

Hospital Management System

Introduction :

The **Hospital Management System** is a Salesforce-based application designed to streamline and automate core operations within a healthcare facility. This project provides an end-to-end solution for managing **patient appointments, medical records, treatment plans, prescriptions, and billing** — all integrated within the Salesforce ecosystem.

Objectives :

- Digitize hospital workflows with automation.
- Minimize manual data entry and errors.
- Improve patient and doctor communication.
- Provide real-time visibility through reports and dashboards.

Modules & Features :

Module	Description
Appointments	Book patient appointments with assigned doctors via screen flows.
Medical Records	Automatically create a medical record when an appointment is booked.
Email Notifications	Notify doctors via email when an appointment is scheduled.
Billing	Automatically generate a billing record when treatment is marked complete.
Prescriptions	Auto-create a prescription based on the treatment provided.
Dashboard	Visual reports for Admins on appointments, treatments, and billing.

Technical Architecture :

- **Platform:** Salesforce Developer Org (Lightning Experience)
- **Tools Used:** Flows (Screen, Record-Triggered), Custom Objects, Email Alerts, Reports and Dashboards.
- **Automation Logic:** Flows for record creation, Email alert with dynamic recipients, Record-triggered automation based on status changes.

Custom Objects Used :

Object Name	Purpose
Patient__c	Stores patient information
Doctor__c	Stores doctor details and specialization
Appointment__c	Records appointment details between patient & doctor
Medical_Record__c	Stores diagnosis and treatment info
Prescription__c	Captures prescribed medications
Billing__c	Stores billing and payment status

User Roles :

Role	Access Rights
Admin	Full access to create/edit records, manage flows & view dashboards
Doctor	View appointments, medical records, prescriptions
Receptionist	Create appointments and manage patient entries

Reports & Dashboards :

- Hospital Admin Dashboard includes- Appointments by Date/Doctor, Medical Records per Patient, Billing Status Reports.
- Dynamic filters based on doctor and patient.
- Updated in real-time using standard report components.

Benefits :

- Eliminates paperwork with automation.
- Faster appointment management.
- Reduces billing delays
- Better visibility for hospital staff and management.

Conclusion :

This project showcases how Salesforce's no-code tools (like Flows and Custom Objects) can be leveraged to build a powerful and scalable hospital management platform. The system is extendable and can be enhanced further with portals, integrations, and advanced analytics.