Faith Mediplex Analysis

HOSPITAL SYSTEM ANALYSIS

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OSAWERE ANTHONY

09026636728

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# Summary of Flow

# Staff Management

## Category & Specialty

1. **Attendant**
   1. Works in records as receptionist
2. **Nurse**
   1. Works in OPD
      1. Takes patient’s vitals
   2. Work in clinic & wards
      1. Take vitals
      2. Administer doctor’s prescribed treatments
      3. Post reports & observations
      4. Calls for Doctor’s attention
      5. Manage wards
3. **Doctor**
   1. Works in OPD, Clinic & Wards
      1. Performs ward rounds
      2. Admits & discharges patients
   2. General practice, consultant (with specialty)
4. **Pharmacist**
5. **Cashier**
6. **Lab Scientist**
7. **Accountant**
8. **Admin**

# User Management

## Privileges

* Starter - 1
* Ad hoc - 2
* Basic – 3
* Supervisor – 4
* Head of Unit – 5
* Admin - 8

## Account

* Attendant
* Nurse
* Doctor
* Pharmacist
* Cashier
* Accountant
* Store-keeper
* Admin

## Category of Staff

* Medical
  + Nurse
  + Doctor
* Utility
* Operation
* Administrative

## Department

* Records
* Out Patient - OPD (out - patient department)
  + General Practice
    - Private Clinic Service – *8am to 2pm*
    - Executive Clinic (VIP) Service
  + **Clinics –** *have opening days & hours*
    - Dental
    - Eye
    - ENT
    - Nephrology
    - Antenatal
    - Pediatric
    - Gynecology
    - Surgical
    - Diabetic
    - Neurology
    - Urology
    - Cardiology
    - Orthopedic
    - Renal
    - Dermatology
    - Physiology
* In Patient
  + **Wards**
    - Labor
    - Private labor
    - Post-natal
    - Pediatric
    - Medical (male)
    - Medical (female)
    - Surgical (male)
    - Surgical (female)
    - Neonatal
    - Private
* Laboratory
* Radiology
* Cash Point
* Pharmacy
* Account
* Store
* Administrative

## Case

* General
* Emergency
* Specialized (to clinic)

## Roaster

* Doctors
* Nurses
* Attendant
* Cashier

# Standard Fees/Bills

* Card Registration - ₦500
* Consultation - ₦1,000
* Consultation - ₦1,500 (emergency case)
* Bed Stay

# OPERATIONS & TASK

## RECORDS/RECEPTION

* Schedule Appointments
* Register new patients
* Open consultation [open/close view]
* Record inquiry
* Log visitor
* Send/direct patients to relevant department
* AD HOC
  + Create existing card record
  + Post treatment history (summary) to card
  + Update (unlocked) card entry
  + Search (to confirm entry existence)
  + View entries entered by self
* SUPERVISOR
  + Verify & confirm entries
  + Unlock entries for updating by Ad hoc
  + Modify entries

## Nurses

* Take vitals – OPD
* Wards & Clinic
  + Takes patient’s vitals
  + Administer doctor’s prescribed treatments
  + Post reports & observations
  + Calls for Doctor’s attention
  + Manage wards

## Doctors

* Consultation
* Request Laboratory Test
* Request Radiological Scan
* Prescribe Drugs
* Schedule Appointment
* Record Diagnosis/Prognosis
* Administer treatment
* Record Complaints & Symptom
* Admit & Discharge patient
* Refer to specialist, consultant, clinic, etc.

## Cashier

* Cost & Prepare Bill
* Accept & Post Payment
* Determine & Accept Deposit

## Store

* Inventory Management
* Release stock & supply to department

## Accountant

* Handle patient’s refund
* Handles digital payments (transfer & gateway)

# APPLICATION’s OBJECTS

* Fees
* User
* HMO
* Clinic
* Ward
* Department
* Drug
* Pharmacy
* Pharmacist
* In patient (in patients log)
* Wallet
  + Credit (credit line)
  + Debit (deposit)

# Important Notes

## Patients

Patients are categorized into

**In-patient:** patients who as a result of their cases, have been admitted into the various wards and are yet to be discharged by a doctor.

**Out-patient:** patients who come in to the general practice or various clinics for consultation and treatments, and are not admitted to any of the hospital’s wards.

Patients are classifiedas having **HMO** or **Non-HMO** as this affects their payment policy

Patients also get registered into various groups and receive discount as a result