

## EXPERIMENT.NO: 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.

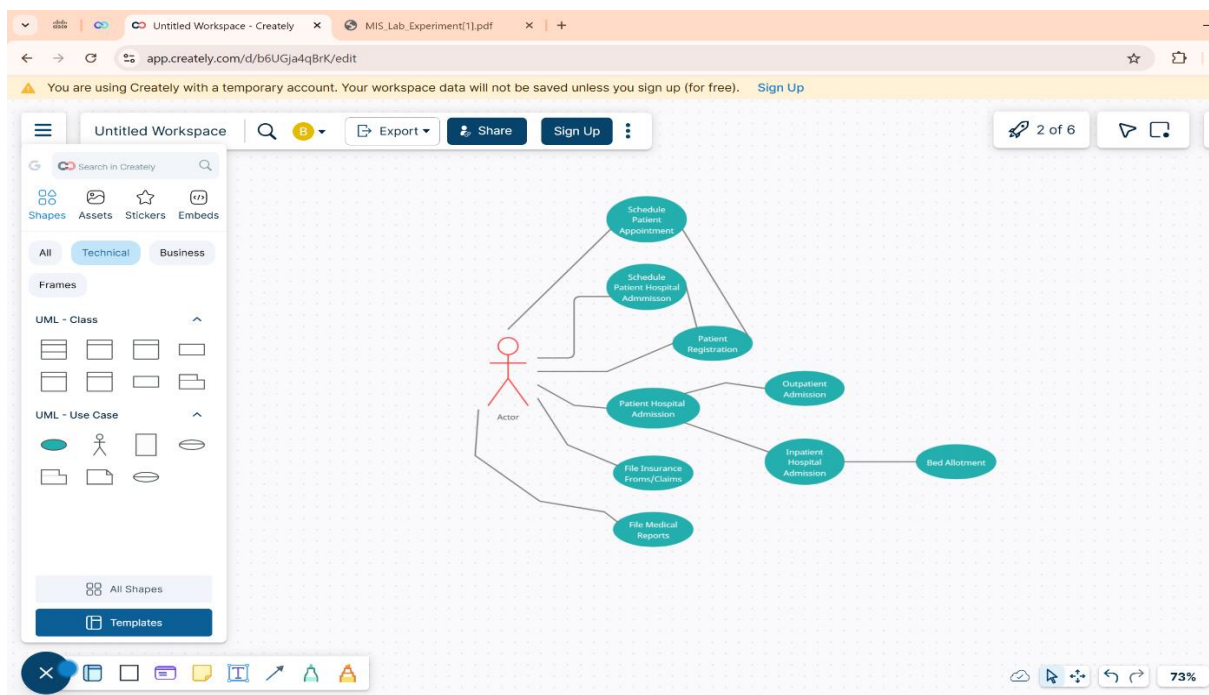
### Aim:

To describe the major services (functionality) provided by a hospital's reception subsystem, focusing on tasks like scheduling appointments, managing patient information, handling payments, and coordinating inpatient admissions.

### Procedure:

1. Identify the key functionalities: **Schedule Appointments, Manage Patient Information, Handle Payments, Allot Beds for Inpatients, and File Insurance Claims.**
2. Define the processes: Receptionist collects patient details, schedules appointments, admits inpatients, processes payments, and files insurance claims.
3. Validate the flow: Patient arrives → Receptionist collects information → Schedules appointment or admits inpatient → Handles payment and insurance.
4. Ensure all major services are covered, including both administrative and patient-facing tasks.
5. Highlight the role of the receptionist in coordinating between patients, doctors, and hospital systems.

### Output:



**Result:**

The hospital reception handles several critical functions, including scheduling patient appointments and admissions, collecting patient information upon arrival or by phone, and allocating beds for inpatients. Receptionists also manage financial transactions by receiving and recording patient payments, providing payment receipts, and filing insurance claims and medical reports.