

## **HOSPITAL MAINTENANCE & RESOURCE PLANNING (HMRP)**

### ***A Total Solution for Hospital Administration***

**HMRP** is a LAN based software and works on Windows/Windows NT environment. It is developed using MS-SQL Server as the database server and Visual Basic or Power Builder as the front-end tools.

**HMRP** seamlessly integrates activities and functions of various entities involved in a typical **Healthcare Environment** like **Patients, Doctors, Pathological Laboratory, Radiology, Blood Bank, Pharmacy, Stores, OPD, IPD, Billing, Ward Management, Operation Theatre, House-keeping, Kitchen, Purchases, Financial Accounting, Payroll** and **Maintenance**.

There is a facility to define the access rights of modules, screens, and reports at individual user level. Rights for addition, modification, deletion, cancellation, authorization, viewing and printing can be specified for each user.

Information about the various diagnostic tests conducted is recorded and the test information is passed on to the doctor online. Information about pathology, radiology tests can also be recorded. **HMRP** also provides facility to maintain blood group records, donors list, etcetera. Details about the equipment maintained by the vendor under Annual Maintenance Contract can be obtained. Stock of consumable and non-consumable items can be maintained at Main stores, Night Stores, Operation Theatre and at individual department level.

Registration counter gets all details about the ward occupancy helping the staff concerned in allotment of beds to the patients. Nurses get a treatment chart of every patient, which will help them in rendering the best service. Similarly, the progress chart of in-patients can also be maintained.

All the services availed of by a patient right from his/her initial consulting, type of ward occupied, medicines administered, and surgery performed, additional services rendered are tracked and the charges applicable are accounted. Payables can be adjusted against advance paid by the patient, giving the accurate commercial details in respect of every patient. Prices of all the medicines purchased are maintained batch wise and the items can also be charged from the patient based on their batch prices.

Detailed information of employees is maintained and their attendance is tracked. Salaries of doctors and other staff can be done based on their attendance. All the earnings and deductions are user-defined and the salary computation can be custom-defined. The software generates various reports including statutory reports.

**HMRP** provides facility to compensate doctors in multiple ways based upon number of visits, no of patients examined, salary or revenue sharing with hospital on the billing amount of the patients examined and/or treated.

The accounting module of **HMRP** tracks the daily financial transactions, which are integrated with other functional modules to give complete, accurate, and cross-functional and the latest information for decision-making. The module covers all relevant features like Accounts Payable, Accounts Receivable, Bank, Cash, JV, TDS, General Ledger and Sub-Ledgers, Trial Balance, Profit and Loss and Balance Sheet.

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## FEATURES OF HMRP

|                                                                                                                                                                                                                                                |                                          |                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|------------------------------------------|
| Case Paper                                                                                                                                                                                                                                     | Rooms & Beds                             | Centralized Billing                      |
| Discharge Card                                                                                                                                                                                                                                 | Stocks & Stores                          | Automated Billing                        |
| Hospitalization Note                                                                                                                                                                                                                           | Laboratory                               | Cash Receipts                            |
| Medicine Prescription                                                                                                                                                                                                                          | X-ray/USG Clinic                         | Appointment Schedules                    |
| Referral Note                                                                                                                                                                                                                                  | Images Support                           | Consultant's Dues                        |
| Note To Referring Doctor                                                                                                                                                                                                                       | Scanned Documents & Attachments          | Medical & Health Care Certificate        |
| Patient Bill Register                                                                                                                                                                                                                          | Animation Support                        | Patient Receipt Ledger                   |
| Operation Notes                                                                                                                                                                                                                                | Rounds/Visits Charges                    | OPD Register                             |
| Investigation Reports                                                                                                                                                                                                                          | Hospital Services Charges                | Theatre/Lab Scheduling                   |
| Advanced Data Analysis                                                                                                                                                                                                                         | Stock Statement                          | Referred Patient List                    |
| Bill Breakup Analysis                                                                                                                                                                                                                          | Stock Ledger                             | Charity Register                         |
| Occurrence Analysis                                                                                                                                                                                                                            | Account Head Ledger                      | Cashbook                                 |
| Multi Pharmacy Stores                                                                                                                                                                                                                          | Purchase Book                            | Bankbook                                 |
| Easiest Interface                                                                                                                                                                                                                              | Balance Sheet                            | Payables Report                          |
| On-Line Help                                                                                                                                                                                                                                   | Receivable Report                        | Cheque Register                          |
| Backup/Restore                                                                                                                                                                                                                                 | Visual Symptom Facility                  | Indoor Register                          |
| User Security Is Self Configurable                                                                                                                                                                                                             | Customize Symptom Papers                 | Customization Of Printing Of Documents   |
| Multiple Locations/ Multiple Years Data                                                                                                                                                                                                        | Multiple Versions With Varied Facilities | Multiple Hardware Setups can be provided |
| <p><b><u>Completely Customizable for users' convenience</u></b></p> <p><b>Attachment of Pictures like Scanned Images, Case Papers, ECGs, etcetera, to the Patient File</b></p> <p><b>Movies, Animations and Video Shoots of Operations</b></p> |                                          |                                          |

