

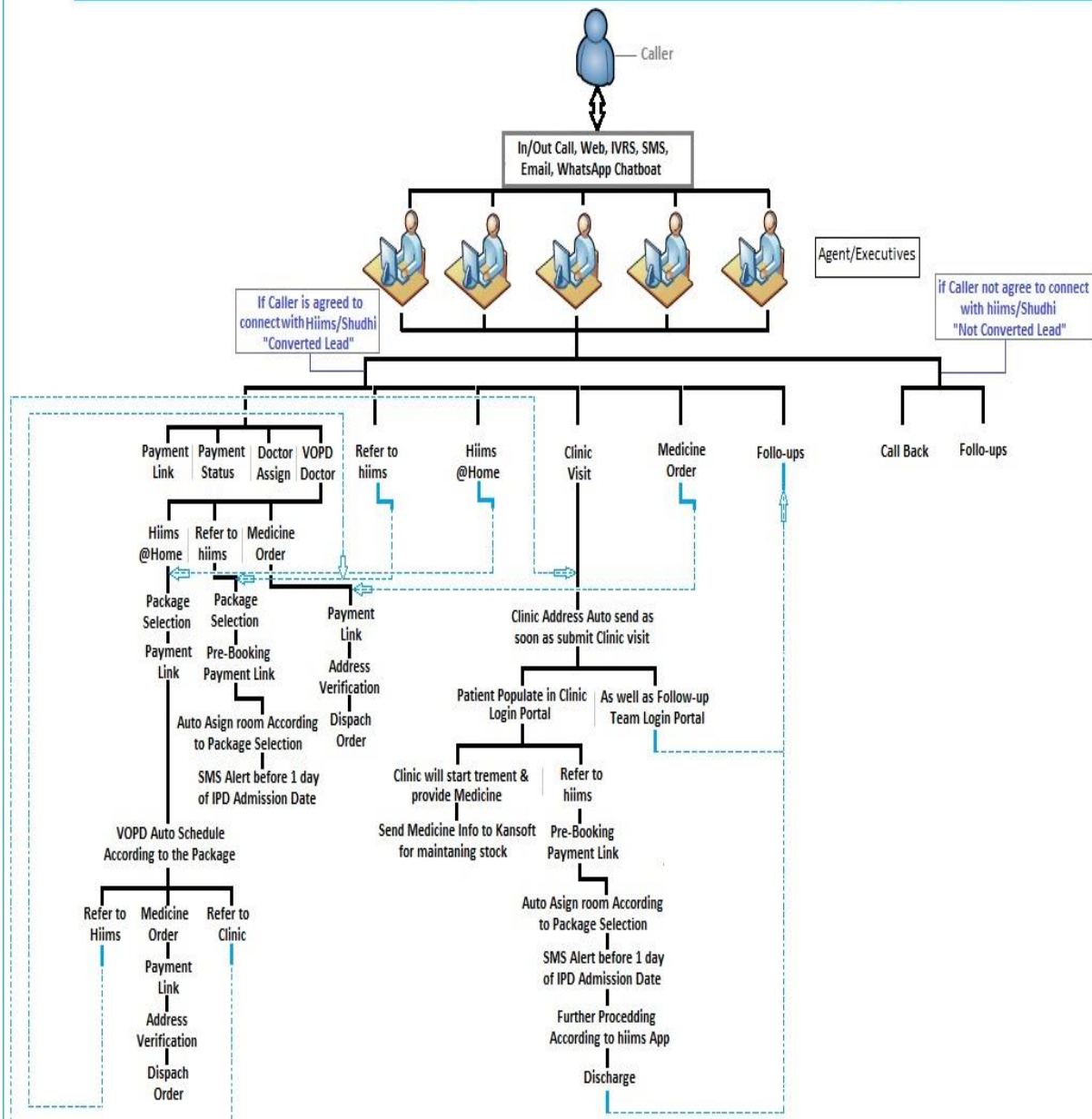
HIMS (Hospital integrated Management System) Work Flow Solution Jeena Sikho Lifecare Limited	Version No	1.0
Jeena Sikho Lifecare Limited	Type	Annexure - I
	Effective Date	29 th Jul 2022
	Created By	Madan (Head-IT)

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Work Flow architecture Diagram of Patient Informatin management System



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1.0 Introduction about the HIMS Application (Hospital Integrated Management) System.

