enterprise Grade





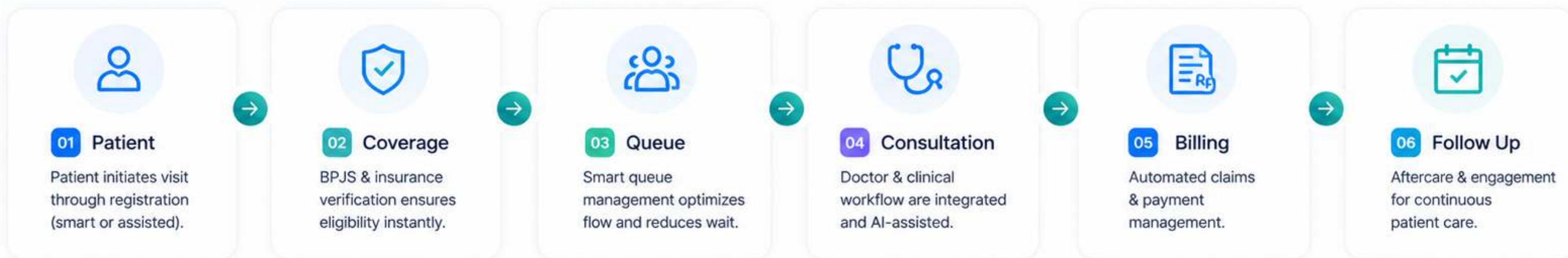
OVERVIEW —

End-to-End Healthcare Operations

Clinova connects every touchpoint in the patient journey to deliver smarter, faster, and more efficient healthcare operations.



The Patient Journey with Clinova



Connected

All departments, systems, and data in one platform.



Efficient

Automate workflows and eliminate operational silos.



Intelligent

AI-driven insights for better decisions and outcomes.



Patient-Centric

Better experience, better care, better tomorrow.



KEY BENEFITS —

Why Clinova

Delivering measurable impact across every aspect of healthcare operations.



Faster Patient Journey

Reduce waiting time, simplify registration, and improve patient experience.



-35%

Average Waiting Time



+28%

Registration Efficiency



+32%

Patient Satisfaction



BPJS Resiliency

Ensure uninterrupted service with intelligent validation, retry, and fallback mechanisms.



99.9%

Verification Success



-60%

Claim Rejection



100%

BPJS Compliance



AI-Assisted Clinical Workflow

Empower doctors with AI Copilot for SOAP notes, ICD suggestions, and clinical insights.



-45%

Documentation Time



+25%

Diagnostic Accuracy



+40%

Clinician Productivity



Operational Visibility

Real-time monitoring across branches for better decisions and control.



Real-time

Operational Insights



+30%

Resource Utilization



-20%

Operating Cost



BPJS Ready

Fully compliant and integration ready



AI-Powered

Intelligent automation that learns and improves



Enterprise Grade

Secure, scalable, and built for healthcare



Data Secure

End-to-end encryption and privacy by design



CAPABILITIES —

Powerful Capabilities Built for Healthcare

Clinova delivers a comprehensive suite of capabilities to streamline every step of your operations.

 Smart Registration

 Smart Kiosk

 BPJS Resiliency Engine

 Queue Intelligence

 Clinical Copilot

 Command Center

 Population Health

Smart Registration

Streamline patient registration with intelligent verification, duplicate detection, and automated queue assignment.

- ✓ Self & Assisted Registration
- ✓ BPJS & Insurance Verification
- ✓ Duplicate Detection
- ✓ Temporary MRN
- ✓ Multi-branch Support
- ✓ Seamless Queue Assignment



Clinova Command Center



Admin
Super Admin

Patient Registration

1

Patient Info

2

Coverage

3

Visit Info

4

Queue

Patient Information



Siti Aisyah

Female, 28 Y/O

MRN : TMP-240805-0012

NIK 3275075602880001

Phone 0812 3456 7890

Address Jl. Melati No. 10, Jakarta

Coverage Verification

 **BPJS Aktif**

No. Kartu 0001234567890

Faskes Klinik Sehat Sentosa

SEP Status  Valid

Queue Assignment

 Poli Umum

Counter C1

Estimated Time 15 min

 Print / QR Ticket



Faster Registration

Reduce admin time
up to 60%



Accurate Verification

Minimize errors and
duplicate data



Optimized Queue

Intelligent routing &
load balancing



Better Experience

Shorter wait time,
happier patients



One Platform. All Capabilities. Better Outcomes.