## DETAILED DESCRIPTION OF VARIOUS MODULES

### **Reception/Admission:**

It ensures an easy access to information relating to all patients visiting the hospital. The system offers centralized registration for the first time visitors and allots a unique Patient ID and Current Reference Number (IP No) automatically. This IP No is used to identify the patient throughout his/her stay at the hospital and the ID will be used to identify his previous and present admission, discharge and medical information for further follow-up.

### **It Facilitates:**

- Registration and Admission of patients
- Status and Allotment of rooms
- Updating of information about room or bed availability
- Recording of Patient's Personal Details, Current and Past Medical Information for ready reference to the Doctor
- Recording of Referral and Consultant Doctor details for accounting purpose.
- Segregation of patients' names on the basis of mode of payment (Credit/Cash) and redirection of the information, if necessary, for further authorization
- Recording of room transfers or changes
- Processes discharge documents, including final bill taking into account all charges raised by the service points

The best part of this module is that it stores Current or Past Medical History of the Patient, which makes it very easy for Doctors to Diagnose or Analyze the condition of the Patient.

### **OPD Cabins:**

These Cabins Cater to the needs of the Out Patient Department. When a Patient comes for Consultation, his or her personal details are entered in the system. After this, the Doctor concerned records the Clinical details. Later, a bill is booked and printed if required. This version has been designed specially for OPDs.

It also facilitates maintenance of Appointment Schedules of the Doctors and Billing based on the first visit and the next visit.

Clinical Examination, Clinical Details are Entered in Case Papers, Medicine Prescriptions, Notes to Referring Doctors, Investigation Prescription, Medical & Health Care Certificates, Hospitalization Notes, etcetera.

### **Payment/Receipts:**

It maintains the inflow/outflow (Cash/Cheque/Credit card) of funds of the Hospital with special emphasis on Patient ID. It handles such transactions as:

- Collection of advance from patient
- Refund of money to patient
- Collection of Final bill

### **Diagnostics:**

This module takes care of the Investigations carried out in the hospital in different Laboratories for the patients. It organizes all such Tests with ease. In addition it takes care of the Packaged Investigations Lab wise.

It helps to take lab investigation requisition details, printing Lab investigation reports with the details of test conducted and billing by considering the package scheme if necessary.

It facilitates Receipts and Payments in the form of Cash/Cheque/Credit Card in respect of out patients. For in patients, it also reflects the transaction while preparing the Final Bill.

It also facilitates maintenance of accounts of Company-Sponsored patients or those who have Insurance cover.

### **Lab Reports:**

Laboratory Reports Module provides access to the Lab generated diagnostics test results data. Any terminal can have immediate access to the test results and quality control proof data, if required.

### **Features & Benefits**

#### **Automatic interface with Lab analyzing equipment**

Provides quick access to the data generated from the laboratory analyzing equipment without data entry.

#### **Automatic order entry interface**

Provides access from any terminal to order entry information.

#### **Increased accuracy and efficiency in retention and distribution of lab requests draw lists and test results**

Eliminates manual tasks of handwritten lab orders from physicians and typed specimen labels and draw lists by providing solitary source of information.

#### **Flags critical information**

Alerts user to the presence of panicky, critical or out-of-range values.

#### **Supports quality control checks**

Presents quality control data providing accurate monitoring and presentation of quality control information.

#### **Immediate access to lab results**

Provides physician basis for uplink to obtain results from office computer.

#### **Simplifies reporting process**

Supplies result and supporting data to user with just one keystroke.

#### **The Dual Benefit**

This cost-effective and time-saving module eliminates the need for more hands and reduces laborious paperwork and redundancy.

