Hospital Management information System – MASM Medi Clinics Limited.

Below is the sketch of how we desire the clinics to operate with HMIS in place, There could be some areas where some modification will be needed, as this was done by just observing the operation and how they can be improved by the system.

In one area where it is obvious to be change are reports produced.

They are nine sections that makes the whole clinic as below;

* Reception
* Dental
* Nurses Station
* Doctors / Consultation
* Inpatient
* Laboratory
* X-ray
* Pharmacy
* Bulk store

The sections will have a work flow and all users must have different access levels to the modules in the system. Only a super user will have ultimate rights, the system should be centralised and able to sync with other clinics to the central point any time.

As we are striving to minimise the use of paper all client information should be stored in the server and be retrived when need arises, while summarized receipt should be printed to any cash client at the reception, signed by the client and reception officer .

OUT / EXIT

**Dental**

**Reception**

**Ward**

**Bulk Store**

**Pharmacy**

**Laboratory**

**Doctors/Consultation**

**X-Ray**

**Nurse Station**

* Diagnosis
* Ordering tests
* Prescription
* Taking Vitals
* Counselling
* Giving Oral drugs/ Injectable

Dental Services

* Patient Registration
* Billing
* Insurance Verification
* Preauthorisation

Bulk Store

Drug Dispersion

Laboratory Services

X-Ray- Services

In patient services

**Reception**

Every client coming to the clinic will first visit the reception where the following steps will be done;

1. New client registration / checking the availability of the client in the system (revisit)
2. Verification with Insurance - valid database, phone call
3. Billing and cash payments
4. Preauthorisation – where an approval number is given by the insurance.

Note: Client can visit the reception for payment with a minimum of two visit.

Reports to be generated number of

* Total client attended by user on reception per day, week, month, quarterly and year
* Total client per insurance per day, week, month, quarterly and year
* Total cash client per day, week, month, quarterly and year
* Total cash per day, week, month, quarterly and year
* Total number of new client per day, week, month, quarterly and year

**Dental**

This section is different to others as the client only visit the reception when all need information is captured, verified and payment is made for cash client they referred to the section for services.

**Nurses Station**

At these stage vitals are collected from the client.

These are;

1. Weight
2. Temperature
3. BP.

Some services offered here are:

* Counselling
* Giving oral / injectable drugs

Reports,

* Number of oral and injectable drugs per day, week, month, quarterly and year
* Total client attended by nurse per day, week, month, quarterly and year

There after the client is directed to Doctor/ consultation

**Doctor / Consultation**

The client meets the doctor, clinician or specialist

Where the following is done;

1. Diagnosis
2. Ordering tests at laboratory, x-ray and radiology
3. Prescription
4. Referring client history
5. Referrals to Specialist or Hospital

Whatever is done in this module before the client visit the next module payment has to be done for the services to be offered at next level.

*In this module the doctor / clinician or specialist should be able to check the availability of the drug. In short the drug which is out of stock should not be available on drug list, if its available the quantity should be seen by the doctor, this is to avoid prescribing the drug which is out of stock or the drug which is not enough for the client dosage.*

Reports

* Total client attended by doctor/ clinician or specialist per day, week, month, quarterly and year with given prescription
* Medical report, death certificate and others
* Total client to referral
* Total of test ordered, per day, week, month, quarterly and year
* Total in patient client, per doctor per day, week, month, quarterly and year

**Inpatient**

Client will be directed to admission upon doctor’s direction. A bed will be allocated to a client and deposit payment should be made before admission.

**Reports**

* Total clients admitted, day, weeks, months, quarterly and year

**Pharmacy**

This is where medication is Dispensed upon receiving doctor’s prescription for the client. Stock management which will be viewed by the doctor when prescribing drugs.

Pharmacist should be able to be notified of order levels and the date of first, second and third notification be recorded.

What is ordered from the bulk store should also be recorded and retrieved when at intervals

Prescription should be printed on a sticky note so that it should be pasted on the pill bag, syrup. clearly showing the client name.

Reports

* Drug balance
* Total dispense drug by user on reception per day, week, month, quarterly and year
* Total drug supplied from the bulk store per week, month, quarterly and year

**Laboratory**

Where the doctor orders some test to be done. The equipment that in this section need to be interfaced, so that the technician should not retype the results again. We understand that they are some small equipment that do not have interface text space should be provided for one to enter the results

Reports;

* Total test done per technician, day, week, month, quarterly and year
* Type of tests done day, week, month, quarterly and year

**X-Ray**

Where the doctor orders some test to be done.

Reports;

* Total test done per technician, day, week, month, quarterly and year
* Type of tests done day, week, month, quarterly and year

**Bulk store**

Drugs are bought in large quantity and stored within the clinic premises for easy access by pharmacy. Once the pharmacy levels are low they should be able to request from the bulk store immediately.

**Reports**

* Drug balance and levels
* Total drug issued to pharmacy by user per day, week, month, quarterly and year
* Total drug purchased per week, month, quarterly and year