PROJECT REPORT

HEALTH HUB FOR MEDICAL CLINIC

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INTRODUCTION:

OVERVIEW:

Zoho Books is primarily an accounting and financial management software designed to streamline financial operations for businesses.
Zoho books for health hub and medical clinic are use in health care industry for various usage in management and accounting area
They are used for financial management, Inivoicing and billing, Expence tracking, Integration.

PURPOSE:

1. Financial Management: Zoho Books can help manage the financial aspects of a medical hub or health clinic. It allows you to track income, expenses, and generate financial reports, which is crucial for maintaining a sustainable healthcare business.

2. Invoicing and Billing: You can use Zoho Books to create and send invoices to patients or insurance companies for services provided. It can also help with automated payment reminders and recurring billing.

3. Expense Tracking: Managing clinic expenses is essential. Zoho Books can track and categorize expenses, making it easier to monitor costs and maintain a balanced budget.
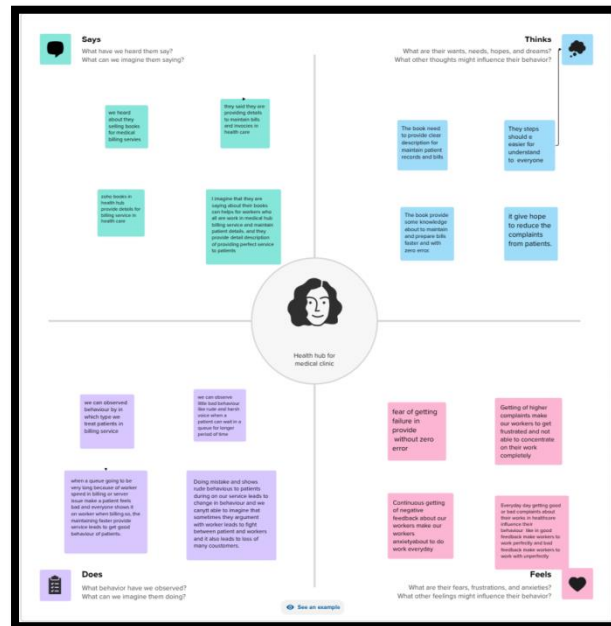
4. Integration: Zoho Books can be integrated with other software used in the healthcare industry, such as electronic health record (EHR) systems or appointment scheduling tools. This integration can streamline data flow and improve overall efficiency.

PROBLEM DEFNITION & DESIGN THINKING :

We can able to solve our problem by using zoho books. Through zoho books there has a lot of ways to solve our problem. In that we use emphathy map and brain stroming and idea polarization to solve our problems regarding health hub and medical clinic.

Emphathy map:

By using emphathy map we can share our thoughts regarding zoho books so emphathy map help to think about the problem or question in different ways so we get different answers for a particular question . so through this we can solve our problem by define our problem in multiple ways. So that ways helps to solve our problem easily. Its similar to finding the root cause of problem .we neet to think a solution for one particular root cause only.

Screenshot of Emphathy map

BRAIN STROMING AND IDEA POLARIZATION:

Brain stroming and idea polarization is another method in zoho books to achieve a solution for a particular issue.

This method is basic concept of thinking and get a solution by 4 steps. Every person thinking is different so we gather the information and ideas for one particular problem and based on the every one idea find a solution as a group and prioritize the solution to get a solution for a particular problem.

1.Problem statement,
2.Brainstrom,
3.Group ideas,
4.Prioritize.

PROBLEM STATEMENT ⟶

BRAIN STROM

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Brainstorm

Write down any ideas that come to mind that address your problem statement.

⏱ 10 minutes

TIP
You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

Madhumitha
- We need to list out the requirement which we need for process claims
- Then verify all details provided by patients before start further process

Malathi
- list down the possibility of problems occur on claim denials
- Check the probability for the problems and solve the problem according to higher probability problems as find.

Kokila
- Then sort the details for claims based upon the category to simplify the process
- Formulate steps to reduce claim denials.

Krishnaveni
- We can use the techniques that referred in Zoho books for claim declines
- To decrease claim decline by increase the time for getting details from patient.can the time itself we need to verify the details with our requirements

GROUP IDEA

3

Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you and break it up into smaller sub-groups.

⏱ 20 minutes

TIP
Add customizable tags to sticky notes to make it easier to find, browse, organize, and categorize important ideas as themes within your mural.

Problems in claim decline:
we can face many problems in claim decline but there has some issue that paly major role and lead to claim decline are
1.Inaccurate details
2.In sufficient details
3.The details without meet our requirements

Requirements
First we need to set our basic requirements for process claims for patient.
If we are clear in what we need then its easy to get all our requirements from patient side.

