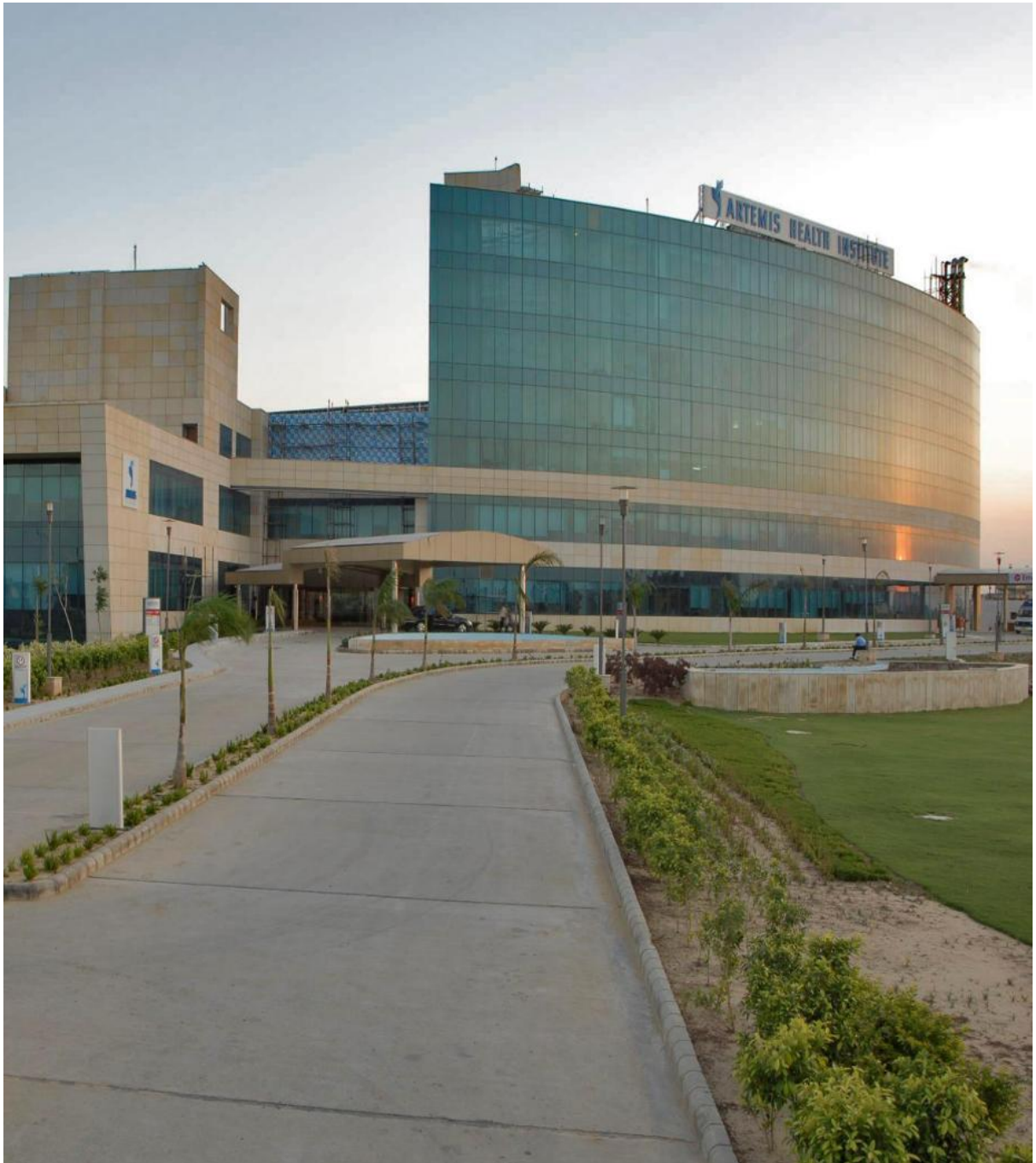


Artemis Health Institute
Gurgaon



SUMMARY

An OT is that specialized facility of the hospital where life saving or life improving procedures are carried out on human body by invasive methods under strict aseptic conditions in a controlled environment by specially trained personnel to promote healing and cure with maximum safety, comfort and economy.

The Operating Theatre (OT) module maintains operation theatre reservation schedules, waitlists, generates notification list, permits operation registration and records post-operation details including time, actual procedures done, personnel attending etc. It generates valuable utilization statistics. Operation Theatre Booking helps in scheduling the Operation Theatre.

Operation Theatre number, scheduled date and start time of the operation, expected duration, surgeon and procedures to be done are specified at the time of booking. In case, theatres are not available for a preferred date, then the patient can be waitlisted for that day. As soon as a slot gets vacant for that date, the system prompts the user to get the waitlisted patient to the vacant slot. You need to give an appropriate reason to cancel / transfer your booking. After each booking, the system generates a booking slip. Based on the bookings made, the system generates a notification list for each Theatre giving details of the scheduled operations.

The implementation of HIS can succeed if the following two conditions are met

- A consistent organization of people and processes
- A clear choice for the establishment of infrastructure (hardware & software) backed up by financial investment.

What if staff could instantaneously identify the whereabouts of any given patient, at any time, as he travels from pre-op to post-op? Or what if when a patient is booked for surgery and the surgeon's name is entered into the system, the booking automatically called up and allocated the surgeon's preferences for that specific type of operation – everything from assisting staff to surgical equipment and even music?

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The Operating Theatre Management module provides a comprehensive tool that can be used in a single day surgery unit, private hospitals or large, public, enterprise-wide organizations. This module enables the coordination and efficient management of the theatres, resources, and clinical staff. The coordination and management of daily planning and activities can be based on a centralized or decentralized booking environment. It also provides the clinical and non clinical teams with clinical, location, administration, and billing functionality – where all users have access to the theatre in real time.

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INTERNSHIP REPORT

ABOUT ARTEMIS

Artemis Health Institute is a 260 bed, state-of-the-art Multi Super Specialty Tertiary care hospital established in July 2007, and located at Gurgaon, in the National Capital Region of New Delhi, India. Designed as one of India's most advanced hospitals, 'Artemis Health Institute' provides a depth of expertise in the complete spectrum of advanced medical and surgical interventions with a comprehensive mix of inpatient and outpatient services.

A sprawling campus of 9 acres has the potential of adding 300 more beds taking the total bed strength to 560. The medical practices and procedures followed at the hospital are research oriented and benchmarked against the best in the world. The hospital delivers world-class services in a warm, open and patient centric environment. The hospital is dedicated to provide the best in healthcare with affordability as the prime focus.

The hospital handles close to 200,000 patients a year, out of which 12,000 are international patients. International patients come to 'Artemis Health Institute' from the USA, UK, Europe, Middle East, Australia, Yemen, Africa and CIS countries, among other countries.

Highlights

- Artemis Health Institute, Gurgaon was awarded as the most promising start-up healthcare company of the year 2007, at 'the Healthcare Excellence Awards 2008' organized by The Express Group and Express HealthCare.
- One of the papers less hospital in India, to have full blown Electronic Hospital Information System.

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- Accredited by National Accreditation Board for Hospitals & Healthcare Providers was executed in 11 months.

VISION

‘Artemis Health Institute’ aims at creating an Integrated World-class Healthcare System, fostering, protecting, sustaining and restoring health through best in class medical practices and cutting edge technology developed through in depth research carried out by the world’s leading scientific minds.

MISSION

- Its Mission delivers world class patient care services.
- Excel in the delivery of specialized medical care supported by comprehensive research and education.
- Be the preferred choice for the world’s leading medical professionals and scientific minds.
- Develop, apply, evaluate and share new technology.
- Be an active partner in local community initiatives and contribute to its well-being and development.
- Networking with other organizations to promote health and wellness in society through education, preventive checkups and community outreach programs.

CORE VALUES

The Corporate value system at ‘Artemis’ is founded on CREATE:

- | | |
|-------------------------------|--------------------------|
| - Care for Customer. | -Respect for Associates. |
| -Excellence through teamwork. | -Always Learning. |
| -Trust Mutually. | -Ethical Practices |

Floor Directory

Ground Floor

- Admission
- Blood Bank
- Radiology
- Emergency
- Surgical day care
- IP Cashier
- Phlebotomy
- Lab services
- Physiotherapy
- Pharmacy

First Floor

- Operation Theaters
- Cath Labs
- Day Cares
- **Surgical ICU**
- Bed No. - 2101 - 2108
- **Medical ICU**
- Bed No. - 2109 - 2117
- Bed No. - 2136 - 2141
- **Isolation Room**
- Bed No. - 2128 - 2130
- **Bronchoscopy Room**
- Bed No. - 2131
- **HDU**
- Bed No. - 2160 - 2163
- **NICU**
- Bed No. - 1107 - 1117
- LDR

Second Floor

- **PICU**
- Bed No. - 2201 - 2225
- **Medical ICU**
- Bed No. - 2241 - 2242
- **Administration**

Third Floor

- **Standard Single**
- Bed No. - 2301
- Bed No. - 2327
- Bed No. - 2328
- **Twin Sharing Room**
- Bed No. - 2302 - 2305
- Bed No. - 2323 - 2326
- Bed No. - 2329 - 2348
- **Economy Room**
- Bed No. - 2306 - 2322
- IP Cashier

Fourth Floor

- **Standard Single**
- Bed No. – 2427-2429
- Bed No. – 2401
- **Twin Sharing Room**
- Bed No. - 2402 – 2426
- Bed No. - 2431 – 2438
- Bed No. - 2443 – 2448
- **Sleep Lab**

Fifth Floor

- **Standard Single**
- Bed No. – 2501
- **Executive Single**
- Bed No. – 2502 – 2505
- Bed No. – 2510 - 2526
- **Deluxe Room**
- Bed No. – 2506 - 2509

Sixth Floor

- **Nursing Administration Office**
- **Executive Single**
- Bed No. – 2602 - 2605
- Bed No. – 2610 – 2614
- **Standard Single**
- Bed No. – 2615 – 2616
- **Deluxe Room**
- Bed No. – 2606 – 2609
- **Executive Suite**
- Bed No. – 2640 & 2650
- **Presidential Suite**
- Bed No. – 2620 & 2630

Basement

- Oncology Department
- MRD
- Housekeeping Office
- Laundry
- Dialysis unit
- IP Pharmacy
- Cafeteria
- Security Office
- Biomedical Office
- Endoscopy
- Laboratories
- Executive Office

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Services at Artemis Health Institute

Super Specialty	Specialty	Diagnostic	Therapeutic Day Care Procedures	Special Programmes and clinics
-Cardiology, Cardiothoracic Surgery & Cardiovascular Surgery -Minimally Invasive Surgery -Oncology (Cancer related) Radiation Oncology Medical Oncology Surgical Oncology -Orthopaedics & Joint Replacement -Neurosurgery & Neurology -Urology -Gastroenterology -Nephrology -Endocrinology -Plastic Surgery	-Bariatric Surgery -Critical Care, Pulmonology & Sleep Medicine -Emergency Medicine -ENT -General and Laparoscopic Surgery -Internal Medicine -In Vitro Fertilization (IVS) -Neonatology -Obstetrics & Gynaecology -Ophthalmology -Paediatrics & Paediatric Surgery -Psychiatry -Physiotherapy and Rehabilitation -Nephrology & Urology	-Imaging Services 64 Slice CT 3 Tesla MRI PET CT BMD (DEXA) Mammography 4D Ultrasound 4D Colour Doppler Digital X-Ray Flouroscopy -Laboratory Services -Neuro Lab NCV, EEG, EMG -Non-Invasive Cardiology stress Echocardiography TMT, Holter -Nuclear Medicine (Gamma Camera)	-Aesthetic Medicine -Ambulatory Care Services -Chemotherapy -Dentistry -Dialysis -Endoscopy -Invasive Cardiology (Angiography & Angioplasty) -Therapeutic Imaging -LASIK Laser -Bronchoscopy	-Artemis Health and Wellness Programme -Health @ Work Programme -Artemis Breast Clinic and Pain Clinic -Artemis Maternity Program -Artemis Heart Club -Artemis Allergy Clinic -Artemis Stroke & Epilepsy Clinic -Sleep Lab

Staffing of Inpatient Department

Nursing Ratio ICU's	1: 1 24 Hrs.
Nursing Ratio Wards	1: 5 24 Hrs.
Nursing Ratio Deluxe/Suites	1: 2 24 Hrs.
Two Team Leaders	24 Hrs. (Each Floor)
Nursing supervisors	Morning Hours one for Each Floor & one for Evening and night.
3-5 Housekeeping Boys	Morning/Evening (Night One Only) each Floor
4-5 GDA, (Male & Female)	Morning/Evening (Night One Only) each Floor
One Housekeeping supervisor	Morning/Evening (One for Two floors) each Floor.
One GDA supervisor	Morning/Evening (One for Two floors) each Floor.
Night Manager (Admin.)	For Night.
In-house Medical Officer	24 Hrs. (each floor)
Anesthetist on call	24 Hrs.
Billing (Patient care services)	One for each floor during day.
Two common IPD billing at night hours.	
Guest Relation Officers	During Day time.

HOSPITAL INFORMATION SYSTEM

Hospital Information System (HIS) is comprehensive, integrated information systems designed to manage the medical, administrative, financial and legal aspects of a hospital and its service processing.

In Artemis Hospital Information System is of iSoft CSC Company. Firstly, 5 X versions were there but from January 2012 the updated 10X version was implemented.

All modules covered under this HIS except Operation Theatre module and Dietary module.

HIS Overview

Name of few modules of iSoft HIS are mentioned below:

- Patient Management
- Patient Billing
- Clinical Access
- Inventory Management
- Pharmacy Management

The main module for doctor and nurse is Clinical access (CA). The responsibilities are different for different department like for medical services, cardiology, oncology etc.

Initially received training on HIS which included front end and back end operations. The front end operations included patient verification, clinical history of patient, order entry, vitals entry, pharmacy and all. Verification process for inpatient, outpatient, and emergency drug orders were taught. The back end operations included drug build up, mapping of the drugs.

Oracle Database is there in Artemis. The Oracle RDBMS stores data logically in the form of table_spaces and physically in the form of data files ("datafiles"). Table spaces can contain various types of memory segments, such as Data Segments, Index Segments, etc. Segments in turn comprise one or more extents. Extents comprise groups of contiguous data blocks. Data blocks form the basic units of data storage.

SAP is interlinked with HIS. In SAP, Artemis manages the Material management (MM) and Finance and control (FICO). In material management they manage the purchase or I say inventory.

Firstly they create a master in SAP. These are-

- Material master / Item master
- Supplier master(vendor)
- Purchase information record

These masters automatically come in HIS and by pulling and posting process data is transferred from HIS to SAP and SAP to HIS.

MY DUTIES

After receiving the general training on HIS, I go through the hand-on process on training server of HIS. After this, I gave training to practitioner and nurse and some trainees also. Also support to IT team in day by day come error in different department of hospital.

Some tasks done by me –

- Creation of ID of doctors and nurses.
- Giving Rights to the users
- Solving daily come error so work as support member for HIS team

Mainly errors come in the pharmacy and billing module.

Some error like-

- Check-out of patient not happen so encounter ID not generated when patient come next time.
- Expiry of drugs
- Return of drugs
- System automatically charges some drugs which were previously returned.

Reflective Learning

- Practical issues after Go live stage.
- The various risks and benefits of change management
- The basic workflow of hospital via HIS
- Various soft skills and analytical sessions which were being conducted so as to develop a good understanding between the company and the client.

Benefits of HIS

- Easy Access to Patient Data to generate varied records, including classification based on demographic, gender, age, and so on. It is especially beneficial at ambulatory (out-patient) point, hence enhancing continuity of care. As well as, Internet-based access improves the ability to remotely access such data.
- It helps as a decision support system for the hospital authorities for developing comprehensive health care policies.
- Efficient and accurate administration of finance, diet of patient, engineering, and distribution of medical aid. It helps to view a broad picture of hospital growth.
- Improved monitoring of drug usage, and study of effectiveness. This leads to the reduction of adverse drug interactions while promoting more appropriate pharmaceutical utilization.
- Enhances information integrity, reduces transcription errors, and reduces duplication of information entries.

DISSERTATION REPORT

IMPLEMENTATION OF OPERATION THEATRE MANAGEMENT MODULE

2.1 PURPOSE OF THE PROJECT

To successfully implement the operation theatre module in Artemis health Sciences.

2.2 MY OBJECTIVE

- Analysis of the existing workflow of Operation Theatre
- Create and select the different masters for Operation Theatre module
- Testing of the workflow by using that masters
- User acceptance test via Functional Acceptance Test

Problems-

- Practitioners are not ready to use any system because they think it's the time consuming process to enter patient details, order of any surgery or any information.

2.3 SCOPE OF THE PROJECT

Firstly in Artemis when HIS implemented in 2007, OT module also implemented but its remove back because of time consumption by practitioners to enter details. Previously the system works on Surgeon basis.

Now we modify the workflow and now the process base on theatre not surgeon.

