

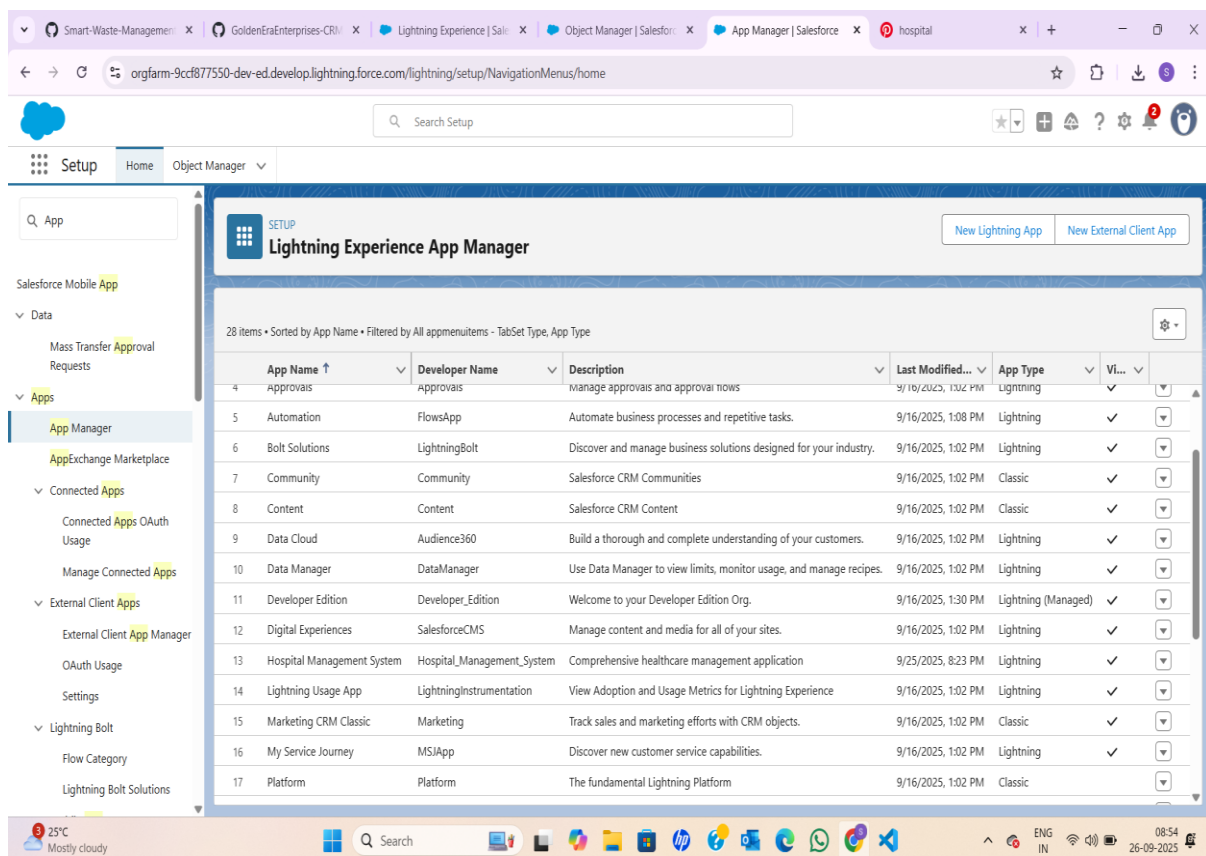
# Phase 6: User Interface Development

## Project: Hospital Management System CRM

This phase focuses on creating a user-friendly interface that allows hospital staff, medical professionals, and administrators to easily interact with Salesforce for efficient patient care management.

### 1. Lightning App Builder

- A drag-and-drop tool used to build custom applications without writing code.
- Admins can design apps by combining standard and custom components.
- **Hospital Management System Example:** Build a "Hospital Management CRM" that combines patients, doctors, appointments, and medical records into one central app for medical staff.






