Hospital Information Management System (HIMS)

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PCS Technology Ltd. 6/7/12th Floor, Technocity, Plot # X-5/3, Opp. MBP, MIDC, Mahape,
Navi Mumbai - 400710 Maharashtra. India. Telephone No: 91-22-41296111. Email: info@pcstech.com

About Us

Established in 1983, PCS is a celebrated Indian IT solutions provider, delivering cutting-edge and innovative solutions that are tailored for your business objectives. With a global presence in over 20 Offices, 30 Service Centers along with 200+ direct point of presence across India, we help you enhance business performance by leveraging proven processes and technology solutions.

Creating Business Value

PCS has decades of experience in delivering unparalleled customer delight through a distinctive business model. Our model functions on :

- **Unique Pro-Customer Approach**

  Our client engagement transcends beyond business associations. We consider our clients as our partners, and offer flexible engagement models to create maximum value. Our teams work with you to understand your business goals and requirements, to help you cost-effectively streamline your operational efficiency and productivity, and achieve competitive edge.

  At PCS, customer satisfaction is of utmost importance. Leveraging our culture of thought leadership and constructive ideation, we explore unique and novel solutions to ensure we exceed your expectations. A testimony to this is our wide clientele of prestigious Blue-chip and Fortune 500 companies.

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- **Global Partnerships for NextGen Solutions**

  We believe that two is better than one. This is why we establish long-lasting partnerships with the leaders in the field of technology to keep abreast of the evolving market dynamics and global trends.

  Through symbiotic relationships, we ensure that our products and services are cutting-edge, aligned for the next generation market. We understand your challenges and work with you to deliver cost-effective and pragmatic solutions that meet not only your current requirements, but also your future objectives.

- **Quality Excellence**

  We believe in achieving highest quality in all our operations and functions. To ensure superior quality in every parameter of our deliverables, we ensure that our business models surpass and create new global industry benchmarks.

  Our processes comply with international best practices such as ITIL (Information Technology Infrastructure Library). In addition, our operations have been ISO certified for excellence in quality, services and security:

  - **ISO 20000-1** : IT Service Management
  - **ISO 27001** : Information Security
  - **ISO 9001:2008** : Quality Management Systems

- **Our Key Strengths**
  - Global presence
  - Over 3 decades of experience in delivering business-critical, customized, cost-effective solutions
  - IT expertise across domains – BFSI, Manufacturing, Media, Retail, Healthcare, Energy, Transportation, etc.
  - Wide spectrum of service areas
  - Expert talent pool of professional and experienced engineers
  - Unmatched Services - ISO 20000-1 Certified
  - Robust Information Security – ISO 27001 Certified
  - Excellence in Quality – ISO 9001:2008 Certified

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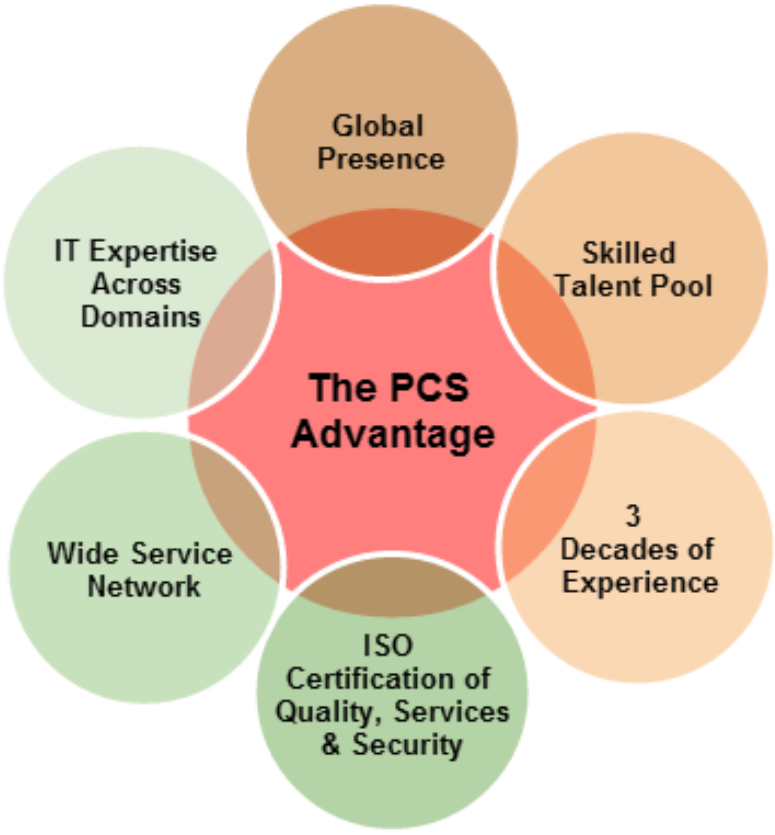

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Hospital Information Management System (HIMS)

The healthcare industry is witnessing a growing emphasis on quality of patient care and positive clinical outcomes amidst fierce competition. It has therefore become imperative that hospitals and healthcare providers streamline processes and models while reducing operational costs to keep apace of the evolving market.

PCS is a committed healthcare IT solutions partner, preparing hospitals to be future-ready through technologically advanced, patient-friendly and eco-friendly information management systems.

Our Hospital Information Management Systems (HIMS) are NextGen systems that are powerful, flexible, intuitive and agile. This enables hospitals to leverage international best practices and deliver high-quality results.

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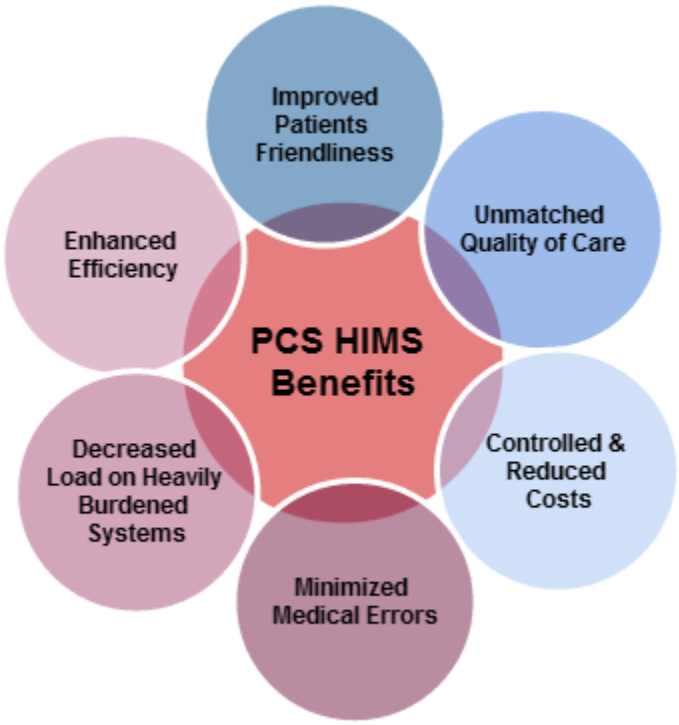
PCS PRODOC - Hospital Information Management System

PCS PRODOC is the New-Age Hospital Information Management System, designed and developed in house. It is designed to equip hospitals to overcome current and future challenges through tangible results.

