

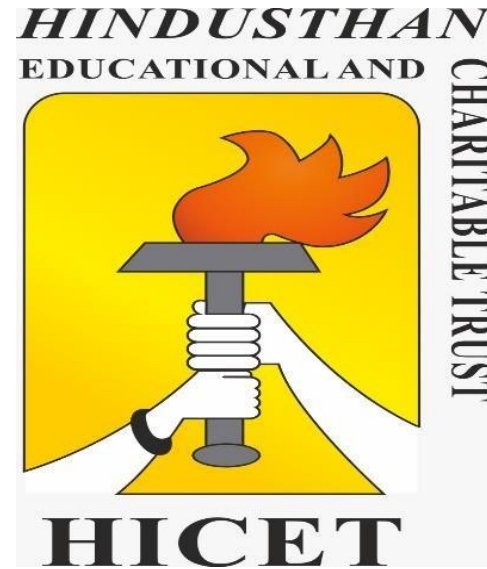
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PROJECT REVIEW

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HOSPICARE - HOSPITAL REQUIREMENTS ANALYSER AND COMPLAINTS RESOLVER

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PROJECT REVIEW

ABSTRACT

The **HOSPICARE - Hospital Requirements Analyser and Complaints Resolver** is designed to streamline the process of managing equipment needs and addressing complaints in healthcare institutions. The application provides a centralized platform for hospital staff to post equipment requirements and report issues related to hospital infrastructure or equipment quality.

The system features role-based access, enabling staff members to submit requests and complaints while allowing administrators to manage and track these submissions efficiently. Key functionalities include equipment request submission with detailed specifications, complaint registration with supporting evidence (such as images), real-time status tracking, and automated notifications for updates.

This project aims to improve operational efficiency by ensuring timely resolution of equipment shortages and complaints, fostering accountability, and enhancing the quality of healthcare services. By leveraging modern web technologies, this solution can cater to both small and large-scale healthcare institutions, addressing a critical aspect of hospital management.

EXISTING SYSTEM

In the existing system, hospitals often rely on manual or semi-digital processes to handle equipment requests and complaints. These methods involve paperwork, emails, or spreadsheets, which are prone to delays, errors, and mismanagement. Communication gaps between staff and administrators lead to inefficiencies, while the lack of real-time tracking makes it difficult to prioritize urgent needs.

The current system relies on manual methods like paperwork, spreadsheets, or emails for handling equipment requests and complaints. These approaches are prone to errors, delays, and mismanagement. Communication gaps between hospital staff and administrators further exacerbate the problem, making it difficult to prioritize urgent needs.

PROBLEM STATEMENT

Hospitals face significant challenges in managing equipment requirements and addressing complaints due to inefficient manual processes. These traditional methods often result in delays, miscommunication, and lack of transparency, leading to resource mismanagement and compromised patient care.

Without a centralized system, tracking equipment requests and complaint resolutions becomes cumbersome, creating communication gaps between hospital staff and administrators. Additionally, the absence of real-time updates and data-driven insights hinders timely decision-making and impacts operational efficiency.

There is a pressing need for an automated and streamlined solution to address these inefficiencies, ensuring better resource allocation, faster resolution of complaints, and improved hospital management

PROPOSED SYSTEM

The **HOSPICARE - Hospital Requirements Analyser and Complaints Resolver** aims to streamline hospital operations by automating equipment requests and complaint handling. The system provides:

- **Centralized Platform:**
A single system for submitting, tracking, and resolving requests and complaints.
- **Role-Based Access:**
Secure access for staff and administrators based on roles.
- **Real-Time Updates:**
Transparent tracking and automated notifications for submissions.
- **Data Analytics:**
Insights into trends for better decision-making and resource planning.
- **User-Friendly Interface:**
Simple navigation for all users.
- **System Integration:**
Seamless integration with existing hospital management systems.

SCOPE OF THE PROJECT WORK

The **HOSPICARE - Hospital Requirements Analyser and Complaints Resolver** streamlines equipment requests and complaint handling by providing a centralized, user-friendly platform with real-time tracking, automated notifications, and data analytics. It enhances transparency, accountability, and operational efficiency while integrating seamlessly with existing hospital systems. This scalable solution improves resource management and communication, contributing to better hospital operations and patient care.

