

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 Services Provided by Reception

- **Appointment Scheduling:** Register and manage patient appointments.
- **Patient Admission & Bed Allocation:** Assign beds for inpatients.
- **Patient Information Management:** Collect and store patient details.
- **Billing & Payment Processing:** Receive payments, issue receipts, and manage records.
- **Insurance & Medical Records Handling:** File insurance claims and maintain medical reports.

2. Define Actors & System Interactions

- **Patients:** Request appointments, admissions, and make payments.
- **Receptionist:** Manages patient data, schedules, and financial transactions.
- **Hospital Management System:** Stores and processes all data.

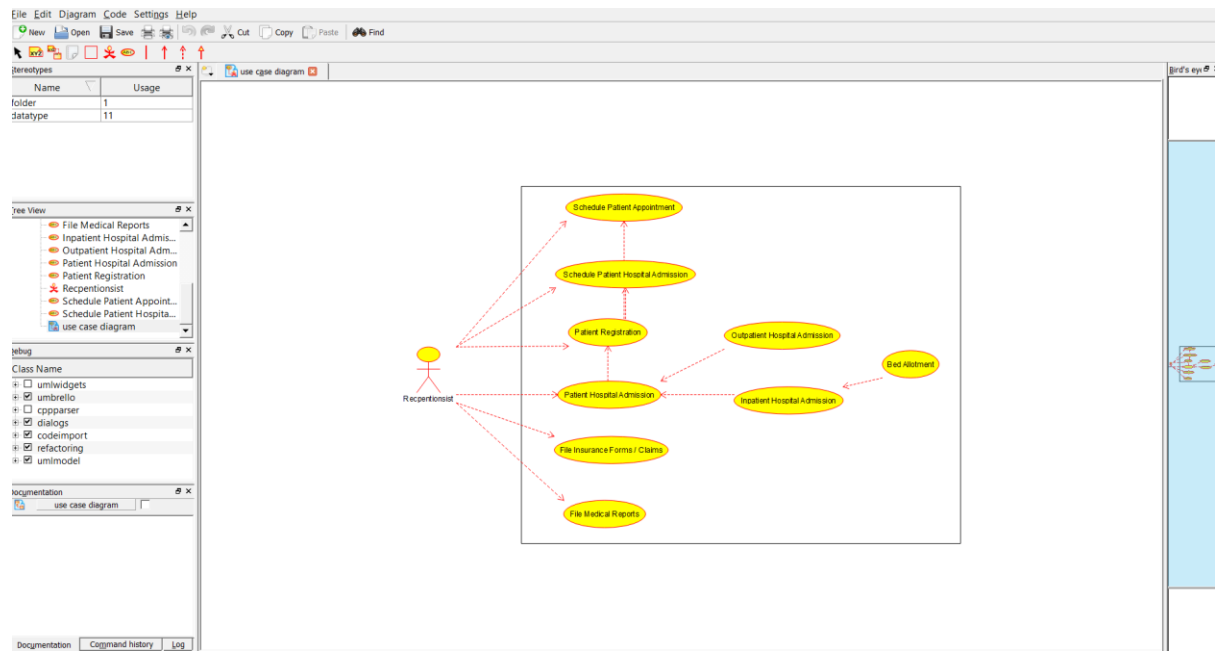
3. Use UML Notation (If Required)

- Represent actors and use cases using **UML diagrams** if needed.

4. Design the Reception Module

- Ensure the system allows efficient scheduling, payment processing, and record management.

Output



Result

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