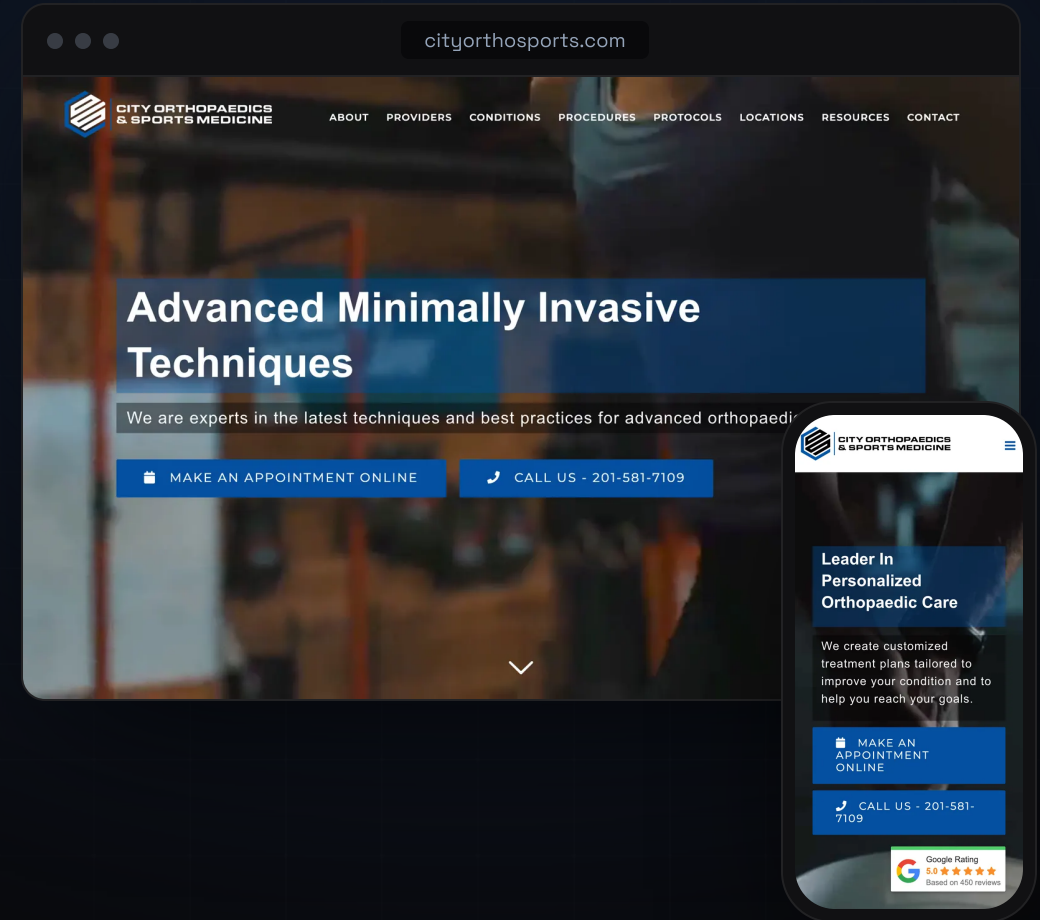


City Orthopaedics & Sports Medicine · Hospital operations

Every branch, one operating system.

A private intranet and hospital management system for a multi-location orthopaedic practice in New York and New Jersey. Scheduling, patient flow, protocols and staff communication now run from one place instead of a dozen.



The challenge

THE CLIENT

City Orthopaedics & Sports Medicine is a progressive orthopaedic practice with board-certified surgeons across several New York and New Jersey locations, offering same-day and video appointments.

SECTOR

Orthopaedics & sports medicine

LOCATIONS

Multiple NY & NJ branches

USERS

Surgeons, clinical & admin staff

Each branch ran its own way

Schedules, forms and protocols differed by location. Staff moving between branches had to relearn the basics.

Patient flow was invisible

Front desks could not see provider availability across locations, so patients were turned away while other rooms sat empty.

Protocols lived in binders and inboxes

Post-op and rehab protocols were emailed as attachments, and nobody was sure which version was current.

Too many disconnected tools

Chat, file shares, rosters and reporting all lived in separate systems with separate logins.

A single hub for clinical and administrative work



Cross-branch scheduling

Provider calendars, rooms and appointment types across every location, bookable from any front desk.



Patient flow board

Live status from check-in to discharge so managers can rebalance load between branches during the day.



Protocol library

Versioned surgical and rehab protocols with approvals, so every clinician works from the current standard.



