

The Complete Blueprint for Healthcare Management Solutions



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1 What is Healthcare Management?

A **healthcare management system** is a way to automate all the internal processes and workings of a hospital, its patients, and the workforce. A healthcare management system streamlines and consolidates everything in a hospital using a software. This software has information about patients, full-time doctors, visiting doctors, staff, and other related details.

Its primary function is to combine and simplify the operations of healthcare management. A healthcare management system is designed to have certain basic features like data entry and data retrieval. But, the user can always choose to have custom options and extended features and functionalities.

In earlier years, hospitals used to have a manual registry process. There were people to handle the

registry—however, modern technology like mobile apps brought huge changes in healthcare management systems. Now, healthcare management systems work to bring doctors and patients together through one solution.

With the introduction of software in the place of a manual register, the patients' data gets secured. Moreover, a healthcare management system can have user-defined roles so that only certain people can access the data.

In addition to this, if your healthcare management system is connected to the internet, you can access the data from anywhere in the world. This is applicable only when you have the right to access the underlying information.

2 What are the Components of a Healthcare Management System?

Generally, hospitals have various departments, and they work in tandem with each other to run smoothly. When a healthcare management system is implemented, all these departments are unified on the same platform.

This way, all the departments stay connected to each other and exchange required and relevant information. Moreover, the healthcare management system can have multiple interaction points. This means that all the departments and the workforce can access the system to store or retrieve the information.

For instance, a patient may choose to use the system to book an appointment, while, at the same time, a doctor may access the system to go through the lab reports of a patient.

The components of the healthcare management system include hospital modules like patient registration, hospital administration, and others.

Thus, while developing a healthcare management system, it is imperative to understand the hospital's list of functions. Here, we have listed out basic components of a healthcare management system. They are as follows:



1. Patient Registration and Management:

This module takes care of all the incoming patients. Here, the system collects all the information on patients. It includes information on health conditions, medical history, and other medical reports of the patient.



3. Resource Management:

The resources can be anything from machines to beds. It is essential to manage the allocation of these resources to operate smoothly. The healthcare management system helps with resources management. For example, the system can provide information on the availability of the bed and the room for incoming patients.



2. Appointment Management:

A hospital may have multiple speciality departments. With appointment management:

- The staff can check the doctor's availability and book an appointment accordingly.
- The patient can register an appointment through a web-based UI according to the doctor's schedule.
- The system helps maintain the information on remote visits (if the hospital provides the facility) for each department.



4. Inventory Management:

The health management system automates inventory management to save time and control the supply chain. This system automatically tracks and traces the inventory used in the hospital. The inventory may include items that hospitals require to run.



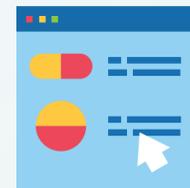
5. Staff Management:

As the size of the hospital grows, the need for the staff also grows. Hence, the management of the staff becomes difficult if there isn't a system in place for it. The staff management module within a healthcare management system lets you handle the staff, their leaves, and more.



6. Accounting:

This module includes all the calculations of the financial details of both patients and hospitals. It includes; payment information, hospital expenditure, and other related things.



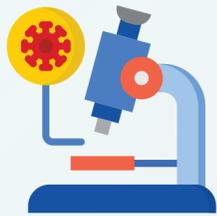
8. Medicine and Pharmacy:

The medicine and pharmacy module maintains the information of the medicines needed to administer to the admitted patient. It also maintains the stock of the drugs used for treatments.



7. Insurance Integration:

This module lets you enter the insurance details of each admitted patient. This information enlists patients' policy number, their insurance company, and other such information.



9. Laboratory Management:

The Healthcare management system helps in combining and coordinating the operational resources of the healthcare institute. This is done to improve the efficiency of the workflow. Some of these resources include time, money, staff, equipment and space.



10. Report Generation and Analysis:

This module generates reports based on the data in the system. Based on this, a performance analysis is conducted by top-level management. The problems that degrade the hospital's performance can be eliminated in the future with the help of this analysis.

All the modules can be integrated into one system so that your hospital can run smoothly and effortlessly.

3 Importance of Healthcare Management - Why Do You Need It?

Jungleworks builds healthcare management systems that are efficient and quick. Customisation can be done as per different healthcare facility requirements. In addition to this, our development team develops a system that has the least downtime and maintenance concerns.

Healthcare management system offers the following benefits:

1

Quick Processing Power

Machines are efficient in executing daily tasks that are repetitive in nature. A healthcare management system can improve the efficiency and productivity of the hospital workforce. This allows the human workforce to focus on other important tasks as the healthcare system can perform repetitive tasks efficiently.

These tasks don't require human interaction, and the system functions autonomously, which makes the processing of data and information faster.

