

MANAGEMENT INFORMATION SYSTEM

LAB EXPERIMENT:8

8) Describe major services (functionality) provided by a hospital's reception. Summary: Hospital Management System is a large system including several subsystems or modules providing variety of functions. Hospital Reception subsystem or module supports some of the many job duties of hospital receptionist. Receptionist schedules patient's appointments and admission to the hospital, collects information from patient upon patient's arrival and/or by phone.

For the patient that will stay in the hospital ("inpatient") she or he should have a bed allotted in a ward. Receptionists might also receive patient's payments, record them in a database and provide receipts, file insurance claims and medical reports.

Aim:

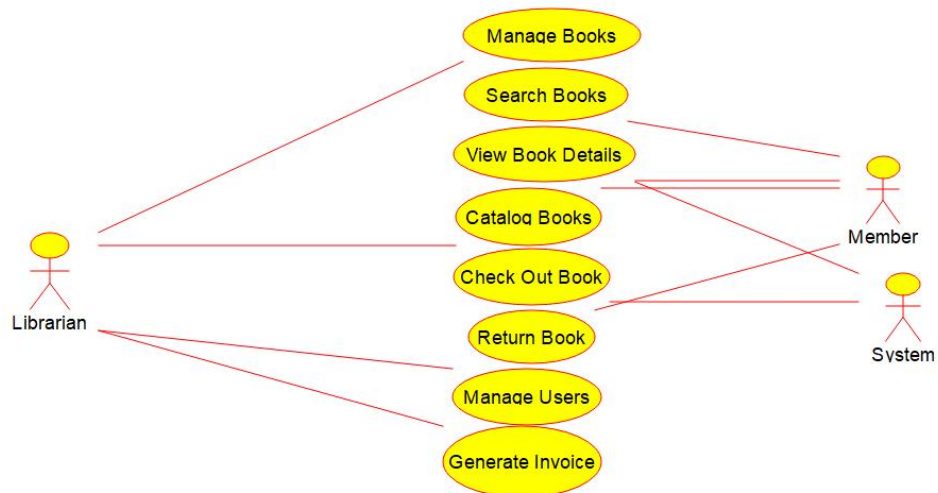
To develop a **UML Use Case Diagram** for the **Hospital Reception System**, illustrating the major functionalities provided by the hospital reception.

Procedure:

1. Receive patient inquiries (in-person, phone, or online).
2. Check doctor availability and schedule appointments.
3. Collect patient details (personal, medical, insurance) upon arrival.
4. Verify patient identity and update records.
5. Assign beds for inpatients in appropriate wards.
6. Generate admission records and provide necessary documents.
7. Direct patients to the concerned department or doctor.
8. Generate bills for services provided.
9. Process payments via cash, card, or insurance.
10. Issue payment receipts and update records.
11. Assist in filing insurance claims for eligible patients.
12. Maintain and update patient medical records in the system.
13. Provide medical reports upon request.
14. Ensure proper documentation and database updates.
15. Offer general assistance and information to patients.

Output:

Use case diagram



Result:

A **UML Use Case Diagram** will be created based on the above analysis.