EXERCISE-8

Describe major services (functionality) provided by a hospital's reception. Summary: Hospital Management System is a large system including several subsystems or modules providing variety of functions. Hospital Reception subsystem or module supports some of the many job duties of hospital receptionist. Receptionist schedules patient's appointments and admission to the hospital, collects information from patient upon patient's arrival and/or by phone. For the patient that will stay in the hospital ("inpatient") she or he should have a bed allotted in a ward. Receptionists might also receive patient's payments, record them in a database and provide receipts, file insurance claims and medical reports.

Aim:

To identify and describe the **major services** provided by a **hospital's reception** as part of the **Hospital Management System**.

Procedure:
1. **Identify Key Functions** – Determine the main services handled by the hospital reception.
2. **Patient Appointment Scheduling** – Book, modify, or cancel patient appointments.
3. **Patient Registration** – Collect and store patient details upon arrival or via phone.
4. **Inpatient Admission Management** – Assign beds and allocate wards for admitted patients.
5. **Billing and Payment Processing** – Accept payments, issue receipts, and update records.
6. **Insurance and Claims Processing** – File insurance claims and verify patient coverage.
7. **Medical Records Management** – Maintain and update patient medical history and reports.
8. **Review and Validate** – Ensure that all key reception services are covered accurately.

Use Case Diagram:
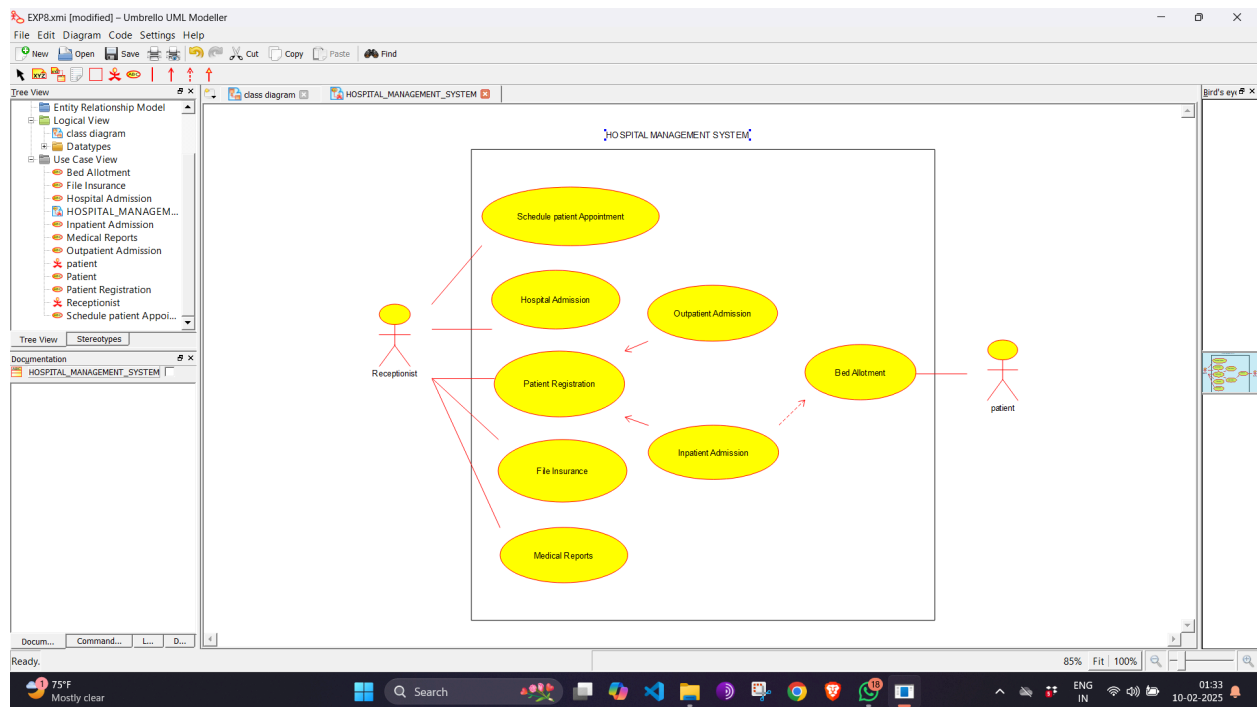
Result:

The **major services** of a **hospital's reception** were successfully identified, highlighting its role in **appointment scheduling, patient admission, billing, insurance processing, and record management**.