HIMS application is customized as per the requirement of the Hiims & Shudhi hospital management information structure, Key modules and brief Work flow structure of Hospital integrated management System are as follows.

➤ Key Modules: -

- ✚ Online/Offline Appointment System.
- ✚ Doctor Consultation Management.
- ✚ Medical Record Management.
- ✚ OPD/IPD/Daycare Patient Management.
- ✚ Order/Stock Inventory Management.
- ✚ Clinic Management.
- ✚ Follow-up and Feedback Management.

2.0 User Modules: -

2.1 Admin Roles

- 2.1.1 Super Admin.
- 2.1.2 Branch Admin.
- 2.1.3 Clinic Admin.
- 2.1.4 CCM Admin.
- 2.1.5 Account Admin.

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2.2 User Roles

- 2.2.1 Call Counselor (Agent/Executives).
- 2.2.2 Call Counselor Manager.
- 2.2.3 Video Consultation Doctors.
- 2.2.4 Hospital/Clinic Counselor.
- 2.2.5 Hospital/Clinic Doctors.
- 2.2.6 Hospital Nurses.
- 2.2.7 Hospital Therapist.
- 2.2.8 Hospital Dietician.
- 2.2.9 Pharmacy
- 2.2.10 Accounts

2.3 Reporting Modules: -

2.3.1 Call Center Reports

- 2.3.1.1 Branch-wise summary report.
- 2.3.1.2 Clinic Visit Summary Report.
- 2.3.1.3 Call center (Converted/Non-Converted) Leads.
- 2.3.1.4 Follow-up.
- 2.3.1.5 Summary Report.
- 2.3.1.6 Order reports (Deliver-Non-Deliver).
- 2.3.1.7 Consultation Report (Conducted/Non-Conducted).

2.3.2 Hospital Reports.

- 2.3.2.1 Online/Offline Registration Report.
- 2.3.2.2 OPD/IPD/Daycare summaries Report.

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- 2.3.2.3 Diagnosis Wise Report.
- 2.3.2.4 Room/Bed Availability Report.
- 2.3.2.5 Patient Discharge Report.
- 2.3.2.6 Discount Summary Report.
- 2.3.2.7 Lama Patient Report.
- 2.3.2.8 Therapies report (Optional).
- 2.3.2.9 Patient Type Report.
- 2.3.2.10 Referral Report.
- 2.3.2.11 Online Payment Deposit Report.
- 2.3.2.12 Offline Payment Deposit Report.
- 2.3.2.13 Product Billing Report.
- 2.3.2.14 Patient Account Statement Report.

2.3.3 Clinic Report.

- 2.3.3.1 Patient Visit Report.
- 2.3.3.2 Patient OPD Report.
- 2.3.3.3 Patient Refer to Hiims Report.
- 2.3.3.4 Product Billing Report.
- 2.3.3.5 Patient Account Statement Report.

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2.1 Admin Roles & Responsibilities: -

Admin privilege users always have special permission and responsibility any CRM/online application. Below are some admin privilege users and their responsibilities.

2.1.1 Super Admin: - Super admin is the central and important User of this application, which will be accessible only to the IT admin and development team, it has been designed according to the flow of the project, features have been kept according to the roles and responsibilities.

- Complete dashboard access of call centers/doctors/hospitals/clinics etc.
- Super admin can View/Add/Delete users in this application.
- Configuration user login security (IP Based, OTP)
- Super admin can View/Add/Delete user's group.
- Admin user can Add discount approver.
- Add hospital/ clinic branches.
- Add Package/rooms/Therapies/Diet etc.
- Add department/Sites under hospital & Clinics.
- Add Inventory (Medicines)
- Add user roles.

2.1.2 Branch Admin: - Branch admin will be the privilege user of any hospital branch. Below are the roles and responsibilities of the branch users.

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- Add Users like Doctor/Nurse/Therapist/Dietician only for their own hospital branch.
- Access complete Dashboard of their branch only.
- Add therapies/Packages/Diet/Diagnosis for their branch only.
- Add Group/Department.
- Add room/bed.

