

# A patient messages at 8 am. Who answers?

Patients get clear answers from your own information. Your staff stay in charge of every decision.

🕒 8:12 am · WhatsApp

Which doctors are in today? What is the consultation fee?

An unanswered message is a patient waiting.

For clinic and hospital owners and administrators



**Book a demo on WhatsApp**

## WHAT WE SOLVE

# Does this sound like your week?



## Desk and phone pile-ups

Timings, doctors and fees asked again and again.



## Appointment requests

Requests arrive in chat and are copied by hand.



## Bill questions

Estimates and bills need a clear, checked answer.



## Records requests

Report copies need approval and a log.

### TODAY, BY HAND

- ✗ The same questions are answered at the desk, one by one.
- ✗ Requests are retyped from chat into registers.
- ✗ Bill and record requests are settled in passing.

### WITH BIZFLO

- ✓ Common questions are answered from your own notes.
- ✓ Request details are captured for your team.
- ✓ Sensitive requests can wait for a staff decision, set up with you.

## REAL CASES FROM YOUR INDUSTRY

# Cases from your industry

Public reports, as reported. They are not BizFlo customers and show no BizFlo results.



## A disputed hospital bill

Kollam District Consumer Commission, ex parte: a hospital was ordered to pay Rs 1.14 lakh over an inflated bill and a disputed signature on insurer paperwork.

lawtrend.in, 11 Sep 2026



Bill and estimate questions need one clear answer and a staff decision.

**Built with you**



## Cyberattack on a cancer centre

A cyberattack on the Regional Cancer Centre in Thiruvananthapuram halted radiation treatment for five days. The minister said no patient identifiers were affected.

Onmanorama, 8 Jul 2024



Ask how patient data is handled before anything is connected. BizFlo holds no security certification.



## Records found in waste

Patient records from two Kerala hospitals were found in biomedical waste in Tamil Nadu.

South First, 15 Dec 2024



Records handling needs clear owners. BizFlo does not manage physical records; ask us how shared data is handled.



Live today



# Front-desk enquiry assistant

## THE PROBLEM

Patients ask about timings, doctors and fees all day, and replies take time.

## WHAT IT DOES

On WhatsApp and your website chat it answers from the timings, doctor lists and fees you supply. It is not a source of medical advice, and offers to pass patients to your team.

**Patient asks****BizFlo answers****Your desk steps in**

- ✓ Answers are drawn from your lists
- ✓ Your team can read the whole conversation
- ✓ Every answer kept for your review

Live today

Working in the product today.

**Built with you**

# Request and bill approvals

## THE PROBLEM

Appointment requests and bill questions are handled in passing, with no record.

## WHAT IT DOES

We capture appointment requests for your team. Estimate and records requests wait for staff approval first. The approval engine is live; booking systems and reminders are not.

**Patient asks****Staff approve****Recorded**

- ✓ Sensitive requests go to staff first
- ✓ An unanswered approval lapses; the action does not run
- ✓ Decisions are logged

**Built with you**

Set up for your business with our team.

## HOW IT WORKS

# A patient enquiry, start to finish



- 1 Patient asks**  
Day or night, on WhatsApp or your website chat.
- 2 Answer from your notes**  
Drawn from lists you supplied.
- 3 A person decides**  
Sensitive requests wait for your staff.
- 4 It is recorded**  
Every step is kept for your review.

## What your team sees

|         |                |
|---------|----------------|
| Request | Report copy    |
| Channel | WhatsApp       |
| Status  | Awaiting staff |

*Illustrative example, not a patient case.*

# Around BizFlo, we build what you need



## Appointment sheet links

Built with you

Connect to your appointment sheet or hospital system.



## Records request routing

Built with you

Structured intake with staff approval.



## Enquiry view

Built with you

See which questions repeat, week by week.



## Back-office automation

Built with you

Repeated admin steps, scoped with you in discovery.

## HOW WE START

# How we start



1

## Discovery

A short conversation about where the front desk gets crowded.



2

## One job, one channel

We start with a single use case, not everything at once.



3

## Your information

We load your timings, doctors and fees and test on real questions first.



4

## Review together

We check results against what we agreed, then decide the next step.

### What we need from you

-  Your timings, doctor lists and fees as text or a CSV file
-  One person who decides on sensitive requests
-  A handful of real patient questions to test with

No timelines or prices are promised on this page; both are agreed in discovery.

# Bring one job your front desk repeats daily.



## Not live yet, and what we do not claim

- Medical advice or clinical answers. BizFlo answers only from your information.
- Formal security or compliance certifications. Tell us your patient-data needs first.
- Email, SMS and voice channels, scheduled reminders and online payments.
- Reading PDF or Excel files directly, and ready-made links to hospital systems.

On the roadmap, not available today: Automatic reminders and follow-ups; email, SMS and voice.



**Book a demo on WhatsApp**

A 15-minute walkthrough on WhatsApp. Bring one workflow your team repeats every day, and we will show a BizFlo agent completing it, where your team steps in, and what the record shows.



**WhatsApp +91 89214 42486**



**mybizflo.com**



**vibemindsolutions.ai**

Illustrative examples and images. Real cases are public reports cited with their source; none is a BizFlo customer. Capabilities checked 18 Sep 2026 (product notes) and may change. Icons: Font Awesome Free (CC BY 4.0). © Vibe Mind AI Solutions.