The Operating Theatre (OT) module maintains operation theatre reservation schedules, waitlists, generates notification list, permits operation registration and records post-operation details including time, actual procedures done, personnel attending etc. It generates valuable utilization statistics. The different users for OT are-

- OT manager
- Circulating nurse
- Anaesthetist
- Operating surgeon
- Assistant surgeon

OT User Roles

OT MANAGER

- View Booking Details
- View Consent details
- Cancel Checked-in Cases
- Reschedule
- Administrative Function for All Charges

CIRCULATING NURSE

- Check-in to Recovery Area / Document
- Record Nursing Notes
- Surgery History
- Anaesthesia History
- Patient History
- View Booking Details
- View Consent details
- Check-Out from OR
- Swab Count Form
- View Checklist details
- Instrument Count

ANAESTHETIST

- Record Intra-Anaesthesia Details
- Record Post Anaesthesia Details
- Surgery History
- Anaesthesia History
- Patient History
- View Booking Details
- View Consent details
- Link Orders

OPERATING SURGEON

- Record Surgeon Notes
- Surgery History
- Anaesthesia History
- Patient History
- View Booking Details
- View Consent details
- Link Orders

ASSISTANT SURGEON

Record Surgeon Notes

Surgery History

Anaesthesia History

Patient History

View Booking Details

View Consent details

Please note that the Master Patient Index (MPI) module must have been installed and the basic patient details set up for the proper functioning of the OT module. Other modules that interface with Operation Theatre module are Inpatient Management (IP), Patient Billing (BL), Order Entry (OR) and Clinician Access (CA) modules.

2.4 LITERATURE REVIEW

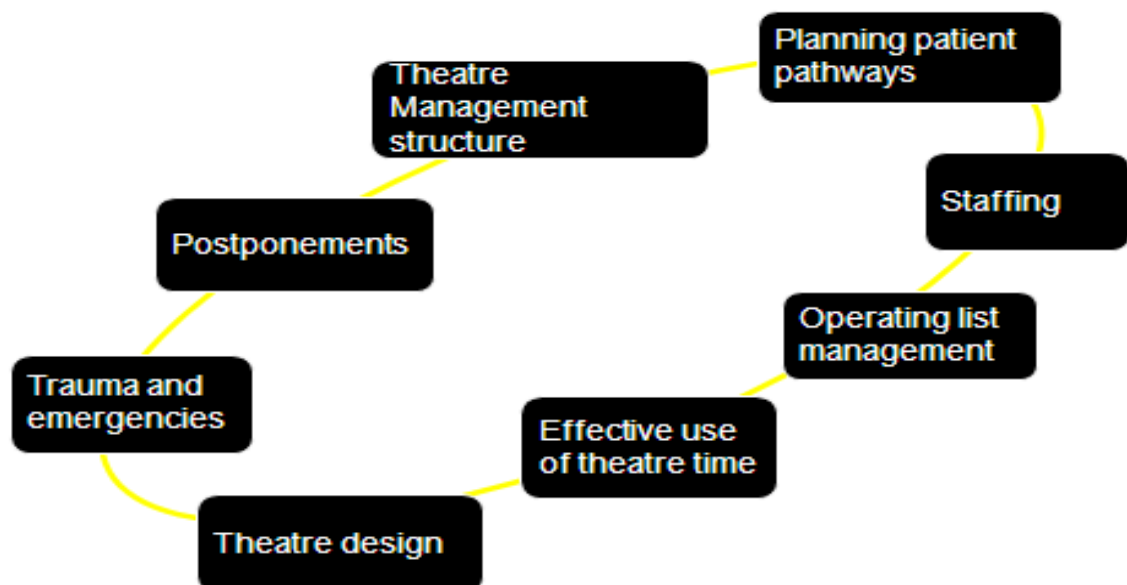
2.4.1 INTRODUCTION of Operation Theatre

An OT is that specialized facility of the hospital where life saving or life improving procedures are carried out on human body by invasive methods under strict aseptic conditions in a controlled environment by specially trained personnel to promote healing and cure with maximum safety, comfort and economy.^(1,2,3)

The operation theatre complex consists of four main systems,

- Surgical support system (the environment)
- Traffic and commerce (the activities)
- Communication and information (the records)
- Administration (the management)

KEY ELEMENTS



The Operation Theatre module contains information about the availability of all the theatres, and Consumables/Tools. Scheduling of operations is the main function of this module. Various departments give the requisition for an operation theatre. Various Records covered by this module are as follows:

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- **Operation Theatre Scheduling:** Allows the allotment, cancellation and rescheduling of Operation theatres.
- **Raising and validating an operation:** The operations scheduled have to be validated by the senior surgeon.
- **Preparing an operation dossier:** The dossier for each operation is prepared by the system once the senior Consultant validates the operation.
- **Entering Operation record:** Assists in entering and validating the detailed Operation record.
- **Entering Anesthesia record:** Assists in entering and validating the detailed Anesthesia record along with the provision for maintaining Post-op progress.

This module has every feature required to perform all the clinical and administrative functions of the operation theatres and generates activity/efficiency reports related to it. This Module provides information on Operation Schedules, Operation Notes from Nurses, Anesthetist and Surgeons. It maintains Surgical and Medical Stock information. The System provides facility for advance booking and fixing Patient Appointments for Surgery. All concerned can generate daily Surgery schedule in advance for necessary action. ^(14, 4, 6)

What if staff could instantaneously identify the whereabouts of any given patient, at any time, as he travels from pre-op to post-op? Or what if when a patient is booked for surgery and the surgeon's name is entered into the system, the booking automatically called up and allocated the surgeon's preferences for that specific type of operation – everything from assisting staff to surgical equipment. ^(8, 9)

The Operating Theatre module provides a comprehensive tool that can be used in a single day surgery unit, private hospitals or large, public, enterprise-wide organizations. This module enables the coordination and efficient management of the theatres, resources, and clinical staff. The coordination and management of daily planning and activities can be based on a centralized or decentralized booking environment. It also provides the clinical and non clinical teams with clinical, location, administration, and billing functionality – where all users have access to the theatre in real time. ⁽¹⁰⁾

The operating theatre is based on whole system thinking and includes a whole of hospital perspective on effective and efficient theatre utilisation.

Goals

Key elements to efficient use of operating theatres are:

- Effective management
- Good communication
- Well trained staff
- Appropriate facilities and equipment
- Operational layout that allows flow of patients.

Support services play a large part in maximising efficiency by providing:

- Pre-operative preparation and assessment
- Available beds
- Sterile theatre equipment
- Porterage, cleaning and maintenance staff.
- Effective planning and scheduling systems will enable smooth patient flow thus increasing capacity, improving patient and carer experience, improved employee satisfaction and morale. ^(14,16)

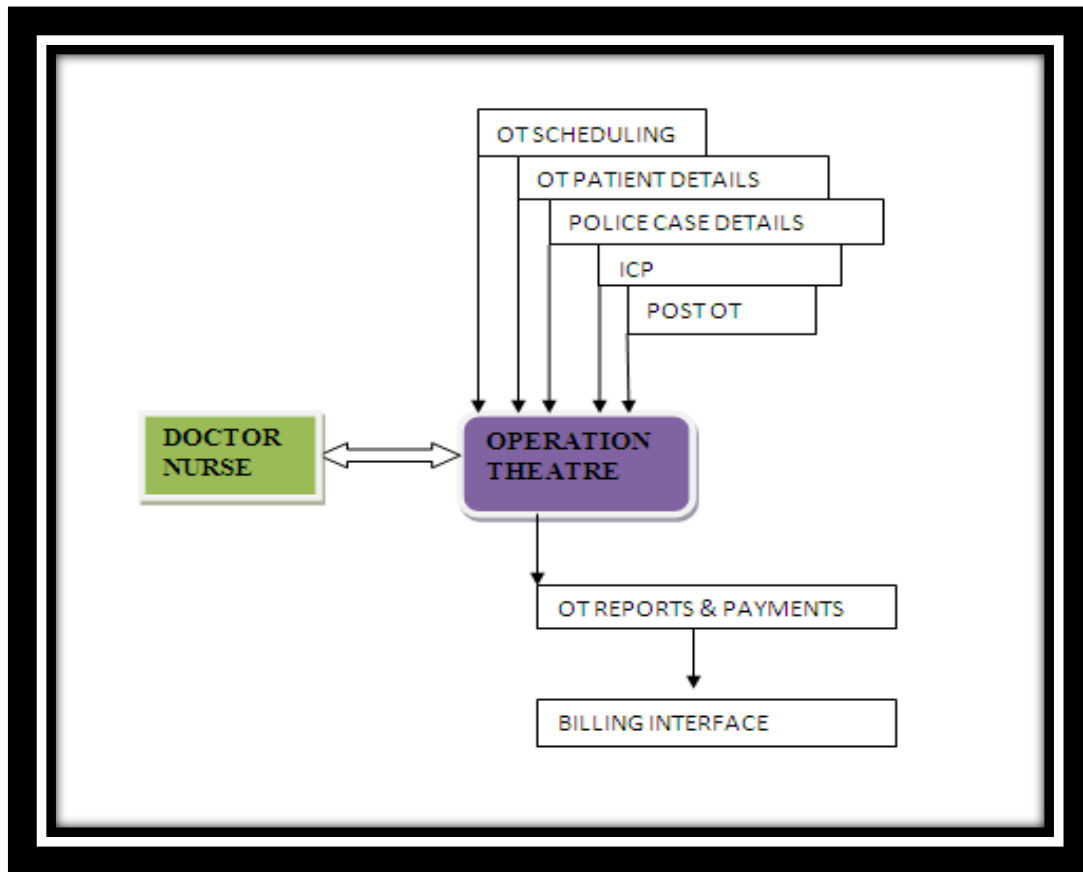
2.4.2 DIFFERENT MODULES IN OT MANAGEMENT SYSTEM-⁽¹⁵⁾

OT BOOKING:

This feature allows to book operation theatre for a particular patient on a date & specified time. One can choose operation theatre allocated for a particular surgery with the help of IP/OP no. or Unique ID no.

The Theatre Booking module facilitates the booking of a theatre for surgery on OPD/IPD patients. The system enables theatre scheduling, ascertaining the consultant's OPD schedule and the availability of equipment necessary for surgery.

An intimation note is printed a day prior to a planned surgery, confirming both the patient's and surgeon's awareness of the procedure.



OT SCHEDULER:

This feature allows scheduling resources for a surgery/procedure. Like operation theatre surgeon, assets etc.

PREOPERATIVE CHECK:

Preoperative notes are an essential part of surgery and are stored in the system once the preoperative anesthesia assessment is done. Name of surgeon, details regarding preanesthesia, type of anesthesia, investigations required, risk assessment, as well as preoperative instructions are maintained in the system. The system also gives facility to store details regarding conduct under anesthesia.

RECORDING OPERATION DETAILS:

Facility to store details of operation notes during surgery such as vital signs, BP, pulse, IV fluids, R.R., drugs, etc. are also maintained in the system. This information is available at

any time following surgery. The entry of complications, events, etc. is specifically added as Special Notes on Surgery.

OT CONSUMABLES:

In the Operation theatre module, OT Consumables feature, records the information pertains to consumables utilized for a particular operation. The operation assistant can enter information through this module. The chargeable items are then transferred to Billing and the remainder is stored as information.

RECORDING NURSING ORDER FOR POSTOPERATIVE CARE:

Postoperative details such as investigations, recovery conditions, problems, pain management, etc. are recorded into the system.

REPORTS:

- OT booking list
- List of patients operated(IPD/OPD/EMERGENCY/DAY CARE)
- List of operations done
- Provision to send a requisition for blood, to the blood bank in case of blood requirement during surgery.
- Daily Operation List ward wise.
- Reports on Operation dossier.
- Actual items consumed during an operation and consequent billing of the same.

2.4.3 FUNCTIONS-

Core functions of Operating Theatre Management Module include:

- Theatre Requests and Booking allows authorized staff to request or book a theatre slot for a patient for a particular operating theatre or surgeon.
- Booking Management facilitates the scheduling of patient theatre bookings.
- Schedule Management enables management of operating theatre rooms, including the management of theatre allocations and defining of irregular sessions.

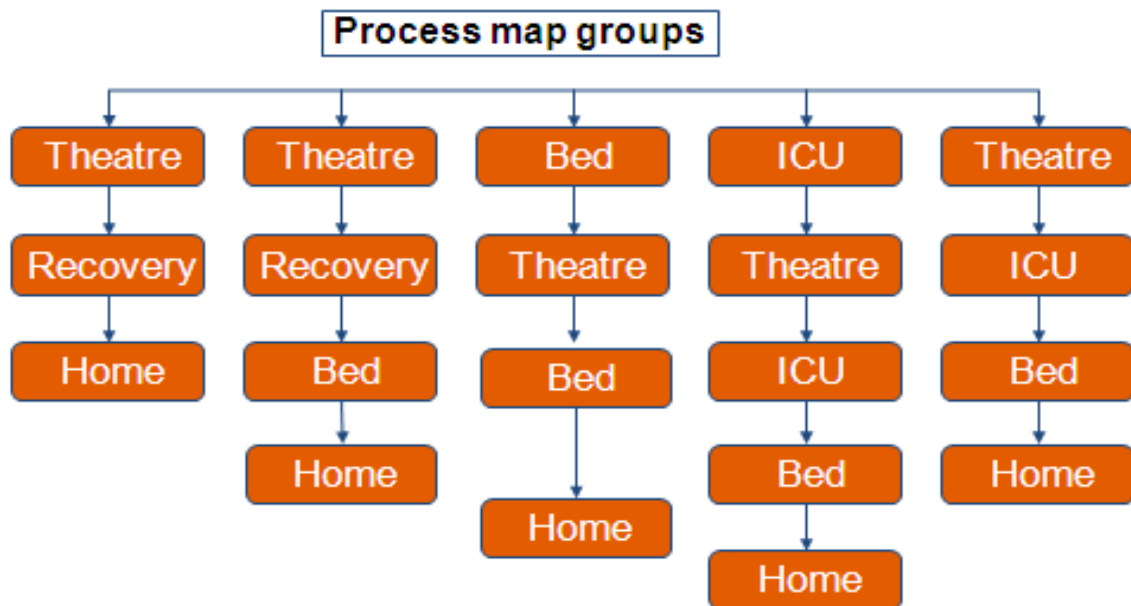
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- Schedule Variance records details of any variance for a theatre relating to actual schedule start and end times, and reasons for variance.
- Theatre Enquiry allows staff to make general theatre enquiries by procedure, surgeon, anesthetist, resource, location, and patient.
- Care Provider Activity Tool enables the user to search for available session times. Time slots can then be assigned or offered to a surgeon and/or anesthetist requesting additional operating times.
- Surgical, Anesthetic, and Staff Preferences supports surgeon and anesthetist preferences in terms of allocation of items to be used, staff and special equipment required for surgical/anesthetic planning, and patient billing. The preference list for each of the peri-operative phases provides a list of usual items required for that procedure, based on surgeon and/or anesthetist and type of procedure selected.
- Anesthetic and Operation Details allows the healthcare professional to enter specific details about anaesthetics given and procedures performed. Both of these screens are viewable via the Electronic Patient Record (EPR).
- Movements record a patient's moves from ward to operating theatre, from operating theatre to recovery, and from recovery back to ward.
- Billing captures and records any procedures performed and/or services rendered as part of the surgical event.