2.1.3 Clinic Admin: - Clinic admin will be the privilege user of any clinics. Below are the roles and responsibilities of the branch users.

- Access complete view of Dashboard for their clinic only.
- Access complete view of users for their clinic only.
- Add doctor only for their own clinic only.

2.1.4 CCM Admin: - Call Center Manger Admin will having complete privileges of call center operation. Below are the roles and responsibilities of the ccm Admin.

- Access complete view of dashboard for call center operation like ; total agent, their performance, Lead status, payment Status, Patient count & status.
- Add Call Counselor (Agent/Executives).
- Add VOPD Doctors.
- Add Call Center Manager.
- Add Follow-up (Agent/Executives).

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2.1.5 Account Admin: - Account Admin role & Responsibilities are the given below: -

- Account admin can add Accounts users.
- Account admin can edit existing deposit entry.
- Account admin can add/change discount approver.

2.2 User Roles & Responsibilities: -

User Responsibilities are the common most valuable part of any CRM/HIMS/Online application, here according to the described responsibilities “user roles and their responsibilities will work together to make this application success. There are the defined responsibilities of HIMS application are as follows.

2.2.1 Call Counselor (Agent/Executives): - Caller/Patient will reach to the Hiims/Shudhi through multiple of channel communication like “Self-Registration, In-Out Call, SMS, Email, IVRS, Chat-Bot”. As soon as caller will reach to the Hiims/Shudhi Call Center Agent/Executive will probing with caller to understand there need, here Call center executive will have the given options to refer the patient according to the scenario.

2.2.1.1 Doctor Consultation: - If Caller/Patient will agree to connect with Hiims/Shudhi, then Call center executive will ask him/her to scheduled

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Doctor Video Consultation to consult with experience doctor. As soon as caller/Patient want to take the consultation, then SMS of payment link along with (Payment gateway) will be sent to the caller mobile and email address. Post confirm the payment status Call Counselor Manager will assign Video Consultation to the patient.

2.2.1.2 Refer to Hiims: - If Caller/Patient will directory wants to visit there nearest Hiims Hospital, then call center executive will ask him/her to Advanced booking for OPD/IPD, as soon as caller/Patient choice the facility, then SMS of payment link along with (Payment gateway) will be sent to the caller mobile and email address. Hospital room and beds auto assign to the patient according to the package type and value.

2.2.1.3 Refer to Hiims@Home: - If Caller/Patient wants to take the treatment along with daily/weekly doctor video consultation, as soon as caller/Patient choice the Hiims@Home, then SMS of package payment link along with (Payment gateway) will be sent to the caller mobile and email address. Post payment confirmation status call center executive will move the patient to Hiims@Home.

2.2.1.4 Refer to Clinic Visit: - If Caller/Patient want to visit their nearest clinic, then clinic address auto sends to the patient mobile & email as soon submit the caller/patient under Clinic Visit.

2.2.1.5 Medicine Order: - If any Existing or new Caller/Patient wants to take the order medicine, then agent fill their basic details along with selection of medicines. SMS of payment link along with (Payment gateway) will be sent to the caller mobile and email address. Post confirmation of

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payment order will be populating under the AV (Address verification team). Order will ready for dispatch post address verification.

2.2.1.6 Follow-up: - Hiims OPD/Daycare/Discharge/Clinic Visit patient will auto populating under Branch CC Manager logins, manger will assign those cases to the selective call center Agent/Executives to take regular follow-ups and feedback.

2.2.1.7 Call Back: - If Caller not agree to connect with Hiims/Shudhi, the agent will mark those mark as scheduled call back.

2.2.2 Call Counselor Manager: - Manager will assign doctor to patient for video consultation until auto doctor assign functionality is enabled. as soon as manager assign doctor to the patient, then SMS of video communication link with scheduled time will be sent to the caller mobile and email address.

2.2.3 Video Consultation Doctor: - As soon as CC manager will assign doctor to patient for video Consultation, then doctor will connect with patient and understand the query, here doctor will have the given options to refer the patient according to the scenario.

