

## **EXCERCISE.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:**

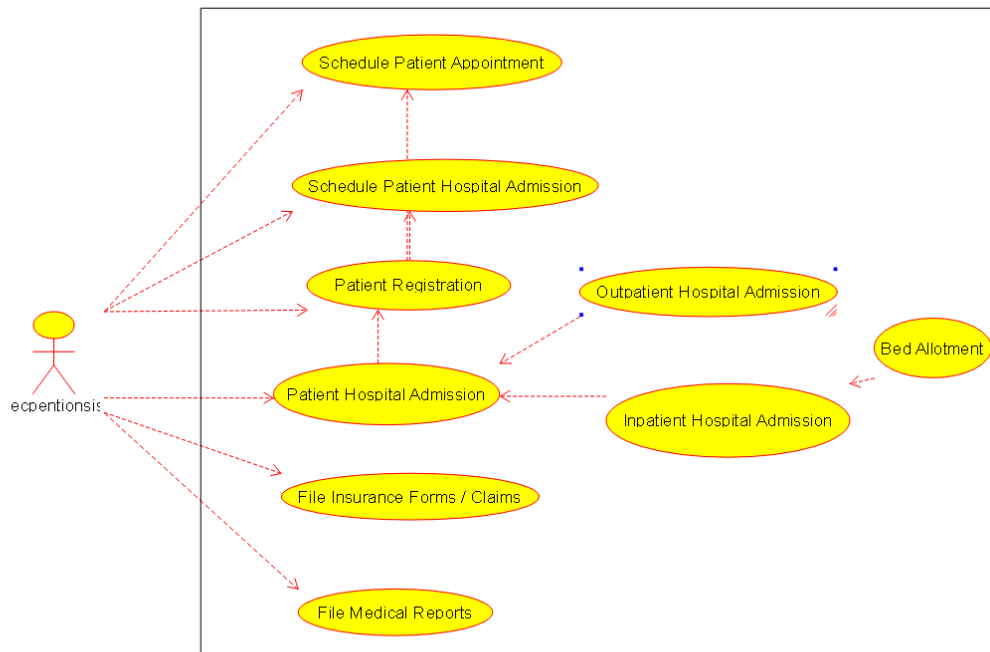
To observe and document the key functionalities and services provided by the Hospital Reception Subsystem within a Hospital Management System (HMS), focusing on the receptionist's role in managing appointments, patient admissions, information collection, payment processing, and administrative tasks.

### **PROCEDURE:**

1. Observe and list the daily tasks handled by the hospital receptionist, such as managing appointments, admissions, and payments.
2. Analyze how the reception interacts with other modules like patient records, billing, and ward management.
3. Observe how patient information is gathered, stored, and used for different hospital processes.
4. Observe how payments are processed, receipts issued, and insurance claims are managed.
5. Evaluate the workflow efficiency, identifying any challenges or areas where automation improves the process.

## **USE CASE DIAGRAM:**

### **HOSPITAL MANAGEMENT SYSTEM**



## **RESULT:**

Thus the Use Case diagram for Hospital Management System has been implemented successfully.