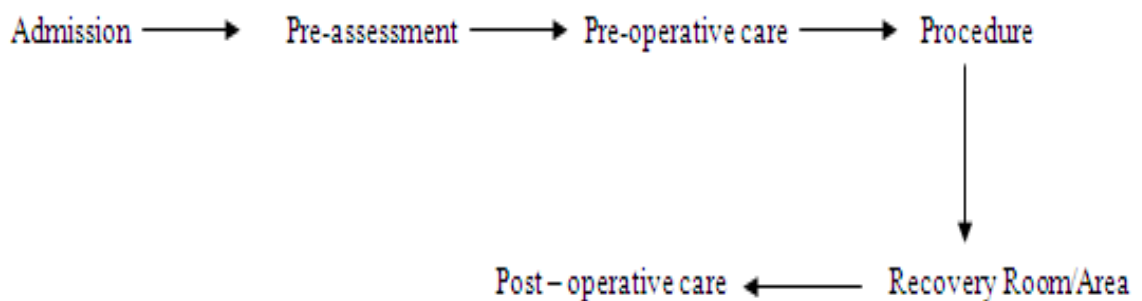
Additional Features-

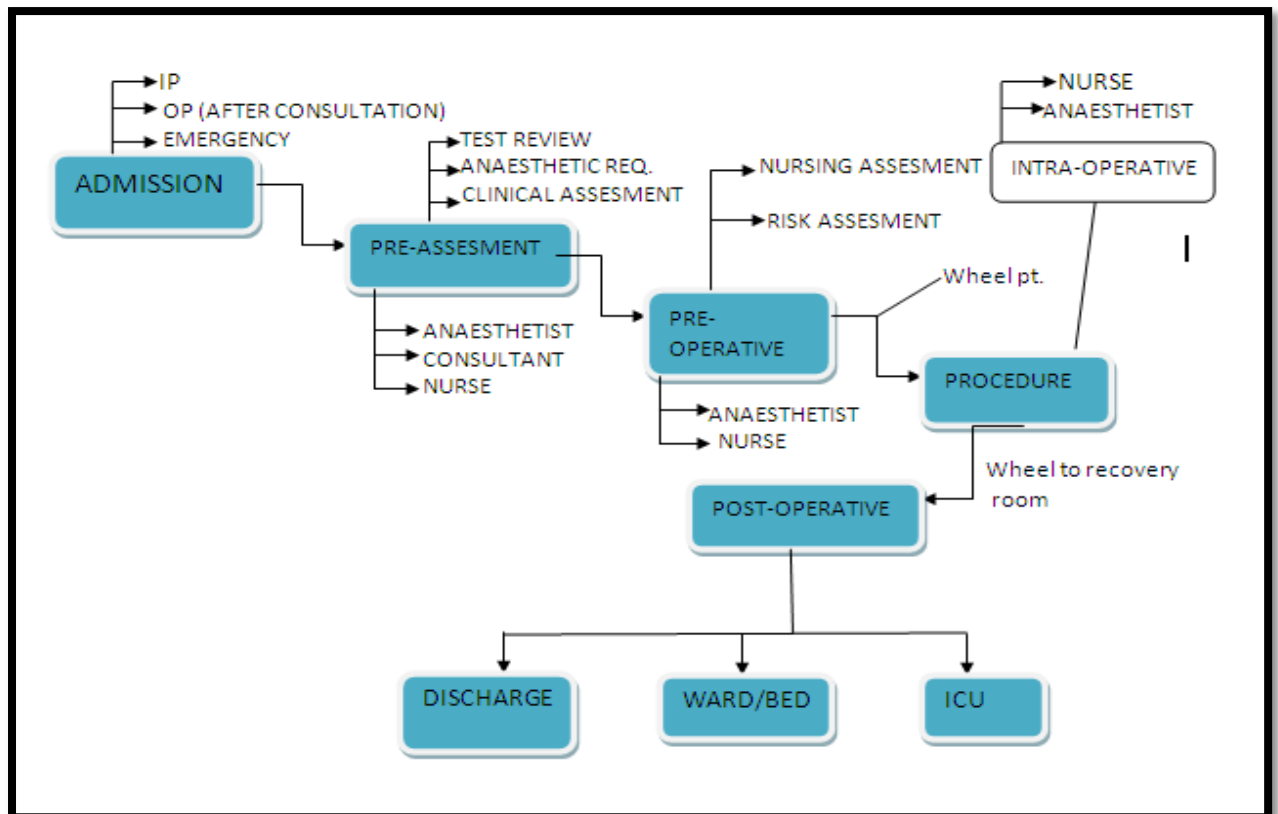
- Bulk Transfer allows the user to select a number of theatre bookings for a given theatre and cycle through them, transferring the bookings to another theatre or surgeon.
- Work list shows theatres, surgeons, or anesthetists their daily, weekly, and monthly bookings. Many of the functions that enable day-to-day management of the theatre and the bookings are available from this work list (e.g., changing a booking status or updating patient, booking, or episode details).
- Schedule Transfer and Copy allows schedule templates to be copied to reduce setup time. Also, the schedule template and all future appointments attached to the schedule can be easily transferred.

2.4.4 PROCESSES-(¹⁴)



2.4.5 EXISTING WORKFLOW-





When a Patient visits OPD and the treating consultant considers him/her for an operation, the Pre anesthesia check (PAC) request is raised. The Anesthesia Department performs a PAC and enters the PAC result. The OT List is raised prior to or after PAC request.

When a patient is referred to Operation Theatre from the IPD, he/she is accepted in theatre

and this time is considered as wheeled in Time. After the Operation is performed, patient is

sent back to IPD (ward, ICU etc) and this time is considered as Wheeled out time. During the operation, pre and post-operation records are also maintained.

Within the OT, the Anaesthetists maintain Anesthesia Record. The OTMS also maintains the Minor operations performed in OPD. The Module covers functionality of Scheduling of

an Operation for a particular patient, Online status of Operation Slot, Automatic search for

the earliest available appointment, List of scheduled patient's for operation, Appointments based on the availability of the doctors in hospital with a facility to define number of appointment slots. It has ability to track the completion of pre-requisites for the service prior to the scheduling such as status of PAC during operation appointments for patients.

It

also has the provision for viewing Operations schedule for specific dates and locations, making inquiries about Operating Theatre Bookings using Location, Operation Theatre Status, Department, and Date etc. The Operation Theatre is managed with provision for overbooking as per conditions lay down by the appropriate authority. According to circumstances raised operations can be postponed or cancelled.

TEAM OF OT-

The team should consist of representatives of all theatre staff groups-

- **Management** – clinical/non clinical
- **Nursing** – Pre op and theatres, including operating department practitioners
- **Clinical** – Anaesthetist/Surgeons
- **Administration** – Admin

2.5 MY ROLE

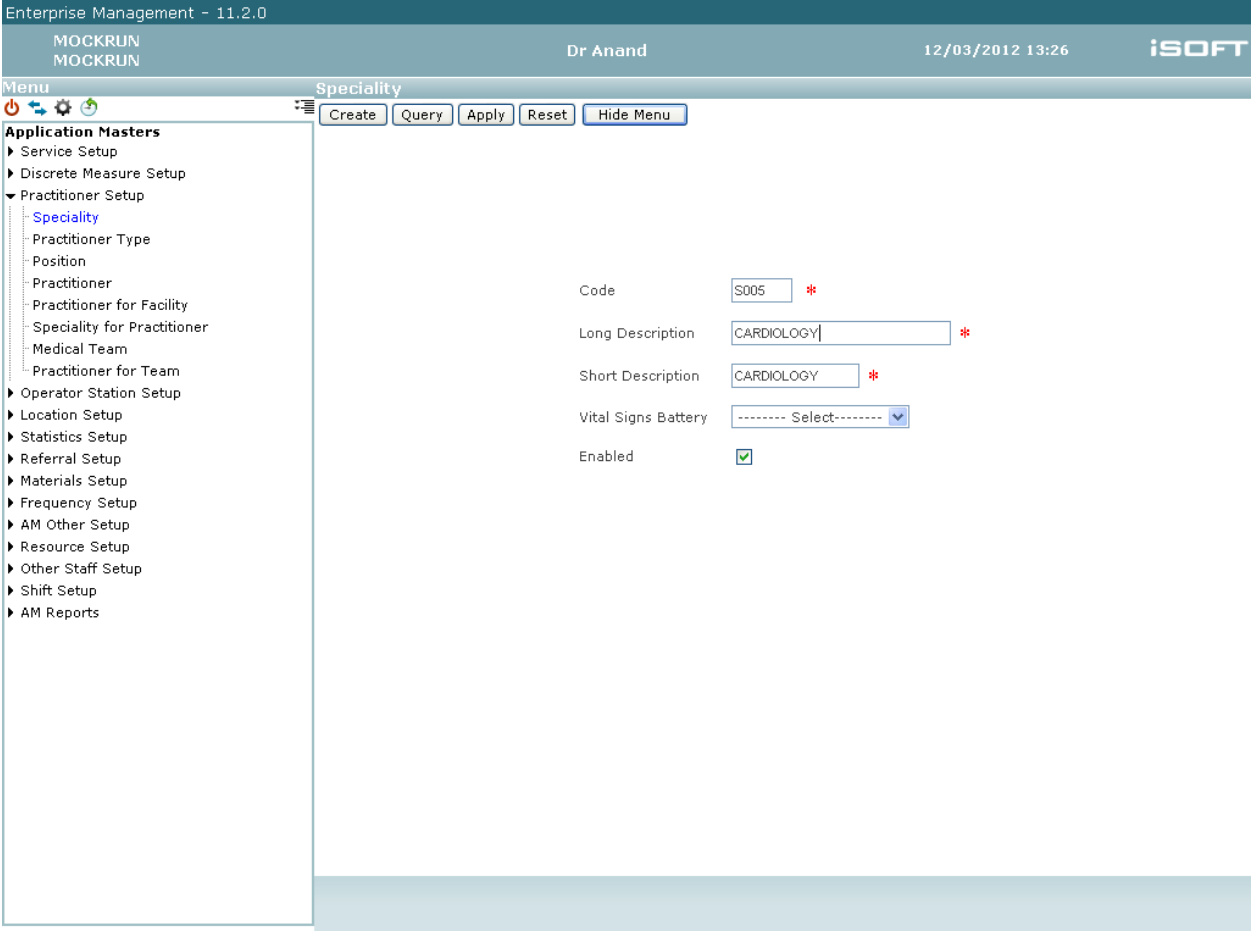
Firstly select the masters and create them.

2.5.1 One Time Setup in OT (Master Setup)

In Artemis Nine Operation room are there and from which seven are functional.

Specialties –

Specialties to be selected from AM list



Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 13:26 iSOFT

Menu Speciality

Create Query Apply Reset Hide Menu

Application Masters

- ▶ Service Setup
- ▶ Discrete Measure Setup
- ▼ Practitioner Setup
 - Speciality
 - Practitioner Type
 - Position
 - Practitioner
 - Practitioner for Facility
 - Speciality for Practitioner
 - Medical Team
 - Practitioner for Team
- ▶ Operator Station Setup
- ▶ Location Setup
- ▶ Statistics Setup
- ▶ Referral Setup
- ▶ Materials Setup
- ▶ Frequency Setup
- ▶ AM Other Setup
- ▶ Resource Setup
- ▶ Other Staff Setup
- ▶ Shift Setup
- ▶ AM Reports

Code S005 *

Long Description CARDIOLOGY *

Short Description CARDIOLOGY *

Vital Signs Battery ----- Select----- ▼

Enabled ☒

Path: Application Masters->Specialty

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN Dr Anand 12/03/2012 13:27 iSOFT

Menu

Specialties

Create Query Apply Reset Hide Menu

Operating Theatre

OT Code Setup

Operations

Specialties

Order Type for Specialty

Note Type for Specialties

Operation Category

Operation Sub Category

Operation Type

Surgery Type

Operations/Procedures

Equipments

Instruments/CSSD Packs

Set Components

Components

Consumable Packs

Surgical Accessories

Surgeon Preferences

Prosthesis/implants

Check Lists

Swab Count

Operative Records

Bookings

Anesthesia

Others

OT Admin Setup

Bookings

Operations

Anesthesia

Queries

Reports

Specialty CARDIOLOGY ? *

Chart ID ?

Swab and Instrument Count ?

Medical Service Group ?

Anesthesia Review Required ☐

Enabled ☒

Procedure Coding Scheme OT - User Defined

Pre Operative CheckList

Checklist ?

No. Of Verifications Select

Role 1 ?

Role 2 ?

Role 3 ?

Role 4 ?

Post Operative CheckList

Checklist ?

No. Of Verifications Select

Role 1 ?

Role 2 ?

Role 3 ?

Role 4 ?

Path: Operation Theatre->Specialties

In Artemis different specialities are there from which some are like -

- Neurosurgery
- ENT
- Pediatrics
- General Surgery
- CTVS
- Surgical Oncology
- Cardiology
- Urology
- Orthopedics
- MI & GI Surgery
- Plastic Surgery
- Ophthalmology
- Obs & Gynae
- Nephrology
- Breast clinic

2.2 Define Order Types and attach order Types for specialties

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 13/03/2012 18:04 iSOFT

Menu

Order Type

Create Query Apply Reset Hide Menu

Order Entry Reporting

- Place Order
- OR Code Setup
 - OR Order Setup
 - Order Category
 - Order Type
 - Activity Type
 - Order Catalog
 - Index Order Catalog
 - Order Set
 - Index Order Set
 - Order Catalog to Procedure Link
 - Replaceable Orderable
 - Speciality For Orderable
 - OR Consent Setup
 - OR Order Format Setup
 - OR Tick Sheet Setup
 - OR Perform Locn Setup
 - OR Other Master Setup
 - OR Result Setup
 - OR Admin Setup
 - OR Reports

Code CARD *

Long Description CARDIAC SURGERY *

Short Description CARDIAC SURGERY *

Order Category OT Surgery *

Enabled ☒

Auto Registration

Required ☐

Default Timing

Frequency Applicable ☐ Soft Stop for Inpatients ☐

Default Order Repeats

Create as Continuing Order ☐

Path: Order Entry Reporting -> Order Type

Order type means the what type of order you want like cardiac surgery, neurosurgery etc

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN Dr Anand 12/03/2012 13:29 iSOFT

Menu

Order Type for Specialty

Create Query Apply Reset Hide Menu

Specialty CARDIOLOGY *

Search Clear

Order Type	Description	Select
CARD	CARDIAC SURGERY	<input checked="" type="checkbox"/>

Operating Theatre

- OT Code Setup
 - Operations
 - Specialties
 - Order Type for Specialty
 - Note Type for Specialties
 - Operation Category
 - Operation Sub Category
 - Operation Type
 - Surgery Type
 - Operations/Procedures
 - Equipments
 - Instruments/CSSD Packs
 - Set Components
 - Components
 - Consumable Packs
 - Surgical Accessories
 - Surgeon Preferences
 - Prosthesis/implants
 - Check Lists
 - Swab Count
 - Operative Records
 - Bookings
 - Anesthesia
 - Others
 - OT Admin Setup
 - Bookings
 - Operations
 - Anesthesia
 - Queries
 - Reports

Path: Operation Theatre-> Order Type for Specialty

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3. Operation Type - The 'Operation Type' function allows you to define various operation types to identify the complexity of an operation.

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 14:20 iSOFT

Menu **Operation Type**

Create Query Apply Reset Hide Menu

Operating Theatre

- OT Code Setup
 - Operations
 - Specialties
 - Order Type for Specialty
 - Note Type for Specialties
 - Operation Category
 - Operation Sub Category
 - Operation Type**
 - Surgery Type
 - Operations/Procedures
 - Equipments
 - Instruments/CSSD Packs
 - Set Components
 - Components
 - Consumable Packs
 - Surgical Accessories
 - Surgeon Preferences
 - Prosthesis/implants
 - Check Lists
 - Swab Count
 - Operative Records
 - Bookings
 - Anesthesia
 - Others
 - OT Admin Setup
 - Bookings
 - Operations
 - Anesthesia
 - Queries
 - Reports

Operation Type	Long Description	Short Description	Enabled
A	A Grade	A Grade	✓
B	B Grade	B Grade	✓
C	C Grade	C Grade	✓
D	D Grade	D Grade	✓
E	E Grade	E Grade	✓
F	F Grade	F Grade	✓
S	S Grade	S Grade	✓

Path: OT->Operation Type

In Artemis operation Type – Minor and Major

DISSERTATION REPORT 15thFeb-16thApril2012

4. Surgery Type – Surgery Type function enables you to define the nature of the Surgery. All the Surgery Types are classified under 'Elective' or 'Emergency'.

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 14:22 iSOFT

Menu

Operating Theatre

- OT Code Setup
 - Operations
 - Specialties
 - Order Type for Specialty
 - Note Type for Specialties
 - Operation Category
 - Operation Sub Category
 - Operation Type
 - Surgery Type**
 - Operations/Procedures
 - Equipments
 - Instruments/CSSD Packs
 - Set Components
 - Components
 - Consumable Packs
 - Surgical Accessories
 - Surgeon Preferences
 - Prosthesis/implants
 - Check Lists
 - Swab Count
 - Operative Records
 - Bookings
 - Anesthesia
 - Others
- OT Admin Setup
 - Bookings
 - Operations
 - Anesthesia
 - Queries
 - Reports

Surgery Type

Create Query Apply Reset Hide Menu

Surgery Type	Long Description	Short Description	Type	Enabled
ELE	Elective	Elective	Elective	✓
EME	Emergency	Emergency	Elective	✓

Path: OT->Surgery Type

DISSERTATION REPORT 15thFeb-16thApril2012

5. Patient Position- Patient Position function enables you to create the various positions in which the patient rests on the operating table to undergo an operation. Examples are Supine, Sitting, etc.

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 14:25 iSOFT

Menu Patient Position

Create Query Apply Reset Hide Menu

Operating Theatre

- OT Code Setup
 - Operations
 - Prosthesis/implants
 - Check Lists
 - Swab Count
 - Operative Records
 - Patient Position
 - Wound Type
 - Unusual Occurrence
 - Organ Disposal
 - Bookings
 - Anesthesia
 - Others
 - OT Admin Setup
 - Bookings
 - Operations
 - Anesthesia
 - Queries
 - Reports

Position Code	Long Description	Short Description	Enabled
001	Supine	Supine	✓
002	Rt Lateral	Rt Lateral	✓
003	Left Lateral	Lt Lateral	✓

Path: OT-> Operative Records -> Patient Position

DISSERTATION REPORT 15thFeb-16thApril2012

6. Reasons Code- The reasons applicable to the actions like Cancel Appointment, Cancel Check-in Case, Cancel Waitlist, Booking Sequence Change, Transfer/Reschedule Appointment and Transfer back to OT are specified in this function.