### **Reports:**

**Work lists by Patient, Shift, Sending Department and Receiving Department, Variable Charge Orders, Posting Control, Edit Interface, Listings for Departments, Frequency, Security, Department or Procedure, Forms, User-defined Edit Codes, Message Data Cumulatives.**

### **Pharmacy Stores:**

This module is aimed at dealing with the medicines maintained at floor level. Thus, it helps to maintain stock levels like Minimum, Maximum, Safety and Re-order levels. It also keeps track of Stock Validations at the time of Issues and Returns.

This module handles all standard functions like Purchases, Purchase Returns, Departmental Issues and Returns, Patient Issues and Returns.

Besides, it has inbuilt features like:

- On line Updating
- Multiple Locations
- Multiple Stores
- Customizable Item Rates
- Management of All Receipts and Returns
- Tracking of Patients Issues and Returns
- Departmental Issues and Returns
- Multi-Location Search for Specific or Group of Items
- Updating of Cost/Price Item-Wise, Group-Wise or Globally
- Report of Obsolete, About-to-Expire and Expired Stocks
- Setting up of Shelf Location
- Location-Wise/Department-Wise Consumption Analysis & Movement Reports
- Comprehensive and Informative but Easy-to-Use Reports & Statistics
- Automatic Accounting of Patient Issues in the Final Bills
- Seamless Integration with Financial Accounting

### **Billing and Credit Billing:**

It segregates bills based on the type of Patients (Credit billing, Direct billing). While creating a bill, it defines agreement type discount, packages or special rates for sponsored company (details of the sponsor are pre-defined). It consists of the provision to create a discounted or free bill sanctioned by the authority concerned.

It takes care of entry of part payment and generation of outstanding bills. In other words, it accepts part payment from a patient and generates a bill for the same. Besides, it has features like automatic adjustment of advances and part payments, discounts and automatic billing against the services availed of by patients.

The hallmark of the module is that it synchronizes details of Billing like Room Rent, Diagnostics Performed, Medicines Consumed, Outside Consultancy, Consultation by resident doctor, Operation Theatre and Lab Charges, Special Charges and reflects the same in the Final Bill. By mere selection of the Patient ID, it prepares the Bill with in no time.

### **Medical Records:**

Preservation of records like case-sheets for future reference is of paramount importance as far as administration of a hospital is concerned. The job leads to voluminous information that is to be retrieved as and when necessary. Keeping in line with the objective, this module provides excellent tracking mechanism. All such records are stored Consultant-wise, Disease-wise, Diagnosis-wise, Patient-wise, Location-wise and City/Town Name-wise / PIN-wise. Using the file tracking option, valuable documents and medical records can be retrieved in a jiffy.

### **General Stores:**

It monitors Management of Materials. This is an on-line purchasing and inventory management system, which interfaces with Patient Accounting, General Ledger and Accounts Payable modules. This module gives hospitals the capability to evaluate and manage vendor performance, inventory control, purchases and stock requisitions. It improves productivity and efficiency by reducing paperwork, duplication and eliminating much of the manual effort.

### **Features and Benefits**

Purchase orders are online (for both storable and non-storable items). This module facilitates maintenance of internal control over open purchase orders and the automatic updation of items on order reduces time involved in the manual preparation of purchase orders and enhances accuracy as well.

Inwards are accepted online with automatic match to purchase order (Back orders are easily maintained by the system). When all or part of the order is received, the unit cost and quality is recorded into inventory and the PO is adjusted accordingly.

It provides updated inventory valuation on the basis of weighted average cost. It eliminates hours of manual data assimilation that is critical for better inventory control.

Vendor contracts are maintained online with contract expiry dates and price quotes. The module also provides up-to-date information on vendors when placing orders and negotiating new contracts.

Typing item number and/or item description can quickly and easily access inventory items and vendor catalog information. Complete information even about the smallest item is always at your fingertips.

Automatic costing of item usage and posting to general ledger reduces time usually associated with manually posting and preparing journal entries

Inventory usage automatically interfaces with Patient Charge System that ensures accurate billing and reduces duplication of input, simple to track lost charges to appropriate area.

Since it provides details about the usage of items by month, location, vendor and amount, it is treated on par with a valuable management tool.

Further, it generates daily exception reports, daily and monthly transaction journals and ensures accuracy and control by providing an audit trail of all transactions flowing through the system.

