

# Hospital Management System – Phase 1 Document

## ## Problem Statement

Hospitals often face challenges in managing patient records, doctor schedules, and appointments. Traditional methods relying on paper files or scattered digital systems lead to inefficiencies such as:

- Difficulty in tracking doctor availability and appointments
- Delays in patient record retrieval and billing
- Lack of centralized data for quick decision making
- Compliance and privacy concerns for patient health data

## ## Goal

Build a Salesforce-based Hospital Management System that centralizes doctor, patient, and appointment information. This system will streamline appointment scheduling, manage doctor availability, maintain patient health records, and provide dashboards for administrators and management to make informed decisions.

## ## Project Overview

The Hospital Management System (HMS) is a cloud-based solution built on Salesforce to help hospitals and clinics manage core operations such as patient registration, doctor scheduling, appointment booking, and billing in one centralized system. It enables automation, real-time dashboards, and role-based access for different hospital staff.

## ## Features

- **\*\*Patient Management\*\*** – Register new patients, store medical history and contact details.
- **\*\*Doctor Management\*\*** – Maintain doctor profiles, specialties, and schedules.
- **\*\*Appointment Scheduling\*\*** – Book and manage patient appointments, avoid conflicts.
- **\*\*Billing & Reporting\*\*** – Generate invoices and financial reports.
- **\*\*Dashboards\*\*** – Provide real-time visibility of appointments and resource utilization.
- **\*\*Role-Based Access\*\*** – Ensure doctors, receptionists, and admins have appropriate permissions.

## ## Requirement Gathering

- **\*\*Patient Registration\*\***: Name, Age, Gender, Contact, Medical History.
- **\*\*Doctor Profiles\*\***: Name, Specialty, Availability, Contact.
- **\*\*Appointments\*\***: Date, Time, Doctor, Patient, Status.
- **\*\*Billing\*\***: Services provided, charges, payment status.
- **\*\*Compliance\*\***: Secure storage of patient data as per healthcare regulations.

## ## Stakeholders & Users

- **\*\*Hospital Administrator\*\*** – Oversees entire system, generates reports.
- **\*\*Doctors\*\*** – View schedules, patient details, and update medical notes.
- **\*\*Receptionist/Front Desk\*\*** – Manages appointments and patient registration.
- **\*\*Patients\*\*** – Can receive appointment confirmations and updates.

## **## Business Process Mapping**

1. **\*\*Patient Registration\*\*** → Receptionist registers patient in the system.
2. **\*\*Appointment Booking\*\*** → Receptionist schedules appointment based on doctor availability.
3. **\*\*Doctor Consultation\*\*** → Doctor views patient history and updates treatment notes.
4. **\*\*Billing & Discharge\*\*** → Generate bill and record payment details.
5. **\*\*Reporting\*\*** → Admin reviews daily appointments and revenue reports.

## **## Outcome**

By the end of Phase-1, we will have a clear understanding of the hospital's requirements and a blueprint for building a Salesforce-based Hospital Management System with core objects Doctor, Patient, and Appointment.