**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**.
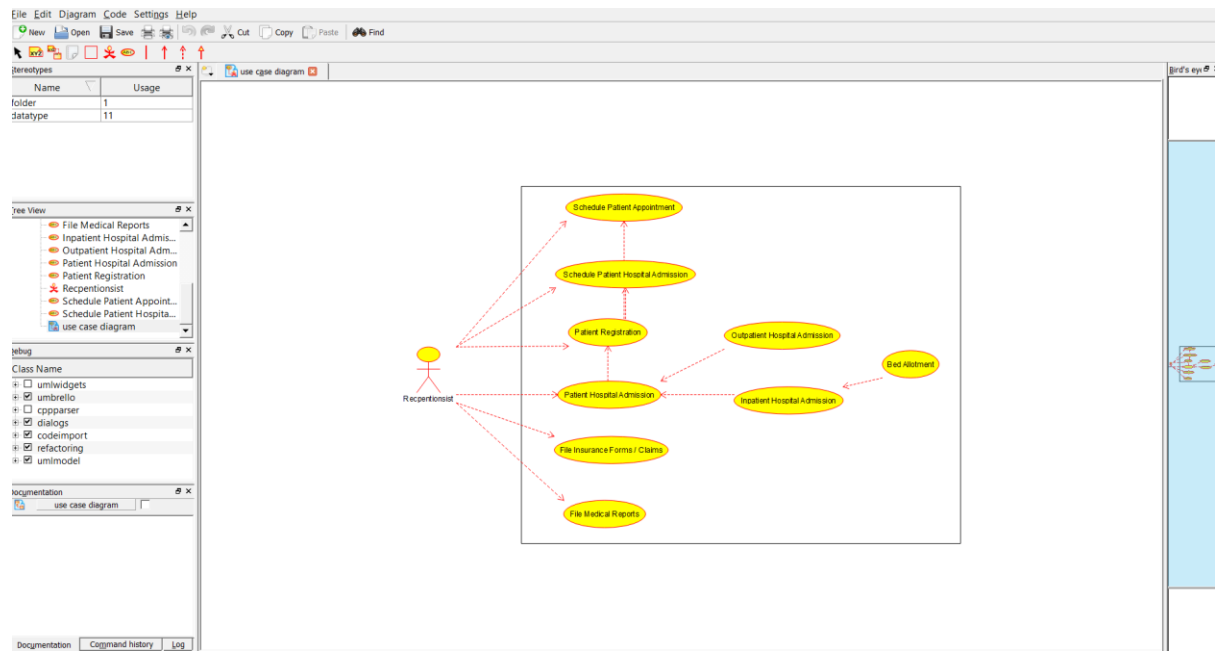
**Aim:**

To analyze and design a Hospital Reception System, identifying the key functionalities provided by hospital receptionists for managing patient interactions, appointments, and hospital admissions.

**Procedure:**

1. Identify Key Functions – Define the primary services provided by the Hospital Reception such as Appointment Scheduling, Patient Registration, Bed Allotment, Payment Processing, and Insurance Handling.

2. Define Appointment Scheduling Process – Receptionist books, reschedules, or cancels appointments for patients via phone or in person.

3. Manage Patient Admission & Registration – Collects patient details, verifies documents, and records data into the hospital system.

4. Allot Beds for Inpatients – Assigns hospital beds in wards based on availability and patient condition.

5. Handle Payment & Billing – Receives payments, generates receipts, records transactions, and files insurance claims if applicable.

6. Maintain Medical Records & Reports – Ensures patient information, doctor's prescriptions, and treatment history are stored properly.

7. Validate and Optimize – Ensure workflow is smooth, refine data handling, and optimize system integration for better efficiency.

**Output**



**Result**

Thus the UML diagram for the Hosptial Management has been implemented successfully.