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 14:29 iSOFT

Menu

Reasons

Create Query Apply Reset Hide Menu

Operating Theatre

- OT Code Setup
 - Operations
 - Prosthesis/implants
 - Check Lists
 - Swab Count
 - Operative Records
 - Bookings
 - Anesthesia
 - Others
 - Reasons
 - Action Type for Reason
 - Pre Operative Indicator
 - Drug for Notification
- OT Admin Setup
- Bookings
- Operations
- Anesthesia
- Queries
- Reports

Reason Code	Description	Enabled
R1	Wrongly Scheduled	✓
R2	Patient Not Admitted	✓
R3	TPA Rejection	✓
R4	Patient Not Fit For OT	✓
R5	OT Not Needed Now	✓
R6	Co-ordinate Approval Not Met	✓

Path: OT-> Others ->Reasons

Action Type for Reason-

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 14:34 iSOFT

Menu

Operating Theatre

- OT Code Setup
- Operations
 - Prosthesis/implants
 - Check Lists
 - Swab Count
 - Operative Records
 - Bookings
 - Anesthesia
- Others
 - Reasons
 - Action Type for Reason**
 - Pre-Operative Indicator
 - Drug for Notification
- OT Admin Setup
- Bookings
- Operations
- Anesthesia
- Queries
- Reports

Create Query Apply Reset Hide Menu

Next

Reason Code	Reason Description	Action Type	Action Description	Active
R6	Co-orparate Approval Not Met	SC	Booking Sequence Change	✓
R6	Co-orparate Approval Not Met	TT	Transfer back to OT	✓
R6	Co-orparate Approval Not Met	CA	Cancel Appointment	✓
R6	Co-orparate Approval Not Met	CW	Cancel Waitlist	✓
R5	OT Not Needed Now	TA	Transfer / Reschedule Appt.	✓
R5	OT Not Needed Now	SC	Booking Sequence Change	✓
R5	OT Not Needed Now	CA	Cancel Appointment	✓
R5	OT Not Needed Now	CW	Cancel Waitlist	✓
R5	OT Not Needed Now	CN	Cancel Check-In Case	✓
R5	OT Not Needed Now	TT	Transfer back to OT	✓
R2	Patient Not Admitted	CA	Cancel Appointment	✓
R2	Patient Not Admitted	TA	Transfer / Reschedule Appt.	✓
R2	Patient Not Admitted	SC	Booking Sequence Change	✓
R4	Patient Not Fit For OT	CN	Cancel Check-In Case	✓

Path: OT-> Others -> Action Type for Reason

7. OT Theatre and schedule creation

Step1 Operating Room Set up- Operating Room is a physical location in a hospital where operations are performed. The theatre sequence number, service, working hours of the operating theatre for working days and holidays have to be defined.

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 14:47 iSOFT

Menu

Operating Room

Create Query Apply Reset Hide Menu

Operating Theatre

- OT Code Setup
- OT Admin Setup
 - Setup
 - Operating Room
 - Booking
 - Anesthesia
- Bookings
- Operations
- Anesthesia
- Queries
- Reports

Operating Room	Long Description	Short Description	Theatre Sequence No.	Restrict By Specialty Y/N	Over Booking A
01	OT 1	OT 1	1	X	✓
03	MINOR OT	MINOR OT	3	X	✓
02	OT 2	OT 2	2	X	✓

Path: OT ->OT Admin Setup ->Operating Room

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN
MOCKRUN

Dr Anand

12/03/2012 14:47

iSOFT

Menu

Operating Room

Create Query Apply Reset Hide Menu

Operating Theatre

▶ OT Code Setup

▼ OT Admin Setup

▶ Setup

▶ Operating Room

▶ Booking

▶ Anesthesia

▶ Bookings

▶ Operations

▶ Anesthesia

▶ Queries

▶ Reports

Theatre Type

OT (Specific) ? *

Operating Room

01 *

Long Description

OT 1 *

Short Description

OT 1 *

Theatre Sequence No.

1 *

Restrict By Specialty Y/N

☐

Over Booking Allowed Y/N

☒

Service

GENERAL ? *

Working Day Start Time

01:00 * (hh24:mi)

End Time

23:30 * (hh24:mi)

Holiday Start Time

01:00 * (hh24:mi)

End Time

23:00 * (hh24:mi)

Chargeable Room?

☒

Default Recovery Room?

?

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Step2 – Diary Schedule for theatre –This function allows setting the schedule for a theatre. The schedule is generated based on the Specialty, the days of the week and the start and end time of the required day. This schedule can be made common for all the weeks of a month or for a particular week. In the 'Booking' function, if you enter the criteria for booking as theatre, the schedule defined is displayed.

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 14:48 iSOFT

Menu Diary Schedule for Theatre

Create Query Apply Reset Hide Menu

Operating Theatre

- OT Code Setup
 - Operations
 - Prosthesis/implants
 - Check Lists
 - Swab Count
 - Operative Records
 - Bookings
 - Block Slots By Specialty
 - Diary Schedule for Surgeon
 - Diary Schedule for Theatre
 - Anesthesia
 - Others
 - OT Admin Setup
 - Bookings
 - Operations
 - Anesthesia
 - Queries
 - Reports

Code	Description
01	OT 1
02	OT 2
03	MINOR OT

Path: OT->OT code Setup ->Bookings ->Diary Schedule for theatre

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 14:51 iSOFT

Menu

Diary Schedule for Theatre

Create Query Apply Reset Hide Menu

Operating Room OT 1 *

Diary Schedule for Theatre

Surgeon *All Surgeons ? Specialty ? *

Start Time (hh24:mi) * End Time (hh24:mi) *

Schedule Type All Weeks Day ALL DAYS---(W) *

Weeks 1W 2W 3W 4W 5W

Select Cancel

Surgeon	Specialty	Day	Start Time	End Time	First Week	Second Week	Third Week	Four Week	Fifth Week
* All Surgeons	All Specialities	All Days	01:30	23:30	✓	✓	✓	✓	✓

Step3-Surgeon Diary Generate Schedule-

The Surgeon Diary-Generate Schedule function enables you to generate the Surgeon's Diary schedule for the specified period.

The screenshot shows the 'Surgeon Diary - Generate Schedule' window in the iSOFT Enterprise Management - 11.2.0 application. The interface includes a top header with 'MOCKRUN MOCKRUN', 'Dr Anand', '12/03/2012 14:55', and the 'iSOFT' logo. A left-hand menu lists various setup options under 'Operating Theatre', with 'Surgeon Diary - Generate Schedule' highlighted. The main area contains a 'Theatre' dropdown set to 'OT 1', a 'Day of Week' table with checkboxes for Sun through Sat, and date pickers for 'From Date' (12/03/2012) and 'To Date' (12/03/2013). A 'Generate' button is at the bottom right of the form.

Day of Week	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

From Date: 12/03/2012 To Date: 12/03/2013

Generate

Path: OT -> OT Admin Setup -> Booking -> Surgeon Diary – Generate Schedule

8. Parameter Setup

The system does not allow changing of the 'Operation Code Scheme' once set. The Diagnosis Coding Scheme is dependent on the Operation Code Scheme.

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 15:02 iSOFT

Menu Setup Parameter

Apply Reset Hide Menu

Operating Theatre

- OT Code Setup
- OT Admin Setup
 - Setup
 - Setup Parameter
 - SetUp Parameters for Facility
 - Setup Operation Time Ranges for Rep
 - OT Status Descriptions
 - Functions
 - Functions for Status
 - Role Type
 - Practitioner Types For Role Types
 - Role
 - Functions for Role
 - Functions for User
- Operating Room
- Booking
- Anesthesia
- Bookings
- Operations
- Anesthesia
- Queries
- Reports

Procedure Coding Scheme OT - User Defined *

Diagnosis Coding Scheme ICD10

Prefix Date-Operation Number ☐

Operative Records Note Type Surgeon Notes ?

Build Anesthesia Into CR ☐

Path: OT ->OT Admin Setup -> Setup -> Setup Parameter

9. Setup Parameter for Facility

a) Setup Parameter

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 15:03 iSOFT

Menu

Operating Theatre

- OT Code Setup
- OT Admin Setup
 - Setup
 - Setup Parameter
 - Setup Parameters for Facility**
 - Setup Operation Time Ranges for Rep
 - OT Status Descriptions
 - Functions
 - Functions for Status
 - Role Type
 - Practitioner Types For Role Types
 - Role
 - Functions for Role
 - Functions for User
- Operating Room
 - Booking
 - Anesthesia
 - Bookings
 - Operations
 - Anesthesia
 - Queries
 - Reports

Setup Parameters for Facility

Apply Reset Hide Menu

Setup Parameter Other Details Billing Setup

Unit Time for Booking (hh24:mi) 00:10 *

Booking Time

Working Days Start 01:30 - 23:30 Holiday Start 01:30 - 23:30

Restrict Theatre Booking ☐

OT Notification (Within A Day)

Section 1 From To Section 2 From To

Section 3 From To

Booking Numbering WaitList Numbering

Next No. 698 * Max No 5 * Max No

99999999 * 99999999 *

Operation Numbering IP/DC Operation Numbering OP/EM

Next No. 924 * Max No 14 * Max No

99999999 * 99999999 *

Path: OT->OT Admin Setup ->Setup -> Setup Parameter for Facility

b) Other Details

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 15:03 iSOFT

Menu

Setup Parameters for Facility

Apply Reset Hide Menu

Setup Parameter Other Details Billing Setup

Booking/WaitList

Waitlist Warning Limit Days Warn For Unscheduled Cases ☒

Initiate IP Booking ☐ Create Diary Schedule By ? Theatre

Booking Cut-off Time for Elective Cases

Booking Verification

Allow Outpatients while finalizing Warn Allow Emergency Patients while finalizing Warn

PAC Review Orderable ? No. of Swab Counts reqd (Mandatory) 1 *

Reason For Re Arrange Sequence(Mandatory)? ☐

Documentation Completion Status Check

Surgeon Doc ☒ Nursing Doc ☐ Intra Anesthesia Doc ☐

Slate

Show Last Antibiotic Admin Time ☒ Slate Login Required? ☐

Include Cases for Past Days Check-In Backdate Limit Days

Interfaces

Interface to Patient Billing ☒ Interface to Inventory ☒

Sale Doc type SALES ? Request Doc Type REQUEST ISSUE ?

BY this screen we decide about the booking cut-off time, check-in back date limit, past cases etc.

c) Billing Setup

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 15:04 iSOFT

Menu

Operating Theatre

- OT Code Setup
- OT Admin Setup
 - Setup
 - Setup Parameter
 - SetUp Parameters for Facility**
 - Setup Operation Time Ranges for Rep
 - OT Status Descriptions
 - Functions
 - Functions for Status
 - Role Type
 - Practitioner Types For Role Types
 - Role
 - Functions for Role
 - Functions for User
 - Operating Room
 - Booking
 - Anesthesia
 - Bookings
 - Operations
 - Anesthesia
 - Queries
 - Reports

Setup Parameters for Facility

Apply Reset Hide Menu

Setup Parameter Other Details Billing Setup

Operation Services

Billing Sub Services ☐ Admin Function for Charging ☒

Room Service Usage

Bill Holding Area Usage? ☐ Bill Operating Room Usage? ☐

Bill Recovery Room Usage? ☐

Bill Finalization Stages

Holding Area Operating Room

Recovery Room Operations/Procedures

Surgical Accessories

Accessory Type	Surgeon Notes	Nursing Notes	Admin	Finalization Stages
Prosthesis/Implants	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Admin Function
Equipments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Admin Function
Instruments/CSSD Packs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Admin Function
Consumables	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Admin Function

10. Function for Status

Functions for Status function enable you to set Functions for various statuses. A status can include one or more functions. The functions are displayed in OT Slate function. You have to perform all the functions selected under a particular status to shift to the next status.

The screenshot shows the 'Enterprise Management - 11.2.0' software interface. The top bar displays 'MOCKRUN MOCKRUN', 'Dr Anand', and the date/time '12/03/2012 15:23'. The 'iSOFT' logo is in the top right. The main window is titled 'Functions for Status' and contains a 'Create' button, a 'Query' button, and 'Apply', 'Reset', and 'Menu' buttons. A dropdown menu for 'Status' is open, showing options: 'In Holding Area', 'Cancelled', 'Case Called', 'Checked-In', 'Checked-Out/Doc. Complete', 'Checked-Out/Doc. Incomplete', 'In Holding Area', 'In OR', 'In Recovery Room', 'In-Transit', 'Scheduled', 'To Call', and 'Transferred Back to OT'. A 'Search' button and a 'Clear' button are to the right of the dropdown. Below the dropdown is a table with 16 rows, each representing a function. The first column is 'ID', the second is 'Description', and the third is 'Select' with a checkbox. The 'Select' column has checkboxes for all functions, with some already checked (04, 05, 09, 14, 15, 16). A 'Next' button is in the top right corner of the table area.

ID	Description	Select
01	In Recovery Room	<input type="checkbox"/>
02	In-Transit	<input type="checkbox"/>
03	Scheduled	<input type="checkbox"/>
04	Transferred Back to OT	<input checked="" type="checkbox"/>
05	Check In/Out From Holding area/ Document	<input checked="" type="checkbox"/>
06	Check in to OR	<input checked="" type="checkbox"/>
07	Check-in to Recovery Area / Document	<input type="checkbox"/>
08	Record Surgeon Notes	<input type="checkbox"/>
09	Record Nursing Notes	<input type="checkbox"/>
10	Record Pre-Anaesthesia details	<input checked="" type="checkbox"/>
11	Record Intra-Anaesthesia Details	<input type="checkbox"/>
12	Record Post Anaesthesia Details	<input type="checkbox"/>
14	Surgery History	<input checked="" type="checkbox"/>
15	Anaesthesia History	<input checked="" type="checkbox"/>
16	Patient History	<input checked="" type="checkbox"/>

Different Status is like –

- Checked-in
- Case-Called
- Cancelled
- In Holding Area
- In OR
- In Recovery Room
- Scheduled
- In-Transit
- Transferred Back to OT
- Checked Out/Doc.Complete
- Checked Out/Doc.Incomplete

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Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 15:20 iSOFT

Menu

Operating Theatre

- OT Code Setup
- OT Admin Setup
- Setup
 - Setup Parameter
 - Setup Parameters for Facility
 - Setup Operation Time Ranges for Rep
- OT Status Descriptions
- Functions
 - Functions for Status
- Role Type
- Practitioner Types For Role Types
- Role
- Functions for Role
- Functions for User

► Operating Room

► Booking

► Anesthesia

► Bookings

► Operations

► Anesthesia

► Queries

► Reports

Functions for Status

Create Query Apply Reset Menu

Status Checked-In *

Search Clear

Next

	Description	Select
01	Check-In	<input type="checkbox"/>
02	Initiate Call(Anaesthetist)	<input type="checkbox"/>
03	Call Case / Print Call slip	<input type="checkbox"/>
04	Check In/Out From Holding area/ Document	<input checked="" type="checkbox"/>
05	Check-in to OR	<input checked="" type="checkbox"/>
06	Check-in to Recovery Area / Document	<input type="checkbox"/>
07	Record Surgeon Notes	<input type="checkbox"/>
08	Record Nursing Notes	<input type="checkbox"/>
09	Record Pre-Anaesthesia details	<input type="checkbox"/>
10	Record Intra-Anaesthesia Details	<input type="checkbox"/>
11	Record Post Anaesthesia Details	<input type="checkbox"/>
14	Surgery History	<input checked="" type="checkbox"/>
15	Anaesthesia History	<input checked="" type="checkbox"/>
16	Patient History	<input checked="" type="checkbox"/>

11. Practitioner types for role type

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 15:24 iSOFT

Menu

Practitioner Types For Role Types

Create Query Apply Reset Menu

Role Type Anaesthetist (Main) *

Select

Anaesthetist (Main)

Assistant Anaesthetist

Assisting Surgeon

Nurse

Operating Surgeon

Search Clear

Prev

Practitioner Type	Description	Select
PL	Psychologist	<input type="checkbox"/>
MW	Mid-wife	<input type="checkbox"/>
IV	Intern	<input type="checkbox"/>
SG	Surgeon	<input type="checkbox"/>
MD	Physician	<input type="checkbox"/>
AN	Anaesthetist	<input checked="" type="checkbox"/>
DN	Dentist	<input type="checkbox"/>

Operating Theatre

- OT Code Setup
- OT Admin Setup
 - Setup
 - Setup Parameter
 - SetUp Parameters for Facility
 - Setup Operation Time Ranges for Rep
 - OT Status Descriptions
 - Functions
 - Functions for Status
 - Role Type
 - Practitioner Types For Role Types
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 - Functions for User
- Operating Room
- Booking
- Anesthesia
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- Operations
- Anesthesia
- Queries
- Reports

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 15:25 iSOFT

Menu

Operating Theatre

- OT Code Setup
- OT Admin Setup
 - Setup
 - Setup Parameter
 - SetUp Parameters for Facility
 - Setup Operation Time Ranges for Rep
 - OT Status Descriptions
 - Functions
 - Functions for Status
 - Role Type
 - Practitioner Types For Role Types
 - Role
 - Functions for Role
 - Functions for User
 - Operating Room
 - Booking
 - Anesthesia
 - Bookings
 - Operations
 - Anesthesia
 - Queries
 - Reports

Practitioner Types For Role Types

Create Query Apply Reset Menu

Role Type Nurse * Search Clear

Next

Practitioner Type	Description	Select
SW	Social Worker	<input type="checkbox"/>
NS	Nurse	<input checked="" type="checkbox"/>
TR	Transcriber	<input type="checkbox"/>
TL	Lab Technician	<input type="checkbox"/>
RD	Radiologist	<input type="checkbox"/>
PH	Pharmacist	<input type="checkbox"/>
TH	Therapist	<input type="checkbox"/>
RT	Radiology Tech	<input type="checkbox"/>
DT	Dietitian	<input type="checkbox"/>
MA	Medical Asst	<input type="checkbox"/>
TN	Technician	<input type="checkbox"/>
LG	Under Graduate	<input type="checkbox"/>
PS	Psychiatrist	<input type="checkbox"/>
PT	Pathologist	<input type="checkbox"/>

12. Role

A role is indicative of the activities and responsibilities of the person performing an operation. You can specify if the role is applicable to the OT Slate function.

