

Stop chasing beds.

Manage every request from one board.

Today every department hunts for beds its own way — admissions, ER, OT, ICU, the wards — on calls, chats and guesswork. No one sees the whole picture. **BedNOW** routes every request onto one central bed board: allotted from a shared pool, tracked on one clock. **One queue. One owner. One source of truth.**

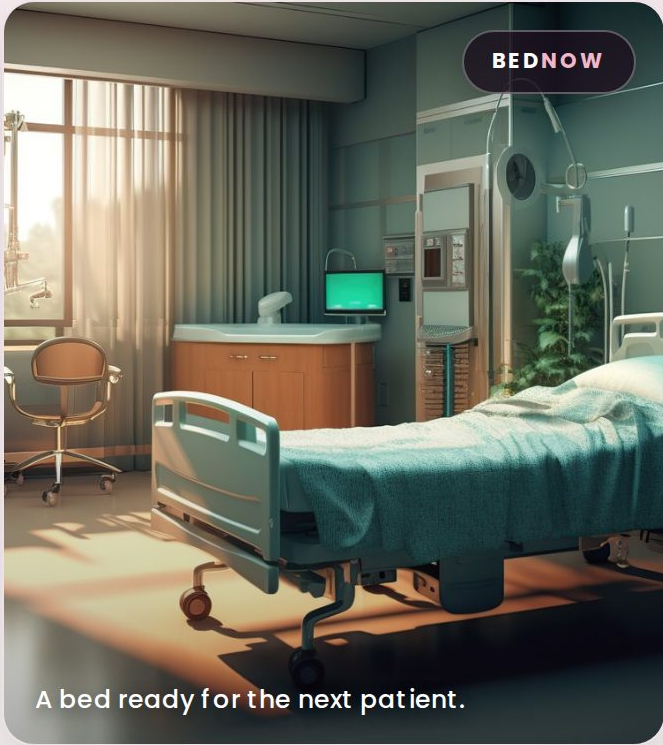
One board

|

Every department

|

One clock



One central board

100% of requests, one place

Live queue, every stage

34 awaiting now

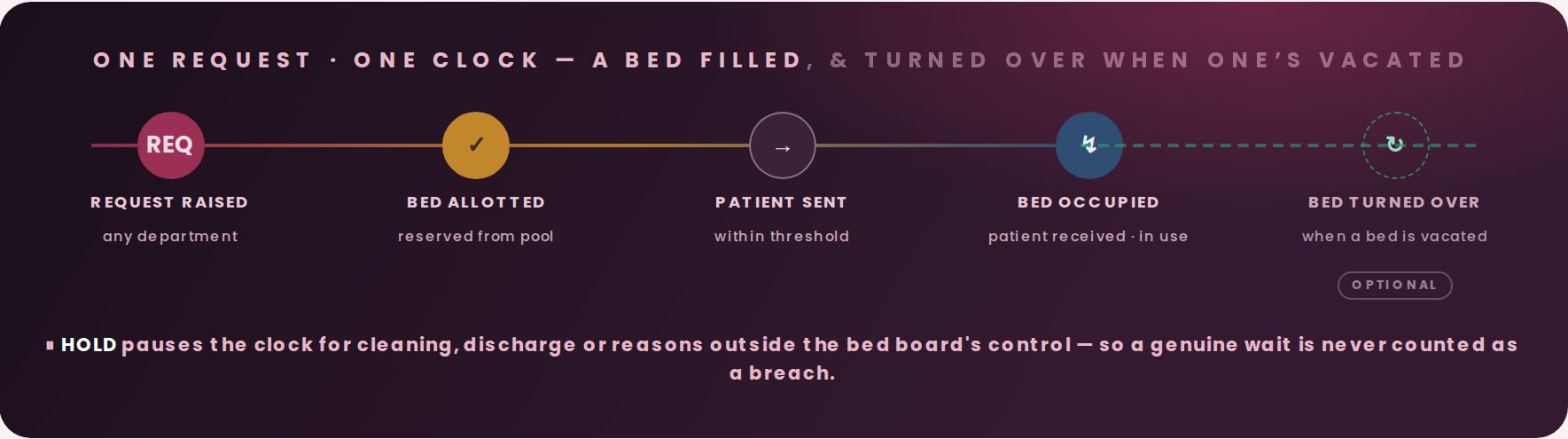
Priority by origin

ER · OT · ICU first

Measured & reported

37 m median time-to-allot

ONE CENTRAL BOARD — every request seen, prioritised and timed



See every bed

Every ward, bed and request on one wall — vacant, cleaning, occupied or blocked — for one hospital or a whole group.

