Work scope of receptionist:

1. Administrational duty(not related to new system): check equipment for each doctor

2. Coordinate appointment:

(1) receptionist and doctors all have own diary. Check diary to fill in the slots with patients who made appointment

(2) Handle with appointment cancellation.

(3) Call patients 1 day before their appointments

3. Registration of patients:

First visit: get patient’s personal info

Queue patients under appointment list

Prior appointment will have queuing priority

4. File medical records and etc.: handle with medical records and test reports

Have to keep ready the next day patients medical record .

Have to retrieve the medical records from the store room and warehouse.

if the patient has not visited the clinic in a long time otherwise have to fill a new form.

Time consuming.

Space constraint.

5. Booking Ward bed /Surgery:

(1) Not able to view the ward and operation theatre availability.

1)Conflict in Appointments:

i) Misunderstandings occur when the doctor books an appointment and doesn’t inform the receptionist

as they both have separate diaries.

2) Hard Copy

Medical records are stored as hardcopy in 3 locations

1) Cabinet

2) Store room

3) Ware house

ii) As the patients details are stored in a hard copy it is hard to find the details about them and sometimes the patients are required fill in the registration form again.

iii) Going through pile loads of the patients info for finding a particular patient info is hectic.

3) Inconvenient Workflow

i) XXXXXX

1) Online Appointment System

Accessible by both the doctor and the receptionists.

Both of them will be able to book the appointment slots.

Appointment slots availability and non-availability will be visible to both of them.

2) Warding System

Receptionist and doctors will be able to see the availability of the wards and the Operation theatres.

The doctors will be able to block the ward or operation theatre and pass the details to the receptionists.

The receptionist will get the info and directs the patient to the respective receptionists.

3) Online Documentation

we'll be able to do Create , Update , Modify and Delete patient information

Patient test results ,Doctor prescription, ward booked, OT booked all those details will be displayed.

Graphical representation of patients data test wise will be displayed