Manipal Hospitals partners with Google Cloud to advance AI-driven digital healthcare across India

09 April 2025 | News

ePharmacy improves medication access and management with AI

Manipal Hospitals, one of India's largest and most trusted healthcare providers, is joining forces with Google Cloud to usher in a new era of artificial intelligence (AI)-powered digital healthcare.

The partnership will involve the hospital leveraging cutting-edge artificial intelligence, advanced data analytics, and secure cloud infrastructure from Google Cloud to drive operational efficiencies across the patient care value chain.

With support from Deloitte, Manipal Hospitals is using Google Cloud's state-of-the-art technology to power its ePharmacy platform and AI-driven nurse handoff solution. Manipal Hospitals' results show that it has successfully reduced ePharmacy order processing time from 15 minutes to under 5 minutes and cut nurse handover durations from 90 minutes to just 20 minutes. This enabled the hospital chain to reduce nurse handoff time by a staggering 78%, unlocking millions of minutes of caregiver productivity every month.

More than 100,000 patients today rely on the ePharmacy platform for both short- and long-term medication needs. With more than 60,000 data entries processed daily, doctors can gain valuable insights into patient trends, enabling better collaboration with pharmacists.

The nurse handoff solution, powered by Google Cloud's generative AI capabilities, is helping enhance communication, reduce errors, and ensure continuity of care.