Built with valuable inputs from across the healthcare value chain, including, clinicians, process consultants, nurses, pharmacists, and information technologists, PCS PRODOC enables you to significantly improve quality of care, while reducing costs.



With a focus on driving efficiency and quality, PCS PRODOC has comprehensive features, covering:

- Electronic Medical Records (EMR)
- Revenue Cycle Management/Administration
- Patient Health Records (PHR)
- Specialty-Wise Clinical Systems
- Exhaustive Supply Chain Modules
- Business Intelligence

The EMR forms the system's core, linking all departments in the hospital and thereby ensuring swift, patient-centric care and improved clinical outcomes.

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PCS PRODOC Modules

PCS PRODOC features seven modules with robust functionality and end-to-end information management:

- Front Office Management
- Clinical Management
- Material Management
- Finance & Budgeting Management
- Human Resources Management
- Application Management
- Ancillary Modules

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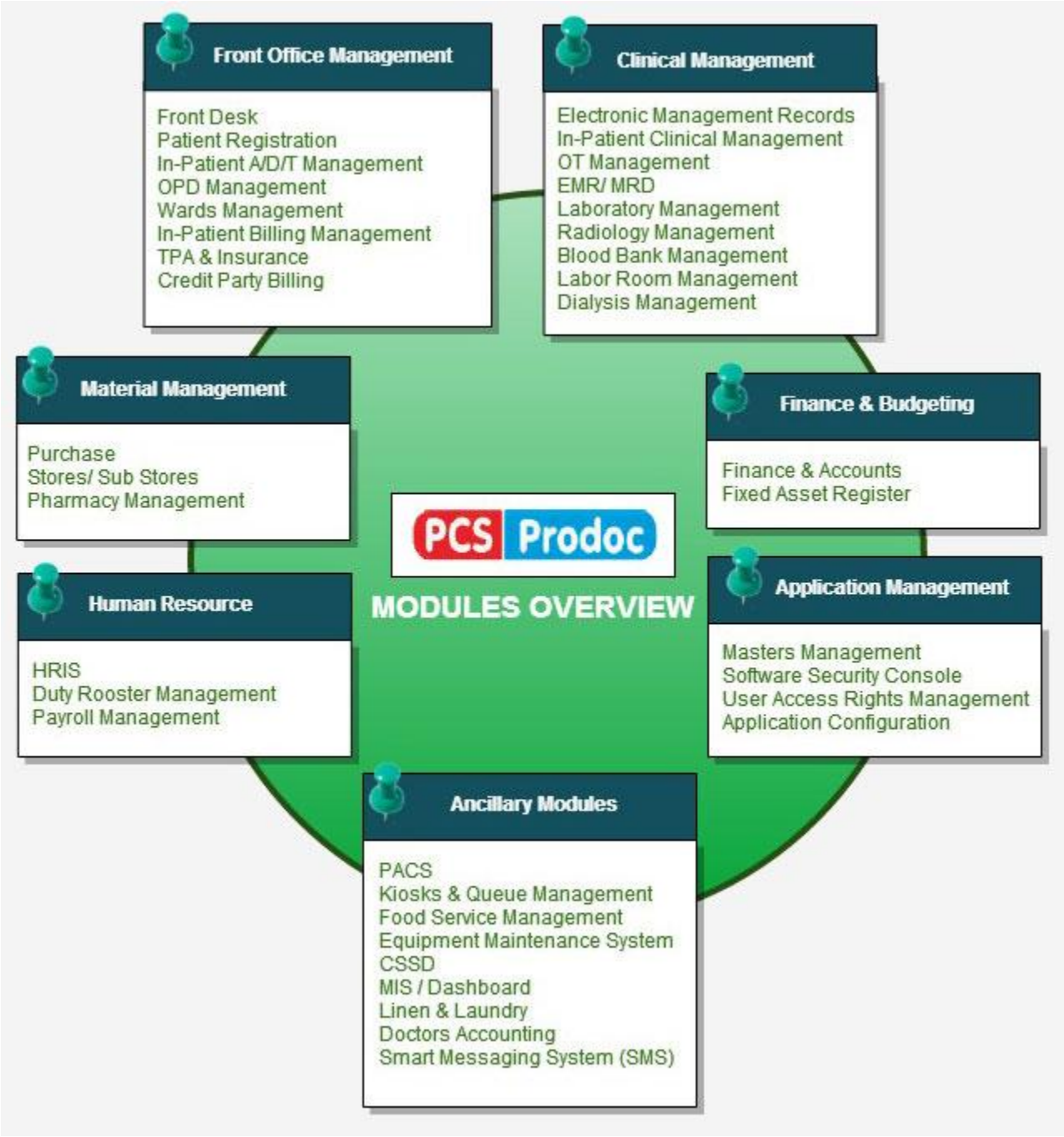
PCS PRODOC modules include:



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The PCS PRODOC Advantage

- Streamlined Hospital Information Management System
- Improved Patient Care
- Speedier Sharing of High-Quality Information
- Flexible, Agile & Responsive Systems through Reduced Paper Documentation
- Access to Industry Best Practices for Improved Overall Hospital Management
- Enhanced Operational Efficiency through Prompt Identification of Inefficient Centers
- Reduced Wastage, High Cost Savings, Time Savings

To learn in detail about the features and benefits of the solution, download PCS PRODOC HIMS Features.

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PRODOC - Benefits

PCS PRODOC is designed to meet the challenges hospital's face today and tomorrow. Designed to meet each challenge the Hospital Information Management System provides a world of benefits for your healthcare institutions.

Some of these real world, tangible, measurable benefits include:

Improved Patient Care by reducing human error.

When it comes to patient care, timely delivery of information is often critical. Details like allergies, history of adverse drug reactions are of vital importance to the hospital staff. Human error, especially during shift changes, can lead to troubling incidents like double medication.

PCS PRODOC helps reduce human error by:

- Sharing relevant information faster and clearer
- Reduction in paper documentation avoids delays, confusion and potential for human errors
- Checks and balances within the system ensure that entries are properly validated to reduce errors.