Move every request

Every request becomes a ticket — allotted from the pool, sent and received against a threshold, chased from inside the app.

Free beds sooner

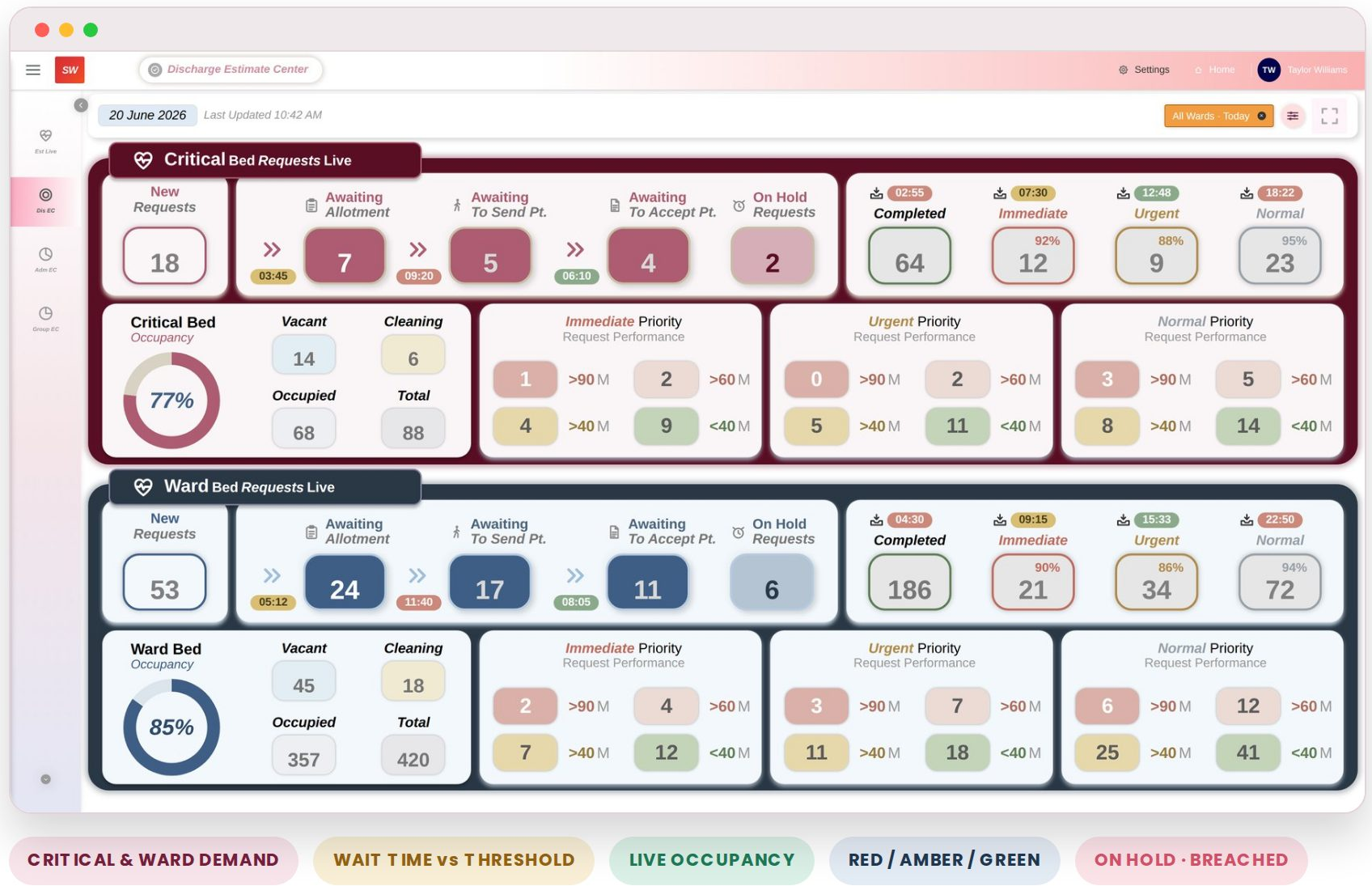
Hold pauses genuine waits; alerts move patients the instant a bed is ready — higher occupancy, not a single new bed.



