

Modules

- **RADT Module (Registration, Admit, Discharge And Transfer)**
 - ✓ Patient Registration
 - ✓ Admissions
 - ✓ Discharges
 - ✓ Transfers
- **Billing & Cash Counter**
- **Patient Consultation – O/P And I/P**
- **Electronic Health Record (EHR)**
- **Laboratory Information Management System (LIMS)**
- **Radiology Information System (RIS)**
- **Blood Bank**
- **Diet and Kitchen**
- **Operation Theatre (OT)**
- **Infection Control Management and Quality Control**
- **Central Sterile Supply Department (CSSD)**
- **Nursing Care Desk**
- **Roster Management**
- **Stores & Inventory Management**
- **Pharmacy**
- **Finance & Accounting**
- **Human Resource Management System (HRMS)**
- **Patient Inquiry and Customer Care**
- **Asset Management System**
- **Maintenance**
- **Linen Management**
- **Medical Record Department (MRD)**
- **License Management**
- **User Management**
- **Administration**
- **Interfacing with Equipments**



Registration, Admission, Discharge and Transfer (RADT)

Patient Registration

- Provides access to all patient registration procedures – normal, Revisits and Emergency
- Patient Identification Number (UID(AADHAR)/CR No./ Organization specific No.)
- Patient Photo Capturing
- Patient ID Card with Barcode / RFID Card / Tags
- Patient Demographic Details
- Assigning Consulting Doctor to Patient
- OPD Visit and Appointment Scheduling
- Appointment reminder sent via SMS/Email to patient
- Doctors can view Patient Appointment Calendar

Admission

- Admission Scheduling
- Dynamic Display for Bed Status (Vacant/Vacant but not released/released but not cleaned etc.)
- Room / Ward Booking for Patient
- Dependant Bed Facility
- Newborn Admissions will be carried out based on Mother baby linkage
- Booking facility on Doctor wise / Specialty wise
- Includes scheduled and Emergency Admissions and Patient Inquires
- Enter and Update Admissions and Demographic Data into the system
- Patient Belt – Barcode /RFID interface with Handheld Scanner / PDA
- Service Ordering
- Viewing of Stay Information for a Patient

Discharges

- Discharge of Patients and Discharge Summary edition.

Transfers

- Ability to transfer patients between Beds and Wards
- Move Patient between Beds and Wards (Both Beds Occupied)



Billing and Cash Counter

- IPD Package creation
- Health Check-up plan
- Health Card
- Automatic billing with manual overrides
- Discounting and subsidy
- Discounting managed in 3 ways 1) Bill wise 2) Service wise 3) Authority wise
- Patient receipt managed in 3 ways 1) Cash 2) Credit and 3) Settle against Deposit
- Corporate and Insurance billing as per negotiated rates
- Co-pay facility
- Refund to patient, facility available against validation and verification of patients clinical transactions
- For cashless patients cash bill can be generated if "Noncash less" flag is selected
- For Cashless Patients , in case of "Not Applicable Services" Cash bill is generated and for "Applicable Services" Credit bill is generated separately
- Service Tax and Rounding functionality are added in billing
- In-patient bill monitoring
- Accepting patient's payment as Deposit with transaction locking facility
- Online Posting in Finance
- Viewing of receipts
- Bill printing and reprinting
- Cash collection reports
- Cashless flow for:
 - ✓ Insurance
 - ✓ Government Schemes
 - ✓ Corporate Clients
 - ✓ Charity/NGO/Trust/School
 - ✓ Ready format of insurance companies



Patient Consultation

Outpatient

- Viewing Scheduled Patient for the Day
- Recording Medical Observation and Records of Patient Consultation
- Capturing Patient's data, document scanning and storage facility
- Order Communication
 - ✓ Laboratory and Radiology Investigation Request
 - ✓ Procedure and Clinical Service Request
- Drug Prescription
- Regional Language Support for Prescription/Treatment Advise
- Special Alerts to Consultant
- Browsing Medical History and Investigation Results
- Interfacing of Patient Calling System for Consultation



Inpatient

- Viewing Inpatient with Locations
- Viewing Patient Out standing
- Recording Medical Observation and Records of Patient Consultation
- Order Communication
 - ✓ Laboratory and Radiology Investigation Request
 - ✓ Procedure and Clinical Service Request
 - ✓ Instructions to Nurses
 - ✓ Preparing / Revise Treatment order sheet
- Drug Prescription
- Regional Language Support for Prescription/Treatment Advise
- Browsing Medical History and Investigation Results
- Preparing Discharge Summaries
- Issuing various types of Certificates such as Fitness, Leave, Birth, Death etc

