ZenHMS

AI MANAGED MODERN HOSPITAL ERP

Hospital Management System Buyer's Kit

The practical checklist for choosing hospital software in India — use it in every demo and vendor comparison.

Inside this kit

- Module-by-module requirement checklist
- Indian compliance checklist (NABH, ABDM, GST, DPDP & more)
- The questions to ask every vendor — data, exit, pricing
- A demo scorecard and a pricing comparison worksheet

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How to use this kit

Buying hospital software is a decision you live with for years, and the brand on the brochure — HMS, HIS or ERP — tells you almost nothing about what you are actually getting. This kit turns the decision into a checklist you can run in any demo.

Print one copy per vendor. Tick a box only when you have seen the feature work on your own hospital's data — not on the vendor's sample. At the end, the vendor with the most ticks, the cleanest answers on data ownership and the most honest pricing is usually the right one.

One rule above all

Favour one database over several products bolted together. Every problem hospitals describe to us — re-keying, revenue leaking between systems, audit scrambles — comes from not having a single patient record.

1 · Module requirement checklist

Does the software include these modules, on one shared patient record? Tick what you need now — and confirm the rest can switch on later without another migration.

FRONT OFFICE & ACCESS

- ☐ Patient registration with a unique hospital ID (UHID)
- ☐ Appointments and token / queue management
- ☐ OPD consultation with e-prescription
- ☐ Patient portal and telemedicine
- ☐ CRM, feedback and follow-up

CLINICAL

- ☐ IPD admissions and a live bed board
- ☐ Nursing (NEWS2, medication administration record), ICU, OT
- ☐ Emergency / casualty with MLC handling
- ☐ Laboratory information system (LIS)
- ☐ Radiology (RIS) with a PACS bridge
- ☐ Pharmacy with stock and drug-interaction checks
- ☐ Blood bank and dialysis

REVENUE & BACK OFFICE

- ☐ Billing with correct GST tax invoices
- ☐ TPA / insurance claims (cashless, PMJAY, CGHS)
- ☐ Accounting & finance
- ☐ HR & payroll
- ☐ Inventory, procurement and asset management

QUALITY & INTELLIGENCE

- [ ] Quality / NABH audit, biomedical waste, infection control
- [ ] ABDM national stack with FHIR
- [ ] Analytics / command-centre dashboards
- [ ] An AI layer — that drafts, with a human sign-off

2 · Indian compliance checklist

Indian hospitals answer to a stack of mandates. The right software captures the data each one needs at the point of care — so an audit becomes a report, not a scramble. Tick each one the vendor can demonstrate.

- [ ] NABH — quality indicators scored from live data
- [ ] ABDM / ABHA — ABHA linkage and consented record sharing
- [ ] GST — correct tax invoices and bills of supply
- [ ] DPDP Act 2023 — consent capture and a full access trail
- [ ] BMW Rules 2016 — biomedical waste manifests
- [ ] NDPS — narcotics register for the pharmacy
- [ ] PCPNDT — Form F for ultrasound
- [ ] eRaktKosh — blood-bank donor and stock reporting
- [ ] AERB — radiation safety records
- [ ] FSSAI — kitchen / canteen licence records
- [ ] NABL / ISO 15189 — laboratory accreditation records

Ask the vendor to show where each is captured in the normal flow of work. If the answer is “we’ll build a report at audit time,” that is a red flag.

3 · Questions to ask every vendor

The answers here separate a partner from a trap. Get them in writing.

YOUR DATA

- [ ] Who owns the clinical and financial records — us or you?
- [ ] If we leave, can we export everything, in open formats, at no charge?
- [ ] Where is the data hosted, and is it DPDP-compliant?

REALITY ON THE GROUND

- [ ] Does registration, billing and pharmacy keep working if the internet drops?
- [ ] Will it run on the tablets and bandwidth we actually have?
- [ ] How long is a realistic go-live — and what does it need from us?

MONEY & SUPPORT

- [ ] Is every price published, or is it “contact us”?
- [ ] What is NOT included — modules, support, AMC, add-ons?
- [ ] What does support cost, and what are the response times?

4 · Demo scorecard

Score each vendor 1–5 on your own test cases, then total each column.

Criteria	V1	V2	V3	V4
One patient record across departments				
Speed on a slow connection				
Correct GST bill end-to-end				
Compliance captured at point of care				
Ease for front-desk & nurses				
Data export / exit terms				
AI usefulness (and human sign-off)				
Published, honest pricing				
Support & onboarding quality				
TOTAL				

5 · Pricing comparison worksheet

Hidden costs decide the real price. Fill one column per vendor.

	Vendor 1	Vendor 2	Vendor 3
Monthly price			
Per bed / per doctor?			
Modules included			
Setup / migration fee			
Support / AMC per year			
Price published?			

ZenHMS

ZenHMS ticks every box on this list.

One hospital, one database, one login. Every Indian mandate captured at the point of care. An AI layer that drafts — a human always signs. Built for tier-2 and tier-3 hospitals, free up to 5 doctors.

Book a free demo !’ zenhms.com