# Every bed and every request, on one wall.

You cannot manage capacity you cannot see. The command centre is BedNOW's wall — every request and every bed across Critical and Ward in one live view, wait times against threshold, performance bucketed red / amber / green. The bed board drills to the individual bed; the work order tracks each request to one.

## BED COMMAND CENTRE · EVERY REQUEST & EVERY BED, ONE LIVE WALL



## BED LIVE · THE LIVE WORK ORDER — EVERY OPEN REQUEST, ON THE CLOCK

The screenshot displays the 'BED LIVE' interface, showing a list of open requests. The table includes columns for Patient Details, Request Priority, Bed Type, Requested Bed Cat, Waiting Time, Waiting Bucket, Req Number, Required When?, Patient Type, Patient Status, and Total Hold Time. The requests are sorted by waiting time, with the highest priority (red) at the top. The interface includes a search bar and a filter dropdown.

One live list of every open request on the central board — **priority, bed type, waiting time against threshold and waiting-bucket** — sorted so the case about to breach surfaces before it does. Filter by ward, search a patient, export the queue.

PRIORITY · IMMEDIATE / URGENT / NORMAL

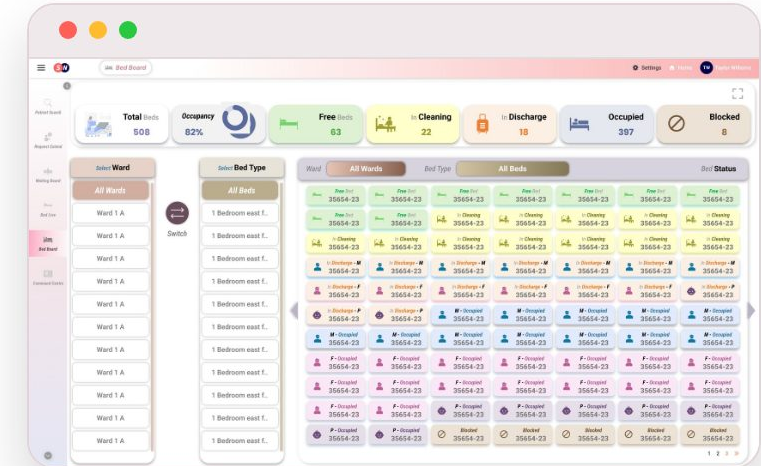
WAITING TIME vs THRESHOLD

WAITING BUCKET · >2H / >1H / <1H

BED TYPE & CATEGORY

FILTER, SEARCH & EXPORT

## Bed board — every bed



## Down to the individual bed

The hospital's entire estate in real time — **free, in cleaning, in discharge, occupied or blocked** — filterable by ward and bed type, for one hospital or a whole group. Tap any bed for its status, occupant and next free time.

FREE / CLEANING / DISCHARGE

OCCUPIED / BLOCKED

GROUP OR HOSPITAL VIEW



**BED REQUEST** · RAISED BY ANY DEPARTMENT INTO THE CENTRAL POOL

Mei Ling Tan

1002048

Singapore

Resident Patient

58 Yrs

+ 65 9123 4 567

mailing@gmail.com

Patient Experience

Bed Fulfillment Experience

Visit Type

All Visits

Total Visits

37

Total Requests

12

Six Months Experience

Very Dissatisfied

Dissatisfied Exp

9

8%

Very Dissatisfied Exp

4

3%

Satisfied Surveys

118

89%

Search Last 6 Months Survey History

Very Dissatisfied

Req. Date

2 Jun 2025

12:40

Awaiting Bed

Very Dissatisfied

Req. Date

5 May 2025

08:15

Send Patient

Dissatisfied

Req. Date

16 Apr 2025

00:45

Accept Patient

Satisfied

Req. Date

3 Mar 2025

06:30

REQ Closed

REQ Cancelled

Req. Date

16 Jun 2025

Cancellation Date

21 Jun 2025 4:10 PM

Self Pay Outstanding

Inpatient Admissions

Inpatient Discharge

IP & OPD Radiology

Emergency Room (ER)