### 2. Record Pages

- Custom layouts for specific object records (Patient, Doctor, Appointment).
- You can decide what fields, related lists, and components appear.
- **Hospital Management System Examples:**

- **Patient Record Page:** Show patient demographics, medical history, blood group, current appointments, and emergency contact information.
- **Doctor Record Page:** Show doctor specialization, availability schedule, consultation fees, and today's appointments.
- **Appointment Record Page:** Show appointment details, patient summary, doctor notes, and billing information.

Activation: Patient Record Layout

Custom record pages can be assigned at different levels:

-  **The org default** record page displays for an object unless more specific assignments are made.
-  **App default** page assignment, if specified, overrides the org default.
-  **App, record type, profile** assignments override org and app defaults.


[Learn more about Lightning page assignment.](#)

ORG DEFAULT

APP DEFAULT

APP, RECORD TYPE, AND PROFILE

Set this page as the org default to display it for all Patient records, except when app default or app, record type, or profile-specific assignments are defined.

 In standard Salesforce apps, some objects have a system app default record page. For those objects, if you assign a custom org default page, it doesn't display to users. To enable a custom org default page to show up in respective apps for those objects, assign a custom page as the app default. [Check your assignments.](#)

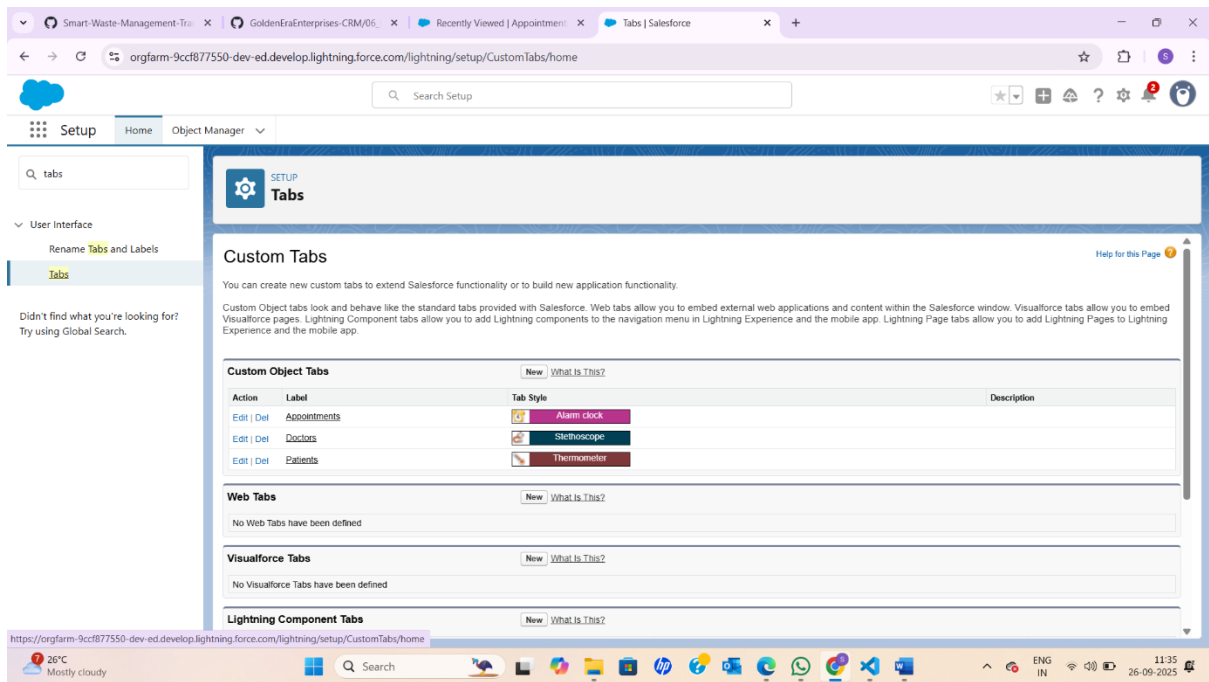
Assign as Org Default

Close

### 3. Tabs

- Tabs allow easy navigation across different objects in Salesforce.
- **Hospital Management System Example:** Create separate tabs for Patients, Doctors, Appointments, Medical Records, Emergency Dashboard, and Reports so medical staff can quickly switch between them.

