In our Country India people are in a dark about the status of the Hospitals and Nursing Homes. That is why people put in trouble while handling a patient. They go door to door of the Hospitals/Nursing Homes and knock them wasting their valuable time, energy and money and getting disappointed ultimately. By the time, patient’s life become more crucial or some of the cases patients loose their lives too.

To get rid of these situations, if there is any system of Computerization so that people can search through Internet the status of the Hospitals, the vacancy positions, the cost factor, the facilities reports etc. people will not be harassed unnecessarily. They will be well informed prior in hand sitting at their home itself. They will start their journey with the happy report within their budget to save the patient’s life before it is emergency.

If I consider the status of the state of West Bengal, there are total 70,398 beds (including all Medical Colleges and Hospitals) in the state where as the total population in West Bengal is 80176197 (approximately). So, there are 1139 persons per bed in the state of West Bengal, if I consider all the Govt. Hospitals and Medical Colleges. In order to reduce the number of persons/bed, the number of hospitals and medical colleges need to be increased and the number of beds also need to be enhanced. Besides that, in order to provide better facility and better services to the patients throughout the state, the Computerization of Hospital Management System is necessary where the patient-party can be well informed about the details of any hospital/ medical college near by before they start their journey with the patient for the admission to that hospital/ medical college or any other hospital/ medical college depending upon the bed vacancies, the cost factor and availability of the attending doctors etc. with the help of the internet URL (Uniform Resource Locator).

**Computerization of Hospital Management System : How it works**

Through the Computerization of Hospital Management System, all the Hospitals and Medical Colleges of a state/province can be able to communicate with each other through Networking. If implemented, as an outcome of this, all the people of a state can come to know the latest status of any Hospital and the particular details of that Hospital so that anyone can decide through a Common URL (Uniform Resource Locator) of Internet to which Hospital of the state the patient can be admitted and what kind of treatment the patient will receive at that Hospital.

In this system, all the Hospital and Medical Colleges of a state will be connected through Networking and a common database will be maintained with all the latest positions like how many beds of which departments are available at which Hospital, the names and fees of the attending Doctors, the charges for any operation of a patient at a Hospital, the
various types of services to be provided to a patient by any Hospital, whether Ambulance facility can be obtained from a Hospital and many things like these.

Suppose, this system was implemented for the state of West Bengal. So, all the Hospitals and Medical Colleges of West Bengal will be connected with each other through the Network which should be up and running by 24x7 Hours. And also a common database will be maintained to store all the latest informations and details of all the Hospitals for the state West Bengal. A common URL (Uniform Resource Locator) will supply all the latest informations of all the Hospitals as discussed above to the patients and their relatives throughout the state, so that they can come to know from home to which Hospital the patient can be admitted depending upon bed vacancies and costs to be incurred. Apart from the internet, the same informations also can be provided through Telephone Services. For that, a toll-free number can be generated through which common people can get the required informations. Besides these, automatic display boards can be arranged in front of the outdoor sections of any Hospital to display the latest status of any treatment and the bed vacancies of that Hospital and also at other Hospitals.

Through the Computerization at Hospitals, all the other necessary jobs like patient admission, patient details, bed-tickets or issuing of medical certificates also can be done through the Computers. As an impact of this, not only the common people of any state will be greatly benefited, but also it will bring transparency of the total Hospital Management System.
**Key features of Computerization of Hospital Management System**

1. The information on the URL should be available about how many beds of which departments are vacant at any point of time.

2. The names and fees of the attending doctors of various departments and their availability throughout the week should be present at the URL page.

3. The URL should supply the information that in any hospital how many total beds are present, how many of those are free and how many of those are paying/chargeable beds etc. The cost of the paying beds also need to present.

4. The types of different common clinics and their details of any hospital, which of them are present at any hospital and their availability throughout the week should be displayed through the URL page.

5. OT (Operation Theatre) related informations should be given at URL. The names of the OTs and their availability at any hospital, the number of tables available, the attending surgeons/doctors, the operation cost etc. should be available.
6. The details of the Outdoor Patient Departments and their names, their operating time and their availability throughout the week should be mentioned at the URL page.

7. The URL should be informative whether the hospital has any special clinics like Diabetis, T.B., Leprosy, Avian Influenza, Infertility etc. and their details like beds available, attending doctors and their availability, the costs etc.

8. The patients and their relatives should get the information from the Internet page whether the Hospital has any specific polyclinic arrangements or not. For example, General Medicine Polyclinic, Surgery Polyclinic, E.N.T Polyclinic, Eye Polyclinic, Neuro Medicine Polyclinic etc. If present, their names, their bed vacancies and fees, their doctors and their availability etc. should be present at URL page.

