### Create Service Master

**Process Flowchart**

None

**Actors**

Hospital Admin

**Function Requirements**

1. Service has service categories / types e.g. diagnostic services, stay charges, consultation fees etc. as per MDDS Code Directory CD05.080
2. Service can be shared by doctors / technicians. If so it is appropriately identified.
3. Some services are orderable while some are not.
4. Some services are made up of other services. Such services are called Component services.
5. Some services can be automatically posted as part of auto-post process. Bed charges and Daily treatment fees fall under this type.
6. Some services are based on time of usage. Indicators for such services are to be set accordingly.
7. Units of service is defined e.g. Hrs, Days, Tests etc.(**list of values to be defined)**
8. Some services are globally excluded from being used for packages. Indicator for such services is set accordingly. (**Facility level**)
9. Some services are globally excluded from being used for discounts. Indicator for such services is set accordingly. (**Facility level**)
10. Component service is a special type of service. This service has other services as its members. **(4)**
11. Material management system automatically creates service in service master. While doing so, the type is set as “Material” and “Inventory flag is set as “Yes”. While creating service from “Create Service Master” process. Inventory flag is automatically set as “No” (**if a service is created through a service master then the default value for material is false, if created through material system then it should be true)**
12. Each service falls into a Billing group. Billing groups are used to group the services together while printing the bill. (**need to create a billing group list, system level**)
13. Each of the service fall under one MIS group. All the services under one MIS group are considered one service while reporting MIS. (**need to create a MIS list, system level**)
14. Some of the services have fixed provider (group of doctors) hence not needed to enter at the time of charge posting. Some of the services have default provider. Some of the services, though provided by external provider, may neither have fixed provider nor default provider, If shared amount varies from one provider to another then the share amount or percentage is defined in service / sharer link table. If shared percentage is fixed for fixed provider then it is defined in service master.
15. UOS (unit of service) for each service is identified. (**need to create a** UOS **list, system level**)

##### Pre-process conditions

Department is created.

Section is created.

Service category is created.

**Steps and rules**

|  |  |  |
| --- | --- | --- |
| **Task Sequence** | **Rule** | **Exception** |
| 1. User enters service code | Duplicate service code is not allowed | Mandatory |
| 1. User enters service name | Duplicate service name is not allowed | Mandatory |
| 1. User selects service category / type |  | Mandatory |
|  |  |  |
|  |  |  |
| 1. User marks if “Appointment required” | If set to “Yes” then system automatically creates record in procedure master | Mandatory (default: no) |
| 1. User selects shareable flag | Yes / No (Shareable flag for fees) | Mandatory (default : no) |
| 1. User sets “Orderable” flag | Yes / No | Mandatory (default:no) |
| 1. User enters service short name | Mandatory for orderable | Optional |
| 1. User sets “Auto-post” flag | Yes / No | Mandatory (default:no) |
| 1. User sets Usage type | Onetime / Time based | List (Optional) |
| 1. User selects unit of the service. | Hrs, Days, Tests etc | Optional |
| 1. User enters billing group |  | Optional |
| 1. User enters MIS group |  | Optional |
| 1. User may mark the service as “Globally excluded from packages” |  | Optional |
| 1. User sets discount flag | Discountable / Non-discountable | Mandatory (default:no) |
|  |  |  |
| 1. User marks if the service is of component type | If the service is of component type then user enters member services | Optional |
| 1. User sets tax flag | Yes / No | List of tax codes (Mandatory (default:no) |
| 1. User sets active flag |  | Mandatory (default:no) |
| 1. User enters ‘sample source’ code | Only for diagnostic services | Sample types (Mandatory (default:no) |
| 1. User enters effective from and to date |  | Optional |
| 1. User saves details |  |  |

**Post-process conditions**

**Alert details**

**Integration details**

**Issues to be escalated**

**Functional**

None

**Technical**

None

### Attach Service to Rate for a facility

**Process Flowchart**

None

**Actors**

Hospital Admin / Finance Department

**Function Requirements**

1. Though this process is described separately, it is part of “Create service master” workflow.
2. Each service has a validity period, which is set as from date and to date.
3. Each set of rates has new as well as old rate. New and old rates are supported by commencement date. Before this date old rate is applicable while new rate is applicable after this date.
4. Every service can be activated / deactivated.
5. For each service a minimum and maximum rate can be fixed which allows the user to change the rate within that range at the time of charge posting. System sets minimum rate as maximum rate by default while attaching service to location.
6. GL code if defined at service level takes precedence. If not defined then the GL code at service category / PU level is used if defined at that level. Else the GL code at PU

##### Pre-process conditions

Department is created.

Location created

Service category is created.

**Steps and rules (config to provide access fin + service master admin roles)**

|  |  |  |
| --- | --- | --- |
| **Task Sequence** | **Rule** | **Exception** |
| 1. User enters service code or selects from help | Help using service category and service name is available |  |
| 1. System displays service name, service category. |  |  |
| 1. User selects location |  |  |
| 1. User selects option whether Tax (GST) is applicable or not. | Defaulted from service master |  |
| 1. System displays default performing unit. | User can modify |  |
| 1. User selects revenue GL codes for each patient type |  |  |
| 1. User sets active flag |  |  |
|  |  |  |
|  |  |  |
| 1. User enters from date and to date of rate | Two date ranges cannot overlap  The service is not valid after last date range. |  |
| 1. User enters rates for each patient type |  |  |
| 1. User selects provider for each patient type |  |  |
| 1. User marks if provider is fixed or default |  |  |
| 1. User enters rate or percentage for the provider | Revenue share |  |
| 1. User saves the details. |  |  |

**Alternate scenario for xx**

|  |  |  |
| --- | --- | --- |
| **Task Sequence** | **Rule** | **Exception** |
|  |  |  |
|  |  |  |
|  |  |  |

**Post-process conditions**

**Alert details**

**Integration details**

**Issues to be escalated**

**Functional**

1. Location is unique hence company can be identified if location is selected. User need not select the company. **(Financial accounting)**
2. A service must have an option to specify whether an attending doctor or resource is required.

**Technical**

None