Staff intranet

Announcements, rosters, documents and role-based access for surgeons, nurses and admin in one secure portal.

HOW IT WORKS

How a patient day runs now

The same workflow at every location.

- 01

Booked anywhere

Front desk or online booking sees capacity across all branches.
- 02

Checked in

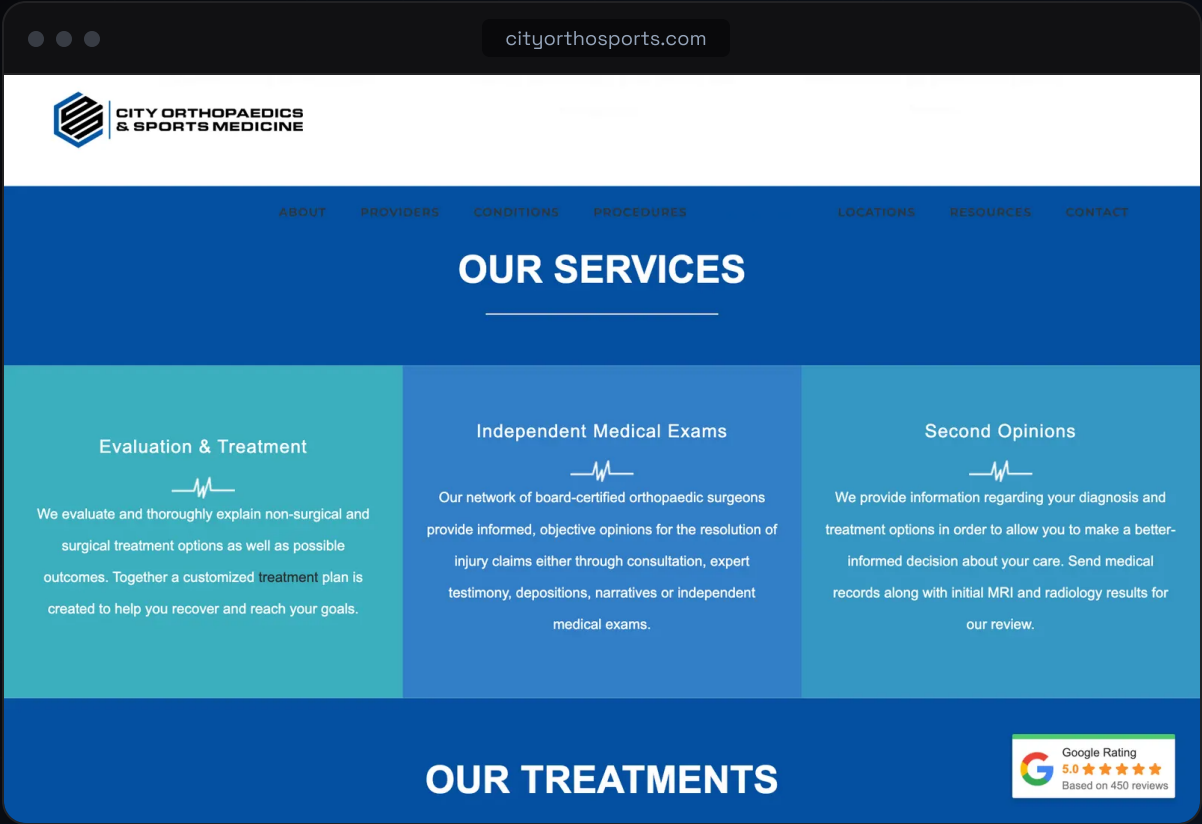
Intake status appears on the patient flow board for the whole team.
- 03

Treated to protocol

Clinicians pull the approved protocol and record the visit.
- 04

Reported centrally

Visit, utilisation and branch metrics roll up to leadership dashboards.



STACK REACT NODE.JS POSTGRESQL ROLE-BASED ACCESS HIPAA-READY HOSTING EHR INTEGRATION

What changed after launch

UTILISATION

+22%

more provider hours booked across branches

ADMIN TIME

-9 hrs

saved per coordinator every week

PROTOCOL ERRORS

0

outdated protocol versions in circulation

TOOLS REPLACED

6

separate systems consolidated into one portal

Figures reflect internal reporting in the first six months after rollout across branches.

BEFORE

Every branch had its own calendars, binders and chat groups, and nobody could see capacity across the practice.

AFTER

One secure portal runs scheduling, patient flow, protocols and staff communication for every location.

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DELIVERED IN THIS ENGAGEMENT

- ✓ Multi-branch hospital management system
- ✓ Staff intranet
- ✓ Protocol management module

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