Initial Guarantee Letter (IGL)

Final Guarantee Letter (IGL)

Inter Hospital Referrals

Take to home Medication

Operation Theatre (OT)

Out Patient Department

Bed Req Ticket Details

Ticket#

BR-100482

Created Date

12 Jun 2025, 09:24 AM

Created By

Nina D'Souza

Assigned To

Rahul Verma

Ticket Status

New

Episode Details

Episode Number

EP-100482

Country

Singapore

Length of Stay

4D

Admission Date

9 June 2025

Admitting Doctor

Dr Lim Wei S heng

Speciality

Cardiology

Current Bed Details

Bed

2B-014

Ward

Ward-2B

Room

Single Bed

Create New

Request Actions

Hold Actions

Cancel Requests

Request Logs

Send SMS

Send Email

Call Log

Comments 33

Request Priority \*

Normal

Urgent

Immediate

Bed Required Date \*

Now

Select Date

Select Bed Type \*

Ward Bed

Critical Bed

Select Bed Category \*

Select Bed Category

Enter Optional Notes

Create New Request

## TIME-T O-ALLOT · MEASURED

Sent & received, within threshold

[illegible]

## Hold — pause the clock fairly

The screenshot displays a web application interface for a hospital, featuring a top navigation bar with a logo, user profile, and various department links. The main content area is divided into three sections:

- Patient Experience:** Shows a patient's rating of 'Very Dissatisfied' (3 stars) and a 'Satisfied Survey' link.
- Hold Bed Request:** Displays a 'Hold Bed Request' form with a duration of 4 hours and a 'Pre-Discharge TTH' link.
- Current Hold Details:** Shows the 'Hold Start' time (12:20 PM) and 'Hold End' time (04:00 PM), along with a 'Hold Reason' (Pre-Discharge in Clinic) and 'Hold Comments'.

Place a request on hold for waits outside the bed board's control – cleaning, discharge, the receiving team – with **reason, duration and time-left** on record, so a genuine wait is never a breach.



