

# Bidvest Noonan Launches Innovative Patient Discharge App to Streamline Hospital Bed Turnaround

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**Bidvest Noonan** has developed a new digital discharge app that is improving coordination and efficiency in hospital bed turnaround.

The app was designed in response to needs identified at one of the company's hospital sites in Ireland, where teams sought a faster, clearer way to manage discharge cleans. Built entirely in-house within Bidvest Noonan's digital operations platform, the new system replaces manual coordination through calls, spreadsheets, and messaging apps with a fully connected, real-time workflow.

When a bed becomes ready for cleaning, ward staff notify a discharge coordinator, who logs and assigns the task through the app. Cleaning teams receive the notification instantly, record progress in real time, and complete digital sign-offs that create a full audit trail of the clean. Bed management and ward teams gain live visibility of every request, including reasons for delays and completion times.

The app has improved communication, provided a single source of truth for all parties, and eliminated the need for personal devices on wards. It has also established a reliable framework for capturing and analysing live data across the discharge process.

"This innovation was built by our own digital operations team to meet a real operational challenge," said Susan Howard, Director of Operations at Bidvest Noonan. "It's helping our people and hospital teams work together more efficiently and with greater transparency. This is what our digital platform is all about, turning insight from the frontline into smarter ways of working."



Since its launch in September 2025, the app has been adopted successfully with no reported issues and is now being piloted across additional hospital sites.

This initiative forms part of Bidvest Noonan's wider investment in its digital operations platform, which integrates systems for cleaning, security, and maintenance management, providing clients with real-time visibility, data-driven assurance, and greater operational efficiency across facilities services.