Receptionist

1. Handle patient registration

* Get patient’s information, including financial details
* Queue priority?

1. Handle appointment(make appointment, confirmation, cancellation)

* Synchronize the receptionist’s diary and doctors’ diary
* Check doctors’ diary
* Booked appointment(with slots)
* (confirmation)Call/notify patient 1 day before the appointment
* (cancellation)by patient: reschedule the appointment and notify the doctor; by doctor: notify related patients

1. Maintain doctors’ schedule

* Check doctors’ diary and make appointment

1. Maintain patients’ records

* Locals and foreigners
* Current and older ones
* Consultation form(template)
* New arrival patients(maybe haven’t come to visit doctors for a very long time)
* (file cabinets, physical printed labels, manual input)

1. Handle warding bookings&cancellation

* Warding system--->
* Check ward availability
* Booking wards online without calling the related department
* Get doctor to decide what information to pass to the wards/surgery department
* Give patients portable or more appropriate way to know the ward details without coming to the ward and speak to the receptionist for further instructions

1. Direct patients to billing

* Print diagnosis slip and hand it to customer?

1. Queue system(with calling the customer when it is his turn)

Doctor

1. Review patient’s historical medical records (including those from other clinics and hospitals) (**with patient’s memory chip which can protect patient’s privacy**)
2. Record the diagnosis results
3. Make the prescription and send the list to billing system (accountant) ???pharmacy system
4. Schedule medical lab test with lab department
5. View patient’s medical test results
6. **When meeting a patient, the doctor wants to have a dashboard to show all required and necessary information all in one screen, better with graphs, charts and so forth.**
7. Intern will make notes dictated by the doctor and the doctor will check
8. Give introduction to the receptionist to book a ward for the patient and make cancellation
9. A portable device to check patient’s records when visiting the ward
10. ??what to do with foreign patients--as new patient
11. Notify receptionist to schedule next appointment with regular patients
12. To be notified about appointments with patients by the receptionist
13. Reports

Accountant

1. Decide how to bill the patient according to his evaluation
2. Summary form(basis of billing)
3. Bill for drugs prescribed(price shared with Dispensary team)
4. Bill medical services in different clinics separately
5. For outpatients, not ward.(or the ward system would charge the patient)
6. Billing records
7. Generate reports