Reduction of Paper Documentation

One of the largest and most significant benefits of PCS PRODOC is the reduction in paper documentation. Shifting the document load from paper to computers and mobile devices allows the organization to be agile, flexible and respond faster to evolving needs.

Non-reliance on paper documentation also reduces the environmental foot print and indirectly contributes to a healthier world.

Leverages industries best practices to improve the overall hospital management

PCS PRODOC is a result of over a decade of study conducted on health care institutions on a national and global scale. Industry best practices have been adopted and adapted into the system and are seamlessly transferred to your organization through the solution.

Leveraging these best practices not only helps improve overall efficiency of the organization but also helps improve competitiveness in the global healthcare marketplace.

Reduces wastage and unnecessary costs leading to more efficient operation.

PCS PRODOC not only keeps track of all the information flowing through the hospital but also protects your bottom line with features that track and monitor wastage, pilferage and unnecessary expenditures. Instances of lost or misplaced documents, medical claim documents, incorrect or worse; overlooked billings; pilferages or missing items are also significantly reduced by the PCS PRODOC system.

Detailed reports and MIS systems help you keep an eagle eye on operations and spot any inefficiency that would be costly in the long run. This results in an overall streamlined hospital information system that saves time and money.

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PRODOC - Front Office Management

The following sub-modules are part of the PRODOC Front Office Management Modules:

FRONT DESK/HELP DESK:

This module would provide you to utilize the skilled resources effectively and also ensure the patient delights. All enquiries will be handled by this module and user have all rights to view/print the necessary reports. PCS control these modules with proper rights so that no modification is done in the database or the dats that is already stored in the hospital server.

Features

- Appointment Details view
- Bed status availability
- Bed booking details
- In patient query Patient Enquiry
- Doctor's availability
- Referral Information Entry
- Bill estimate

PATIENT REGISTRATION:

This is the module where in all the patient demographic details can be taken care off. A permanent registration number, which will act as a patient identifier is allocated here. The registration number given to the patient will be storing the details of number of visits to the O.P.D. as well as number of admissions in the hospital. This Module is comprehensively designed for the front office receptions.

Features

- Patient Registration.
- Unique Registration Number with configurable series
- Patient Photo Capture (Webcam Interface)
- Patient Barcode Card Printing
- Patient Admission request
- Configuration with Auto SMS to referral (optional)
- Deactivation of Patients Record

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IN PATIENT ADMISSION/DISCHARGE/TRANSFER:

This modules enables the Hospital user to admit the patient, selecting the desired bed, allocation of available beds, Beds transfer and admin discharge.

- Bed Booking and Payment in advance
- Bed Scheduling
    - Bed Transfer.
    - Bed Reservation.
    - Bed Cancellation.

APPOINTMENT SCHEDULERS

This module would provide you to create OPD doctors' appointments and procedure room appointments for the patients visit. The same module can be accessed in a distributed or a central format. This module also facilitates you to get interconnected with PCS origin Duty roster module. All appointments created are can be directly viewed by the specialist OPD consultation counter or the OPD visit counters so to proceed with the payments. Effectively reduces the patients waiting time and improves the movement of patient in the hospital also facilitating the doctor to know his schedules and patient load.

Features

- Appointment generation
- Calendar of Appointments - Department Wise and Doctor Wise
- Modification of Appointments
- Postponed Appointments
- Cancellation of Appointment
- Appointments transfer
- Doctor Wise date wise appointment view
- Direct Import in OPD Counters.
- Unregistered or registered patient appointments.

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OPD MANAGEMENT

This module will take care of the patient's consultations in the O.P.D and investigations billing. The patient is given with an O.P.D. visit number, which will act as a unique identifier for the visit. Here the patients can be given a token number also so that the queue is maintained for the consultations. At the doctors desk display can be maintained so as to alert him for the patient's arrival for the visit. All departments where the services are allocated will be displayed for the patient's arrival for the service delivery.

Features

- Counter Selection for OPD Billing
- Patient Registration
- OPD Visit Creation and Billing.
- Patient Investigation Visit Creation and Billing.
- Casualty Visit Creation and Billing.
- Waiting Room
- Cash Manger Dashboard
- OPD View Dashboard
- Health Check-up
    - Health Check up plan allocation
    - Health Check up Visit Creation.
    - Health Check Up Service allocation.
- Transaction
    - Receipts
    - Refunds against bill
    - Refunds against advance

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WARD MANAGEMENT

This module is a integrated solution for the nursing stations in the wards, Surgical Intensive Care Unit, Medical Care unit and Day-care. Here the module takes care of Nursing Procedures, Clinical procedures, In patient service allocation, Tests Allocation, Pharmacy Order, Lab & Blood Bank services. Nursing procedures allotted by doctors to specific patients can be viewed and rendered here, which are been allocated at I.P. Doctors Desk Module.

Features

- Ward specific Browsing
    - Ward Statistics
    - Legends
- Administrative
    - Order Sheet Creation. (Process Oriented)
    - Bed transfer.
    - Bed Blocking.
    - Service allocation (Direct Billing)
    - Bed Transfer Advice.
    - Posting of Doctor Visit Charges.
    - Bed Side Investigation Posting.
    - Order Service Cancellation
    - Linen Receipt Dispatch.
    - CSSD Receipt Dispatch.
- Nursing
    - TPR BP Charting.
    - Input Outcome Registers.
    - Prescriptions.
    - Medication.
    - Progress Notes.
    - Blood Transfusion Request.
    - Pre Anaesthesia Assessment.
    - Diabetic Charting.
    - Bed Side Investigation Reporting.
    - Infection Control.
    - Physical Examination.
    - S.O.A.P Notes.

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IN-PATIENT BILLING MANAGEMENT

This module facilitates for generating bills for all the Inpatients after their clinical discharges from wards. Billing will be activated the movement a patient comes to the hospital and gets admitted and the patient is given a unique IPAdmission number. It takes into account the complete billable information right from the admission date and time to the discharge date and time. It performs the calculations of the total amount to be paid by the patient taking into consideration the various billable services, indents, requisitions ordered / placed in favour of the patient.