2

As the implementation of a healthcare management system reduces the task of the human workforce, the cost of hiring personnel reduces significantly. The amount of money saved can be invested in other resources for optimum efficiency.

Cost Efficient

Error Elimination

Machines are less prone to errors when compared to humans. The implementation of a healthcare management system fosters automatic daily operations, which makes them less prone to errors.

Hence, a healthcare management system eliminates errors to a significant extent.

3

Secured Data and Easy Information Retrieval

4

The health management system ensures the protection of patients' data and other important information about the hospital. In addition to this, the data is systematically organised, which makes accessing the information easy and quick.

5

Enhanced Patient Care

Easy report generation and pattern detection through a health care management system enables doctors to pay optimum attention to patients.

The Healthcare management system helps in sifting through magnanimous amounts of digital data, which helps doctors diagnose patients in a comprehensive way. This enhances the operational system of a hospital.

Quality Assurance

It is important to ensure that the patients coming for treatment in your hospital receive quality care and the right treatment. To treat the patient correctly, the hospital and the doctors require all the information about the patient's medical condition. With almost no room for error, implementing a health management system assures quality treatment, services, and safety.

6

Easy Decision Making

7

Easy access to patient's data and comparable medical evidence, all in one place, makes it convenient for doctors to make decisions. Also, the accumulation of operational data helps the top management executives understand patterns and make decisions in planning the finances or cutting down the expenditure.

8

Easy Appointment Management

With the computerised or web-based system, it becomes easier to manage appointments for multiple speciality departments in the hospital on one platform.

Technical Advancement

The healthcare management system brings technical advancement. Now, the hospital has to only take care of the way the information is fed into the system. Correctly entered information can help staff carry out their work faster and more efficiently.

9

10

Paperless Environment

Since a healthcare management system introduces a computerised system to maintain the information of the hospital, the information is stored in a database. This eliminates the requirement of having a physical register or documentations. The healthcare management system hence paves the way for paperless work culture.

4 How to Combine Healthcare Management with Technology to Reap Benefits?

Healthcare management systems are a combination of digital databases and technology. Using technology in place of a manual system ensures consistent quality, safety, precision, speed, higher productivity and cost-efficiency.

If the health care management system is connected to the internet, you can access the database and the information remotely. This way, it becomes effortless to manage the information.

Let us see how the healthcare management system combines with the technology to help you achieve benefits:



a. Digital Resources for Knowledge:

The health management system uses technology to support medical representatives with digital resources like clinical guidelines, case studies, comparative databases and references, to conduct evidence-based practice.

b. Centralised In-Patient and Out-Patient Management:

With a computerised health care management system, the information and management of the in-patients and out-patients can be easily maintained.

c. Billing and Insurance:

The healthcare management system maintains all the patients' records in the database in a systematic manner. With this, when a patient is discharged, the information around billing and insurance can be easily retrieved. This leads to quick processing of the billing and insurance policies of the patient.

d. Online Consultation:

With the health management system's help, a seamless process of online consultation can be created using high-end technology. Here, the consultation can also be done without any human interaction through artificial intelligence (AI).

Through this system, consultations are considered to be much more accurate as the machine can match patients' symptoms with thousands of diseases, while human knowledge is limited without IT intervention.

e. Lab Integration:

By integrating the lab with the health care management system, the hospital can maintain the test reports in digital format, making the retrieval of health-related information seamless.

f. Speciality Based Modules:

If all the speciality departments are incorporated into the system, they can easily exchange patient information through a centralised database. For instance, the cardiac department can access information from the lab module to analyse a patient's blood report.

g. Friendly UI and Well-defined User Roles:

Healthcare management systems need to have an easy and user-friendly interface to have a smooth experience while interacting with the system.

Also, it is imperative to protect the patient's data from unauthorised access. To make this happen, health management systems can be used to define user roles to ensure information security.

5 Features of Healthcare Management System

A correctly formed and implemented healthcare management system can offer a great deal of assistance to the staff.

In general, the healthcare management system has the following features to increase the efficiency of the hospital. They are as follows:

An automatic call processing system

Notifications to the patients regarding their appointment

Results of medical tests of the patient

Entering information for medical records

Quick and automatic patient registration procedure

Information about consultation hours of doctors available on the website

6 Use Cases in Healthcare Management

In this section, we will look at some of the use cases in the healthcare management system. These use cases are scenarios of how a user interacts with the healthcare management system and how information is exchanged within the system:

Medicine Delivery

A hospital can have a pharmacy store from which patients can buy the medicine as per the doctor's prescription.

With healthcare management in place, doctors can order the prescribed medication list by connecting to the pharmacy store and get them delivered for patients. While, at the same time, chemists can keep track of inventory using tools that come with healthcare management systems.