Clinova's integrated capabilities work together to deliver seamless operations and exceptional patient care.



98%

Registration Accuracy



-45%

Admin Time



+35%

Throughput



+28%

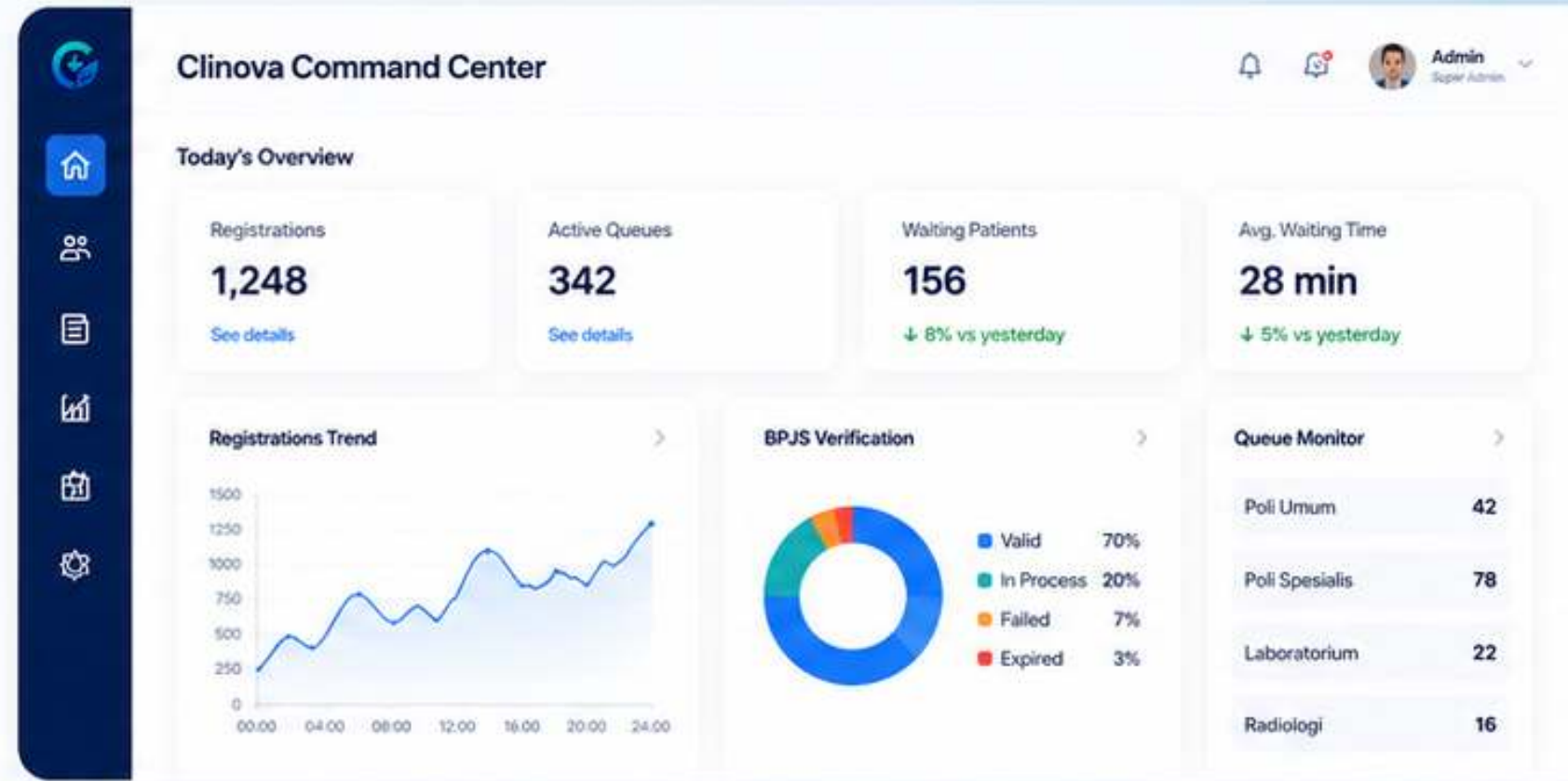
Patient Satisfaction



PLATFORM MODULES & DEPLOYMENT —

A Modular Platform. Built for Healthcare.

Clinova's modular architecture adapts to your workflows and scales with your organization.



Core Platform Modules

01



Patient Runtime

Manage patient information, registration, and Demographics.

02



Coverage Runtime

Insurance & BPJS verification, eligibility, and benefits management.

03



Schedule Runtime

Provider schedules, appointment booking, and resource planning.

04



Visit Runtime

Visit management, clinical documentation, and progress tracking.

05



Queue Runtime

Smart queues, real-time monitoring, and flow optimization.

06



Clinical Runtime

Clinical workflow, orders, results, and AI-assisted insights.

07



Billing Runtime

Claims, billing, payments, and financial reconciliation.

08



Notification Runtime

Alerts, reminders, and engagement across channels.

Deployment Options

Deploy Clinova the way that fits your infrastructure, security, and compliance requirements.



Cloud

Scalable, secure, and always up-to-date. Reduce infrastructure burden and costs.



Hybrid

Flexible integration with your existing infrastructure and cloud services.



On-Premise

Full control, behind your firewall, with maximum security and compliance.

INDUSTRY CHALLENGES

Clinova Healthcare Challenges

Healthcare organizations face operational complexities that impact patient experience, efficiency, and service quality.

-  Long Patient Waiting Time
-  BPJS Service Disruption
-  Manual Registration Process
-  Fragmented Systems
-  Limited Operational Visibility
-  Administrative Burden



Challenge

Operational and system challenges hinder healthcare delivery and efficiency.



Impact

Higher cost, longer wait times, service disruptions, and dissatisfied patients.