Features

- Bill Generation
- Receipts generation
- Refunds generation
- Advance generation
- Cash Refund
- Relief Fund Billing
- CGHS
- New Billing Class
- Effective Date Concept for future increase in service cost
- Effective Date
- Counter Collection

CREDIT PARTY BILLING

This module facilitates for generating credit party bills for all outpatients, casualty, direct investigation and inpatients. This module also takes care of the aging analysis of the creditors and the payment receipt generation from the creditors. All bills generated by the patients against the creditor are grouped here and created as invoice here and later receipts are collected here. Transactions such as cancellation of invoices and receipts done by the creditors are also taken care by this module

Features

- Credit Party Invoicing Bill Generation (After Clinical Discharge)
    - Partial Selection of bills
    - All Bill selection
- Receipt Generation
    - Full settlement
    - Partial settlement
- Cancellation
    - Invoice Cancellation
    - Receipt Cancellation

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INSURANCE CLAIM MANAGEMENT

This module facilitates for managing entire insurance and third party associates database and their related billing activity. The solution manages core validations and also manages all the process involved in the insurance billing. The payment related activity and bill processing against the insurance party can be processed here.

Features

- Administration
- Agreement Creation
- Payer Blacklisting
- Claim Management
    - Pre Authorisation Request
    - Authorization
    - Enhancement Request
    - Enhancement Approval
- Bill Process
    - Claim invoice creation
    - Claim receipt creation

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PRODOC - Clinical Management

The following sub-modules are part of the PRODOC Clinical Management Module:

EMR

This module offers an effective and affordable electronic medical records solution. Increase number of patients seen per day by the specialist's provider by reducing time spent on chart documentation. Reduce time spent by nurses and clerical staff on patient intake information. As the numbers of paper charts are reduced, costs associated with external storage space are reduced. The EMR documentation template significantly reduces or eliminates transcription.PCS PRODOC also provides link to Digitized records or it allows the user to scan the other clinical documents related to that patient at a clik and attach to the patient details. This can be viewed by doctors while treating the patient at clinic or during ward rounds.

This module has specific feature where the MRD department can keep the Patient file and handover the same to Nurse/Doctor for reference. File Movement is captured and the entire process of MRD file movement is automated and Barcode can be implemented if Hospital wishes to have the same.

Inclusive of Clinical Dash Boards

Features

- Availability of progress notes
- Completed patient chart.
- Easy patient summary sheet
- Previous progress notes, diagnoses, medication history and outstanding labs.
- Permanent non-editable note closures with a date/time stamp ensure legal protection.
- Referral and health maintenance.
- Current coding database including ICD 10 with 11,000 Codes.
- Sophisticated scheduling for office and hospital rounds.
- Manage patient preventive procedures.
- Movement of Patient files(Barcodes feature)

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IN PATIENT CLINICAL MANAGEMENT

This module will take care of the patient's consultations/observations during his stay in the hospital. This module takes care of entire clinical details to be recorded during this episode by both Doctors and Nurses. This module gives you a detailed outlook on patient clinical management providing the clinician to take care of all clinical and order based information in an electronic format.

Features

- S.O.A.P Notes - Subjective - Objective - Assessment - Plan
- Advice Investigation.
- Cancellation of Advices.
- OPD Dialysis clinical entry screen - with set parameters, non dynamic.
- PAC Advice
- Tagging patient for Call Consulted to get interleaved with DMS system.
- Patient Transfer.
- External Investigation Inputs.
- Patients current case paper view
- Patient's previous visits case paper view.
- Patients Procedure Investigation view -

This will give the clinician to view the patient's images in an NON - DICOM standard at the same time reports written for the same, in one single view.

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OT MANAGEMENT

The module keeps track of all clinical details within the operation theatre for the patient and maintains the commercial aspect driven by the consumables utilised for particular patient type. The system is also keeps track of OT scheduling. The System schedules and reschedules the operation as per the surgery unit.

Features & Sample Reports

- Operation
    - PAC Advice
    - Pre Anaesthesia Check-up
    - OT Scheduler
    - Operation Schedule Entry
- Operative Details
    - Pre Operative
    - Intra Operative
    - Post Operative
- Completion
    - Surgeon Notes
    - OT Completion
- Administrative
    - Doctors Charge Posting.
    - Doctors Instrument Charges Posting.
    - OT Consumable Posting.
- CSSD Request.
- Reports
    - Pre Anaesthesia Check-up Advice
    - Patient wise
    - Count of operations done category wise.
    - Count of operations done patient bill class type wise.
    - Count of operations done doctor wise.
    - O.T. billing against I.P. Billing.
    - Hospital and doctor wise revenue, operation wise and date wise.

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LABORATORY MANAGEMENT

The lab manager shall take the requests for the test pertaining to the I.P & O.P. patients. After the acknowledgment of the samples via the system, the module takes care of the further processes. Two levels of authentication to the reports values & details via the module maintain the perfection & authenticity of the reports structure supplied directly to the patients or the consultants. In addition to the above, module also takes care of the reagent consumption utilized for the tests. Any change in Critical data affecting the Quality or Finance is audited for administrative control.

Features

- Sub Department Level Browsing Selection.
- Pending Samples View.
- Service generated View.
- Sample Generation. (Sample number generated - In accordance to sample type)
- Sample Acceptance and lab number generation.
    - Sample Rejection at this end is possible with tagging of cancellation.
- Single Screen Report Entry (With Below Given Features)
    - Lab number wise test reporting
    - Parameter wise test reporting.
    - Test Wise parameter reporting.
    - Patient wise and order number wise test reporting.
- First Level test report authorization.
- Second level test report authorization.
- Unique Features
    - Pending Diagnostic Tests List.
    - Providing Consultant Notes on each level.
    - Test level Quantitative & Qualitative Entry.
    - Normal Range View.
    - Status of sample on a fly.
    - Attaching Standard Test Reports.
    - Diagnostic Test Report Listing.

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RADIOLOGY MANAGEMENT

This module takes care of the entire radiology departments need for patient result capturing, analyzing & dispatching. Module also has a unified authenticity level where by the consultants approve the corresponding values which are noted in various departments such as (Ultrasound, X-Ray, ENT, Zoography, 2D-ECHO, Doppler, Nuclear Medicine etc). Every with their own variables for the detailed entry of patient clinical record, standard reports can also be prefixed here. This module will also store NON DICOM images and clips with respect to their clinical details. The solution will interleave in terms of web links with PCSTL approved vendors for DICOM solutions with HL.7 STANDARD. This Module is part of the HIS and if the Hospital takes PACS solution, then RIS will be part of the PACS MODULE with more features and tight integration.

Features

- Area Level Browsing Selection.
- Pending procedures View.
- Procedures generated View.
- Auto case number generation from order posting.
- Report Writing
    - Parameter wise
    - Generic report writing. (Template wise)
    - Feature of multi template attachment for a particular procedure.
- Authorization
    - First Level procedure reporting authorization.
    - Second level procedure report authorization.
- Realize for reporting flagging.