Enterprise Management - 11.2.0

MOCKRUN Dr Anand 12/03/2012 15:29 iSOFT

Menu

- Operating Theatre
 - OT Code Setup
 - OT Admin Setup
 - Setup
 - Setup Parameter
 - Setup Parameters for Facility
 - Setup Operation Time Ranges for Rep
 - OT Status Descriptions
 - Functions
 - Functions for Status
 - Role Type
 - Practitioner Types For Role Types
 - Role**
 - Functions for Role
 - Functions for User
 - Operating Room
 - Booking
 - Anesthesia
 - Bookings
 - Operations
 - Anesthesia
 - Queries
 - Reports

Role

Create Query Apply Reset Hide Menu

Role ID: OT00005 *

Description: Circulating Nurse *

Role Type: Nurse

Applicable For OT Slate: ☐

Enabled: ☒

13. Function for Role

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 15:30 iSOFT

Menu

Functions for Role

Create Query Apply Reset Hide Menu

Role OT Manager

Search Clear

Next

Function ID	Description	Sequence No	Select
01	Check-In	1	<input checked="" type="checkbox"/>
02	Initiate Call(Anaesthetist)	0	<input type="checkbox"/>
03	Call Case / Print Call slip	2	<input checked="" type="checkbox"/>
04	Check In/Out From Holding area/ Document	0	<input type="checkbox"/>
05	Check-in to OR	0	<input type="checkbox"/>
06	Check-in to Recovery Area / Document	0	<input type="checkbox"/>
07	Record Surgeon Notes	0	<input type="checkbox"/>
08	Record Nursing Notes	0	<input type="checkbox"/>
09	Record Pre-Anaesthesia details	0	<input type="checkbox"/>
10	Record Intra-Anaesthesia Details	0	<input type="checkbox"/>
11	Record Post Anaesthesia Details	0	<input type="checkbox"/>
14	Surgery History	0	<input type="checkbox"/>
15	Anaesthesia History	0	<input type="checkbox"/>
16	Patient History	0	<input type="checkbox"/>

14. Function for User

Enter the User ID and password in the OT Slate transactions to record details.

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 15:33 iSOFT

Menu

Functions for User

Create Query Apply Reset Menu

User Dr Anand ? *

Search Clear

Next

Function ID	Description	Select
01	Check-In	<input checked="" type="checkbox"/>
02	Initiate Call(Anaesthetist)	<input checked="" type="checkbox"/>
03	Call Case / Print Call slip	<input checked="" type="checkbox"/>
04	Check In/Out From Holding area/ Document	<input checked="" type="checkbox"/>
05	Check-in to OR	<input checked="" type="checkbox"/>
06	Check-in to Recovery Area / Document	<input checked="" type="checkbox"/>
07	Record Surgeon Notes	<input checked="" type="checkbox"/>
08	Record Nursing Notes	<input checked="" type="checkbox"/>
09	Record Pre-Anaesthesia details	<input checked="" type="checkbox"/>
10	Record Intra-Anaesthesia Details	<input checked="" type="checkbox"/>
11	Record Post Anaesthesia Details	<input checked="" type="checkbox"/>
14	Surgery History	<input checked="" type="checkbox"/>
15	Anaesthesia History	<input checked="" type="checkbox"/>
16	Patient History	<input checked="" type="checkbox"/>

15. OT Note Creation

a) Note Type

Enterprise Management - 11.2.0

MOCKRUN
MOCKRUN

Dr Anand

14/03/2012 12:31

iSOFT

Menu

Note Group

Create Query Apply Reset Hide Menu

Clinician Access

- CA Code Setup
- CA Location Setup
- CA Clinical Note Setup
 - Note Group
 - Note Disclaimer
 - Note Type
 - Section
 - Subsection For Main Section
 - Section For Note Type
 - Note Type By Service
 - Note Type Access Rights
 - Text Block
 - Section Template
 - Section Template Output Form
 - Rebuild Section Template
 - Define Chief Complaint
 - Diagnosis For Chief Complaint
 - Note Image List
 - Image For Section
 - Configure Display Criteria
 - Default Transcriber Setup
 - Note Template Query List
- CA Flow Sheet Setup
- CA Charting Setup
- CA Others Setup
- CA Intervention Setup
- CA Immunization Code Setup
- CA Patient Medical Report Setup
- CA Quick Links Setup
- CA Consultation Setup
- CA Admin Setup
- Clinician Access
- CA Reports

ID: OPERNOTE *

Description: Operative Note *

Applicable Task: Result Reporting *

Num of Note Per Encounter:

Precondition for Recording: -----Select-----

Report Header: Operative Note *

Enabled: ☒

b) Note Type

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 14/03/2012 12:33 iSOFT

Menu

Note Type

Create Query Apply Reset Hide Menu

Clinician Access

- CA Code Setup
- CA Location Setup
- CA Clinical Note Setup
 - Note Group
 - Note Disclaimer
 - Note Type**
 - Section
 - Subsection For Main Section
 - Section For Note Type
 - Note Type By Service
 - Note Type Access Rights
 - Text Block
 - Section Template
 - Section Template Output Form
 - Rebuild Section Template
 - Define Chief Complaint
 - Diagnosis For Chief Complaint
 - Note Image List
 - Image For Section
 - Configure Display Criteria
 - Default Transcriber Setup
 - Note Template Query List
- CA Flow Sheet Setup
- CA Charting Setup
- CA Others Setup
- CA Intervention Setup
- CA Immunization Code Setup
- CA Patient Medical Report Setup
- CA Quick Links Setup
- CA Consultation Setup
- CA Admin Setup
- Clinician Access
- CA Reports

Code: SU01 *

Description: Surgeon Notes *

Note Group: Operative Note ? *

Enabled: ☒

Class: Clinician *

Applicability: IP ☒ OP ☒ DC ☒ EM ☒ XT ☐

Service/Facility Specific: ☐

Document Linked Note: ☐

Print Logo Header: ☒

Print Notes On Sign: ☒ Print On Confirm ☐ Print Directly ☐ None

Publish Level: Authorized *

Amendment Type: Amend Original Section *

Report Header: System Default View

Note Header: -----*None*-----

Note Footer: -----*None*-----

Disclaimer: -----Select-----

Confidential: ☐

Event Captions

Type: Note Type

Date: Date/Time

Status: Note Status

Title: Note Title

Performed By: Performed By

c) Create Section

Enterprise Management - 11.2.0

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14/03/2012 12:34

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Section

CreateQueryApplyResetMenu

CodeOB17*

DescriptionSurgeon/Anaesthesia*

TitleSurgeon/Anaesthesia

TypeFree Format*

Template Type----- Select -----

Selection Type----- Select -----

Display Order----- Select -----

Result Category----- Select -----M

Configure Output

Enabled☒

Characteristics

Image Linked☐

Building Notes

Preserve Template Format☐

Include only the filled Components☐

d) Section For Note Type- Map All the Section to Note type

Enterprise Management - 11.2.0
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14/03/2012 12:36
ISOFT

Menu

Clinician Access

- ▼ CA Code Setup
 - ▶ CA Location Setup
 - ▼ CA Clinical Note Setup
 - Note Group
 - Note Disclaimer
 - Note Type
 - Section
 - Subsection For Main Section
 - Section For Note Type**
 - Note Type By Service
 - Note Type Access Rights
 - Text Block
 - Section Template
 - Section Template Output Form
 - Rebuild Section Template
 - Define Chief Complaint
 - Diagnosis For Chief Complaint
 - Note Image List
 - Image For Section
 - Configure Display Criteria
 - Default Transcriber Setup
 - Note Template Query List
 - ▶ CA Flow Sheet Setup
 - ▶ CA Charting Setup
 - ▶ CA Others Setup
 - ▶ CA Intervention Setup
 - ▶ CA Immunization Code Setup
 - ▶ CA Patient Medical Report Setup
 - ▶ CA Quick Links Setup
 - ▶ CA Consultation Setup
 - ▶ CA Admin Setup
 - ▶ Clinician Access
 - ▶ CA Reports

Section For Note Type

Create Query Apply Reset Hide Menu

Note Type ? *

Attached Sections			
Sequence No	Section Description	Chief Complaint	Select
1	Surgeon/Anaesthesia - Surgeon/Anaesthesia	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Diagnosis - Diagnosis	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Procedure - Procedure	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Specimens - Specimens	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Status - Status	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	LUCS NOTES - LUCS NOTES	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7	Abdominal Hystrectomy with Bilateral Salpingo - Abdominal Hystrectomy Notes	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Available Sections

Section Starts With *

3. Create an Operation/ Procedure

Step1 Order Catalog- The Order Catalog function is used to define various Order Categories and its characteristics. Create Code and Long/Short Name for OT surgery.

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 12/03/2012 16:46 iSOFT

Menu **Order Catalog**

Create Query Apply Reset Hide Menu

Order Entry Reporting

- Place Order
- OR Code Setup
 - OR Order Setup
 - Order Category
 - Order Type
 - Activity Type
 - Order Catalog**
 - Index Order Catalog
 - Order Set
 - Index Order Set
 - Order Catalog to Procedure Link
 - Replaceable Orderable
 - Speciality For Orderable
 - OR Consent Setup
 - OR Order Format Setup
 - OR Tick Sheet Setup
 - OR Perform Locn Setup
 - OR Other Master Setup
 - OR Result Setup
 - OR Admin Setup
 - OR Reports

Ccde CAR001 *

Long Description AORTIC ANEURYSM * Short Description AORTIC ANEURYSM *

Order Category OT Surgery * Order Type CARDIAC SURGERY *

Activity Type --- Select--- Body Organ --- Select---

Index ☐ Enabled ☒

Characteristics Timing Frequency Applicable Order Reviews Settings Instructions **CHARTING** Secondary Task/Prep Turn Around

Department Only ☐ Complete on Order ☐

Billable ☒ Charge Type Applicable Single

Chart Applicable ☐ Confidential ☐

Charting Characteristics

Authorization Required ☐ Nature Individual

Chart Result Type --- Select --- Discrete Measure ?

Module Id OT Measure/Drug Name CAR001

Procedure Link

Applicable Not Applicable

Path: Order Entry Reporting ->OR Code Setup-> Order Catalog

DISSERTATION REPORT 15thFeb-16thApril2012

Step2 - Operations/Procedures function allows you to specify all the details pertaining to a particular operation. Select Speciality and Write down same operation code, Long/Short Name as in order catalog and Map it with same Order catalog.

Enterprise Management - 11.2.0

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12/03/2012 16:49

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Menu

Operations/Procedures

Create Query Apply Reset Hide Menu

Operating Theatre

- OT Code Setup
 - Operations
 - Specialties
 - Order Type for Specialty
 - Note Type for Specialties
 - Operation Category
 - Operation Sub Category
 - Operation Type
 - Surgery Type
 - Operations/Procedures**
 - Equipments
 - Instruments/CSSD Packs
 - Set Components
 - Components
 - Consumable Packs
 - Surgical Accessories
 - Surgeon Preferences
 - Prosthesis/implants
 - Check Lists
 - Swab Count
 - Operative Records
 - Bookings
 - Anesthesia
 - Others
 - OT Admin Setup
 - Bookings
 - Operations
 - Anesthesia
 - Queries
 - Reports

Specialty: CARDIOLOGY ? *

Procedure Coding Scheme: OT - User Defined

Operation Code: CAR001 ? Enabled ☒

Long Description: AORTIC ANEURYSM *

Short Description: AORTIC ANEURYSM *

Operation Type: F Grade ? *

Order Type: CARD-CARDIAC SURGER

Catalog Cross Reference: AORTIC ANEURYSM ? *

Duration: 00:30 * (hh24:mi)

Side Applicable: ☐

Pre Operative CheckList: ?

Post Operative CheckList: ?

Swab and Instrument Count: ?

Category:

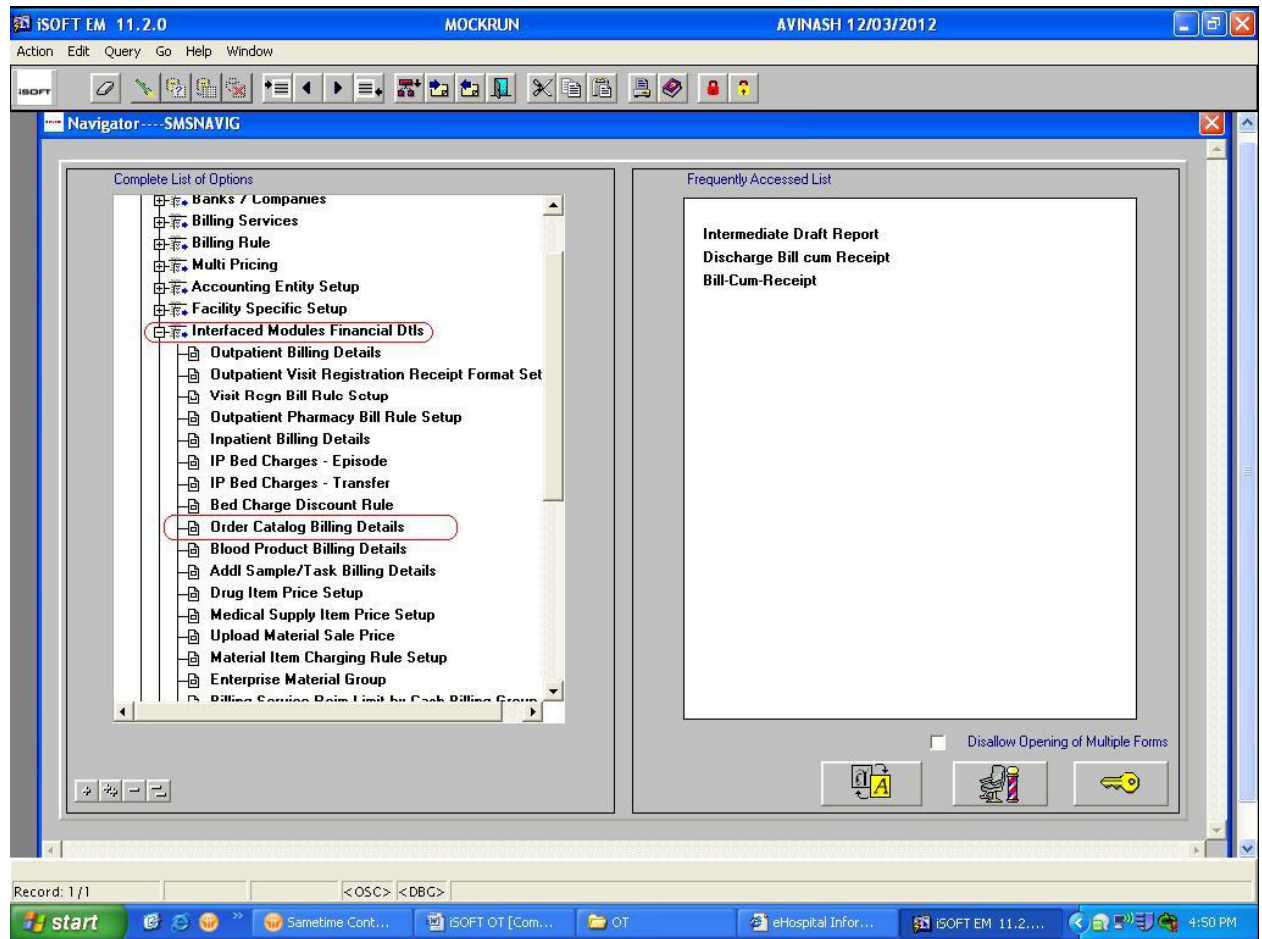
Sub Category:

Standard Instructions:

Standard Instructions in Local Language:

DISSERTATION REPORT 15thFeb-16thApril2012

Step3 -Interface, module billing details



DISSERTATION REPORT 15thFeb-16thApril2012

ISOFT EM 11.2.0 MOCKRUN AVINASH 12/03/2012

Action Edit Query Go Help Window

ISOFT

Navigator---SMSNAVIG

Order Catalog Billing Details---BLSORDFN

Services for Order Catalog Charging Stage for Order Catalog

Order Category: **OT Surgery** Order Type: **All Types**

Order Catalogs

Order Category	Order Type	Nature	Order Catalog Code	Description	Item Code	
OT OT Surgery	CARD	CARDIAC SURGERY	A	CAR001	AORTIC ANEURYSM	CAR001
OT OT Surgery	CARD	CARDIAC SURGERY	A	CAR002	PDA (PATENT DUCTUS A	CAR002
OT OT Surgery	CARD	CARDIAC SURGERY	A	CAR003	DECORTICATION	CAR003
OT OT Surgery	CARD	CARDIAC SURGERY	A	CAR004	PERICARDIECTOMY	CAR005
OT OT Surgery	CARD	CARDIAC SURGERY	A	CAR005	PERIPHERAL GRAFTING	CAR006
OT OT Surgery	CTVS	CTVS	A	CTV001	CHEST DRAIN	CTV001

Billing Service By Charge Types

Charge Type	Description	Indicator	Service / Panel	Description	Default
*ALL	Any Charge Type	Panel	FGRADE	F GRADE SURGERY	<input checked="" type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>

Record: 1 / 1 <OSC> <DBG>

start Sametime Contacts - ... ISOFT OT [Compatibil... OT ISOFT EM 11.2.0 4:53 PM

DISSERTATION REPORT 15thFeb-16thApril2012

The screenshot displays the iSOFT EM 11.2.0 interface. The main window is titled 'Order Catalog Billing Details----BLSORDFN'. It features a 'Services for Order Catalog' tab and a 'Charging Stage for Order Catalog' section. The 'Order Catalog Code' is set to 'CAR001' and the 'AORTIC ANEURYSM' procedure is selected. Below this, there are checkboxes for 'Charge Future Order Later', 'Charge on Regn', 'Charge on Compl', and 'Charge on Result'. A table lists patient classes with columns for 'Patient Class', 'Description', 'Order', and four 'Check For Patient' columns. The 'DC Daycare' row is highlighted, and the 'Check For Patient' columns are set to 'NA'. The 'EM Emergency' row is also visible. The bottom status bar shows 'Record: 1 / 5' and the system clock is 4:53 PM.