Electronic Health Record (EHR)

- Patient health information including demographics
- Patient Photo Capturing
- Progress Notes
- Problems
- Medications
- Vital Signs
- Past Medical History
- Immunizations
- Administrative System Data
- Laboratory System Data
- Radiology System Reports
- Pharmacy System Data
- Computerized Physician Order Entry
- Clinical Documentation
- Ability to generate a complete record of clinical patient encounter, as well as supporting other care related activities directly or in-directly via interface.
- EHR enable the administrator to obtain data for billing, Physician to see trends in the effectiveness of treatments, a nurse to report an adverse reaction and Researcher to analyze
- Doctor wise dynamic Medical Record generation facility



Laboratory Information Management System (LIMS)

- Administrative and Clinic Management Reports
- Configurable Test
 - ✓ Test Name
 - ✓ Faculty to which it belongs to
 - ✓ Test wise container defined
 - ✓ Re-agent used
 - ✓ Reference deviation ranges for panic high/ low etc.
 - ✓ Formula base test.
 - ✓ Multicolumn base test.
- Test request can be raised from OPD and Wards.
- Sample Collection with Barcode Generation
- Configuration based on Sample Collection, Dispatch & Acknowledgement.
- Complete Specimen tracking
- Test Results captured with machine interface and authorization facility
- Cumulative result check and parallel multiple approval/verification
- Report indication using deviation data
- Test Repeat facility (Incase of container breakage, sample haemolysed, missing, re-run).
- Sample Dispatched to Patient Report delivered, tracking by Barcode.
- Patient test Trends and Co-relation graphs.



Radiology Information System (RIS)

- Templates stored in Microsoft Word / Open Office Format
- Other than Radiologist, Reports can be only viewed in .pdf format.
- Integration with PACS
- Radiology Order Processing
- Result Verification & Reporting
- Film Consumption
- Scheduling of Appointment



Blood Bank

- Donor's Registration
- Donor's Availabilities
- Other Donor Detail
- Blood Samples
- Cross Match
- Blood Inventory Management
- Report On Stock
- Procedure and Transfer



Diet and Kitchen

- Doctors / Nurse can suggest Diet Category like Liquid Food, Solid Food, Semi-Solid Food, Diet Food etc.
- Diet Package / Menu plan available
- Maintained under 8 heads (Bed Tea, Break Fast, Healthy Drinks, Lunch, Snacks, Juice, Dinner, Milk)
- Special Screen for Dietitian
- Patient Likes and Dislikes Recorded
- Dietitian can view Patients Key Health Indicators, Drugs, Lab Results, Input/Output Investigations etc. and prescribes Diet for Patient Online
- Dietician reviews diet prescribed by the consultants – approve or amends
- Diet details and calories
- Diet KOT (Kitchen Order Ticket) for all Patients
- Generation of Sticker Sheet for Patient Diet including Patient Name, Ordered Food and Bed /Ward as per Diet KOT.
- Nurse Entry Screen for recording Food Issued Timings to Patient

Operation Theatre (OT)

- Option for Multiple Surgery for same patient in same OT
- Standardization of each surgical procedure.
- OT charges calculated on Surgery wise/ Anesthesia type wise hourly rates
- Surgery mapped with Surgery grade as per TPA-PPN standards
- OT Scheduler for Scheduling, Cancellation, Re-scheduling of surgical procedure
- Surgery Record for capturing & archiving Operations details, personnel involved during surgery.
- Captures and keep tracks of medical equipments associated with operation.
- Recording of all materials and pharmacy issues to the patient during procedure.
- Captures Diagnosis, pre / post operative and surgery notes.
- Built-in templates to capture information and allows to design user, need specific templates.
- Anesthesia note parameterized including Surgeon's Pre-Operative Notes, Operative Consent Surgeon's Post-Operative Note
- Anesthesia progress note available with OT vital detail represented in progress graphs
- Alerts for allocated dates / time of specific resource previously scheduled
- Generation of pre-surgery list, consent forms etc.
- Captures the Pre-Intra-Post operative notes
- Generates activity / efficiency reports related to OT
- Image/Video Capturing capability
- Image Centre - Central Storage of Image/Video