Some basic requirement
1.Patient details
2.bill copy
3.Date of admission and discharge
4.location
5.address
6.patient report copy
7.details of issue for patient
8.If any other proof we need means that also

Verification:
Verification play important role in claim decline because maximum of decline happen because of incorrect details of patient should became a invalid details.

Probability of problems:
If claims are declined majorly means we need to take survey of claim declines.
Then we do probability between problems to know which issue cause major decline then sort or solve that problem by finding approved or already practically tested solution. Maximum in zoho books have certain solution for those problems we can consider that and try that solution to solve our issue

Finding solution:
After we find the issue for claim decline we need to find a solution to solve the problem The solution should be valid and approved and already researched and tested theoritically then only we can able use that solution.
we need imidiate solution to solve problem but these type of solution takes time to apply so for that we can use certain solution that referred and provided by zoho books because all the solution should be valid and researched one.

PRIORITIZE

4

Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

⏱ 20 minutes

TIP
Participants can use their cursors to point at where sticky notes should go on the grid. The facilitator can confirm the spot by using the laser pointer holding the H key on the keyboard.

Importance
To reduce claim declines, by the way of reduce decline we can save the time and manpower cost used for rework that declined claims. We can increase profit by reduce reworking cost and also increase trust between patient and organisation.

- The details should be reverification and match with our requirements
- Verification of details
- Use some verified solution for solve problems
- Solve the problem based on higher probability
- Getting enough details
- listing requirements
- Increase time for getting details

Feasibility
Finding requirements,Getting enough amount of details from patient,Increase the time for getting and verify the details and reverification ,applying proper solution.

RESULT:

Zoho books are help to manage the healthcare accounting in cloud based. We can able to manage and maintain the record of billing and purchasing in health care area.
In that we can able manage
- Sales
- Purchase
- Billing
- E-way billing
- Accounting
- Bank
- GST filling

I done my project with certain datas from Health hub for medical clinic using zoho books.

PROFIT AND LOSS   **BALANCE SHEET**

ADVANTAGE & DISADVANTAGE:

In every thing we have a some pros and cons in that also we have some advantage and some disadvantage.

Advantage:

- We can easily access from anywhere because it's a cloud based system.
- It save our timing in accounting everything individually.
- We don't need to use multiple sites for different recording like sales, acconting, billing and etc..
- It reduce the searching time for data

Disadvantage:

- It's a cloud based one whoever know our access data easily access from anywhere.
- In that there has a lot of change in data theft.
- If someone have our GST no can able to see our transaction and accounting details. So, in that have minimal privacy.

APPLICATION:

It can be used in a healthcare setting like a medical clinic or health hub to manage the clinic's financial transactions, invoicing, expenses, and more. While it's not a dedicated healthcare management system, you can use it to:

1. Invoicing: Generate invoices for patient consultations, procedures, and other services.
2. Expense Tracking: Track expenses related to clinic operations, such as equipment, supplies, and staff salaries.
3. Financial Reporting: Create financial reports to monitor the clinic's financial health and performance.
4. Tax Management: Assist with tax-related tasks and financial compliance.
5. Payment Processing: Accept online payments from patients and insurance providers.
6. Integration: Integrate with other healthcare software for a more comprehensive solution.

However, for managing healthcare-specific operations like patient records, appointment scheduling, and medical billing.

CONCLUSION:
Through this we can learn many things
- Mapping our ideas about problem to get clear definition about problem.

- Through brain strom we can organize our ideas about problem through that idea we can find solution as group and prioritize the solution and solve the problem.
- We can done the profit and loss for medical hub datas
- We can done balance sheet for their datas.

FUTURE SCOPE:

The future scope and enhancements for software applications like Zoho Books used in healthcare settings are likely to revolve around improving efficiency, security, and integration with other healthcare systems. Here are some potential future enhancements:

1. Enhanced Security: With the increasing importance of patient data security, healthcare applications need to continually improve their security measures to protect sensitive information from cyber threats.

2. AI and Machine Learning: Integration of AI and ML for predictive analytics, personalized patient care, and fraud detection can be beneficial. For example, predicting patient needs, optimizing resource allocation, or identifying anomalies in financial transactions.

3. Telehealth Integration: The growth of telehealth services requires integration with billing and financial systems, making it easier to manage virtual consultations and bill patients and insurers accordingly.

4. Mobile Applications: Continued development of mobile apps for healthcare applications to enable healthcare professionals to access patient data and financial information on the go.

5. Regulatory Compliance: Staying up-to-date with evolving healthcare regulations and compliance requirements is crucial. Software enhancements can help automate compliance tasks and reporting.

APPENDIX:

A. Source code:

NM2023TMID22188