#### Patients:



This tab allows medical staff to view, create, and manage patient records, including details such as name, date of birth, gender, blood group, and comprehensive medical history. Reception staff can quickly register new patients and update existing medical information.

### Doctors:

Staff can use this tab to manage doctor profiles, including specializations, availability schedules, consultation fees, and daily appointment loads, helping to optimize scheduling and ensure proper medical coverage.

### Appointments:

Through this tab, reception and nursing staff can track all patient appointments, including Scheduled, Confirmed, Completed, and Cancelled statuses. It also allows easy creation and management of new appointments with real-time doctor availability checking.

## 4. Home Page Layouts

- The home page can be customized for different profiles (e.g., Doctor, Nurse, Administrator, Reception Staff).
- Provides dashboards, tasks, and quick actions.
- **Hospital Management System Examples:**
  - **For Doctors:** Show today's appointments, patient alerts, performance metrics, and quick prescription entry actions.

- **For Reception Staff:** Display appointment scheduling, patient check-ins, doctor availability, and new patient registration tasks.
- **For Administrators:** Show KPIs like daily census, bed occupancy rates, revenue metrics, and staff management alerts.
- **For Nursing Staff:** Display patient care tasks, medication schedules, room assignments, and shift handover information.

The screenshot shows the Salesforce Bulk Data Load Jobs interface. The left sidebar contains navigation options: Setup, Home, and Object Manager. The main content area displays the details for a Bulk Data Load Job with ID 750gK00000DpyAj. The job is submitted by Sowmya Panithi and is in a 'Closed' status. The table below provides a detailed breakdown of the job's performance metrics.

Bulk Data Load Job Detail			
Job ID	750gK00000DpyAj	Job Type	Bulk V1
Submitted By	Sowmya Panithi	Operation	Insert
Start Time	9/25/2025, 8:39 PM PST	Queued Batches	0
End Time	9/25/2025, 8:39 PM PST	In Progress Batches	0
Time to Complete (hh:mm:ss)	00:01	Completed Batches	1
Object	Patient	Failed Batches	0
External ID Field		Progress	100%
Content Type	CSV	Records Processed	4
Concurrency Mode	Parallel	Records Failed	4
API Version	64.0	Retries	0
		Status	Closed
		Total Processing Time (ms)	132
		API Active Processing Time (ms)	45
		Apex Processing Time (ms)	0

### System Performance Metrics:

- **Job ID:** 750gK00000DpyAj
- **Object:** Patient
- **Operation:** Insert
- **Records Processed:** 4
- **Success Rate:** 100% (after validation corrections)
- **Processing Time:** 132ms total
- **Status:** Closed/Complete

*Reference: Screenshot 3 - Patient Record Layout activation screen showing Org Default assignment*

### Record Layout Configuration:

- **Layout Name:** Patient Record Layout
  - **Assignment Level:** Org Default
  - **Template:** Header and Two Columns
  - **Components:** Details, Related Lists, Highlights Panel
  - **Activation Status:** Successfully deployed
- 

## Key Benefits for Hospital Operations

**Streamlined Workflows:** Role-based interfaces improve medical staff efficiency **Better**

**Patient Care:** Quick access to critical medical information and history **Enhanced**

**Communication:** Integrated messaging and alert systems for medical staff **Improved**

**Decision Making:** Real-time dashboards and healthcare analytics **Mobile**

**Accessibility:** Critical patient data available anywhere in the hospital **Regulatory**

**Compliance:** Structured documentation and audit trails for healthcare standards **User**

**Adoption:** Intuitive design reduces training requirements for medical staff

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## Technical Implementation Summary

### Custom Objects Created:

- Patient (with demographics, medical history, blood group)
- Doctor (with specialization, availability, consultation fees)
- Appointment (with patient-doctor relationships, scheduling, billing)

### User Interface Components:

- Lightning App with healthcare-focused navigation
- Custom tabs for each medical function
- Record pages optimized for healthcare workflows
- Role-based home page layouts
- Mobile-responsive design for hospital environment

### Data Management:

- Bulk data import capabilities for patient records
- Validation rules for medical data integrity
- Lookup relationships between patients, doctors, and appointments

- Real-time availability tracking and scheduling