Patient Class	Description	Order	Charge Future Order Later	Charge on Regn	Charge on Compl	Charge on Result
All	All Patient Class	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DC	Daycare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
EM	Emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
IP	Inpatient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OP	Outpatient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
XT	External	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

After prepared all the masters, mapped with the requirement document and the existing workflow.

After this check the process, from the patient admission to discharge its work properly or not.

4. OT TRANSACTIONS

4.1 OT Booking Flow

1. Register the patient

Enterprise Management - 11.2.0

MOCKRUN-MKTR Avinash R 08/11/2011 15:28 iSOFT

MOCKRUN-MKTR

Register Patient

Create Query Apply Reset Menu

Populate From ---Select---

Patient ID *

Demographic Details Contact Addresses Related Contacts Documents & Others Financial Details

Patient Series WOMEN & CHILD * Preferred Facility MOCKRUN-MKTR ?

Passport Details

Prefix ---Select----- First Name * Second Name Family Name *

Gender ---Select--- * Age & Birth Date & Time Y M D H T

Blood Group ---Select----- RH(D) Factor ---Select----- Known Allergy --Select--

Marital Status ? Birth Place ?

Patient Category ?

Residency ☒ Citizen ☐ Non-Citizen Status ☒ Legal ☐ Illegal

Nationality Indian ? * Race Asians ?

Ethnicity ? Religion Hindu ?

Language BENGALI ? Alias Name

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN-MKTR
MOCKRUN-MKTR

Avinash R

08/11/2011 15:31

iSOFT

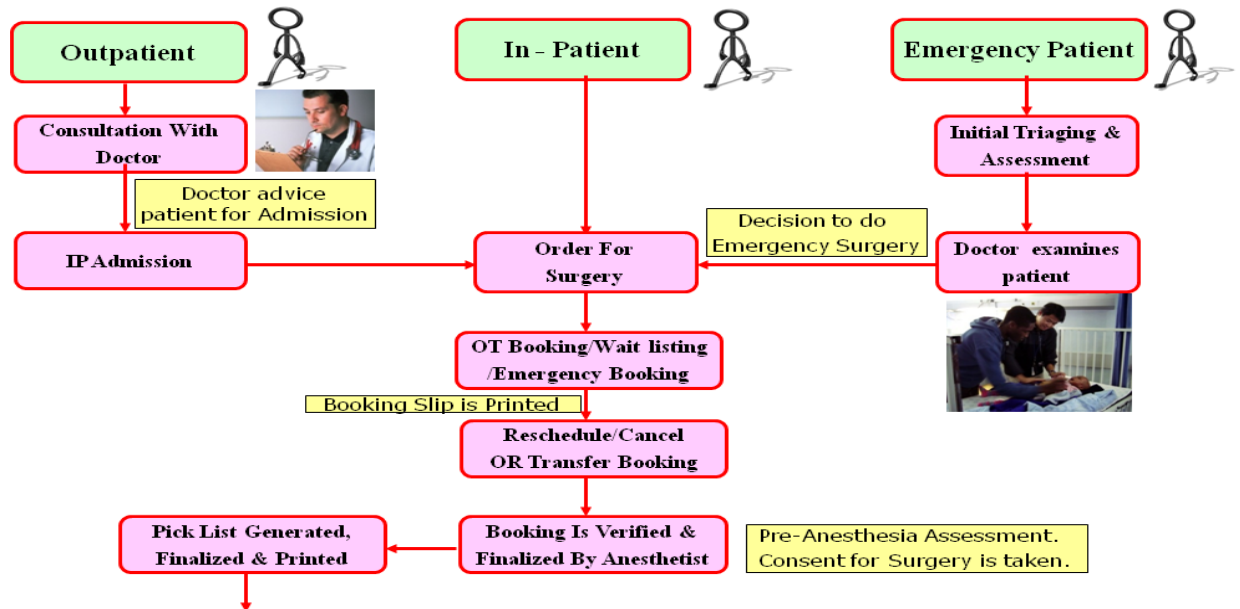
Register Patient

Create Query Apply Rese- Menu

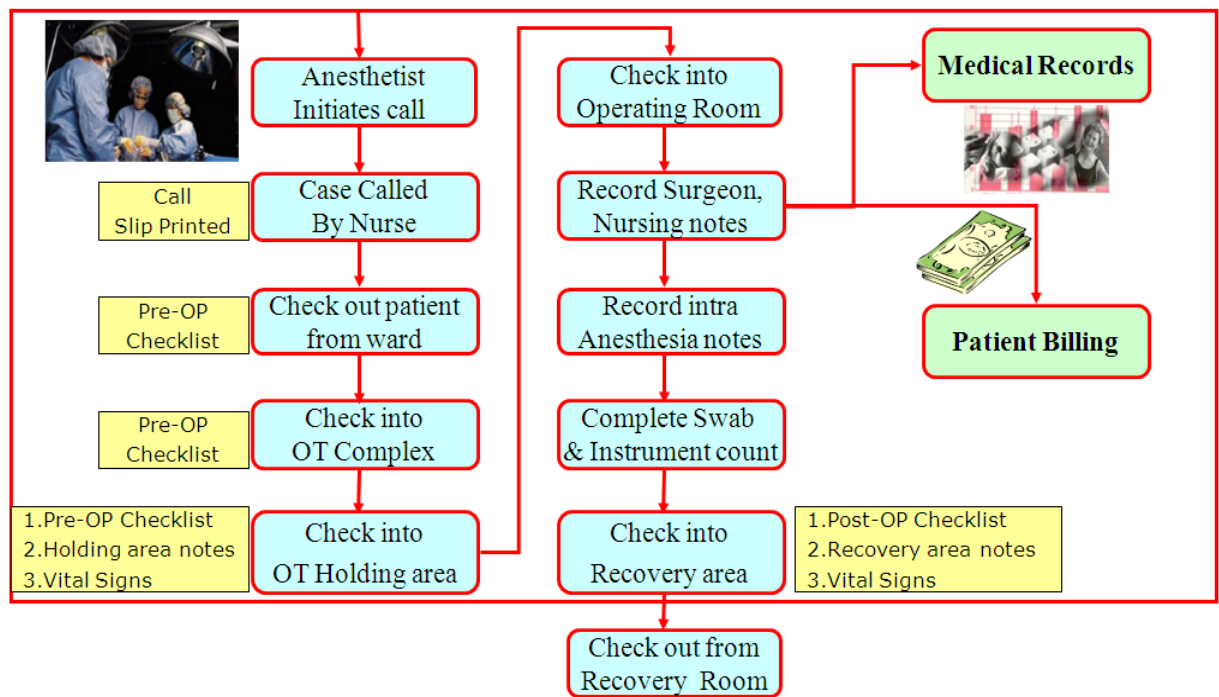
APP-MP0195 Patient is successfully registered with **WC00003567**, Debuu Yahoo, Male, 35Y

In patient booking one UHID no. generated which are 12 digits in Artemis and which start with GN. Ex- GN0000012236, GN0000345678

OT Overview & Flow



OT Slate



2. OT Booking-

Select the OT with date.

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0
MOCKRUN-MKTR
MOCKRUN-MKTR
Dr Anand
08/11/2011 15:35
iSOFT

Menu
OT MANAGER
Package Subscription
OT SCHEDULING
Booking
Booking Verification
Cancel / Transfer Booking
Booking Rights
Check-In
Block Theatre Slots
Release Theatre Slots
Surgeon Diary - Generate Schedule
Surgeon Diary - Maintain Schedule
OT SLATE
OT REPORTS

Booking
Reset Hide Menu
Schedule Pending Orders Waitlist
Schedule Status Day Schedule
Specialty
Procedure
Preferred Date
Theatre
Surgeon
First Available Date
Preferred Month
Search Clear

Enterprise Management - 11.2.0
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Dr Anand
08/11/2011 15:36
iSOFT

Booking
Reset Menu
Schedule Pending Orders Waitlist
Schedule Status Day Schedule
Specialty
Procedure
Preferred Date
Theatre
Surgeon
First Available Date
Preferred Month
Search Clear

11/2011
<--> -->

Surgeon	Theatre	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We
All	OT 1	11	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	
All	OT 2	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	

< Schedule UnSchedule Holiday Fully Booked Fully Booked (Over Booking Allowed) >

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0
MOCKRUN-MKTR
MOCKRUN-MKTR
Dr Anand
08/11/2011 15:38
iSOFT

Book Appointment 08/11/2011 Tuesday, -- Web Page Dialog

Apply Reset

Booking Date: 08/11/2011
Surgery Type: Elective
Patient ID: VVC00003567
Gender: Female
Encounter ID:
Specialty: GYNAE
Surgeon:
Anesthesia:
Source Type: Referral AMRI Medical Centre

Start Time: 16:20
Patient Class: External
Patient Name: Debuu Yahoo
Date of Birth: 08/11/1976
Operating Room: OT2
Patient Position:
Assistant Surgeon:
Anesthetist:
Remarks:
Pre Operative Diagnosis:

Operations/Procedures

Standard Duration:
Duration: * (HH24:mi)
Surgeon Avg. Time:
Remarks:

Select Cancel

Operation Code	Description	Side Applicable	Duration	Charge
GYNE001	ABDOMINAL LIGATION	Right Side	00:30	Total Payable: 0.0 Patient Payable: 0.0 Patient Paid: 0.0 Included? Approval reqd?
Total Duration			00:30	

Enterprise Management - 11.2.0
MOCKRUN-MKTR
MOCKRUN-MKTR
Dr Anand
08/11/2011 15:39
iSOFT

Book Appointment 08/11/2011 Tuesday, -- Web Page Dialog

Apply Reset

Booking Date: 08/11/2011
Surgery Type: Elective
Patient ID: VVC00003567
Gender: Female
Encounter ID:
Specialty: GYNAE
Surgeon:
Anesthesia:
Source Type: Referral A

Start Time: 16:20
Patient Class: External
Patient Name: Debuu Yahoo
Date of Birth: 08/11/1976
Operating Room: OT 2
Patient Position:
Assistant Surgeon:
Anesthetist:
Pre Operative Diagnosis:

Operations/Procedures

Standard Duration:
Duration: * (HH24:mi)
Surgeon Avg. Time:
Remarks:

Select Cancel

Operation Code	Description	Side Applicable	Duration	Charge
GYNE001	ABDOMINAL LIGATION	Right Side	00:30	Total Payable: 0.0 Patient Payable: 0.0 Patient Paid: 0.0 Included? Approval reqd?
Total Duration			00:30	

Microsoft Internet Explorer
APP-SM0070 Operation Completed Successfully
OK

3. Assign a Doctor

Enterprise Management - 11.2.0

MOCKRUN-MKTR
MOCKRUN-MKTR

Dr Anand 08/11/2011 15:40 iSOFT

Menu

OT MANAGER

- Package Subscription
- OT SCHEDULING
 - Booking
 - Booking Verification
 - Cancel / Transfer Booking
 - Booking Rights
 - Check-In
 - Block Theatre Slots
 - Release Theatre Slots
 - Surgeon Diary - Generate Schedule
 - Surgeon Diary - Maintain Schedule
- OT SLATE
- OT REPORTS

Booking Verification

Apply Reset Hide Menu

Booked Cases Emergency Cases

Theatre Date: 08/11/2011 Theatre Type: Theatre: Specialty: Surgeon: Surgery Type: Select Change Stage: Select Rearrange Sequence: Search Clear

WC00003563	Debasish Yahoooooooo	SINGLE ROOM 6F/1606/1606	OT 1	15:20	ABDOMINAL LIGATION (GYNAE & OBST)
WC00003565	Debasish Karnam Yahoooooooo	EXECUT SUITE 6F/1609/1609	OT 1	16:10	ABDOMINAL LIGATION (GYNAE & OBST)
WC00003567	Debuu Yahoo				ABDOMINAL LIGATION (GYNAE & OBST)
WC00003566	Mrs. Anandi Dutta				ABDOMINAL LIGATION (GYNAE & OBST)

View Booking Details
Surgery History
Patient History
Patient Demographics
Pre-Anesthesia Evaluation
Link Pre-Operative Orders
Mark for Reschedule
Reassign Theatre
Link To Current Episode
Assign Anesthetist
Assign Surgeon

Finalized

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN-MKTR
MOCKRUN-MKTR

Dr Anand

08/11/2011 15:40

iSOFT

Menu

OT MANAGER

- Package Subscription
- OT SCHEDULING
 - Booking
 - Booking Verification**
 - Cancel / Transfer Booking
 - Booking Rights
 - Check-In
 - Block Theatre Slots
 - Release Theatre Slots
 - Surgeon Diary - Generate Schedule
 - Surgeon Diary - Maintain Schedule
 - OT SLATE
 - OT REPORTS

Booking Verification

Apply Reset Hide Menu

Booked Cases Emergency Cases

Theatre Date: 08/11/2011

Theatre Type: [?]

Theatre: [?]

Specialty: [?]

Surgeon: [?]

Surgery Type: Select

Current Stage: All Stages

Change Stage: Select

Search Clear

Assistant Surgeon -- Web Page Dialog

Surgeon: Dr Alok Basu

Assistant Surgeon 1: [?]

Assistant Surgeon 2: [?]

OK Cancel

WC0000	OT 1	15:20	ABDOMINAL LIGATION (GYNAE & OBST)	[?]
WC0000	OT 1	16:10	ABDOMINAL LIGATION (GYNAE & OBST)	[?]
WC00003567	OT 2	16:20	ABDOMINAL LIGATION (GYNAE & OBST)	[?]
WC00003566	OT 1	17:00	LUCS (GYNAE & OBST)	[?]

Finalized

Follow these steps when the EXTERNAL patient is admitted as inpatient

- When patient is admitted as an IN-PATIENT and episode / encounter id is generated follow this.
- On the day of scheduled surgery go to BOOKING VERIFICATION -> select patient -> select LINK TO CURRENT EPISODE.