Infection Control Management & Quality Control

- Patient Records / OT Module should be able to capture certain info required to do an CQI audit and analysis as per NABH.
- % of Medication Error
- % of Transfusion Reactions
- Urinary Tract Infection Rate
- Respiratory Infection Rate
- Intra-vascular device infection rate
- Surgical site infection rate
- Bed Occupancy Rate and Average Length of Stay – (combined & specialty wise)
- Incidence of Needle stick injuries
- Incidence of bed sores after admission
- Incidence of falls, etc



Nursing Care Desk

- Accessing all the Patients at a Particular Nursing Station
- Patient Progress Recording & Monitoring
- Drug Administration and Recording
- Viewing and processing Doctors Orders
- Treatment Sheet
- Nursing Notes
- Vital Chart
- Intake and Output Recording (Fluid Chart)
- Viewing Archived Records and Investigation Reports
- Bed Transfer
- Nursing Sub Store Management
- Discharge Intimation
- OT Schedule Request
- Diet Order



Central Sterile Supply Department (CSSD)

- Online Request for CSSD packs
- Line packs / Instrument sets linked to surgery
- Surgery wise pre alert/report for preparing sets for next day's surgery
- Defining Sets and it's instrument – Inventory control
- Maintains information related to production cycle, supply to clients and return of used products for Re Cycling and Inventory of CSSD

Stores & Inventory Management

- Supports Main Store & Multiple Sub Stores
- ABC Analysis categorized by Lead Time, Consumption, Criticality.
- Various type of parameter can pass for item master such as product type, purchase & Sales unit, High Risk Item, Content & Instruction can be stored.
- Tax Configuration (CST / VAT)
- Stock Calculation on Period basis (Daily/Monthly/Quarterly/Yearly)
- Stock Verification
- Items can be mapped for each store
- Purchase Requisition , Indent, Purchase Order Requisition, Approval, Audit
- Rate Contract
- Consignee Management
- Gate Pass
- Goods Receipt Note
- Goods QC
- Online Bill Approval by concern HODs
- Purchase Bill Passing with Credit Period Terms
- Purchase Return
- Item Issue against Requisition
- Item Issue to Employee
- Item Issued to Patient (for Bed Side)
- Item Return From Patient
- Item Return From Employee
- Inventory Control tool Like MUSIC 3D
- Reorder Level report based on item consumption, Lead Time & MUSIC -3D Approach.
- VAT Report Such as 201, 201A, 201B, 201C, VAT Summary etc.
- Various Decision Support & Analytical Report.



Pharmacy

- Defining Stock Levels for Various Items.
- Sales Invoicing Cash, Credit & Cashless
- Online Stock Status (Batch-wise) during Sales
- View last 10 bills and last 10 times sales
- Control Over Expiry/ Breakage
- Drug Expiry and Expiry Aging Report
- Non-moving, Slow-moving and Fast-moving Drugs Reports
- Prescription wise Sales
- Substitute wise Sales
- Sales Return
- Verification of purchase rates by Admin user
- Supports all Tax Structures including VAT
- Various Analytical Reports on Sales & Return.



Finance & Accounting

- **Accounts Receivable**
- Maintenance Of Debtors
- Generation Of Receipts
- Generation Of Various Receivable Reports
- Reminder Letters For Cheque Returns
- **Accounts Payable**
- Maintenance Of Bills Payable
- Generation of Payment Vouchers
- Generation of Refund Vouchers
- Merge Payment for Cheque
- Cheque Printing
- Generation Of Various Payable Reports
- **General**
- Voucher Entry
- Generation Of Various General Ledger Related Reports
- Bank Reconciliation
- Multiple Adjustments
- Write – Off Vouchers
- Debit / Credit Note
- Costing & Budgeting
- Voucher Type Wise Security
- **Reports**
- Day Books Reports (Cash / Bank Books With Summary, Debit / Credit Note Registers With Summary)
- Cash & Bank Positions Reports (With Summary)
- Division Wise And Consolidated Sub Ledgers
- Division Wise And Consolidated General Ledgers
- Division Wise And Consolidated Trial Balance
- Cost/Profit Center Details
- Bank Reconciliation Statement
- Adjustment Reports
- Aging Reports
- Profit & Loss for Given Period
- Balance Sheet



Human Resource Management System (HRMS)

