

Hospital ERP System

Stakeholder Analysis, User Stories, and Use Cases

Stakeholder Analysis

Key Stakeholders and Their Needs:

- **Patients:** Need easy registration, appointment scheduling, billing transparency, and access to medical history.
- **Doctors:** Require access to patient records, appointment management, diagnosis tools, and treatment tracking.
- **Nurses:** Need to access patient care plans, medication schedules, and update treatment progress.
- **Receptionists:** Handle patient registration, appointment scheduling, and initial billing entries.
- **Pharmacists:** Manage medication inventory, issue prescriptions, and handle medication billing.
- **Administrators:** Oversee departments, employees, reports, and ensure compliance and efficiency.
- **Accountants:** Need tools for invoice management, payment tracking, and financial reporting.

User Stories & Use Cases

- **Patient Books Appointment:** As a patient, I want to book an appointment with a doctor online so that I can receive timely medical consultation.
- **Doctor Reviews Patient Record:** As a doctor, I want to view and update patient medical records to provide accurate diagnosis and treatment.
- **Receptionist Registers New Patient:** As a receptionist, I want to register new patients quickly to streamline the hospital admission process.
- **Pharmacist Issues Medication:** As a pharmacist, I want to track and issue medications to patients based on prescriptions.
- **Administrator Generates Reports:** As an administrator, I want to generate reports about hospital operations for better decision-making.
- **Accountant Processes Payment:** As an accountant, I want to review invoices and update payment statuses to maintain accurate financial records.

System Modules Summary

The Hospital ERP includes modules for:

- Patient Management (Patients, Medical Records, Diagnoses, Treatments)
- Appointments Scheduling
- Billing and Invoicing
- Human Resources (Employees, Departments, Roles)
- Inventory and Medication Management
- Reporting and Analytics