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN-MKTR Dr Anand 08/11/2011 17:06 iSOFT

Menu

OT MANAGER

- Package Subscription
- OT SCHEDULING
 - Booking
 - Booking Verification
 - Cancel / Transfer Booking
 - Booking Rights
 - Check-In
 - Block Theatre Slots
 - Release Theatre Slots
 - Surgeon Diary - Generate Schedule
 - Surgeon Diary - Maintain Schedule
- OT SLATE
- OT REPORTS

Booking Verification

Apply Reset Hide Menu

Booked Cases Emergency Cases

Theatre Date 08/11/2011 Theatre Type Theatre Specialty Surgeon Current Stage All Stages Rearrange Sequence

Search Clear

WC00000526								
WC00001705	Baby of Madhushree Ghose	SCUBU/SCUBU/1225	OT 1	14:40	1	LUCS (GYNAE & OBST)		
WC00003563	Debasish Yahooooooooo	SINGLE ROOM 6F/1606/1606	OT 1	15:20	1	ABDOMINAL LIGATION (GYNAE & OBST)		
WC00003565	Debasish Karnam Yahooooo	EXECUT SUITE 6F/1609/1609	OT 1	16:10	1	ABDOMINAL LIGATION (GYNAE & OBST)		
WC00003567	Debuu Yahoo		OT 2	16:20	1	ABDOMINAL LIGATION (GYNAE & OBST)		
WC00003566	Mrs. Anandi Dutta		OT 1	17:00	1	LUCS (GYNAE & OBST)		

Finalized

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN-MKTR
MOCKRUN-MKTR

Dr Anand

08/11/2011 17:06

iSOFT

Menu

OT MANAGER

- Package Subscription
- OT SCHEDULING
 - Booking
 - Booking Verification
 - Cancel / Transfer Booking
 - Booking Rights
 - Check-In
 - Block Theatre Slots
 - Release Theatre Slots
 - Surgeon Diary - Generate Schedule
 - Surgeon Diary - Maintain Schedule
- OT SLATE
- OT REPORTS

Booking Verification

Apply Reset Hide Menu

Booked Cases Emergency Cases

Theatre Date: 08/11/2011 Theatre Type: Theatre: Specialty: Surgeon: Surgery Type: Select Current Stage: All Stages Change Stage: Select Rearrange Sequence: Search Clear

WC00003563	Debasish Yahoooooooo	SINGLE ROOM 6F/1606/1606	OT 1	15:20	ABDOMINAL LIGATION (GYNAE & OBST)
WC00003565	Debasish Karnam Yahoooooooo	EXECUT SUITE 6F/1609/1609	OT 1	16:10	ABDOMINAL LIGATION (GYNAE & OBST)
WC00003567	Debuu Yahoo			120	ABDOMINAL LIGATION (GYNAE & OBST)
WC00003568	Mrs. Anandi Dutta			100	LUCE (GYNAE & OBST)

View Booking Details
Surgery History
Patient History
Patient Demographics
Pre-Anesthesia Evaluation
Link Pre-Operative Orders
Mark for Reschedule
Reassign Theatre
Link To Current Episode
Assign Anesthetist
Assign Surgeon

Finalized

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN-MKTR
MOCKRUN-MKTR

Dr Anand

08/11/2011 17:06

iSOFT

Menu

Apply Reset Hide Menu

OT MANAGER

- Package Subscription
- OT SCHEDULING
 - Booking
 - Booking Verification**
 - Cancel / Transfer Booking
 - Booking Rights
 - Check-In
 - Block Theatre Slots
 - Release Theatre Slots
 - Surgeon Diary - Generate Schedule
 - Surgeon Diary - Maintain Schedule
- OT SLATE
- OT REPORTS

Booking Verification

Booked Cases Emergency Cases

Theatre Date: 08/11/2011 * Theatre Type: ?

Theatre: ? Specialty: ?

Surgeon: ? Surgery Type: Select

Current Stage: All Stages * Change Stage: Select

Rearrange Sequence: ☐

Search Clear

HC00003563	Debasish Yahooooo	SINGLE ROOM 6F/1606/1606	OT 1	15:20	ABDOMINAL LIGATION (GYNAE & OBST)
HC00003567					ABDOMINAL LIGATION (GYNAE & OBST)
HC00003566	Mrs. Anandi Dutta		OT 1	17:00	ABDOMINAL LIGATION (GYNAE & OBST)

Finalized

Microsoft Internet Explorer

PRC-OT0025 This patient is currently an Inpatient. Encounter is changed to Inpatient encounter 10006617

OK

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN-MKTR Dr Anand 08/11/2011 17:08 iSOFT

OT Slate

Check-In -- Web Page Dialog

Check-In

Apply Reset

35Y (EBD) Female WC00003567 Debuu Yahoo

10006617 BIRTHING SUITE/2BIRTHSUIT/1228 GYN&E & OBST Dr Alok Basu

[OTIP00000002288, 08/11/2011 16:50] GYN&E & OBST/Dr Alok B/OT 2 202, 08/11/2011 16:20-16:50

Wait List No: Surgery Type: Elective *

Admitting Specialty: GYN&E & OBST Anesthetist: ?

Anesthesia Type: ? Operating Specialty: GYN&E & OBST ? *

Theatre: OT 2 * Surgeon: Dr Alok Basu ? *

Assistant Surgeon 1: Assistant Surgeon 2:

Pre Operative Diagnosis Verify CheckList

Operation Code	Description	Side Applicable	Remarks	Charge
GYNE001	ABDOMINAL LIGATION	Right Side	Remarks	Total Payable: 28760 Patient Payable: 28760 Patient Paid:0 Included? Approval reqd?

4.2 OT for Unscheduled cases/Emergency cases

Emergency case entered directly by Check in option.

Enterprise Management - 11.2.0

MOCKRUN
MOCKRUN

Dr Arind

13/03/2012 14:50

iSOFT

Menu

Check-In

Create Apply Reset Hide Menu

Check-In Pending Orders

Surgery Date 13/03/2012 * Booking NO

WaitList NO Order ID

Surgery Type Select * Patient Class Inpatient *

Patient ID ? * Patient Name

Encounter ID ? * Gender

Date of Birth Nursing Unit

Admitting Specialty Surgeon ? *

Anesthetist ? Anesthesia Type ?

Operating Specialty ? * Theatre ? *

Pre Operative Diagnosis

Operations/Procedures

Operation ? * Description

Side Applicable Select * Remarks

Select Cancel

Operation Code	Description	Side Applicable	Remarks	Charge
----------------	-------------	-----------------	---------	--------

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 13/03/2012 14:53 iSOFT

Menu

Check-In

Create Apply Reset Hide Menu

Check-In Pending Orders

Surgery Date 13/03/2012 * Booking NO

WaitList NO Order ID

Surgery Type Emergency * Patient Class Inpatient *

Patient ID WC00009238 * Patient Name Mrs. Ashima Majumdar

Encounter ID 10022598 * Gender Female

Date of Birth 10/02/1954 Nursing Unit GENERAL WARD F

Admitting Specialty GASTROENTEROLOGY Surgeon Dr Aditya Deb *

Anesthetist Anesthesia Type

Operating Specialty GYNAE & OBST * Theatre OT 1 *

Pre Operative Diagnosis

Operations/Procedures

Operation Description

Side Applicable Select * Remarks

Select Cancel

Operation Code	Description	Side Applicable	Remarks	Charge
GYNE001	ABDOMINAL LIGATION	Right Side	Remarks	Total Payable: 20400.0 Patient Payable: 20400.0 Included? Approval reqd?

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 13/03/2012 14:53 iSOFT

Menu

Check-In

Create Apply Reset Menu

Check-In Pending Orders

Surgery Date 13/03/2012 * Booking NO

WaitList NO Order ID

Surgery Type Select * Patient Class Inpatient *

Patient ID ? * Patient Name

Encounter ID ? * Gender

Date of Birth Nursing Unit

Admitting Specialty Surgeon ? *

Anesthetist ? Anesthesia Type ?

Operating Specialty ? * Theatre ? *

Pre Operative Diagnosis

Operations/Procedures

Operation ? * Description

Side Applicable Select * Remarks

Select Cancel

Operation Code	Description	Side Applicable	Remarks	Charge
----------------	-------------	-----------------	---------	--------

APP-SM0370 Operation Completed Successfully

start [Icons] Sametime Co... eHospital Inf... OT Flow OT checkin Antony Vimal... 2:51 PM

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN MOCKRUN Dr Anand 13/03/2012 14:54 iSOFT

Menu

- Operating Theatre
 - OT Code Setup
 - OT Admin Setup
 - Bookings
 - Operations
 - OT Slate
 - Check Out from Ward
 - Cleuk-In
 - Anesthesia
 - Queries
 - Reports

OT Slate

Apply Reset Hide Menu

Slate Booking Verification To Be Reschedule Cases

Theatre Period 13/03/2012 13/03/2012 User Role Circulating Nurse *

Theatre Select Surgeon ?

Status All Scheduled To Call Case Called View By All

Search

UnScheduled Cases

	Date	Patient ID	Patient Name	Theatre	Procedure	Specialty	Surgeon	Status	Location
i	13/03/2012	WC00000223	Mast. Aditya D Raoshinde	01	AORTIC ANEURYSM	CARDIOLOGY	Dr Alok B	Checked-In	GENERAL WARD M
i	13/03/2012	WC00009238	Mrs. Ashima Majumdar	01	ABDOMINAL LIGATION	GYNAE & OBST	Dr Adity D	Checked-In	GENERAL WARD F
i	13/03/2012	WC00009101	Mrs. Arunima Roy Burman Biswas	01	ABDOMINAL LIGATION	GYNAE & OBST	Dr Adity D	In Recovery Room	GENERAL WARD

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN
MOCKRUN

Dr Anand

13/03/2012 14:58

iSOFT

OT Slate

Apply

Reset

Menu

Slate

Booking Verification

To Be Reschedule Cases

Theatre Period

13/03/2012

13/03/2012

User Role

Circulating Nurse

Theatre

Select

Surgeon

Status

All

Scheduled

To Call

Case Called

View By

All

Search

UnScheduled Cases

	Date	Patient ID	Patient Name	Theatre	Procedure	Specialty	Surgeon	Status	Location
i	13/03/2012	WC00000223	Mast. Aditya D Raoshinde	01	AORTIC ANEURYSM	CARDIOLOGY	Dr Alok B	Checked-In	GENERAL WARD
i	13/03/2012	WC00009238	Mrs. Ashima Majumdar	Check-in to OR Surgery History Anaesthesia History Patient History View Consent details View Checklist details Check In/Out From Holding area/ Document			Dr Aditya D	Checked-In	GENERAL WARD
i	13/03/2012	WC00009101	Mrs. Arunima Roy Burman Biswas				Dr Aditya D	In Recovery Room	GENERAL WARD

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN
MOCKRUN

Dr Anand

13/03/2012 14:58

iSOFT

OT Slate

Holding Area -- Web Page Dialog

Holding Area

Apply Reset

58Y 1M 3D (EBD) Female WC00009238 Mrs. Ashima Majumdar

10022598 GENERAL WARD F/3POSTNATAL/1356 GASTROENTEROLOGY Dr Goutam Das

[OTIP00000006768, 13/03/2012 14:32] Dr Adity Deb/GYNAECOLOGY AND OBSTETRICS/OT 1 1000000926, 13/03/2012

Anesthesia Type AnesthesiaList

Theatre OT 1 Pre Operative Diagnosis Recrd Chart

Holding Area Notes Select

Operations/Procedures

Operation Code	Description	Remarks	Status
GYNE001	ABDOMINAL IGATIC	Remarks	

Microsoft Internet Explorer

APP-SM0070 Operation Completed Successfully

OK

Holding Area Details

Checked-In Date/Time 13/03/2012 14:36 * Holding Bay Holding Room 1 ? *

Checked-Out Date/Time 13/03/2012 14:37

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN
MOCKRUN

Dr Anand

13/03/2012 15:01

iSOFT

OT Slate

Apply

Reset

Menu

Slate

Booking Verification

To Be Reschedule Cases

Theatre Period

13/03/2012

13/03/2012

User Role

Circulating Nurse

Theatre

Select

Surgeon

Status

All

Scheduled

To Call

Case Called

View By

All

Search

UnScheduled Cases

	Date	Patient ID	Patient Name	Theatre	Procedure	Specialty	Surgeon	Status	Location
	13/03/2012	WC00000223	Mast. Aditya D Raoshinde	01	AORTIC ANEURYSM	CARDIOLOGY	Dr Alok B	Checked-In	GENERAL WARD
	13/03/2012	WC00009238	Mrs. Ashima Majumdar		Check-in to OR		Dr Aditya D	In Holding Area	GENERAL WARD
	13/03/2012	WC00009101	Mrs. Arunima Roy Burman Biswas		Surgery History		Dr Aditya D	In Recovery Room	GENERAL WARD
					Anaesthesia History				
					Patient History				
					View Consent details				
					View Checklist details				
					Check In/Out From Holding area/ Document				
					Change Holding area				

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN
MOCKRUN

Dr Anand

13/03/2012 15:02

iSOFT

OT Slate

Check-In To Operating Room -- Web Page Dialog

Check-In to OR

Apply Reset

58Y 1M 3D (EBD) Female WC00009238 Mrs. Ashima Majumdar

10022598 GENERAL WARD F/3POSTNATAL/1356 GASTROENTEROLOGY Dr Goutam Das

[OTIP00000006768, 13/03/2012 14:32] Dr Adity Deb/GYNAECOLOGY AND OBSTETRICS/OT 1 1000000926, 13/03/2012

Anesthesia Type

Anesthetist

Theatre

Pre Operative Diagnosis Verify CheckList

Operations/Procedures

Operation Code	Description	Side Applicable	Remarks	Status
GYNE001	ABDOMINAL _IGATION	Right Side	Remarks	

Check-In to OR

Checked-In Date/Time *

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN
MOCKRUN

Dr Anand

13/03/2012 15:02

iSOFT

OT Slate

Check-In To Operating Room -- Web Page Dialog

Check-In to OR

Apply Reset

58Y 1M 3D (EBD) Female WC00009238 Mrs. Ashima Majumdar

10022598 GENERAL WARD F/3POSTNATAL/1356 GASTROENTEROLOGY Dr Goutam Das

[OTIP00000006768, 13/03/2012 14:32] Dr Adity Deb/GYNAECOLOGY AND OBSTETRICS/OT 1 I000000926, 13/03/2012

Anesthesia Type

Anesthetist

Theatre

OT 1

Pre Operative Diagnosis

Verify CheckList

Operations/Procedures

Operation Code	Description	Remarks	Status
GYNE001	ABDOMINAL IGATIC	Remarks	

Microsoft Internet Explorer

APP-SM0070 Operation Completed Successfully

OK

Check-In to OR

Checked-In Date/Time

13/03/2012 14:40 *

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN
MOCKRUN

Dr Anand

13/03/2012 15:03

iSOFT

OT Slate

Apply

Reset

Menu

Slate

Booking Verification

To Be Reschedule Cases

Theatre Period

13/03/2012

13/03/2012

User Role

Operating Surgeon

Theatre

Select

Surgeon

Status

All

Scheduled

To Call

Case Called

View By

All

Search

UnScheduled Cases

	Date	Patient ID	Patient Name	Theatre	Procedure	Specialty	Surgeon	Status	Location
i	13/03/2012	WC00000223	Mast. Aditya D Raoshinde	01	AORTIC ANEURYSM	CARDIOLOGY	Dr Alok B	Checked-In	GENERAL WARD M
i	13/03/2012	WC00009238	Mrs. Ashima Majumdar		Record Surgeon Notes	GYNAE & OBST	Dr Aditya D	In OR	GENERAL WARD F
					Surgery History				
i	13/03/2012	WC00009101	Mrs. Arunima Roy Burman Biswas		Anaesthesia History	GYNAE & OBST	Dr Aditya D	In Recovery Room	GENERAL WARD
					Patient History				
					View Consent details				
					Link Orders				

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0
MOCKRUN MOCKRUN Dr Anand 13/03/2012 15:03 iSOFT

OT Slate

Record Surgeon Notes -- Web Page Dialog

Record Surgeon Notes
Apply Reset

58Y 1M 3D (EBD) Female WC00009238 Mrs. Ashima Majumdar
10022598 GENERAL WARD F/3POSTNATAL/1356 GASTROENTEROLOGY Dr Goutam Das

[OTIP00000006768, 13/03/2012 14:32] Dr Aditya Deb/GYNAECOLOGY AND OBSTETRICS/OT 1 I000000926, 13/03/2012

Anesthesia Type Anesthetist
Theatre OT 1 Documentation Level Specialty
Pre Operative Diagnostic Post Operative Diagnostic Patient History

Operation Details Personnel Details Surgeon Notes Time and Details

Operations/Procedures Surgical Accessories

Operation ? * Description
Remarks

Side Applicable Select *

Operation Code	Description	Side Applicable	Remarks	Charge	Status
GYNE001	ABDOMINAL LIGATION	Right Side	Remarks	Total Payable: 20400 Patient Payable: 20400 Patient Paid: 0 Included? Approval reqd?	\$

Status
☐ Documentation Completed ☐ Operations/Procedures ☐ Prosthesis Implants

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0
MOCKRUN Dr Anand 13/03/2012 15:05 iSOFT

OT Slate

Record Surgeon Notes -- Web Page Dialog

Record Surgeon Notes

Apply Reset

58Y 1M 3D (EBD) Female WC00009238 Mrs. Ashima Majumdar

10022598 GENERAL WARD F/3POSTNATAL/1356 GASTROENTEROLOGY Dr Goutam Das

[OTIP00000006768, 13/03/2012 14:32] Dr Adity Deb/GYNAECOLOGY AND OBSTETRICS/OT 1 I000000926, 13/03/2012

Anesthesia Type Anesthetist

Theatre OT 1 Documentation Level Specialty

Pre Operative Diagnostic Post Operative Diagnostic Patient History

Operation Details Personnel Details Surgeon Notes Time and Details

Hospital Personnel Visiting Personnel

Specialty GYNAE & OBST

Role Select *

Name ? *

Select Cancel

Specialty	Role	Name	Position
GYNAE & OBST	Operating Surgeon	Dr Adity Deb	
GYNAE & OBST	Assistant Surgeon	Dr Amit De	
GYNAE & OBST	Anesthetist	Dr Jayati Ghosh	

Status

☐ Documentation Completed ☐ Operations/Procedures ☐ Prosthesis Implants

DISSERTATION REPORT 15thFeb-16thApril2012

Surgeon Notes -- Web Page Dialog

Add

Surgeon Notes Show Header

Notes View

- Surgeon/Anaesthesia
- Diagnosis
- Procedure
- Specimens
- Status
- LUCS NOTES
- Abdominal Hystrectomy with Bilateral Salpingo

Notes View

Diagnosis

diagnosis

Specimens

specimen

Prev Notes Record Sign Print Preview

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN Dr Anand 13/03/2012 15:07 iSOFT