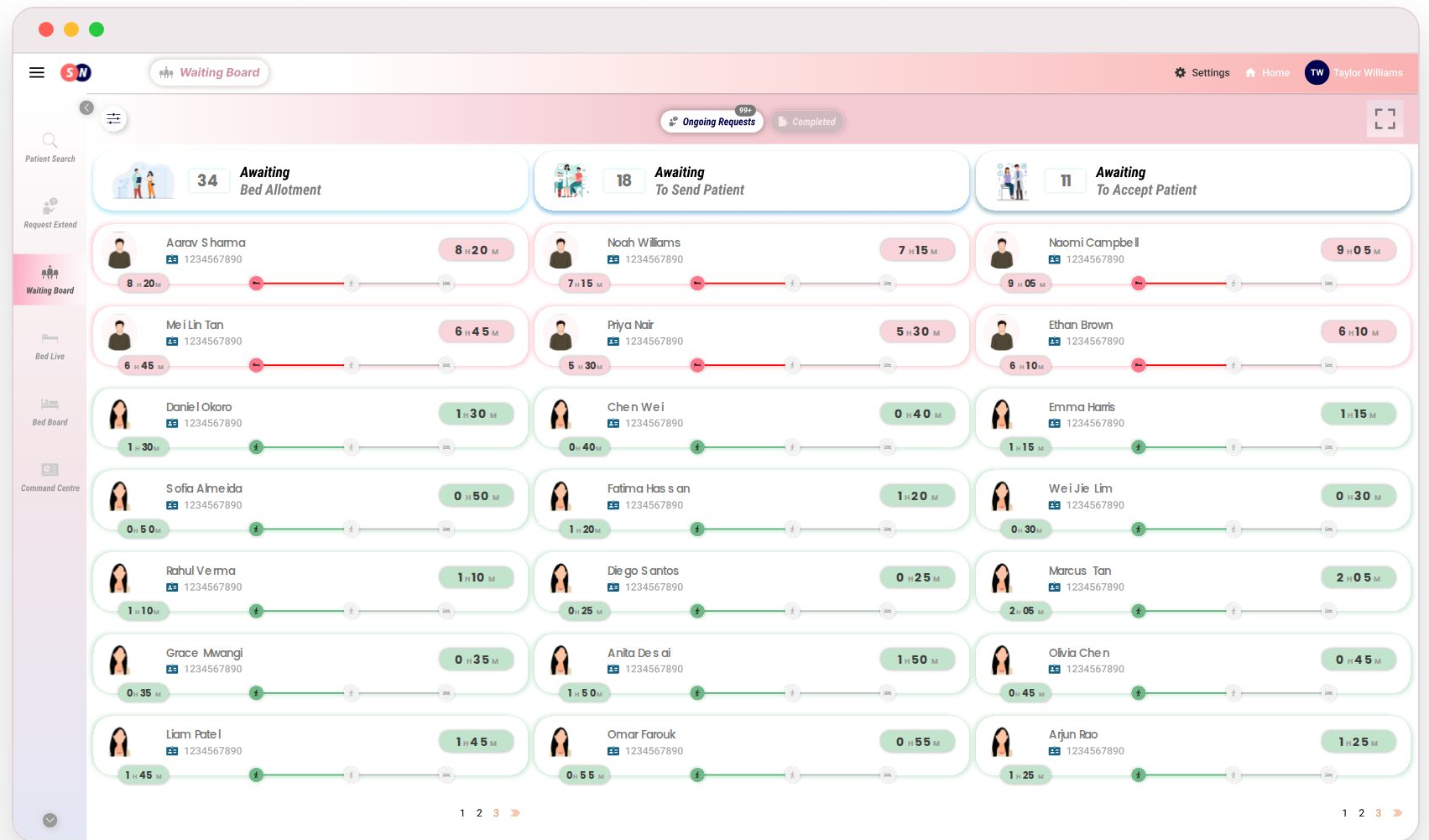
# Keep every patient moving, without leaving the ticket.

The fastest way to free a bed is to move the patient the moment it's ready. BedNOW keeps every request in one view, and every follow-up — an SMS, an email, a phone call — stays inside the ticket and is logged against it.

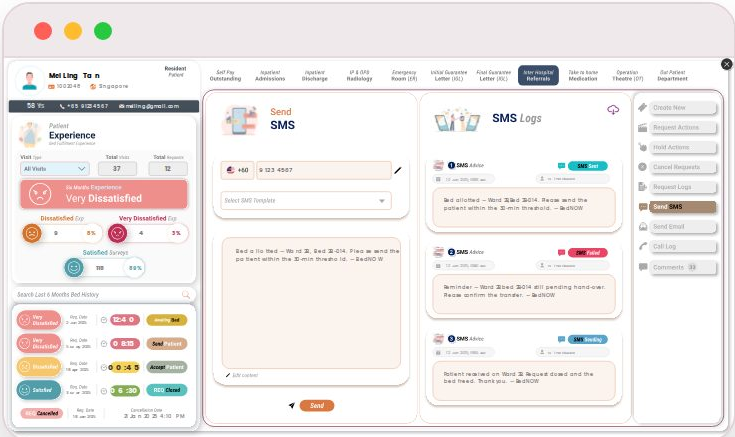
## The waiting board — one live queue

Every request moves through the three stages that decide time-to-bed — **bed allotment** → **patient sent** → **patient accepted** — each on its own clock, so a stall is seen and worked before it costs a bed.

