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 provide efficient patient registration, appointment scheduling, and administrative support for hospital operations through the reception subsystem of a Hospital Management System.

Procedure:

1. Patient Registration: Collect and record patient details upon arrival or via phone.

2. Appointment Scheduling: Book, reschedule, or cancel patient appointments.

3. Admission Processing: Allocate beds and wards for inpatients.

4. Payment Handling: Accept payments, record transactions, and generate receipts.

5. Insurance & Claims Processing: File insurance claims and verify patient coverage.

6. Medical Report Management: Maintain and provide access to medical records and reports.

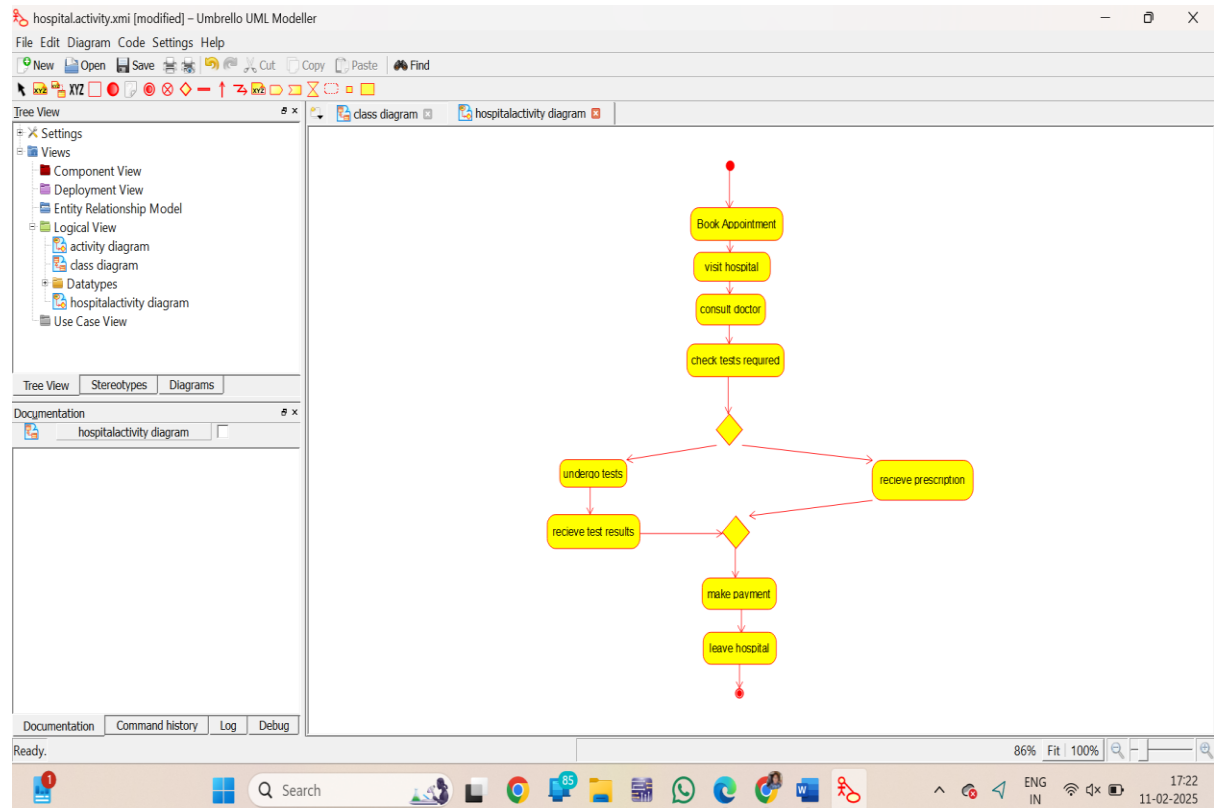7. Visitor & Inquiry Handling: Assist visitors, answer queries, and guide patients.
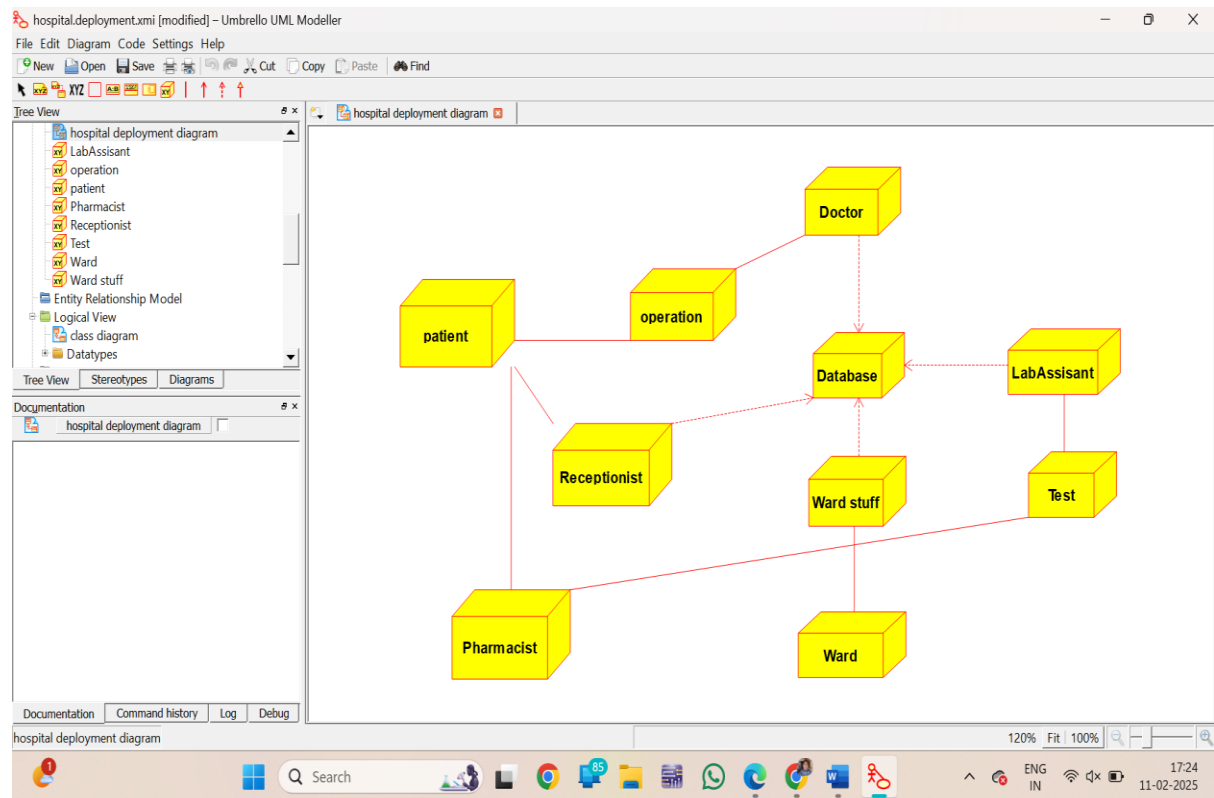
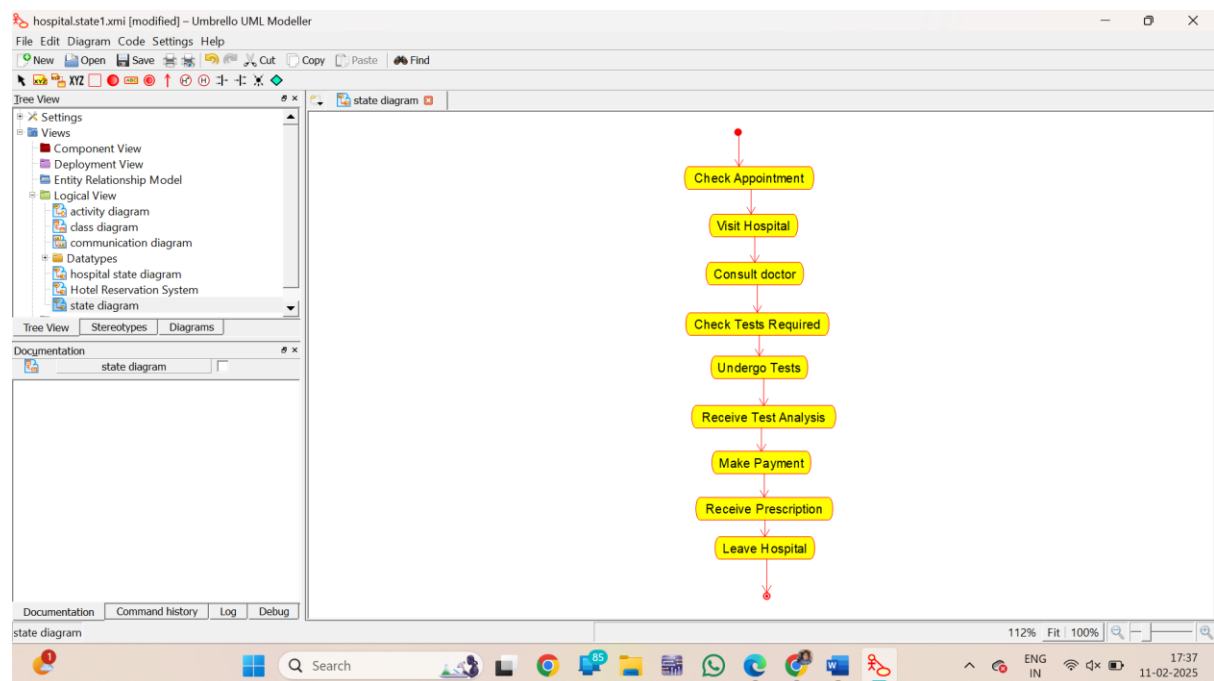## Use Case Diagram:
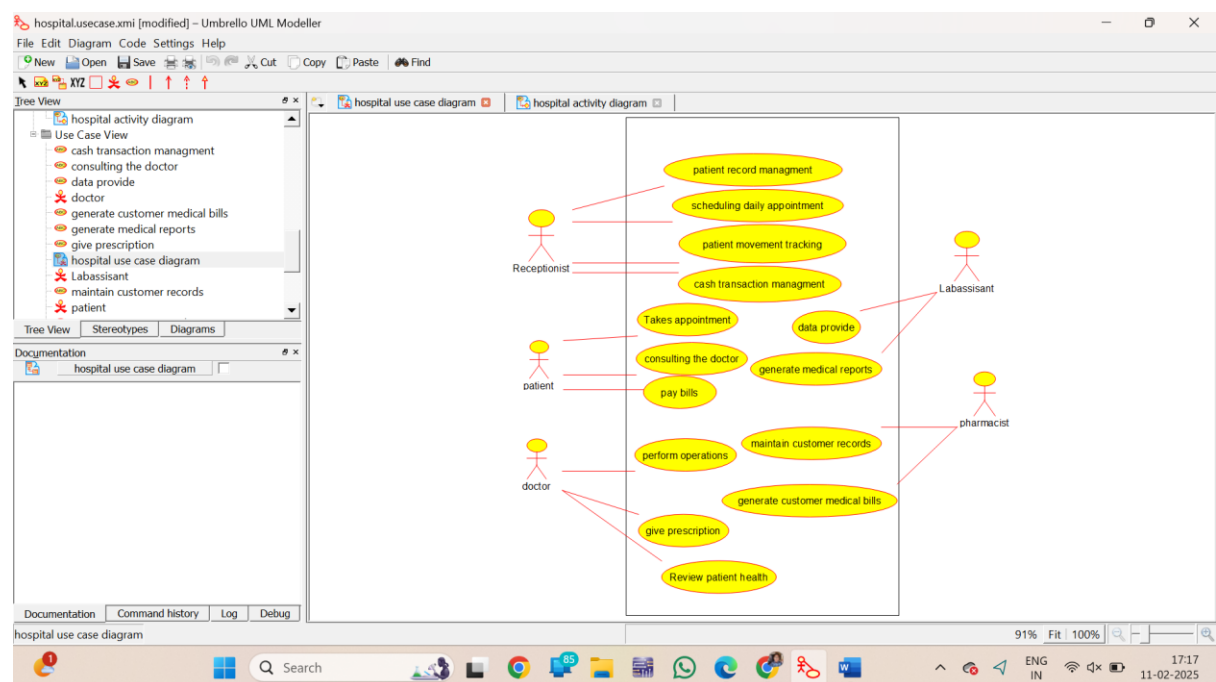
