



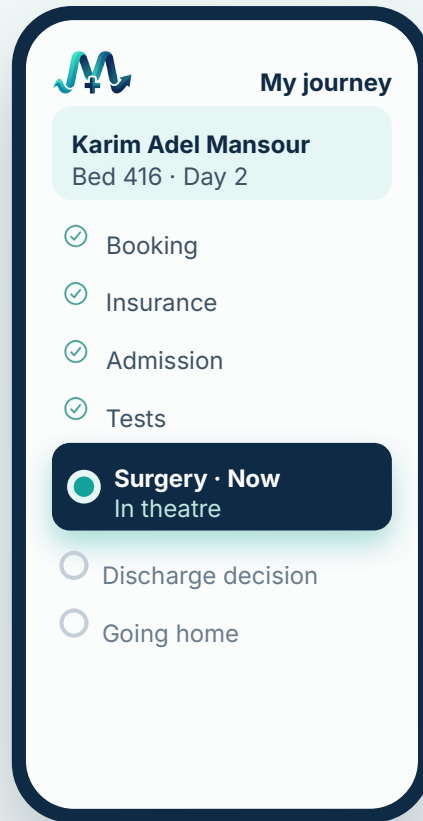
MASARAK · PATIENT JOURNEY

Masarak — Every step of the stay, clear to everyone.

مسارك — كل خطوة في الإقامة، واضحة للجميع

Live patient journeys for families. A live control room for your hospital.

Zero extra data entry.



Masarak by CareFlow Technologies

THE PROBLEM & SOLUTION

From “Where are we?” to a journey everyone can see

TODAY (WITHOUT VISIBILITY)

-  Families keep asking: “Where are we? What are we waiting for?”
-  Nurses spend time answering instead of nursing.
-  Discharge drags for hours, and no one owns the delay.
-  Managers see delays only after complaints.

WITH MASARAK (AUTOMATED JOURNEY)

1

Your systems work as usual

HIS · OT · Lab ·
Pharmacy · Billing

2

Masarak listens

Events become
clear stages, each
with an owner &
target time

3

Everyone sees what matters

Families · nurses ·
managers



No new data entry for your staff.

The only manual step: the approvals office records insurer replies in a few taps.



KEY FEATURES

One journey, the right view for every role



Patient & companion journey

Live, plain-language stages on a WhatsApp link. Tells the family when an action is needed from them.



Nursing station ward view

Read-only. Each patient's current stage, what is blocking it and on whom. Flags links not opened.



Approvals office workflow

The only screen with buttons. Insured patients sorted by how close they are to target time.



Operations control room

Live flags, backlog by department, family-side waits shown apart.

● **Amber at 80%**

● **Red at breach**



History & KPIs

Day to year, by insurer, delay heat map, run charts with corrective-action markers.



Built for trust

Status only, never diagnoses or prices. Bilingual, roles & audit log, hospital single sign-on.



WHO IT SERVES

Six people, one shared picture of the stay



Patient

"I want to know what happens next."

→ Clear stages, dates and what to bring.



Companion / family member

"I want to know what is needed from me."

→ Own link, family wording, action alerts.



Ward nurse

"I want fewer repeated questions."

→ Read-only ward view of what every family needs to know.



Approvals officer

"I want to know which case to handle first."

→ Worklist sorted by urgency, a few taps each.



Operations / patient flow manager

"I want to see delays before they become complaints."

→ Live control room with owners and target times.



Quality manager

"I want facts for corrective action."

→ Interval KPIs, trends and run charts aligned with ISO 9001.



BENEFITS

What changes in your hospital



Calmer families

Fewer "where are we?" questions and less uncertainty.



Faster, owned discharges

Every waiting minute has an owner and a target.



Fair accountability

Family and insurer waits kept apart from department time.



Fast to adopt

Works with your current HIS, with no double entry. Pilot screens fill from your own data within the first month.

Every department keeps its system. Masarak makes the journey visible.

Book a live demo →

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