

EXPERIMENT-8

8) Describe major services (functionality) provided by a hospital's reception.

Summary: Hospital Management System is a large system including several subsystems or modules providing variety of functions. Hospital Reception subsystem or module supports some of the many job duties of hospital receptionist. Receptionist schedules patient's appointments and admission to the hospital, collects information from patient upon patient's arrival and/or by phone.

For the patient that will stay in the hospital ("inpatient") she or he should have a bed allotted in a ward. Receptionists might also receive patient's payments, record them in a database and provide receipts, file insurance claims and medical reports.

Aim:

The **Hospital Reception** module in a **Hospital Management System (HMS)** plays a crucial role in managing patient interactions, scheduling, and administrative tasks.

Procedure:

1. Patient Registration

- Collects patient details such as name, age, contact, and medical history.
- Generates a unique patient ID for record-keeping.

2. Appointment Scheduling

- Schedules patient appointments with doctors based on availability.
- Manages appointment rescheduling and cancellations.

3. Patient Admission (Inpatient Management)

- Registers patients who need hospitalization.
- Assigns hospital beds in available wards.
- Updates patient status (admitted, discharged).

4. Billing and Payment Processing

- Generates and manages invoices for consultations, treatments, and hospitalization.
- Processes payments and provides receipts.

5. Insurance & Medical Reports Management

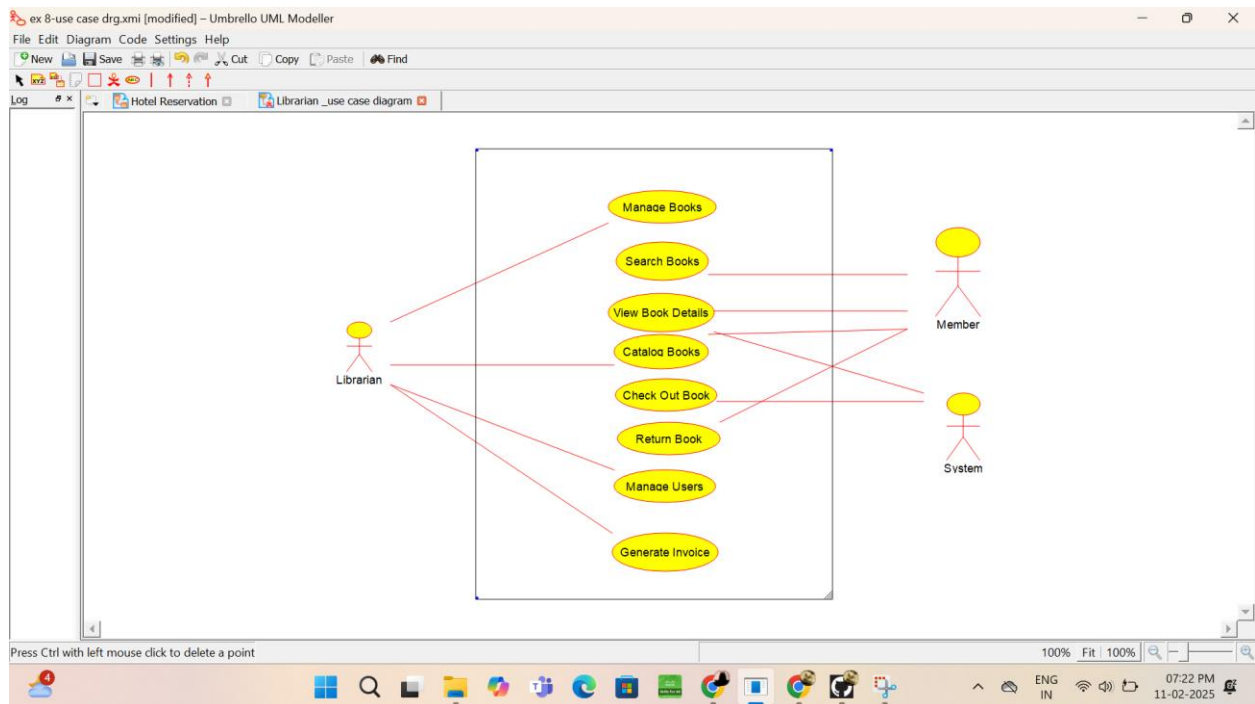
- Collects insurance details and processes claims.

- Maintains and provides medical reports upon request.

6. Reception & Information Desk Services

- Guides patients regarding hospital departments and services.
- Answers inquiries via phone or in-person.

Diagram:



Result:

The **Hospital Reception** subsystem is essential for smooth hospital operations, managing **appointments, admissions, payments, and patient records** efficiently while ensuring a seamless experience for patients and hospital staff.