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### **Reports:**

- Master item list, Item number/charge number cross-reference
- Purchase order edit list, Open purchase orders by vendor
- Open purchase orders by item, Daily receipts
- Vendor contract list by item number, vendor, contract
- Item number/manufacturers number cross-reference
- Reorder report, Inventory analysis by department
- Inventory par sheets, Daily transfers/adjustments/issues, lost charges, receipts reports
- Daily lost charge report, Monthly transfers/adjustments/issues, lost charges, receipts
- Reports, Item cost history, Item usage history by month
- Item labels, Inventory count sheets, On-line inventory balance by location
- On-line inquiry for contract items, General ledger posting report
- Item exception report

### **Payroll / Administration & Attendance Processing System:**

The basic objective of the system is to computerize the activities of the payroll department. The gamut of the system covers capturing of details pertaining to the organization, the personnel employed in the organization and the pay particulars of the employees. It generates different types of documents and pay statements.

The scope of the module covers the different aspects such as:

- Organizational Setup
- Parameter Setup
- Employee Particulars
- Loan/Advances Particulars
- Pay Revisions/Increments and Arrear Calculations
- Leave Process, Shift System and Over Time Details
- Attendance Processing Details
- Monthly Pay Transactions
- Pay Processing
- Year-End Processing
- Relinquishment of Employees
- Generation of Documents and Pay Statements

### **General Accounting System:**

General Accounting System gives you the ability to record and maintain financial data from manual journal entries - as well as from Monitor modules - and process that data, incorporating it into the style of reports and financial statements you need.

### **Features and Benefits**

Multiple company capability and flexible consolidation for comparative reporting: Department, facility, division, corporate levels. "One-stop" data resource for good comprehensive overview while maintaining flexibility.

It presents a particular facility's financial operation with the ability to efficiently organize data in the most usable form for your organization and management style.

**Statistical data and monetary information is maintained, processed and made accessible for the user to facilitate user-defined reporting**

Maximizes system's value in management analysis and decision-making

**User-defined departmental statistical reports (automatically-maintained), departmental expense schedules, departmental profit and loss**

Improves departmental accountability and locates trouble spots improves control and ability to measure results

**Online journal entry and edit with enforced balancing**

Error-free, easy-to-use processing

**On-screen or printed inquiry allowing access by account number, fiscal period, source code or reference code**

Fast management access for detailed analysis and information

**Retention of all details of transactions in the entire fiscal year**

Complete information available at all times for analysis and reporting

**Incorporates labor-saving features: chart of accounts copy and report format copy**

Enables staff to maximize use and convenience of general ledger module's capabilities

**A variety of accounting features including automatic reversing entries, automatic journal entries**

Enhances accuracy of record keeping as well as expands the options in manipulating information for effective and efficient management

**Accounting convenience features including flexible closing, user-defined consolidation of financial results by division, corporation and facility**

Enhances user control over cycle processing and control over consolidations for multi-company environments

**Interfaces with other Monitor financial modules**

Eliminates expensive duplication of efforts

**Reports:**

Pre-close function permits financial statements and schedules for review prior to final period-end closing at any time

Detail, summary or year-to-date trail balances can be printed or reprinted at any time

Balance sheet and income/expense statements with prior year comparative data

Statistical trend analysis

Departmental reporting

Revenue by department schedules

Consolidated budget reports by department, facility

Integrated financial statements and statistical reporting

Consolidated reporting by company and department, financial data and statistics

Medicare trial balance

**The highlight of the module is that it is fully integrated with all the inter-related modules and captures the data on mouse event.**

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### **Operation Theatre:**

This module caters to the needs of Operation Theatre's Availability and Booking Schedules. It keeps track of the medicines administered to a particular patient and the equipment used at the time of operation. It directly reflects such information in the Final Bill prepared for the Patient. It also records the material and medicines received from the Stores and issues made along with Notes, Consent Forms Signing and Advice about post-operative follow-up

### **Blood Bank:**

This module keeps track of the Inventory system of types of blood, type of donors (like Voluntary or Seller) and also Issues made to the patients reflecting in the Final Bill.

### **Complaint Monitoring System:**

This Module keeps track of Different Types of Complaints and Suggestions related to Service, General, Operational and Hospitality helping the Management to Improve/Rectify the same.

### **Visitors Pass:**

It Processes the data related to individuals visiting the hospital for different purposes and provides the information to the Management for various analyses like How much time did each Employee really Contributed his time to the work and the time spent for visitors.

### **Marketing Schedule:**

This module helps the Management to interact with marketing staff through Queries, Answers & Comments, without disturbing the schedule and helps out in the preparatory work relating to interactive meetings with the staff. It throws light on the performance of the marketing personnel viz., their targets, achievements and future strategies.