NOVELTY OF THE PROJECT WORK

The **HOSPICARE - Hospital Requirements Analyser and Complaints Resolver** revolutionizes traditional hospital operations by automating and centralizing equipment requests and complaints. With features like real-time tracking, automated notifications, and data analytics, it ensures transparency, efficiency, and informed decision-making. Its user-friendly design, scalability, and seamless integration with existing hospital systems make it adaptable to evolving needs. By enhancing accountability and streamlining processes, this innovative solution significantly improves hospital resource management and operational efficiency

SYSTEM SPECIFICATION

HARDWARE SPECIFICATION

Processor:

Intel Core i3 or equivalent AMD Ryzen processors (for development and server hosting).

RAM:

Minimum 8 GB (recommended 16 GB for handling larger datasets and multiple processes).

Storage:

Solid-State Drive (SSD) with at least 512 GB of storage (for faster data access and system performance).

Network:

High-speed broadband connection for real-time services like telemedicine, data synchronization, and emergency response tracking.

SYSTEM SPECIFICATION

SOFTWARE SPECIFICATION

Operating System:

Ubuntu, Windows, or macOS (for development and deployment).

Frontend Development Tools:

Framework: React.js (for building user interfaces).

Languages: HTML, CSS, JavaScript.

Backend Development Tools:

Framework: python like flask or Django (for server-side development).

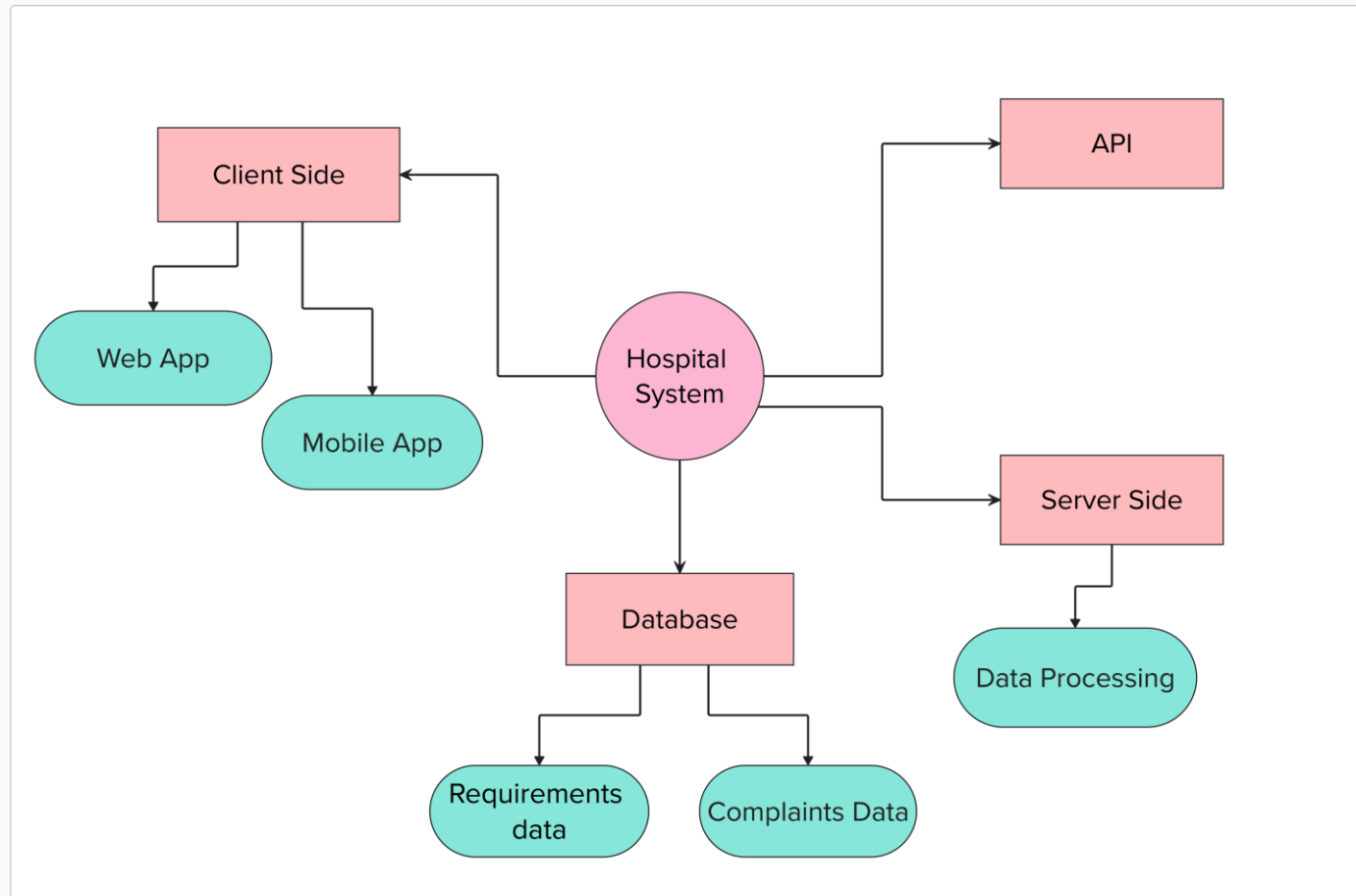
API Integration: RESTful API for communication between the frontend and backend.