9. The URL will provide informations whether the hospitals have any tie-up with blood banks, and if so, with which blood banks it has tied up. If not, what is the alternate arrangements to be made to get blood in case of emergency. Also, the names, addresses and telephone nos. of all the blood banks throughout the state should be present at the URL page.

10. The names of the Services-speciality hospitals should be present at main URL page like – the hospital for children, the hospital for women, the hospital for Cancer or Aids patients, the hospital for the crippled/ handicapped patients etc. and their details as any other general hospital.

11. From the internet URL the informations should be obtained about the transport facility available to reach to any hospital. For example, a patient to be admitted to the Bankura (a district of West Bengal) General Hospital, but due to non-availability of bed, the patient to be admitted to any other hospital near by. So, the common URL will supply the information what kind of transport facility would be available to bring the patient to the second hospital other than Bankura General Hospital. Also, whether the Ambulance facility would be available to bring the patient to that particular hospital.

12. The facility to contact a Doctor of any hospital through online should be available in the Internet URL. At least, the informations should be available of the telephone nos. of the attending doctors of a hospital so that patients can contact them before their admission or after the treatment period.

13. The patient feedback system should be present at any hospital URL page where patients and their relatives can note down their experience about the treatment after their treatment period.

14. Internally, at the hospitals with the help of Computers, all the other necessary jobs like patient admissions, patient details, bed-tickets or issuing of medical certificates also can be done.
The URL (Uniform Resource Locator) structure

(Main/ First Page)

The List of Names of all 18 districts of West Bengal State
(For Example, Kolkata, Bankura, Bardhaman, Medinipur etc.)

(Second Page)
The List of Names of all the General Hospitals / Medical Colleges under any district with their Addresses and Telephone/ Fax Nos.

(Third Page and after that)
All the details of any particular Hospital as described in Key Features

(Second Page)
The List of Names of all the Services-Speciality Hospitals with their Addresses and Telephone/ Fax Nos.

(Third Page and after that)
All the details of any Services-Speciality Hospitals as described in Key Features
Computerization of Hospital Management System: How it can bring more patient satisfaction and transparency

Through the Computerization of Hospital Management System, the patient satisfaction as well as transparency in Hospital Management can be obtained.

- **Patient Satisfaction**: The satisfaction of patients and their relatives can be obtained in a more service-oriented manner through this process. The patient-party can be well informed before the admission of a patient to any hospital about all the informations of that hospital, like – bed availability, OT availability, availability of the doctor, costs to be incurred, availability of the clinics, whether free beds are available there etc. The total admission package will be their finger in tips and they will start the journey with the patient with all the required informations with them. This will bring some kind of relief to the patient-party. Also they can save their valuable time to save the patient’s life as they will start the journey only for one hospital and not for any hospitals knocking the doors. The patient feedback system also to be present at the URL page against each hospital where patients and their relatives can note down their experience after the treatment at that hospital.

- **Transparency**: The Computerization of Hospital Management System can bring the ultimate transparency both to the Hospital Management Team as well as common patients throughout the state and can bring a revolution in mass health and treatment facility system.

  It was observed many times that some middlemen and dishonest staffs of a hospital claim more money to offer a bed while admitting a patient to a hospital showing the cause of artificial bed crisis to them. Sometimes, they block some beds and sell those in lieu of more money to the patient party. But if the computerization of Hospital Management System gets implemented, then all the process will be transparent through the regular and continuous updation of bed vacancies in internet URL and thus will be helpful to eliminate the vices of such artificial bed-crisis by those dishonest persons. Also, the admission package will be more transparent to the patient-party and the patient-party will come to know the treatment facility at any hospital within their budget. The availability of the doctors, their visiting time and their fees on the internet URL also will bring more transparency of the process.

Computerization of Hospital Management System: How it can bring Financial Solutions for All

Through the Computerization of Hospital Management System, all the common/poor people of a state can be greatly benifited. They will come to know their total expenditure through the internet URL and total package of any treatment before they start their journey with the patient to any Hospital for admission purposes within a state. They can also come to know whether free beds are available there and also the costs to be incurred as doctor’s fees, OT charges and other charges. This will help them to estimate their budget for the treatment of a patient and help the patient-party
to get for financial solutions for a treatment. This way, the Computerization of Hospital Management System will help the common / poor people throughout the state to get financial solutions as they can choose the option within their low budget for a low cost treatment from the informations received from the internet URL.

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