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BLOOD BANK MANAGEMENT

The Blood Bank is one of the key component and important department of any hospital, concerned with key activities covering donor registration, physical examination, blood grouping, blood infectious tests, component separation, blood requisition and cross match. The Blood Bank Management System has been created with a purpose of replacing all of paperwork done at the Blood Bank. All aspects of blood banking, be it Donor Record Management, Component Separation, Blood Search, Cross-matching, Compatibility Tests, Patient Management, Blood Issue, Billing, Inventory, Blood Camp Management, Blood Availability, Numerous Reports with excel export mechanisms is completely managed by the software.

The Blood Bank module in PCS PRODOC is tightly integrated with other modules

Features

- Donor Registration: Records the demographic details and the frequency of donation of the donor by a donor at the hospital.
- Physical Examination: Records the test reports of the donor.
- Bag Number and Donor Number Generation: Generates a Donor number and the unique bag number for every donor and the blood bag respectively.
- Cell/Serum Grouping: Allows grouping the blood, depending on the different values entered by the technician for different tests.
- Cell/Serum Validation: Helps validate the results entered by the technician and to rectify them, if wrongly entered.
- Component Separation: Allows separating the components from the blood.
- Component Requisition: Facilitates raising a requisition from any of the wards or from the hospital premises itself.
- Cross match: Facilitates the issuing of blood to the patients for whom the requisition has been raised.

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LABOUR MANAGEMENT

This module provides the basic and critical information for the doctors to keep track of the Pregnant and Gynecology Patients. The module allows allocation of Labor room, Resources and associated Equipments and effective handling of Antenatal and Neonatal information.

This module essentially contains all aspects of clinical notes of the mother during pregnancy, during labor and delivery and immediately following delivery, along with the care of the new born.

Features

- Obstetric Case Record : Ante partum/Prenatal Care
- Obstetric Case Record : Intrapartum (during labor and delivery)
- Obstetric Case Record : Postnatal care
- Obstetric Case Record : Outcomes / Discharge Summary
- clinical closure of pregnancy record and Billing Integration

DIALYSIS MANAGEMENT

This module facilitates in Scheduling of Dialysis treatment for the Out-Patients and In-Patients based on the availability of equipments, Doctors and Technicians. This also enables in maintaining on-line the complete treatment record of the Patient along with the complete Case History details. This module is integrated with other Modules of PCS PRODOC.

Features

- Doctor /Technician Scheduling and Billing details
- Patient Scheduling
- Dialysis Treatment Record
- Inventory Maintenance

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PRODOC - Material Management

The following sub-modules are part of the PRODOC Material Management Module:

PURCHASE/STORES MANAGEMENT

Material Management module helps control and manages inventory, supplies, and equipment throughout a multiple or single facility health care organization.

The system facilitates the purchasing and receiving of supplies and equipment, assists in the analyzing of supplies' usage, manages equipment maintenance, and maintains contract information.

Allocation of Sub-Store & Main-Store limits. Auditing the sub-store data with different parameters can be done here. Managing the closing & opening stock for the main store and sub stores can be managed here. Discarding of Goods store level can be done here.

This module also provides functionality of raising request indents for materials from different departments to stores and other warehouses. A complete security audit on user level indents can be tracked here. These indents are real time request which can be immediately viewed by the concerned stores and can be issued. There are different levels of issues for the indents which in turn can be tracked.

Feature & Sample Reports

- Master Management
    - Item Master
    - Store Master
    - Unit Master
    - Group Master
    - Location Master
    - Pack size Master
    - Supplier Master
    - Manufacture Master
    - Day Book Configuration
    - Rate Register
    - Challan Type
    - Medicine Type
    - Brand Master
    - Generic Master
    - VAT Calculation Master
    - Payment Terms Master

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- Stock In
    - Goods Receipt Notes (GRN)
    - Patient Replacement
- Indent
    - Material Indent
    - Staff Indent
    - Authorization
    - Indent Authorization
- Issue
    - Material Issue
    - Patient Issue
    - Staff Issue
    - Issue to CSSD
- Acceptance
    - Goods Receipt Notes (GRN)
    - Material Issue
- Stock Adjustment
    - Discrepancy Report Generation
    - Stock Adjustment Voucher Generation
    - Stock Dispose
    - Stock Consumption
- Payment
    - P.O. Payment
    - Return
    - Material Return
    - Purchase Return
- View
    - Stock Detail
    - Stock Register

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PHARMACY

This module facilitates dispensing of pharmaceutical items to in-patients, outpatients, external-patients and staff. It communicates with ward and billing modules. This module aids the pharmacists of In-Patient-Pharmacy in dispensing prescriptions sent by the Ward & Consultants. The nurse places an order to the pharmacy based on the doctor's prescription for patients. The prescription appears in the pharmacy module.

- Sale
    - Drug Sale
    - Receipt
    - Cash Refund
    - Rate list
- Return
    - Drug Return
- Indent
    - Drug Indent

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PRODOC - Finance & Budgeting Management

The following sub-modules are part of the PRODOC Finance & Budget Management Module:

FINANCE & ACCOUNTS

PCS Prodoc has already integrated with existing Third party accounting software like SAP/ACCPAC/TALLY/MICROSOFT ERP etc. Based on the need and available software for accounts, PCS Prodoc will do the seamless integration of Revenue and Liabilities. However if the hospital wanted to go for new FA system, PVS do provide the module integrated with the O.P.D, I.P.D, and S.C.M. All the profit & cost centres in the organization can be analyzed here. Data pertaining to the profit & loss statements can be enquired here. A provision of posting the invoices, vouchers, P.O's to the existing Accountants software such as (Tally etc) can be done here via c.s.v. file formatting. All reports pertaining to the finance department can be created here.

Features

- Service Selection.
- Maintain proper control over check-generating and bookkeeping practices.
- Improve the organization's cash flow and credit position
- Creating Financial Year.
- Auto Selection of Current Year.
- Sales Ledger Creation.
- Creating Different Groups.
- Purchase ledger Creation.
- Contra Creation.
- Journal Entry.
- Chart Of Accounts View
- Assets
- Fixed Assets
- Investments
- Current Assets
- Bank Accounts
- Cash in hand

FIXED ASSET REGISTER

The Fixed Assets Register module provides complete visibility into your assets and basic depreciation calculations. Using this module you can add fixed assets from AP purchases(GRN), import them from a file, or add them individually. Depreciation schedules are automatically created and detailed reports are available.

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PRODOC - Human Resources Management

The following sub-modules are part of the PRODOC Human Resources Management Module:

HUMAN RESOURCES

An integrated system to track, manage and report on employee information, the HRIS module covers all the essential areas like Organization Profile, Planning & Budgeting, Standard Personal Information, user defined information, Surveys & Queries, Incidents & Achievements, Training details, Growth History, Appraisal etc. In addition to Standards and Common Practices, the system supports user defined settings, Calculations and formats.

