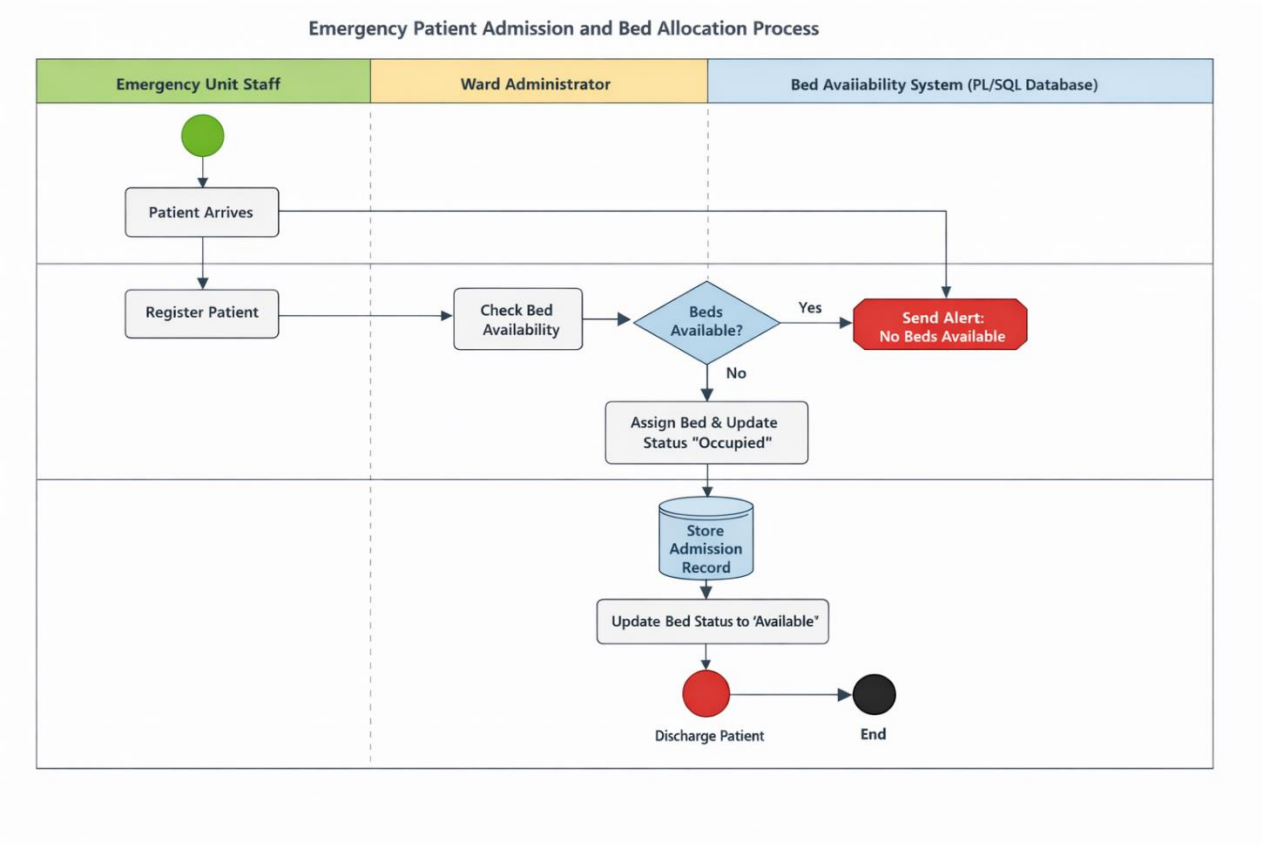
Phase II: Business Process Explanation

Name: Igiraneza Irene

ID: 27328

Process Name: Emergency Patient Admission and Bed Allocation Process



This business process describes how emergency and regular patients are admitted into a hospital and assigned beds using an automated PL/SQL-based Bed Availability System. The process is designed to reduce admission delays, prevent manual errors, and ensure that emergency patients receive timely care.

The process begins when a patient arrives at the emergency unit. Emergency unit staff register the patient's details, including personal information and patient category (Emergency or Regular). Once the registration is completed, the request is sent to the ward administrator to verify bed availability.

The Bed Availability System then checks the database to determine whether there are available beds in the appropriate ward. This step is fully automated and eliminates the need for manual ward inspections. A decision point is reached where the system evaluates whether beds are available or not.

If no beds are available, the system immediately sends an alert indicating that the ward has reached full capacity. This alert enables hospital administrators to take corrective action, such as reallocating patients or preparing alternative arrangements. The admission process is temporarily halted until a bed becomes available.

If a bed is available, the system assigns the bed to the patient and automatically updates the bed status from *Available* to *Occupied*. The admission record is then stored in the database, ensuring accurate and real-time tracking of patient admissions.

When the patient is discharged, the system updates the bed status back to *Available*, making it ready for the next admission. This ensures that bed information remains current and reliable at all times.

From a Management Information Systems (MIS) perspective, this process supports operational efficiency and decision-making by providing accurate data on bed occupancy, admission trends, and ward capacity utilization. The system also creates opportunities for Business Intelligence analysis, such as identifying peak admission periods, monitoring emergency case volumes, and improving hospital resource planning.