

Healthcare Administration

Build dedicated administrative capacity in India
around your Australian care teams.



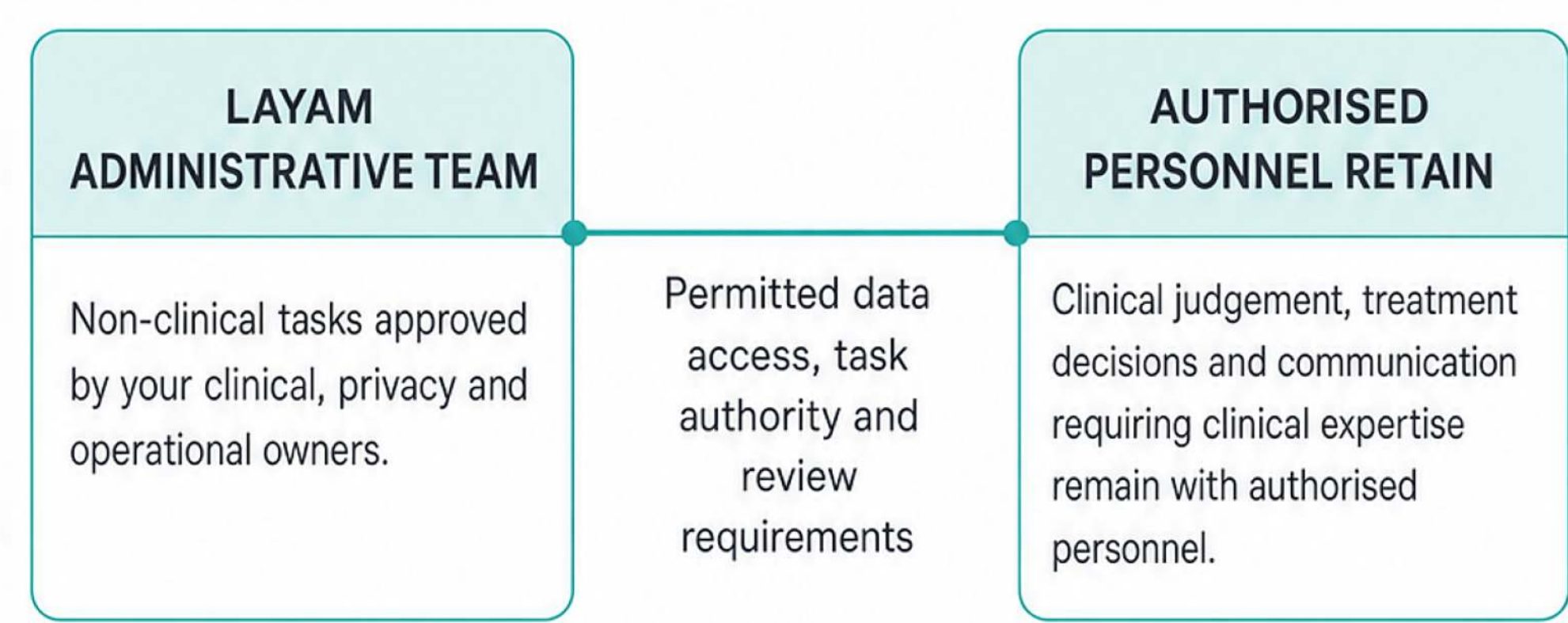
Every incomplete record creates another task

Practice groups and healthcare operations leaders manage appointments, referrals, records and billing inputs across multiple handovers. Missing details create follow-up work for local staff. A defined administrative team can organise that work so the people supporting patients spend less time locating information and chasing routine actions.

WHERE WORK BUILDS UP	BUSINESS CONSEQUENCE
Scheduling and referral actions are scattered	Outstanding requests and handovers become harder to track.
Records need indexing and correction	Local teams search for information before they can use it.
Billing and reporting inputs are incomplete	Preparation is delayed while staff resolve missing administrative evidence.

Build administrative capacity around clinical teams

Layam can build an India-based team for non-clinical tasks approved by your clinical, privacy and operational owners. An Offshore Development Centre (ODC) can focus on defined administration; a Global Capability Centre (GCC) can support a longer-term internal capability. Managed, co-managed, build-operate-transfer and client-owned options are scoped to your governance and ownership needs.

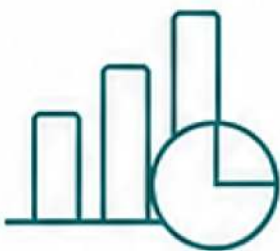


Access and quality agreed before live work

Define permitted information, role-based access, approved environments, retention, incident escalation and review checkpoints. Limit data to what each task needs. Document procedures and backup coverage so work can continue when people or priorities change.