Features

- HR Planning
- Recruitment/ Employee Enroll / Change Management
- Training
- Appraisal - Performance & Exit
- Transfer/Promotion/Termination
- Attendance & Leave Management
- Self service portal

DUTY ROASTER

PCS PRODOC duty roaster modules provides the benefit to the hospital to effectively utilize their key resources especially Nurses. Our Modules provides the integrated features to manage the duty of Nurses in various staff in shifts. Our Module provides the facility to have group shift and individual shift based on duty timings. It also maintain shift rotation and help in delivering reports of individuals.

Features

- Swiftly managing the Duty shifts of Resources
- Managing substitutes in the absence of scheduled resources
- Unit wise shift/Group wise shift

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PAYROLL

Our Payroll module covers a well defined payroll processing and comprehensive reports & analysis. User defined settings and Standards in Payroll management combined with local government Rules and compliances, PCS Payroll module is a flexible system which can be used as business grows and requirement changes.

Features

- Allowances and Deductions settings
- Salary Structure definition
- Employee bank details
- Contract Hiring(Group salary and individual salary)
- Ledger Settings
- Round off settings
- Fixe Allowances
- Fixed Deductions
- Variable Allowances - User defined Formulas
- Reimbursements
- Fixed /Variable Provisions & perks

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PRODOC - Application Management

The following sub-modules are part of the PRODOC Application Management Module:

MASTERS MANAGEMENT

This module facilitates the entry of all the corresponding master entries required by the other modules, starting right from the hospital information master, Department, Sub department, supper sub department, employee master, ip & op masters, user master, user to department link etc. All master details have to be predefined in a perfect manner for all the other modules to function properly. The super user can only utilize this module. Details entered in the 'Setup' screens automatically get reflected in the corresponding screens of the other modules; thus, a user would have to enter all the relevant data here prior to accessing any of the other modules provided.

USER RIGHTS ACCESS MANAGEMENT

This section provides a comprehensive and effective solution for creating multiple users for the HIS Systems access. This module facilitates creation of users, user groups, module allocation, viewing the rights allocated for the users. Allocating users to different groups. Activating & deactivating users. The activity performed by any user within his system is tracked here.

Feature & Sample Reports

- Masters
  - Bed Billing Class
  - Hospital Patient Level
  - Payee Type
  - Patient Type
  - Patient Sub Type Master
  - Payee Client
- Services
  - Service Category
  - Service
  - Service Costing
  - Costing Heads
  - Tariff Scheme
  - Service Tariff Sheet
  - Emergency Charges
  - Post Tariff Sheet

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- Setup
    - Hospital
    - Hospital Info
    - Ward
    - Room
    - Bed
    - Configuration
    - Connection
    - Item Master
    - Code Prefix
- Clinical
    - OT Theatre
    - Institute
    - Membership Scheme Master
    - Payee Master
- Misc.
    - Bank
    - Credit Card Master
    - City
    - State
    - Village
    - Religion
    - Occupation
    - Title
    - Department
    - Sub Department
    - Department Unit Master
    - Patient Type
    - Patient Sub Type
    - Discharge Type
    - Discount Reason
    - OPD Clinics
    - OPD Counter

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- Dynamic Fields
- Status Master
- Marital Status
- Entity Type
- Hospital Disease Category
- Hospital Disease

- Staff
  - Employee
  - Designation
  - Grade
- References
  - ICD Master
  - ICD Category
  - ICD Sub Category
  - ICD Code
- Examination
  - All Examination
- User Management
  - User Master
  - Right Configuration
  - Change Password

APPLICATION CONFIGURATION

This module facilitates the hospital marketing or back office executives to decide on the services heads its costing and actual sales value. The module also has added features on entering the master list of payee clients like insurance or any third party administrator and there corresponding details. The module also allows the administrators to transfer all sales value of all services which can extend to thousands from one tariff scheme to other, saving a huge amount of time. The concept of bed billing class or differential service charges implied on services as also managed here by the feature of 'service tariff sheet'.

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PRODOC - Ancillary Modules

The following sub-modules are part of the PRODOC Application Management Module:

MASTERS MANAGEMENT

This module facilitates the entry of all the corresponding master entries required by the other modules, starting right from the hospital information master, Department, Sub department, supper sub department, employee master, ip & op masters, user master, user to department link etc. All master details have to be predefined in a perfect manner for all the other modules to function properly. The super user can only utilize this module. Details entered in the 'Setup' screens automatically get reflected in the corresponding screens of the other modules; thus, a user would have to enter all the relevant data here prior to accessing any of the other modules provided.

USER RIGHTS ACCESS MANAGEMENT

This section provides a comprehensive and effective solution for creating multiple users for the HIS Systems access. This module facilitates creation of users, user groups, module allocation, viewing the rights allocated for the users. Allocating users to different groups. Activating & deactivating users. The activity performed by any user within his system is tracked here.

Feature & Sample Reports

- Masters
  - Bed Billing Class
  - Hospital Patient Level
  - Payee Type
  - Patient Type
  - Patient Sub Type Master
  - Payee Client
- Services
  - Service Category
  - Service
  - Service Costing
  - Costing Heads
  - Tariff Scheme
  - Service Tariff Sheet
  - Emergency Charges
  - Post Tariff Sheet

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- Setup
    - Hospital
    - Hospital Info
    - Ward
    - Room
    - Bed
    - Configuration
    - Connection
    - Item Master
    - Code Prefix
- Clinical
    - OT Theatre
    - Institute
    - Membership Scheme Master
    - Payee Master
- Misc.
    - Bank
    - Credit Card Master
    - City
    - State
    - Village
    - Religion
    - Occupation
    - Title
    - Department
    - Sub Department
    - Department Unit Master
    - Patient Type
    - Patient Sub Type
    - Discharge Type
    - Discount Reason
    - OPD Clinics
    - OPD Counter

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    - Dynamic Fields
    - Status Master
    - Marital Status
    - Entity Type
    - Hospital Disease Category
    - Hospital Disease
- Staff
    - Employee
    - Designation
    - Grade
- References
    - ICD Master
    - ICD Category
    - ICD Sub Category
    - ICD Code
- Examination
    - All Examination
- User Management
    - User Master
    - Right Configuration
    - Change Password

APPLICATION CONFIGURATION

This module facilitates the hospital marketing or back office executives to decide on the services heads its costing and actual sales value. The module also has added features on entering the master list of payee clients like insurance or any third party administrator and there corresponding details. The module also allows the administrators to transfer all sales value of all services which can extend to thousands from one tariff scheme to other, saving a huge amount of time. The concept of bed billing class or differential service charges implied on services as also managed here by the feature of 'service tariff sheet'.