Clinova Solution

An integrated, intelligent platform to streamline operations, improve visibility, and enhance patient experience.

THE IMPACT



Patients experience frustration and longer wait times.



Service disruptions lead to claim failures and revenue loss.



Manual processes cause errors, delays, and higher costs.



Disconnected systems result in data silos and inefficiencies.



Lack of real-time visibility hinders decision-making.



Staff spend more time on administrative tasks, less on patient care.

CLINOVA DELIVERS



Faster Patient Journey



BPJS Resiliency & Reliability



Integrated & Connected Systems



Real-Time Visibility



Better Patient Experience



Operational Efficiency & Cost Optimization

BUSINESS VALUE —

Clinova Business Outcome

Delivering measurable outcomes that improve operational efficiency, enhance patient experience, and drive healthcare excellence.



Faster Patient Registration

Streamlined digital registration and BPJS verification reduce process time and eliminate manual queues.



Reduced Waiting Time

Intelligent queue management and real-time workflow optimization minimize patient waiting time.



High BPJS Service Availability

Resilient integration, auto-retry and fallback mechanisms ensure higher BPJS service uptime and reliability.



SOAP & ICD Documentation

Standardized clinical documentation with SOAP notes and ICD coding for accuracy and compliance.



Telemedicine Ready

Enable remote consultations, follow-ups, and digital care continuity anytime, anywhere.



Better Operational Performance

Real-time analytics and dashboards drive better decisions and improve overall operational efficiency.



MEASURABLE IMPACT

Clinova helps healthcare organizations achieve better results, faster.



30–50%

Faster Registration Process



20–40%

Reduction in Waiting Time



95%+

BPJS Service Availability



4.7/5

Average Patient Satisfaction



15–25%

Lower Operational Cost