Database:

Database Management System: MySQL (for storing user data, user information, complaint and equipment records).

Integrated Development Environment (IDE): Visual Studio Code (for coding and debugging).

SYSTEM ARCHITECTURE



LIST OF MODULES

- **User Registration and Authentication Module**
- **Equipment Request Module**
- **Complaint Management Module**
- **Request and Complaint Tracking Module**
- **Notification Module**
- **Analytics and Reporting Module**
- **Administrator Dashboard Module**
- **Integration Module**

MODULE DESCRIPTION

User Registration and Authentication Module: Enables hospital staff and administrators to securely register and log in to the system. Role-based access ensures staff can submit requests or complaints, while administrators manage and resolve them.

Equipment Request Module: Allows users to submit detailed requests for hospital equipment, specifying quantity, urgency, and other relevant details. It ensures streamlined tracking and prioritization of equipment needs.

Complaint Management Module: Facilitates the submission of complaints regarding equipment quality, maintenance issues, infrastructure problems. Users can attach supporting evidence like images or documents.

Request and Complaint Tracking Module: Provides real-time updates on the status of requests and complaints, ensuring transparency and improving communication between staff and administrators.

MODULE DESCRIPTION

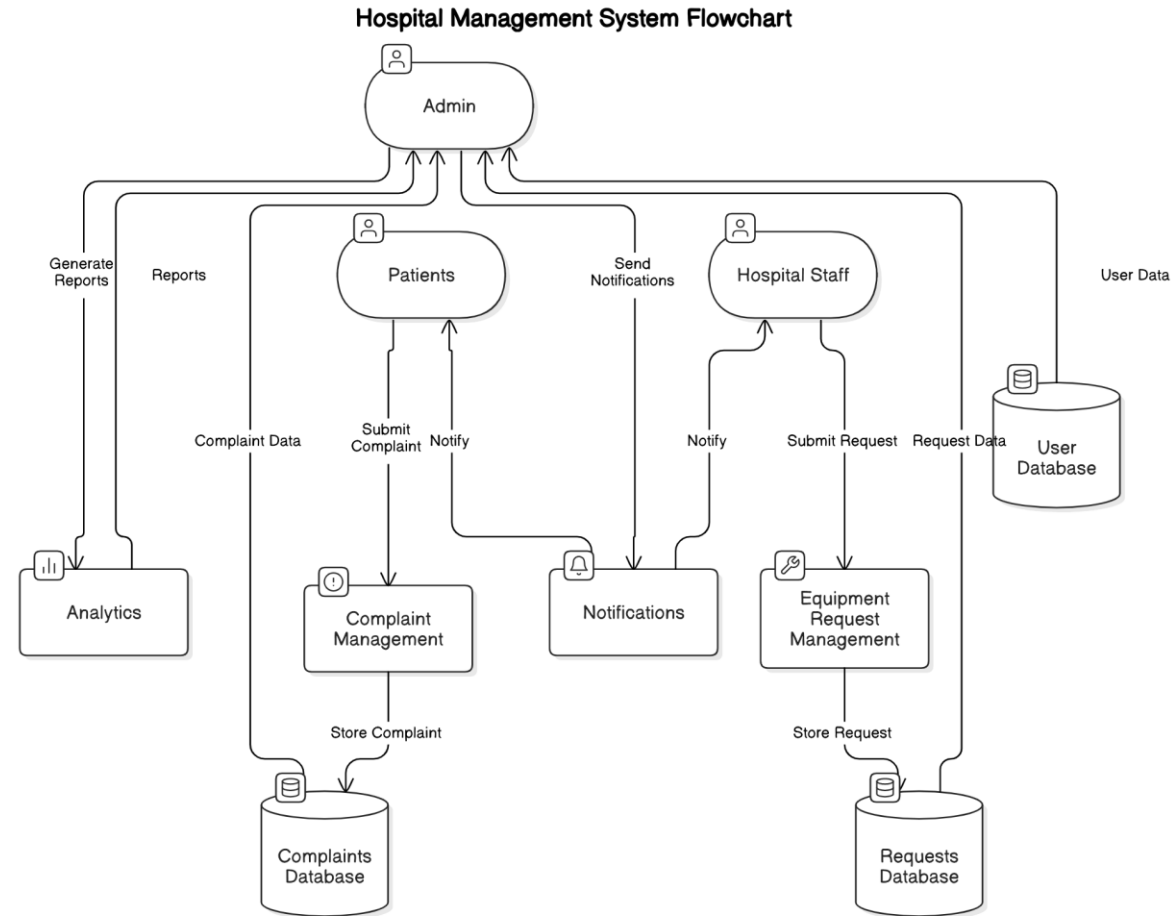
Notification Module: Sends automated notifications to users about the progress or resolution of their requests and complaints, ensuring timely updates.

Analytics and Reporting Module: Generates insights and reports on trends in equipment requests and complaints, helping administrators optimize resource management and address recurring issues.

