

H-Link

Discovery Questionnaire

What we need to know to scope H-Link for your facility

Complete with your H-Link contact · Approximately one conversation

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This is the information we need to scope H-Link for your facility and give you a firm proposal. Most of it takes one conversation. The revenue section matters most — it is what tells us whether the platform will pay for itself.

SECTION 1

Facility profile

Legal name of the organisation, exactly as it should appear to staff

This becomes the name on every screen and printed document, and cannot be changed after setup.

Organisation type

- ☐ Hospital
- ☐ Clinic / Polyclinic
- ☐ Community health centre
- ☐ Standalone pharmacy
- ☐ Standalone laboratory
- ☐ Research laboratory

Country

Billing currency

Facility licence / registration no.

Number of sites

Physical address

Telephone (with country code)

Email

Ownership

☐ Private

☐ Mission / CHAG

☐ Government or quasi-government

☐ Academic

Inpatient beds

Average daily outpatient volume

SECTION 2

People

	Headcount	Will use H-Link
Doctors		
Nurses		
Midwives		
Pharmacists		
Laboratory scientists		
Records / registration		
Billing		
Administration		

Peak concurrent clinical users

SECTION 3

Decision and budget

Executive sponsor — name and role

A named person, not a committee. Facilities without one stall in week three and rarely restart.

Who owns the budget

Budget approved for this fiscal year

☐ Yes

☐ No

☐ In progress

Approval chain / procurement route (tender, board, donor sign-off)

Target go-live date

Contract term sought

SECTION 4

Current systems and data

What system are you using today

Can you export your data today

☐ Yes

☐ No

☐ Not sure

Who controls that export

What must migrate

☐ Patients only

☐ Patients + encounter history

☐ Patients + encounters + billing

☐ Nothing

SECTION 5

Revenue and claims

For most facilities this is the commercial centre of gravity. If you do not know a number here, that is itself worth discussing.

NHIS accredited

☐ Yes

☐ No

☐ Application in progress

NHIS accreditation number

Monthly claim volume

Current claim rejection rate (%)

Reimbursement turnaround (days)

How are claims prepared today (paper, spreadsheet, existing system)

Who prepares them	_____	Hours per month spent	_____
Other payers — private insurance, corporate accounts, mobile money		_____	

SECTION 6

Modules for day one

Choose the smallest set that solves a problem you can name. A facility that logs in to fifteen modules and uses two has already churned.

Clinical

- | | | | |
|---|--|--|--|
| ☐ Outpatient / OPD | ☐ Inpatient / wards | ☐ Emergency / A&E | ☐ Maternal & child health |
| ☐ Bed management | | | |

Diagnostics

- | | | | |
|---|---|--|---------------------------------------|
| ☐ Laboratory / LIS | ☐ Analyser integration | ☐ Radiology & imaging | ☐ DICOM viewer |
| ☐ Pharmacy | ☐ Inventory & stock | | |

Revenue

- | | | | |
|--|--------------------------------------|---|--|
| ☐ Billing & invoicing | ☐ NHIS claims | ☐ Automated coding | ☐ Private insurance |
| ☐ Mobile money | | | |

Connected care

- | | | | |
|-------------------------------------|---|------------------------------------|--|
| ☐ Telehealth | ☐ Patient portal | ☐ Referrals | ☐ FHIR / HL7 interoperability |
|-------------------------------------|---|------------------------------------|--|

Intelligence

- | | | | |
|---|---|--|--|
| ☐ Differential diagnosis support | ☐ Medical image analysis | ☐ Lab result interpretation | ☐ Automated clinical coding |
| ☐ Smart documentation / voice | ☐ AI scheduling | ☐ Demand forecasting | ☐ Local-language interpretation |

SECTION 7

Technical readiness

Internet provider and bandwidth	_____	Second / backup link?	_____
Power — mains reliability, generator, UPS at the point of care		_____	
Workstations	_____	Tablets / phones	_____
Network reaches			
☐ Consulting rooms	☐ Wards	☐ Laboratory	☐ Dispensary
☐ Records			
Printing needed			

☐ Prescriptions ☐ Labels ☐ Receipts ☐ Reports

Barcode scanners available

☐ Yes ☐ No

Internal IT capacity — who supports the facility today

SECTION 8

Data protection and compliance

Registered with the Data Protection Commission (Act 843)

☐ Yes ☐ No ☐ In progress

Data protection officer / responsible person

Any data residency requirements or expectations

Will any use of the data need ethics clearance

☐ Yes ☐ No ☐ Not applicable

Record retention
expectation

Terms we must sign

SECTION 9

What success looks like

What single number must move for this to be judged a success

Its value today

Target

Pilot scope — departments, users, duration

May we publish the results as a case study

☐ Yes ☐ No ☐ Discuss later

Letter of support available for grant applications

☐ Yes ☐ No ☐ Discuss later

Completed by

Date

Return this to
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