Class Diagram:
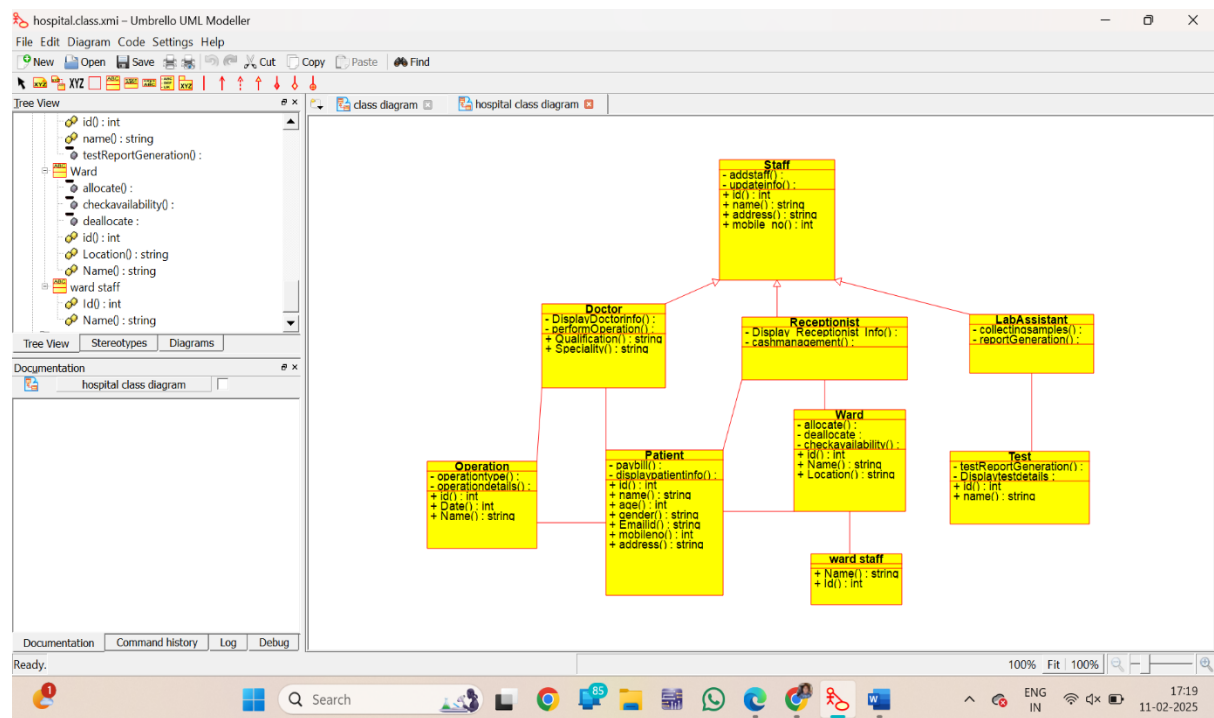
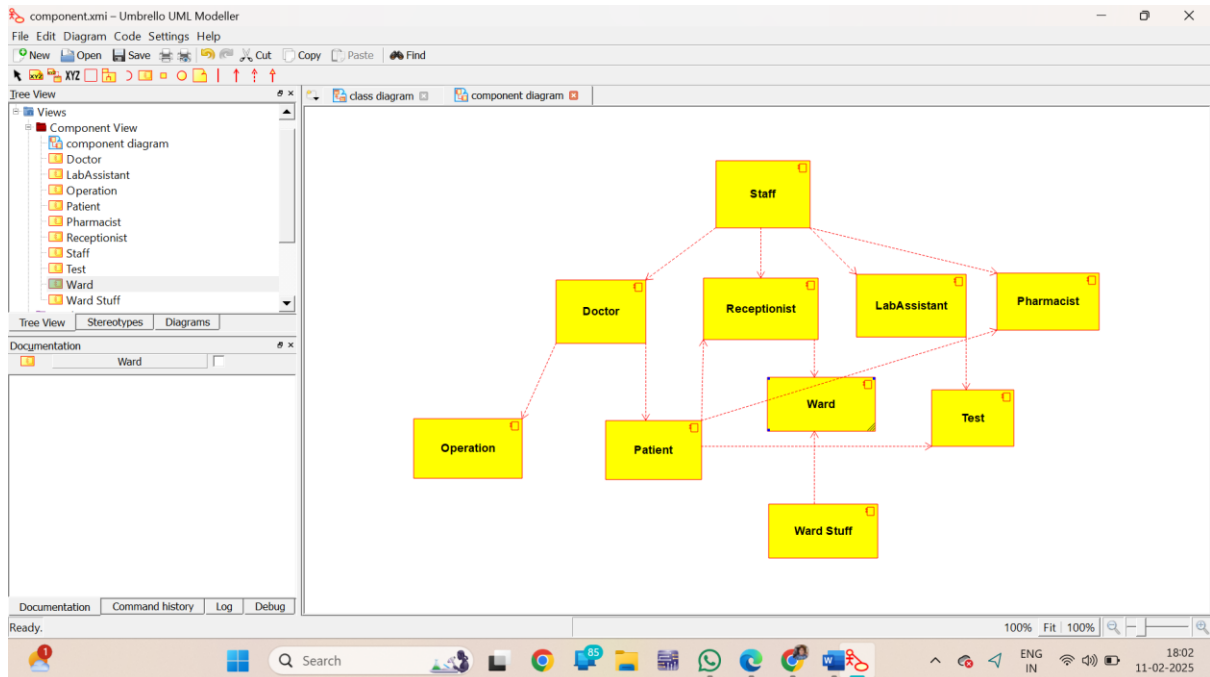# Activity Diagram:

Deployment Diagram:

State Diagram:

Component Diagram:

Result:

A streamlined reception process that enhances hospital efficiency, reduces waiting times, improves patient experience, and ensures accurate record-keeping.