### **Fixed Assets:**

Fixed Assets Module maintains a database of assets and produces an automated depreciation schedule in accordance with book, tax, Medicare, Medicaid and individual state regulations.

### **Features & Benefits**

#### **Benefits Automation of recording and tracking of all fixed assets**

Simplifies former manual depreciation method

#### **Interfaces with General Ledger System**

System automatically updates depreciation expense on a monthly basis

#### **Eliminates duplication of data**

Necessary information is obtained from data already recorded

#### **Gathers data pertaining to each asset**

Separates and identifies individual assets by department, vendor and year purchased

**Provides schedules for most depreciation methods**

Enables user to depreciate fixed assets according to straight line, diminishing balance, ACRS and modified ACRS methods

**Automatic recording of asset disposal**

All necessary and required data concerning the disposal of any asset within a facility is recorded

**Comparative reporting available**

Features ability to compare values under one type of treatment to any other, such as book to tax or Medicare to book, etc.

**Reports:**

Various depreciation schedules: for a fiscal period, department, a type such as a book or tax, or any asset category or combination Fixed assets listing for a department, acquisition year and category Depreciation schedule comparisons: book, tax, Medicare, Medicaid, state for a selected department, category or fiscal period Asset database queries.

**Machine Maintenance:**

Captures the data related to different types Of Machinery & Assets at different locations, monitors the utilization of various machines and keeps track of the new renewals, purchases and Expiry of Insurance policy etc. by providing information in the form of Flash Reports.

**House Keeping:**

Captures the data related to various material issues to Patients and other departments.

**Nurse Station:**

It maintains log sheets and prescribed information for use by the doctors, integrates with the other medical informative modules and helps the doctors in diagnosing. This helps the Doctors to keep track of patient information and diagnosis performed for particular type of problem for 'N' number of visits he made along with general medical information (BP, Sugar etc.,) as ready reference.

**NOTE:** ALL THE NECESSARY AND ANALYTICAL INFORMATION IS PROVIDED IN THE FORM OF REPORTS FOR MANAGEMENT DECISION MAKING AND SUPPORT SYSTEMS.

**AFTER COMPUTERIZATION:**

The LAN version we provide is capable of computerizing all the above-mentioned operations and with an astonishing ease. The software only needs Windows-NT based LAN. Security is another major aspect in case of HMRP. We have provided five levels of differential security in the software. The software is available from 5-user configuration onward. All the reports and the information about any aspect or activity are available instantly. The software is designed in such a manner that it will not allow any major mistake even for an untrained computer user.

### **ADVANTAGES OF COMPUTERIZATION:**

- Saving of storage costs in terms of stationary and furniture as well as holding costs.
- Any number of year's data fits on any storage device with minimal cost.
- Instant retrieval of the patient's record in future.
- Impressive and professional documents are generated.
- Detailed history can be stored without any need to fit it in the predefined format.
- There is also no need to maintain printed stationary.
- All the accounting is automatically done without having to maintain another accounting system.
- Analytical data for research or equipment utility evaluation purposes is available in seconds.
- Employee's morale gets improved due to quick availability of the Patient Records as well as easy data entry.
- Patient feels secured after seeing his detailed previous record with you
- Medicine prescriptions are generated in Regional Language as well. This is especially useful for rural patients.
- It saves a lot of your time, which you otherwise spend in preparing bills and maintaining accounting ledgers and receipts databases.

### **ADVANTAGES OF USING HMRP**

- Multi-Financial Year, Multi-Locations, Multi-Users.
- Fully secured and automated. Provision for Multi level Security
- Modular Approach & Procedural based.
- Easy to use interface so that anybody can operate it easily.
- Error and Bug-free operation.
- Designed by Hospital Administrators and Engineers together, thereby making it complete & accurate.
- Excellent Speed of Operation
- Complete Package is User Customizable to any Hospital's own needs.
- Complete User Manual, On-Line Help, Tips to help when needed most.
- Dependable professional support from the trained personnel.
- Best price tag amongst the competition means the best returns on your investment.
- Tested thoroughly, on the field as well as in-house.
- A complete integrated system, with safe and secured data flow among various modules in a highly secured and efficient environment.
- The input screens have exhaustive data validation routines and can be operated with a keyboard or a mouse.
- It is based on simple, true-to-form screens for the unassuming non-technical user, and it is easily tunable to meet the user requirements.