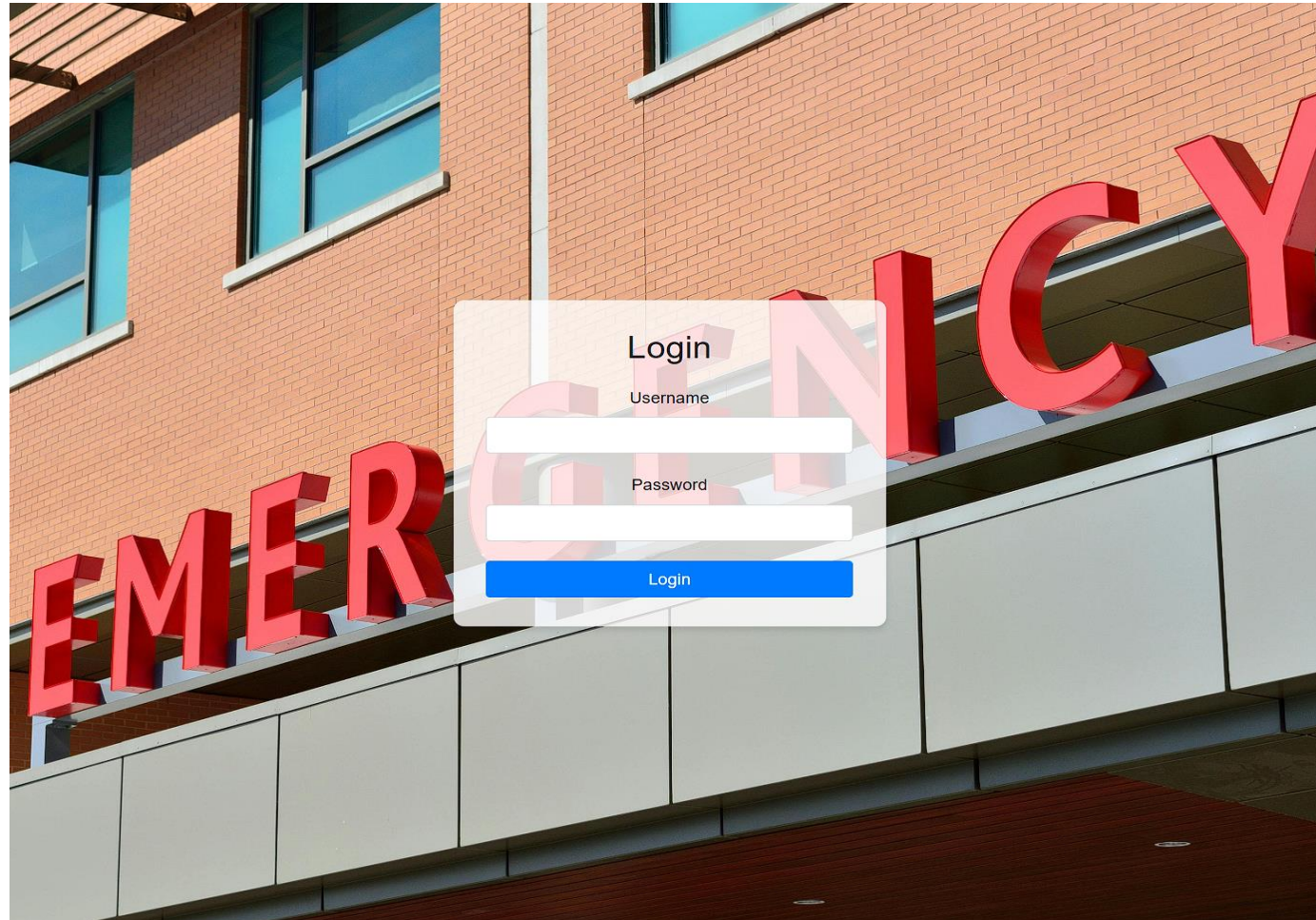
Administrator Dashboard Module: Offers a centralized interface for administrators to manage and resolve submissions efficiently. It includes features like prioritizing requests, assigning tasks, and monitoring progress.

Integration Module: Ensures seamless integration with existing hospital management systems or databases for better data synchronization and workflow continuity.


DATA FLOW DIAGRAM



SAMPLE OUTPUT




SAMPLE OUTPUT



Wheelchair
Manual wheelchair for patient transport.

Quantity


Add to Cart



Pulse Oximeter
Device for monitoring blood oxygen levels.

Quantity

Add to Cart



Sterilizer
Autoclave sterilizer for medical instruments.

Quantity

Add to Cart

Hospital Name

Hospital Location

Orderer's Name

Cart Summary

Proceed to Order

Back to Home

SAMPLE OUTPUT

Complaint Registration Form

Complaint Title

Description

Hospital Location

Your Name

Email Address

Phone Number

Aadhar Number

Date of Complaint

Upload a Photo (optional)

Submit Complaint

SAMPLE OUTPUT

Complaint Registration Successful

Thank you for your feedback!

Your complaint has been successfully registered with us. We value your input and will address the issue as soon as possible. We appreciate your contribution to improving our services.

[Back to Registration](#)

CONCLUSION

HOSPICARE - Hospital Requirements Analyser and Complaints Resolver streamlines hospital operations by automating equipment requests and complaint management. It ensures timely and transparent processes through real-time tracking, automated notifications, and analytics. The system improves communication, enhances efficiency, and empowers staff to address issues proactively. Administrators gain tools for resource management and data-driven decisions, with robust security ensuring data integrity. Future scope includes AI integration for predictive analytics, blockchain for secure and transparent data management, and mobile app support for accessibility. These advancements will further optimize operations, enhance scalability, and improve patient care outcomes.

QUERIES?

THANK YOU