WAITING BOARD · AWAITING ALLOTMENT 34 · AWAITING TO SEND 18 · AWAITING TO ACCEPT 11

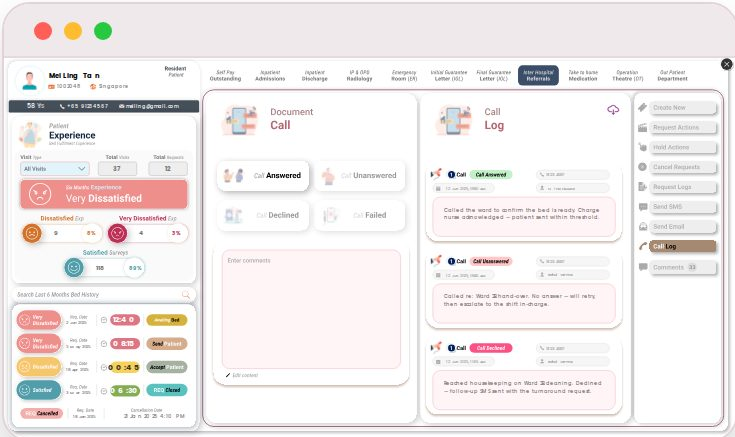


## Automated SMS on allotment



The moment a bed is allotted, an **automated SMS** tells the requestor to send the patient — reusable templates, a full send log, and delivery status on every message.

## Calls, logged on the ticket



Record every call between requestor and bed board — **answered, unanswered, declined or failed** — with the note on the ticket timeline, so the next person picks up where the last left off.

# One objective — every request, managed in one place.

Stop the parallel scramble. When every department raises into the same board, the bed board allots from one shared pool, moves patients on one clock and frees beds on discharge. The chaos becomes a queue — and the same estate carries more patients, without a single new bed.

## UTILIZATION

Higher occupancy, same bed count

## TIME-TO-BED

Shorter wait from request to allotment

## THROUGHPUT

Faster turnover on every discharge

## FAIRNESS

Genuine waits stay off the breach count

## EVERY REQUEST · TRACKED END TO END

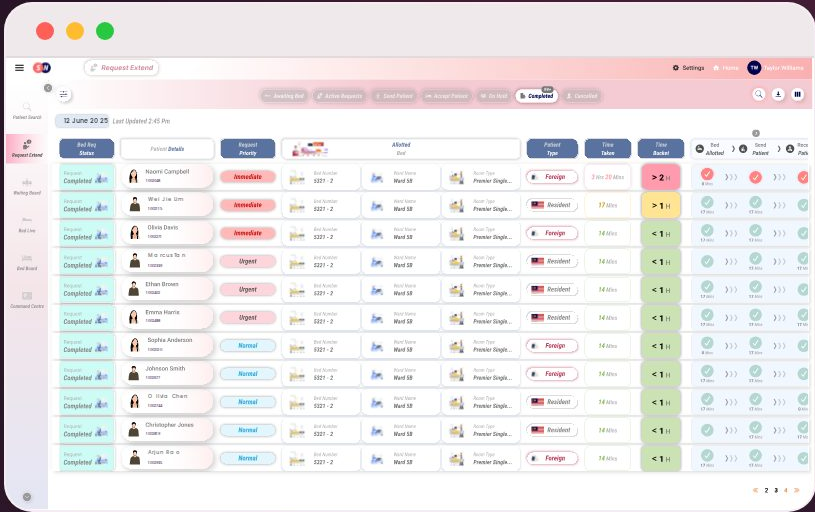
### From request to bed, every step on the clock.

Every completed request keeps its whole timeline — bed allotted, patient sent, patient accepted — with the **time taken at each step** and the total **measured against the threshold**, bucketed red / amber / green. A request that's drifting surfaces and gets worked **before it ever counts as a breach**.

ALLOTTED → SENT → ACCEPTED

TIME TAKEN · EVERY STEP

RED / AMBER / GREEN



## One platform underneath every NOW. Nothing new to maintain.

BedNOW runs on the same SOPEONOW platform as **OR NOW, ER NOW, Discharge NOW, Insurance NOW and Patient Connect** — one system, one source of truth. Book a walkthrough and watch your beds start working harder.

[WWW.SOPEONOW.COM](http://WWW.SOPEONOW.COM)

[BOOK A WALKTHROUGH](#)