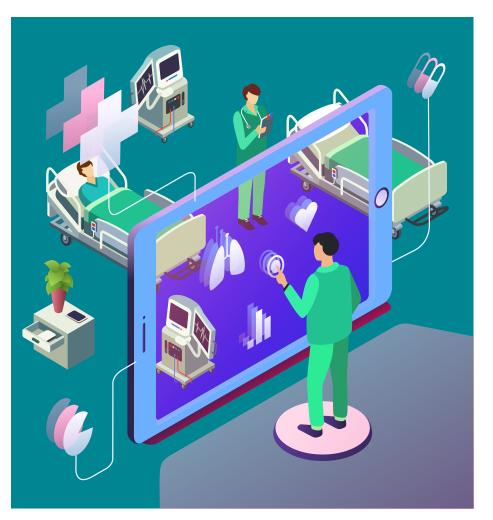# USING TECHNOLOGY TO BUILD
TRANSPARENCY & TRUST IN HEALTHCARE

By Pankaj Mittal, Co-founder & Chief Technology Officer, AB Hospitals

Headquartered in Gurgaon, AB Lifecare is a Healthcare Technology company that aims to make effective, efficient, equitable surgical care accessible to all

Many healthcare organizations use IT as a tool for monitoring existing processes and protocols. They have been largely replacing paper documents with electronic ones and improving billing to maximize reimbursements. Even though earnings have grown as a result, the effects of IT on diminishing the costs and boosting the standards of medical care was small, restricted to automated routine processes only. Relatively, few companies have taken the measure to assess the wealth of information in their IT systems to understand the efficacy of the care they provide. Only a small number of healthcare companies have leveraged those same IT systems to see if those processes and protocols could be improved, and if so, them act accordingly.

Although considerable attention has been paid to the potential medical benefits of new technologies such as augmented reality, artificial intelligence and wearable sensors that continuously monitor vital signs, the focus is less on how organizations that provide care can get a whole lot further from their newest or planned investments in enterprise wide IT systems.

Let's examine how Information Technology can be strategically used to build transparency and trust in health care industry.

Building Transparency

Asymmetry in information experienced by consumers, suppliers, and payers hinders these vital stakeholders from the information they have to draw conclusions from about what works best for them. Transparency -of costs, prices, quality, and efficacy of medical products and services is an important instrument to lower the prices and improve out-