

The integrated cloud platform for

Patient Journey Management platform

for hospitals, insurers, facilitators, medical assistance
companies, and international patient departments

Modular SaaS

Cloud-native

ISO 27001

PRODUCT INFORMATION



Humanizing Intelligence. Empowering Care.

THE PROBLEM



The Care Journey is still stitched together by hand

Hospitals, IPDs, facilitators, assistance teams and insurers each work in their own silo. Every patient episode is moved along by phone, email and PDFs — so leads slip, approvals stall and patients chase updates.

01

Disconnected systems

Providers, TPAs, insurers and facilitators run on stacks that don't talk to each other. The same patient data is re-keyed five times.

02

Manual, slow processes

Quotes, GOPs, referrals and travel are chased over email and phone — driving delays, errors and approvals that stall for days.

03

A patient left guessing

One episode of care means juggling multiple agents, apps and call centres. No single view of where things stand.

HOW IT WORKS



Every step of care, on one connected flow

A patient enters once and moves through the whole episode — without anyone re-entering data or losing the thread.

01

Inquiry & Lead

Capture and qualify patient leads from web, agents, partners and direct channels.

02

Treatment Planning

Match patients to providers, build itineraries, generate quotes and route approvals.

03

Travel & Logistics

Coordinate visa, flights, accommodation and on-ground assistance in one record.

04

Care Delivery

Track admission, treatment, discharge and post-care follow-up across providers.

05

Billing & Settlement

Multi-currency invoicing, insurance claims, GOP and partner payouts in one flow.

Hyper-modular SaaS · Cloud-native · API-first · Configurable per market

CareAI Technology · Humanizing Intelligence. Empowering Care.

PLATFORM CAPABILITIES



Turn on only the modules you need

ACQUIRE Customer & Partner	MANAGE Workflow	DELIVER Care & Travel	GROW Engagement
• Web & mobile portal • Agent & subagent channel • Hospital IPD* interface • Self-sourcing flows • Lead management *IPD - International Patient Department	• Treatment life-cycle • Provider network mgmt • Quote & approval engine • Insurance approval & GOP • Itinerary builder	• Hotel & flight booking • Tele & video consult • Chronic disease mgmt • Concierge & on-ground • Medicines management	• Education & prevention • Health packages cross-sell • Loyalty & retention • Dashboards & MIS • Analytics & insights

WHO IT'S FOR



Four partners, one shared platform

1

Hospitals & IPD*

Run your international patient department on one system — leads, estimates, GOPs, admissions and discharge, with a clean view for every referring partner.

*IPD - International Patient Department

2

Facilitators & Agencies

Package treatment, travel and assistance into a single offering. Track every lead and patient from first enquiry to payout.

3

Medical Assistance

Case management, concierge, evacuation coordination and provider networks — coordinated in real time instead of over email.

4

Insurers & TPAs

Cost Containment through Cross Border Care - approvals, GOP, real-time communication and network management, with the analytics to spot cost

Insured or self-paying, cash or GOP — every patient type handled in one place.

WHY CAREAI



Built for the operations, not just the demo

We're one of a small group of HealthTech companies working across the entire integrated-care value chain — with real domain experience on both the operations and technology side.

Modular by design

Start with one module, add the rest when you're ready. Configurable per market and per customer — no rip-and-replace.

Cloud-native & API-first

Multi-tenant SaaS on AWS & Azure, with FHIR / HL7 interoperability so it fits the systems you already run.

Secure & compliant

ISO 27001 certified, HIPAA & GDPR aligned, end-to-end encryption. Audited annually with continuous monitoring.

One record, one truth

Every stakeholder sees the same patient episode in real time — fewer errors, faster approvals, happier patients.

ISO 27001 · HIPAA & GDPR aligned · FHIR / HL7 · 99.9% uptime SLA · SOC 2 Type II in progress

LET'S BUILD THE FUTURE OF CARE

Let's talk.

If you run an IPD, a facilitation desk or an assistance operation, a 20-minute demo is the fastest way to see whether CareAI fits how you already work.

Book a demo →



GET IN TOUCH

Connect with our team

EMAIL

info@careaitech.com

WEBSITE

www.careaitech.com

WhatsApp No

+971 58 5840 733

OFFICES

Dubai – UAE | Gurgaon - India