2.2.3.1 Refer to Hiims@Home: - If Caller/Patient wants to take the treatment along with daily/weekly doctor video consultation, as soon as caller/Patient choice the Hiims@Home, then SMS of package payment link along with (Payment gateway) will be sent to the caller mobile and email address. Post payment confirmation status VOPD Doctor will move the patient to Hiims@Home. {And during this treatment, the patient's health is

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not good and the doctor feels that he needs to be admitted, then he can refer him/her to the hospital with the consent of the patient}. Reference follows the instruction (4.1.2, 4.1.4) for refer Hiims & Clinic Visit.

2.2.3.2 Refer to Clinic Visit: - During the Video consultation doctor can refer the patient to visit their nearest clinic, then clinic address auto sends to the patient mobile & email as soon submit the caller/patient under Clinic Visit. Patient will start populating under the clinic's login, Clinic manager will call to the patient for physical visit to start the treatment.

2.2.3.3 Medicine Order: - If any Existing or new Caller/Patient wants to take the order medicine, then doctor select the medicines from the medicine dropdowns. SMS of payment link along with (Payment gateway) will be sent to the caller mobile and email address. Post confirmation of payment order will be populating under the AV (Address verification team). Order will ready for dispatch post address verification.

2.2.3.4 Follow-up: - Doctor will submit denial cases to the follow-up, those cases will auto be populating in call center Agent/Executives logins to take regular follow-ups and feedback.

2.2.4 Hospital/Clinic Counselor: -

Patient/caller will directory visit Hiim's hospital and clinic to take the consultation and treatment, also counselor will deal of those patients who is refer from call center executive, VOPD Doctors, Clinics. All patient refers

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by them will be populating in pre-booking module in the HIMS logins' s of hospital counselor.

The counselor will ask them for the registration number which they would have received on the phone at the time of Pre-booking. Counselor will check and proceed the further formalities according to the procedure.

2.2.5 Hospital/Clinic Doctors: -

Post Admission of patient, doctor will add daily visit, Therapies, diet, medicine in the account of patient through their HIMS login's.

Doctor will also transfer any case to other doctor & Hiims Hospital. Also, doctor will ready the discharge summary to handover the patient on the time of discharge.

2.2.6 Hospital Nurse: -

As soon as a patient is admitted to the hospital IPD, he/she is assigned a hospital nurse, then the nursing staff will add daily visit nursing notes to the patient's account from their HIMS login.

2.2.7 Hospital Therapist: -

As soon as the Hospital doctor adds therapy to the patient's account, it will be visible in the logins of the therapist.

Therapist will complete those therapies and submit in the software along with pre/post health status of patient.

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2.2.8 Hospital Dietician: -

As soon as the Hospital doctor adds diet to the patient's account, it will be visible in the logins of the dieticians.

Dietician will deliver the diet to the patient and submit mark as complete in software.

2.2.9 Pharmacy: -

As soon as the hospital doctor adds medicine to the patient account, it will be visible in Pharmacist dashboard login.

Pharmacist will deliver the medicine to the patient and click on delivered button for specific medicine; post submission system will send the medicine parameters to Kansoft for maintain the medicine stock.

2.2.10 Accounts: -

Accounts team will be responsible for discharge the patients, Accounts team can add deposit amount of patient, generate deposit payment and final invoice and click on discharge patient post completion of all pending dues of patient.

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3.0 Modularity & Scalability: -

3.0.1 Modularity: - This CRM Application should fully modularity compatible to refer the extent to be divided into smaller modules. This solution is modularity indicates that the number of modules is capable of serving a specified business domain. These are the refer Admin modules and that can be fully compatible in the modularity platform.

3.0.2 Scalability: - Propose solution is an attribute of a tool which is designed PHP & MySQL to increase its capacity and functionalities based on the company demand/requirements. The CRM application can remain stable while adapting to changes, upgrades, overhauls, and resource reduction.

4.0 Security & Advantages: -

- This CRM application will have developed in PHP with pre written queries, and data base is stored on MySQL.
- CRM Application will have hosted on FQDN (Fully Qualified domain name) with HTTPS Secured platform.
- During any integration data will be pushed & get from anywhere in the encrypted form with the help of https; and authenticated token key.
- This application will have hosted on Cloud, where internal network is secured with the help of multiple security parameters like (Firewall, ATP, IPS, IDS, and Antivirus etc.)