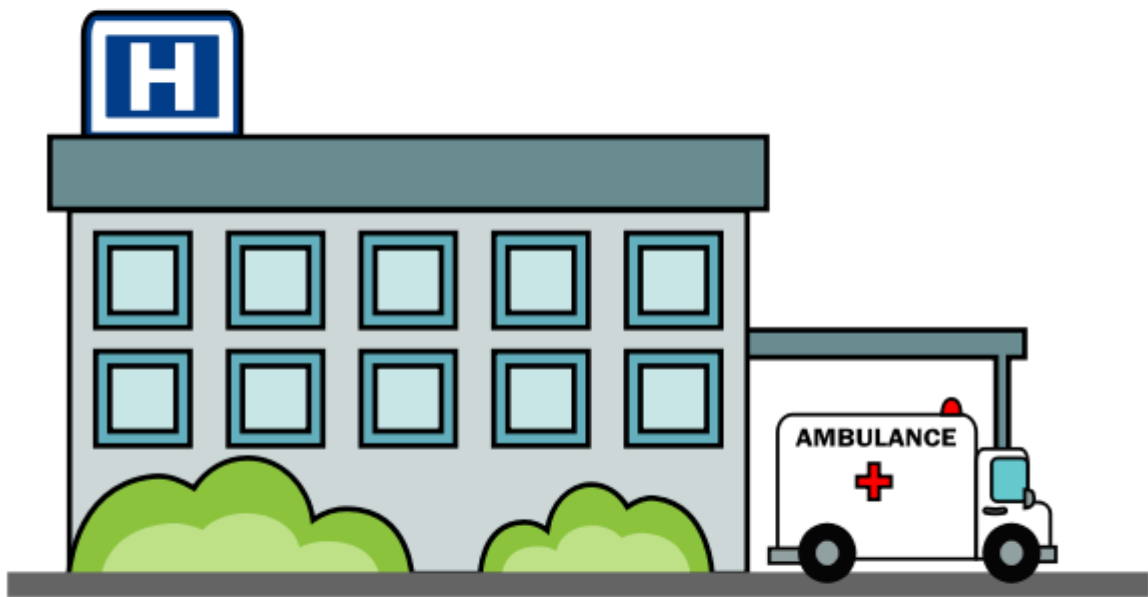


NGOMA DZA VHATEI

UTHUKELA DISTRICT MUNICIPALITY HOSPITAL

BUSINESS PROCESS



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1. Business Processes Overview: The Uthukhela District Hospital

These are the core functions of the hospital that must be supported by IT infrastructure:

Patient Management: The Uthukhela hospital Doctors and nurses perform diagnoses, patient monitoring, and treatment planning, relying heavily on patient records and diagnostic information.

Staff Management: The Uthukhela staff Manages their shifts, payroll, and their performance.

Supply Chain Management: Ordering and managing medical supplies. The uthukhela hospital supply medical equipment, pharmaceuticals, and other supplies necessary for the hospital's operations.

Finance: Billing, accounts payable, and budgeting. A financial management system that can integrate with both supply chain and administrative functions, offering automated payment processing, financial reporting, and budgeting capabilities.

Communication: Internal communication between departments and external communication with suppliers and other health institutions.

Data Management: Patient records, financial data, inventory data, and operational data.

2. IT Infrastructure Overview: The Uthukhela District Hospital

The infrastructure that supports these business processes includes:

Network Infrastructure: Internet connection provided by Openserve, connecting the hospital to external networks.

Hardware: Computers, printers, servers, routers, and network security devices. Replace old computers with modern, high-performance machines for medical, administrative, and support staff. Upgrade printers and introduce new networking hardware, such as servers, routers, switches, and firewalls.

Software: Electronic Health Record (EHR). Implement an integrated hospital management system that links EHR, finance, supply chain, and administrative modules. This could be done using an Enterprise Resource Planning (ERP) system customized for healthcare needs.

Network Design and Connectivity: Install a high-speed, secure network using fiber-optic cables, provided by Openserve. This includes establishing a dedicated internet connection for the hospital with appropriate bandwidth to handle data-heavy applications, like EHR systems and telemedicine.

-Enterprise Resource Planning (ERP): For finance, supply chain, and operations management.

Security Software: For network security, such as firewalls and antivirus. Install advanced cybersecurity measures, including firewalls, encryption for sensitive data (like patient records), and continuous network monitoring to prevent cyber threats.

Implement secure access protocols for both internal and external users, including suppliers.