1

Appointment Booking

Patients can interact with HMS through a web-based application for appointments. They can even check - consultation timings, relevant doctor, fees, doctor's availability. On the successful booking, the patient gets notified immediately with the appointment details. Also, through HMS, the staff can send notifications one day prior to the appointment day to remind patients about the appointment.

2

Workforce Management

Depending on the size of the hospital, the management of the staff can become a difficult and a tedious task. Thus, a healthcare management system can be used to manage the staff of the hospital.

A module to manage the hospital workforce can maintain the following things:

- **Attendance of the employees**
- **Number of leaves unused**
- **Number of leaves used**
- **Payroll information**
- **Date of joining**
- **Length of the tenure since they joined the hospital**
- **Flexibility in maintaining the data of the employees who work on the shift basis**
- **Data regarding resources allocated**

3

7 How Can Healthcare Management Software Manage the Use Cases and Business Flow?

We saw three different use cases in the healthcare management system in the previous section. A healthcare management system brings all these use cases together in a real-time environment through a consolidated system and helps fasten the revenue cycle.

1. With the healthcare management system, doctors appointments can be easily streamlined based on various factors such as:

- Symptoms
- Location
- Insurance Company
- Date of appointment

Based on these factors, the healthcare management software can then sift through digital data, create a report and then transfer the report to the available medical representative for the appointment.



The process fosters better satisfaction among both patients and healthcare representatives. It further ensures that the representatives get the required number of patients each day, thus taking care of the business flow.

2. Workforce management includes managing the staff of the hospital. This includes payroll management, leave management, management of the shifts, and more. As the healthcare management system is deployed, it becomes easy to manage shifts, reallocation, and the flow of information.

As the system collects the data, top-level hospital management can use the data to predict certain trends and patterns. These then could be used to understand anything from patient inflow, the frequency of medicine inventory management, or the requirement to hire new staff, which can help the management control certain costs and expenditure.

8 Examples of Widely Used Healthcare Management Systems

A healthcare management system brings automation to the hospital functions. There are so many healthcare management systems available in the market. Some of them are standalone systems, where the computers of the doctors are connected to the database through an internal network.

In other situations, some healthcare management systems can be accessed using the internet.

In this section, we take a look at some of the widely used healthcare management systems-



1

MocDoc

MocDoc is one of the top-most healthcare management systems that comes with fully integrated modules. It can be used by both small hospitals and multi-chain hospitals. Through this software, you can find-

- Doctor for your ailment
- Check-in
- Mobile applications
- Medicine prescriptions
- Appointment reservation
- Billing
- Discharge details
- Insurance information

The MocDoc healthcare management system also displays information about visual bed management, wards, and integrated bill generation, and more.

It further includes the management of the pharmacy and stock maintenance, FSN analysis and research, order management, sales bill generation, and more.

Apart from all the above-mentioned features, it offers multi-location support where you can access the doctor information from various cities, micro websites, easy to use and understand dashboard, and more.

2 Suvarna HIS

Suvarna Healthcare management system is a value-based solution. It was designed to handle the hospital operations after studying and extensively researching the hospital functions. This solution was developed using the right tools to enable flexibility and scalability.

- The features of Suvarna include:
- In-patient services and tracking
- Laboratory management
- Billing
- Inventory management and monitoring
- Gastroenterology management
- Operation theatre management
- Out-patient management

It further includes admission and discharge information, access to blood banks, online scheduling, management and organisation of the doctor's schedules, staff management and more.

3 Attune

Attune healthcare management system helps in increasing the revenue, operations simplification, productivity optimisation and more. The features of Attune include-

- Billing & insurance
- Appointment & registration
- Consultation Management
- Credit monitoring
- Patient referral
- In-patient management
- Nursing and ward management

Other features also include pharmacy information, accident and emergency management, operation theatre management, in-patient diet information, and others.

4 Insta

It is a platform that allows the user to perform financial, clinical and operational processes. Insta improves a hospital's functioning by implementing the management of the patients, departments, and workforce effortlessly.

Hospitals prefer Insta for effectively handling the operations and retain the patients by 30% due to efficient decision-making.

Wrapping it up:

A healthcare management system offers a lot of benefits if implemented correctly. A smoothly running system can ensure increased revenue, increased business, increased patient inflow and retention. Jungleworks offers a well-designed healthcare management system that integrates the hospital's internal departments and maximises its productivity. This way, the hospital can grow its business, goodwill and ensure patient care.

5 ITDose Infosystem

ITDose infosystem is known to manage every aspect of the hospital that includes marketing, administration, top-level management and more.

It also ensures data security and offers integrity and transparency within the hospital departments to ensure the hospital functions smoothly.