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PCS LAB PLUS - Lab Information System

PCS-HISTURN -Turn Key Solution for Hospitals

"Today, outsourcing is not just a trend; it is an integral part of how smart companies do business",
"…a company concentrates on its core business and relies on outsourcing partnerships to get the rest done"
- Harvard Business Review

Fact: Over 94% of Fortune 500 companies are outsourcing at least one major business function.
(Source: Outsourcing Alert, June 2011).

PCS endeavors to provide hospitals and diagnostic centers the freedom to concentrate on the core business of ensuring high-quality care. Our turnkey solution, PCS HISTURN addresses this requirement by offering end-to-end management of Hospital Information System (HIS) – consulting services, design, supply, installation, operations and support.

PCS HISTURN enables a unified interface in delivery framework. We offer single point operations responsibility by integrating islands of automation and information silos across functions of HIS such as:

- Data centers
- Networking services
- Process controls
- Customization
- Implementation
- Training
- Support

PCS HISTURN Deliverables

PCS HISTURN provides you the following deliverables:

- Consultancy & sizing of hardware/networking based on OPD/IPD/Investigation with 5 year plan
- Delivering required hardware or software license to run the application (HIMS/LIS)
- Development of software requirements specification (SRS) to map current processes and models
- Development and customization of HIMS application
- Implementation, training, go-live support
- Resident engineer support
- Onsite/remote support after handover of projects
- Quarterly audit and implementation of the best practices
- Automated notifications for any new changes in statutory requirements

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The PCS HISTURN Advantage

- Simplified Operations through Unified Interface
- Enhanced Agility of Operations
- Improved Manageability
- Enhanced Performance
- Reduced Total Cost of Ownership (TCO)
- Freedom to Focus on Core Competencies

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Case Studies

HMIS Case Study 1: Enhancing Operating Costs by Optimizing Billing and Materials Management Process in Diabetic Hospital

The Challenge

The client is a 200 bed hospital specializing in Diabetic, Cardiac and Neurology.

With centres in Kolkatta in West Bengal. It is a tertiary care Hospital serving the city and patient from neighboring Districts. A benchmark in Diabetic and cardiac intensive care,this hospital has played a major role in saving thousands of critically ill Diabetic Patients.

The Hospital was facing a lot of issues with its existing hospital management system. The system had a lot of bugs, resulting in frequent downtime. Also being the In-House software, it was in old technology where support is withdrawn. Coming to pain points in Hospital process, Cash billing, Discharge process, materials management were the areas seeking immediate attention.

The challenges were as follows:

- Streamlining cash billing, collections, sequence of the bills etc.
- Provisioning for credit billing
- Enhancing controls in pharmacy as the inventory numbers never tallied
- Determining hospital occupancy, accurately
- Ensuring availability of user friendly Lab and Ward module
- Effectively Reducing excess staff and use them in needy departments

Snapshot

Company Name/ Hospital Name:	G.D Diabetic Hospital, a leading Hospital in Kolkatta
Industry:	Healthcare
Challenges:	Streamlining billing and material management
Operations:	Enhancing inventory management and control. Improving patient experience
Solution:	PCS Prodoc Hospital Information System – 14 modules implemented

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Benefits

- Management has better control over inventory and Billing operations with access to complete information for taking informed decisions
- Application availability at 100% ensuring prompt availability of critical information
- Reduced operating costs on inventory and better utilization of staff as the system requires minimal manual intervention

PCS Technology Solution

The Hospital was facing a number of problems with the old system and wanted to replace the system with a new one as soon as possible. The customer was on the lookout for a stable solution that could be implemented in a short time span. The client decided to partner with PCS TECHNOLOGY for implementing PCS TECHNOLOGY HIS.

The selection was based on the following factors:

- A dedicated global "Health Informatics" practice in PCS TECHNOLOGY
- Exceptional talent pool of 100+ professionals with domain related technology and management skills
- Backed by over 1010 years of Healthcare domain expertise, leadership and flawless delivery
- World Class Hospital Information System product offerings
- 230+ global healthcare implementations across large provider chains, community/Government Hospitals/Diagnostic Labs, clinics and pharmacies.
- Process sophistication and well-proven implementation methodologies and project management skills

PCS TECHNOLOGY HIS is comprehensive enterprise-wide software that covers all aspects of management and operations of a hospital. It is a modular and flexible system in which the modules are seamlessly integrated.

The HIS provides immediate access to clinical, administrative and billing data required by the various entities for efficient functioning of the Hospital. Scheduling, outpatient visits and admissions are also streamlined in HIS. Requisitions and results reporting for laboratory, radiology tests and dispensing of pharmacy and non-pharmacy items are also effectively handled in HIS. PCS TECHNOLOGY HIS application inter faces with laboratory equipment (both unidirectional/bi-directional) and EPABX. PCS TECHNOLOGY HIS is patient-centric. Upon registration of a new patient, the system generates a unique reference number which is used to identify the patient across multiple visits. This comes with the Feature of barcode which saves the user time in searching the details in later visit. The number is also used for maintaining the patient's medical records over his/her lifetime.

The HIS has the functionality to handle various types of patients - inpatients, outpatients, referred patients and accident and emergency cases. The system generates a separate IP number for each episode of patient visit and all services provided to the patient are associated with the unique reference number. This helps easy tracking of patient history. Another unique feature of this solution is an Electronic Patient Folder. This is a repository of all computerized records of clinical details captured in the hospital pertaining to patient visits. With this system, all the clinical records pertaining to a particular patient can be retrieved instantaneously using the unique reference number.

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As part of solution implementation, PCS TECHNOLOGY completed the project in 6 weeks as requested by the client. This was despite the fact that the minimum time required to implement PCS TECHNOLOGY HIS is 3+ months. A team of 3 skilled implementation members were identified for this project. PCS TECHNOLOGY worked closely with the client team to implement the project as scheduled. The team strictly adhered to the timelines and completed the implementation in 6 weeks. This was the first ever PCS TECHNOLOGY HIS implementation completed in such a short time – a record in itself. In all, PCS TECHNOLOGY implemented 20 modules ranging from Front office to Lab, billing and MIS.

To ensure faster adoption of the new solution, the PCS TECHNOLOGY team came up with a new training approach called "Train the Trainer program". This methodology involved training the power users of the hospital and in turn letting them train the end users. Since the training to end users was provided by power users, the acceptance and adoption was much easier for both vendor and Hospital.