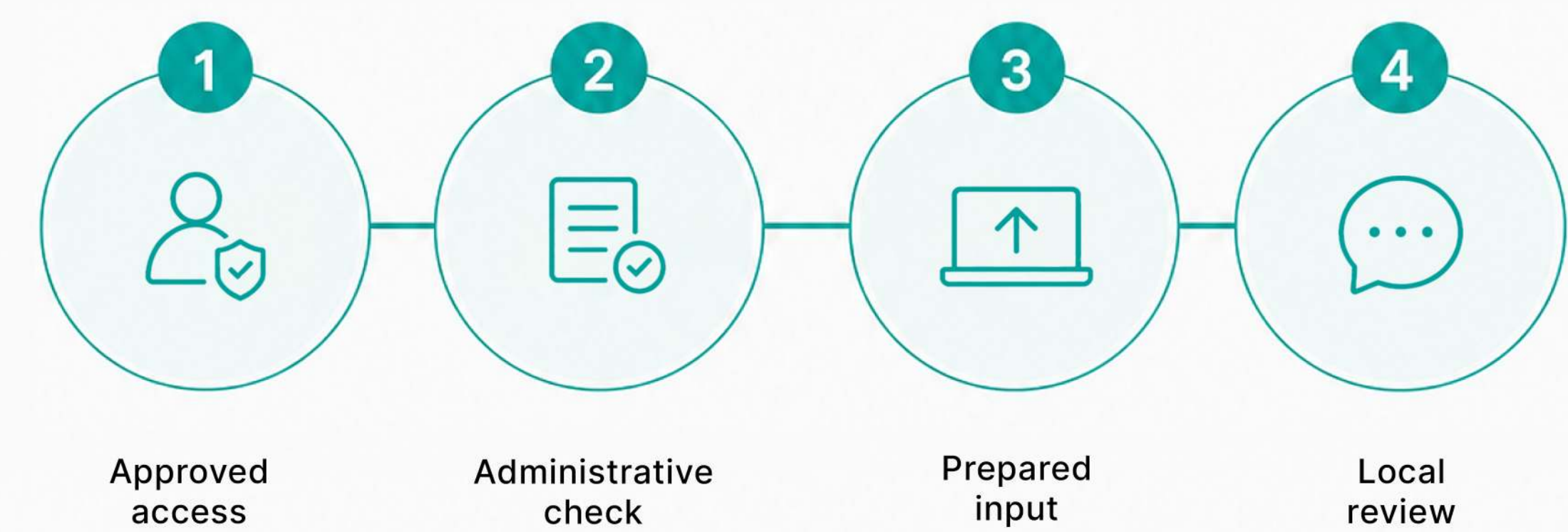
Layam supports role scoping, assessment, onboarding, training to client protocols, HR and payroll, and performance coordination. Your organisation approves the offshore scope and data-handling arrangements; responsibilities for implementing and monitoring controls are documented for both parties.

Support across appointments, records and billing

CAPABILITY		OUTPUT FOR YOUR AUSTRALIAN TEAM
	Scheduling and referral administration	Updated queues, approved appointment coordination and tracked outstanding requests.
	Records and document administration	Indexed records, required-field checks and flagged inconsistencies in approved systems.
	Billing and coding preparation	Prepared billing inputs and coding support only where Australian standards, skills and review requirements are established.
	Reporting and data preparation	Validated administrative datasets and recurring reports using agreed definitions.
	Non-clinical telehealth administration	Booking, document coordination and approved status updates around the local care team.

From approved records to local review

For a billing-preparation workflow, the team receives only authorised records, checks administrative completeness and prepares the agreed billing inputs. Missing or ambiguous information goes to the nominated local reviewer. Accepted updates are recorded in the approved system with a traceable handover.



Work is scoped against permitted data access, task authority and review requirements. Clinical judgement, treatment decisions and communication requiring clinical expertise remain with authorised personnel.

Measure the work completed and the time released



More dependable preparation

Accepted records or billing inputs completed by agreed deadlines.



Less avoidable correction

Administrative rework and required-field completeness.



Clearer queue ownership

Age of outstanding requests and overdue handovers by owner.



More local service capacity

Net administration time released after review and coordination.



Clinical and privacy accountability stays clear

Authorised local personnel retain clinical judgement, patient-care decisions, clinical communications and professional sign-off. Layam manages the agreed non-clinical team and workflow. Both parties' data-handling and oversight responsibilities are documented before work begins.



Healthcare talent with a defined administrative remit

Layam's Australia-facing talent offering includes medical coding, billing, healthcare IT and telemedicine support roles. For this non-clinical scope, role selection, onboarding and ongoing team support are aligned with your administrative protocols. Specialist tasks are included only after the required skills, Australian standards, access and review arrangements are established. The local team receives work it can check against clear acceptance criteria.