- Employee Records
- Recruitment Process
- Document Management (Scanning and Storage) for Employee related documents, Photo, Certificates etc.
- Parameterized Allowances, Deductions & Salary Process
- Training and Need Identification
- Performance Rating / Appraisal
- Service Book
- Attendance Administration
- Online Leave, Tour, Permission, Shift Change Permission and Approval
- Over Time Management
- Special Reports for Government Departments
- Loan and LIC Administration linked to Payslip
- Income Tax Form 16
- PF Reports such as Form 3A, 6A, 12A, Form 5, Form 10 and more
- Social Benefit Administration
- Separation Process
- Biometrics Device Interfacing for Auto Punch of Attendance

Roster Management

- Duty Schedule for Doctors
- Duty Schedule for Nursing Staff
- Duty Schedule for Clinical and Non-clinical Staff
- Schedule Printing
- Shift Change Request



Patient Inquiry and Customer Care

PATIENT INQUIRY

- Recording of all Patient Inquiries, Services provided by Hospital
- Easy Follow-up Database for all Inquiries
- Follow-up Screen for Telecallers, Status update, Next Schedule Date, Confirmed or Lost
- If Inquiry Status is confirmed and set for Patient Arrived, Patient CR No. is mapped.
- MIS data on Patient Inquiry available, Conversion Ratio (No. of Inquires Vs Actual Admission)

CUSTOMER CARE

- Patient Complaint Register – Customer Care Officer registers patient/relative complaints
- Service / Department / Staff Name is captured in the complaint
- Complaint Email/SMS to respective Dept. Head
- Patient Feedback Register – Feedback form received from patient can be entered into CCM module
- Customer Feed / Complaint Analysis – Customer Satisfaction
- Complaint Solution or Response Register
- Address Directory for Marketing

Linen Management

- Maintenance of Linen and their status
- Request for fresh Linen from Wards
- Condemnation of Torn or Solid Linen
- Procurement of fresh Linen Hygiene Module (Cleanliness Complaints and Response)
- Raising Maintenance and Other Service Request from various Departments
- Responding to the Maintenance Request Raised

Asset Management System

- Exhaustive Asset Details, Copy Facility Of Asset Details
- User Entered Or Auto Asset Code Generation
- Capitalization Of Assets
- Lease, Hire-Purchase, Insurance, Allotment, AMC Details, Shift Details
- Multiple Levels Of Location For Asset
- Depreciation Calculation According To Co. Act, IT Act.
- Depreciation Methods – SLM, WDV
- Sale / Discard Of Asset (Full / Partial)
- Transfer Of Asset
- Attachment / Detachment Of Asset
- Change Of State

Maintenance

- Design Maintenance Plan for Equipments
- Preventive Maintenance Schedule for Equipment
- Break-down Maintenance Registration
- Allocation of Maintenance Job to Employee/Contractor
- Maintenance Log and Status Report

Medical Record Department (MRD)

- Uploads Scanned Records (Referral letters, Treatment notes, Medical reports etc.)
- Generic Medical Records
- Tracking of Case File
- Reports and Reminder for Submission of Notifiable Diseases
- Patient Analytics

License Management

- Recording of all Hospital Licenses with License Name, Type, Issuing Authority, Department, Effective Date, Expiry Date etc.
- For Renewal, email facility to concern person for renewal and attachment of license copy-scanned image.
- Reports and Reminder for Renewal of License before time

User Management

- Various levels of security built in at each level
- Module Unit Configuration
- Module Report Configuration
- User Category Generation with mapping Units and Reports.
- User Master
- User base Module rights
- Blocking the user
- Allowing the user to change password

Administration

- Hospital Master Creation
- Hospital Configuration
- Hospital Module Map
- Dashboard for users
- Patient Task
- General Notice
- Employee Task
- Audit Trail
- User's Log in Details

Interfacing with Equipments

- Billing unit with Swap Card for Credit Card Transactions
- Time and Attendance Recording Systems with Bio-metrics, Scanners, Swap Cards etc.
- Lab Equipments / Analyzers for Direct Transfer of Results to Reports
- Bar Code, Smart Card, RFID, Biometric etc.
- PDA, Mobile Devices and Tablet PC
- Digital Display Boards for Patient Calling System
- Nurse Calling System of Nursing Station
- PACS (Picture Archival and Communication System)
- SMS/Email