"After the implementation of PCS TECHNOLOGY HIS, the Hospital management has better control over its Inventory and Billing related information which has helped in taking more accurate administrative decisions. From the Clinical aspect, it has definitely improved the quality of patient care"- - I.T Head. Hospital

Key Benefits

As a result of this implementation, the client was able to switch over from its existing system faster and enjoy better uptime and a bug free experience.

- Management has better control over inventory and Billing operations with access to complete information.
- With readily available information on hospital occupancy, they are able to take decisions more accurately and quickly
- Application availability is 100% thereby ensuring prompt availability of critical information
- Controlled access to information (due to the built in security levels) guards against unauthorized access. (E.g. the store keeper does not have permission to approve a purchase order. It is restricted only to the administrator or other authorized users)
- Reduced operating costs on inventory
- Barcode helps in increasing the efficiency of users and saves time.
- Better utilization of staff as the system requires minimal manual intervention
- Doctors and technicians have ready access to patient history due to the tight integration of all 20 modules (including Lab and Ward)
- 2% of the Inventory were traced out due to Pilferages
- Smart Issue Option in PCS Prodoc reduces 20% of expiry as compared to previous year

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HMIS Case Study 2: Streamlines Processes and Achieving Customers' Delight in service at a Multi Specialty Hospital

The Challenge:

The hospital was more than 10 years old with current bed capacity of more than 800 beds. Today, it is a landmark, multi-specialty healthcare destination, rendering sophisticated and specialized services at an affordable cost. Located in Male(Maldives) the Hospital has a capacity to handle 2500 outpatients/day. The Hospital current occupancy is around 70-80% with major surgiest taking place every day.

The Hospital had deployed a Hospital Management System sourced from a local vendor to enable better patient care. But when the vendor closed business operations, it also meant, end of application support for the Hospital. This was affecting hospital operations.

The challenges were as follows:

- Non-availability of application support including enhancements to the application for improved functionality
- Inability to consolidate and integrate processes of different services like Lab, Radiology, Ultrasound with the existing application, with each of them working in silos
- Lack of reporting functionalities in the existing application
- Improving controls in key functions like pharmacy and inventory management
- Enhancing patient experience
- Ensuring high application uptime

Snapshot

Organization:	Multi-specialty Healthcare in Male-Maldives.
Challenges :	• Non-availability of application support • No Enhancement or support when tax structure changes • Integrating and streamlining processes of different services like Lab, Radiology, etc • Lack of reporting functionality • Lack of Bi-directional Interfacing, Barcode, Online Report & Web Appointment
Solution :	• PCS TECHNOLOGY's Hospital Information System – PCS PRODOC GOLD
Benefits :	• Enhanced patient experience as patients no longer have to provide same information at multiple counters • MIS reports helping Management take informed decisions • 100% application availability for reliable access to critical patient information

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Infrastructure Before Implementation

- Outdated Servers running multiple applications
- Custom developed Hospital Management System

The Hospital was facing critical support issues from the current vendor and wanted to move to a new solution.

Within a short time. The Hospital was on the lookout for a stable solution that could be implemented in a short time span. Post implementation, the vendor would also have to provide application support on an on-going basis. After evaluating multiple products, the client decided to partner with PCS TECHNOLOGY for implementing PCS TECHNOLOGY HIS-PCS PRODOC GOLD at the hospital.

PCS TECHNOLOGY HIS-PCS PRODOC GOLD is a comprehensive enterprise-wide software that covers all aspects of management and operations of a hospital. It is a modular and flexible system with various modules seamlessly integrated with each other. HIS PCS PRODOC GOLD with its comprehensive functionality is meant to smoothen out processes in small and midsized hospitals. The software is designed to handle complex processes in a simple and efficient manner. It is extremely user friendly and easy to implement. It is a cost effective solution with a strong ROI. As the Hospital was already facing issues with the existing tool, they wanted the implementation to be completed at a fast pace.

PCS TECHNOLOGY team undertook the challenge and implemented PCS TECHNOLOGY HIS PCS PRODOC GOLD in 4 months with extra dedicated resource. This is a record in itself and is the fastest implementation till date.

The PCS TECHNOLOGY team also integrated the distinct operations of 5 different groups (Lab, Radiology, Ultrasound etc.) using a single license agreement. In all PCS TECHNOLOGY implemented 23 modules based on the Hospital's requirements. The modules include Registration, Front Desk, OPD Desk, OPD Billing, IPD Billing, TPA/Corporate Billing, Lab, Radiology, Clinical profile, Stores, Purchase, Pharmacy, Dynamic Stores, ADT, Ward, Nurse Word Bench, Blood Bank, CSSD, Linen & Laundry, Helpdesk, Security and User management, Costing & Packaging, Administration and PCS TECHNOLOGY’s Solution

As a result of this implementation, the Hospital was able to switch over from an outdated unstable solution to a new system offering enhanced functionality, streamlined processes and high Patient satisfaction. Through this Hospital achieves its goal of Customer Delight.

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Key Benefits

- Enhanced patient experience as patients no longer have to spend time providing the same information at multiple counters
- Tight integration between different business units like Lab, Radiology & Clinical Profile
- Enhance Dash Board for senior management to get the regular on activities
- Improved hospital operations across pharmacy, billing, collections, inventory management
- Faster Decision making through Business Reports
- 100% application availability including strong application support from PCS TECHNOLOGY
- Reduction In staff in Lab(Bi directional Interface), in Pharmacy(barcode and smart Indent) and Web based reports(patients need not come to collect reports).

- This Increase the ROI within 6 months from the date of Go-Live PCS TECHNOLOGY's capability in the Healthcare Space
- A dedicated global "Health Informatics" practice in PCS TECHNOLOGY
- Exceptional talent pool of 100+ professionals with domain related technology and management skills
- Backed by over 1010 years of Healthcare domain expertise, leadership and flaw less delivery
- World Class Hospital Information System product offerings
- 230+ global healthcare implementations across large provider chains, community/Government Hospitals/Diagnostic Labs, clinics and pharmacies
- Process sophistication and well-proven implementation methodologies and project management skills

Conclusion:

Through implementing PCS Prodoc-HIS, Hospital achieves its goal of having an integrated solution in their Hospital with real time updating of records in all Modules. Continuous Improvement in Operations & Enhancement in solution are the major changes as compared to Old software. Better support in day to day functions of the software helps the Hospital to achieve its key benefit of getting the productivity Details of Each doctor, staff, Department and Bed. Also the HIS helps the hospital in reducing the staff in department like Pharmacy, Nurse, Stores, and Front desk & Lab and effective utilization of this extra resources in Required department.

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