OT Slate

Edit/Enter Charge Details -- Web Page Dialog

Order Catalog ABDOMINAL LIGATION Panel B GRADE SURGERY

Select	Service Rate	Included/Excluded Practitioner/Staff Type	Included/Excluded Action Practitioner/Staff	Reason Total Payable	Rate/Charge Patient Payable	Original Quantity per Panel Patient Paid	UDM Preapproved Reqd	Revised Quantity per Panel	Total Quantity
<input type="checkbox"/>	OT CHARGES	Exclude			Rate	1.00	NOS	1.00	1.00
	8000.00	Practitioner	Dr Adity Deb	8000.00	8000.00	0.00	<input type="checkbox"/>		
<input type="checkbox"/>	SURGEON FEE	Include			Rate	1.00	NOS	1.00	1.00
	10000.00	Practitioner	Dr Adity Deb	10000.00	10000.00	0.00	<input type="checkbox"/>		
<input type="checkbox"/>	ANAESTHESIST	Exclude			Rate	1.00	NOS	1.00	1.00
	2400.00	Practitioner	Dr Adity Deb	2400.00	2400.00	0.00	<input type="checkbox"/>		
Total				20400.00	20400.00	0.00			

Add Modify Remove Accept Cancel

Status

☐ Documentation Completed ☐ Operations/Procedures ☐ Prosthesis Implants

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN Dr Anand 13/03/2012 15:08 iSOFT

OT Slate

Record Surgeon Notes -- Web Page Dialog

Record Surgeon Notes

Apply Reset

58Y 1M 3D (EBD) Female WC00009238 Mrs. Ashima Majumdar

10022598 GENERAL WARD F/3POSTNATAL/1356 GASTROENTEROLOGY Dr Goutam Das

[OTIP00000006768, 13/03/2012 14:32] Dr Adity Deb/GYNAECOLOGY AND OBSTETRICS/OT 1 I000000926, 13/03/2012

Anesthesia Type Anesthetist

Theatre OT 1 Documentation Level Specialty

Pre Operative Diagnostic Post Operative Diagnostic Patient History

Operation Details Personnel Details Surgeon Notes Time and Details

Operations/Procedures Surgical Accessories

Operation Side Applicable

Microsoft Internet Explorer

APP-SM0070 Operation Completed Successfully

OK

Operation Code	Description	Side Applicable	Remarks	Charge	Status
GYNE001	ABDOMINAL LIGATION	Right Side	Remarks	Total Payable: 20400.00 Patient Payable: 20400.00 Patient Paid: 0.00	
Included? Approval reqd?					\$

Status

☐ Documentation Completed ☒ Operations/Procedures ☐ Prosthesis Implants

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0
MOCKRUN MOCKRUN Dr Anand 13/03/2012 15:09 iSOFT

OT Slate

Record Surgeon Notes -- Web Page Dialog

Record Surgeon Notes

Apply Reset

58Y 1M 3D (EBD) Female WC00009238 Mrs. Ashima Majumdar

10022598 GENERAL WARD F/3POSTNATAL/1356 GASTROENTEROLOGY Dr Goutam Das

[OTIP00000006768, 13/03/2012 14:32] Dr Adity Deb/GYNAECOLOGY AND OBSTETRICS/OT 1 I000000926, 13/03/2012

Anesthesia Type Anesthetist

Theatre OT 1 Documentation Level Specialty

Pre Operative Diagnostic Post Operative Diagnostic Patient History

Operation Details Personnel Details Surgeon Notes Time and Details

Operations/Procedures Surgical Accessories

Operation ? *

Side Applicable Select *

Microsoft Internet Explorer

APP-SM0070 Operation Completed Successfully

OK

Operation Code	Description	Side Applicable	Remarks	Charge	Status
GYNE001	ABDOMINAL LIGATION	Right Side	Remarks	Total Payable: 20400 Patient Payable: 20400 Patient Paid: 0 Included? X Approval reqd? X	\$

Status

☒ Documentation Completed ☒ Operations/Procedures ☐ Prosthesis Implants

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN
MOCKRUN

Dr Anand

13/03/2012 15:10

iSOFT

OT Slate

Apply

Reset

Menu

Slate

Booking Verification

To Be Reschedule Cases

Theatre Period

13/03/2012

13/03/2012

User Role

OT Manager

Theatre

Select

Surgeon

Status

All

Scheduled

To Call

Case Called

View By

All

Search

UnScheduled Cases

	Date	Patient ID	Patient Name	Theatre	Procedure	Specialty	Surgeon	Status	Location
i	13/03/2012	WC00000223	Mast. Aditya D Raoshinde	01	AORTIC ANEURYSM	CARDIOLOGY	Dr Alok B	Checked-In	GENERAL WARD
i	13/03/2012	WC00009238	Mrs. Ashima Majumdar				Dr Aditya D	In OR	GENERAL WARD
i	13/03/2012	WC00009101	Mrs. Arunima Roy Burman Biswas				Dr Aditya D	In Recovery Room	GENERAL WARD

View Consent details

Cancel Checked-in Cases

Reschedule

Administrative Function for All Charges

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN
MOCKRUN

Dr Anand

13/03/2012 15:11

iSOFT

OT Slate

Administrative Function for All Charges -- Web Page Dialog

58Y 1M 3D (EBD) Female WC00009238 Mrs. Ashima Majumdar

10022598 GENERAL WARD F/3POSTNATAL/1356 GASTROENTOLOGY Dr Goutam Das

[OTIP00000006768, 13/03/2012 14:32] Dr Adity Deb/GYNAECOLOGY AND OBSTETRICS/OT 1 I000000926, 13/03/2012

Operations/Procedures

Direct Consumption

Surgical Accessories

Accessory Type Equipments Operation ABDOMINAL LIGATION *
Equipment Equipment ID
Actual Units Remarks
Select Cancel

Prosthesis/Implants

Consumable Packs

Equipments

Operation	Package	Actual Units	Equipment ID	Remarks	Charge
-----------	---------	--------------	--------------	---------	--------

Instruments/CSSD Packs

Completion Status

Prosthesis/Implants Completed ☐ Consumables Completed ☐ Equipments Completed ☐ Instruments/CSSD Completed ☐ Record

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN Dr Anand 13/03/2012 15:11 iSOFT

OT Slate

Administrative Function for All Charges -- Web Page Dialog

58Y 1M 3D (EBD) Female WC00009238 Mrs. Ashima Majumdar

10022598 GENERAL WARD F/3POSTNATAL/1356 GASTROENTOLOGY Dr Goutam Das

[OTIP00000006768, 13/03/2012 14:32] Dr Adity Deb/GYNAECOLOGY AND OBSTETRICS/OT 1 I000000926, 13/03/2012

Operations/Procedures

Direct Consumption

Surgical Accessories

Accessory Type Equipments Operation ABDOMINAL LIGATION *

Equipment Equipment ID

Actual Units Remarks Select Cancel

Prosthesis/Implants

Consumable Packs

Equipments

Operation	Package	Actual Units	Equipment ID	Remarks	Charge
ABDOMINAL LIGATION	BAIR HUGGER	1	1	Remarks	Total Payable: 250.0 Patient Payable: 250.0 Patient Paid: 0.0 Included? ✓ Approval Req? x

Instruments/CSSD Packs

Completion Status

Prosthesis/Implants Completed ☐ Consumables Completed ☐ Equipments Completed ☐ Instruments/CSSD Completed ☐ Record

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN
MOCKRUN

Dr Anand

13/03/2012 15:11

iSOFT

OT Slate

Administrative Function for All Charges -- Web Page Dialog

58Y 1M 3D (EBD) Female WC00009238 Mrs. Ashima Majumdar

10022598 GENERAL WARD F/3POSTNATAL/1356 GASTROENTOLOGY Dr Goutam Das

[OTIP00000006768, 13/03/2012 14:32] Dr Adity Deb/GYNAECOLOGY AND OBSTETRICS/OT 1 1000000926, 13/03/2012

Operations/Procedures

Direct Consumption

Surgical Accessories

Accessory Type Equipments Operation

Equipment Equipment ID

Actual Units

ABDOMINAL LIGATION

Select Cancel

Microsoft Internet Explorer

APP-SM0070 Operation Completed Successfully

OK

Prosthesis/Implants

Consumable Packs

Equipments

Operation	Package	Actual Units	Equipment ID	Remarks	Charge
ABDOMINAL LIGATION	BAIR HUGGER	1	1	Remarks	Total Payable: 250.0 Included? ✓ Patient Payable: 250.0 Approval Req? x Patient Paid: 0.0

Instruments/CSSD Packs

Completion Status

Prosthesis/Implants Completed ☐ Consumables Completed ☐ Equipments Completed ☐ Instruments/CSSD Completed ☐ Record

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN
MOCKRUN

Dr Anand

13/03/2012 15:14

iSOFT

OT Slate

Apply

Reset

Menu

Slate

Booking Verification

To Be Reschedule Cases

Theatre Period

13/03/2012

13/03/2012

User Role

Circulating Nurse

Theatre

Select

Surgeon

Status

All

Scheduled

To Call

Case Called

View By

All

Search

UnScheduled Cases

	Date	Patient ID	Patient Name	Theatre	Procedure	Specialty	Surgeon	Status	Location
i	13/03/2012	WC00000223	Mast. Aditya D Raoshinde	01	AORTIC ANEURYSM	CARDIOLOGY	Dr Alok B	Checked-In	GENERAL WARD
i	13/03/2012	WC00009238	Mrs. Ashima Majumdar	Check-in to Recovery Area / Document			Dr Aditya D	In OR	GENERAL WARD
i	13/03/2012	WC00009101	Mrs. Arunima Roy Burman Biswas	Surgery History			Dr Aditya D	In Recovery Room	GENERAL WARD
				Anaesthesia History					
				Patient History					
				View Consent details					
				Check-Out from OR					
				Swab Count Form					
				View Checklist details					
				Instrument Count					

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN Dr Anand 13/03/2012 15:16 iSOFT

OT Slate

Check-In To Recovery Room -- Web Page Dialog

Check-In To Recovery Room

Apply Reset

58Y 1M 3D (EBD) Female WC00009238 Mrs. Ashima Majumdar

10022598 GENERAL WARD F/3POSTNATAL/1356 GASTROENTEROLOGY Dr Goutam Das

[OTIP00000006768, 13/03/2012 14:32] Dr Adity Deb/GYNAECOLOGY AND OBSTETRICS/OT 1 1000000926, 13/03/2012

Anesthesia Type Anesthetist

Theatre OT 1 Pre Operative Diagnosis Record Chart

Recovery Notes Select

Operations/Procedures

Operation Code	Description	Side Applicable	Remarks	Status
GYNE001	ABDOMINAL IGATIG		Remarks	

Check-In To Recovery Room

Recovery Start Time 13/03/2012

Recovery Room Recovery Room 1 ? *

Untoward Events

Unusual Occurrence ? *

Action Remarks General Remarks Select Cancel

Untoward Event	Action Remarks	General Remarks
----------------	----------------	-----------------

DISSERTATION REPORT 15thFeb-16thApril2012

Enterprise Management - 11.2.0

MOCKRUN Dr Anand 13/03/2012 15:17 iSOFT

OT Slate

Check-Out From Recovery Room -- Web Page Dialog

Check-Out From Recovery Room

Apply Reset

58Y 1M 3D (EBD) Female WC00009238 Mrs. Ashima Majumdar

10022598 GENERAL WARD F/3POSTNATAL/1356 GASTROENTEROLOGY Dr Goutam Das

[OTIP00000006768, 13/03/2012 14:32] Dr Adity Deb/GYNAECOLOGY AND OBSTETRICS/OT 1 I000000926, 13/03/2012

Anesthesia Type Anesthetist

Theatre OT 1 Pre Operative Diagnosis Verify Check-Out CheckList

Operations/Procedures

Operation Code	Description	Side #	Status
GYNE001	ABDOMINAL LIGATION	Right	

Recovery Room Recovery Room 1 Recovery S

Recovery End Time 13/03/2012 14:54 *

Check-Out ☒

Transfer To Nursing Unit * Nursing/ Clinic EXECUT SUITE 5F ? *

Transfer Time 13/03/2012 14:55 * Status Intubated

Specimen Details

Specimen No/Dtl * Department ? *

Quantity * Select Cancel

Specimen No/Dtl	Department	Quantity
-----------------	------------	----------

By this step, all the process of Operation Theatre completed from admission to discharge. After Operation by administrative charges all the charges included like any use of equipment. After this on the patient need, he/she will be transfer to ward or discharge from hospital.

4.3 FUNCTIONALITY OF OT MODULE

Operation Theatre Booking helps in scheduling the Operation Theatre. Operation Theatre number, scheduled date and start time of the operation, expected duration, surgeon and procedures to be done are specified at the time of booking. In case, theatres are not available for a preferred date, then the patient can be waitlisted for that day. As soon as a slot gets vacant for that date, the system prompts the user to get the waitlisted patient to the vacant slot. You need to give an appropriate reason to cancel / transfer your booking. After each booking, the system generates a booking slip. Based on the bookings made, the system generates a notification list for each Theatre giving details of the scheduled operations.

Based on the bookings made, the system generates a pick list depending on the surgeon preferences or default accessories defined for the operation. This list can be reviewed and finalized. This list will help in arranging the accessories (instruments, equipments, implants and packs) on the day of surgery.

Operation Slate is a common screen, which lists all the scheduled and unscheduled operations. From this screen, all the stages of operations can be completed depending on the access privileges defined for the user and role. Slate helps in keeping track of individual operation status and simplifies entry of operation details.

Check-In function takes care of patient registration. The system assigns an Operation Number to each operation session. At registration time, if you provide the booking or order reference, the eHIS system automatically displays the patient and the operation information. In case of emergency operations, direct registrations are allowed without prior booking or order. Details of the surgeon, type of anaesthesia and anesthetists are entered. The system provides pre-operative checklists, which can be filled in before the operation. The system facilitates multiple verification stages for checklists.

After the operation has been performed, details of the actual procedures carried out are captured along with the time taken, personnel present, surgical accessories used etc. A surgeon can enter the Operation notes.

Cancel Check-In performs the cancellation of registration by giving the details for cancellation.

A detailed set of informative reports and queries are available. Day-to-day operational reports as well as summarized statistical reports on operations conducted classified by operation groups are available from the system.

OT Benefits

- OT module helps in managing the operating rooms of a healthcare establishment.
- Standard Procedure coding like (ICD/CPT) can be accommodated.
- Provides checklist for the better control of surgical procedures at various level.
- Comprehensive documentation of the surgical procedure carried out is possible.
- Reduces personal related errors by automating the OT process.

5. Functional Acceptance Test
Artemis Health Sciences, Gurgaon, Haryana

Operation Theatre Management System Functional Area – Operation Theatre

Objective	To test the functionality of the iSOFT Operation Theatre Management System and this test will prove that module functions are working fine and records entered data and give the expected outputs in the form of queries and reports based on the recorded data
Assumptions	User will login as module based function responsibility
Remarks	

	Name	Designation	Signature	Date
Prepared By				
Performed By	1.			
	2.			
Verified By	1.			
	2.			

Functional Test Result:

Total No of Tests	Pass	Fail	Pass Percentage	Remarks

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No.	Input	Expected Output	Results	Remarks/Comments
1.1	Login in To log into the application before starting to use it. <i>User ID, Password</i>	Responsibility selection pop-up window.		
1.2	Responsibility selection pop-up window.	Main menu page		
2.1.1	Schedule Patient	Schedule		
		Operation completed Successfully		
2.1.2	Schedule Patient	Waitlist		
		Operation completed Successfully		
2.1.3	Booking Verification Booking verification allows verification of booked cases, no of stages are user definable, booking finalization stage function can be used to define these stages. This function also allows setting the booking priority and allows changing the sequence of booking based on urgency of the cases.	Definite		
		Verify		
		Finalize		
		Mark For Reschedule		
		Reassign Theatre		
		Assign Surgeon		
		Assign Anaesthetist		
		Surgery History		
		Patient History		
2.1.4	Resequencing	Operation Completed		
2.1.5	To be rescheduled cases	Operation completed successful message		
2.1.6	Cancel / Transfer Booking	Operation completed successful message		
2.1.7	Check in Check In function is used to record checking in of the patient. The following details are displayed as recorded while booking- Waitlist No, Surgery Type, Admitting specialty, Anesthetist, Anesthesia type, Operating specialty , theatre, Surgeon, Assistant Surgeon 1 and 2.	Verify checklist		
		Operation completed		
		Successful message		
		Patient appears in OT slate		
2.1.8	Booking Summary To report on Theatre wise bookings for given Booking Date.	Generate summary report		
2.1.9	Notification List by OT	Notification List by		

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	Ward List for theatre by operation times and Operating Room.	Ward		
2.1.10	Notification list by OR	Notification List by OR		
2.2.3	Call Case On click of "Call Case" : a screen with User ID and Password is prompted	Status change to Case Called		
2.2.4	Transfer To OT/RD	Select Patient		
		Verify checklist		
		Transfer Patient		
		Status changes to in Transit		
2.2.5	Check In On click of "Check-In": a screen with User ID and Password is prompted. Enter the User ID and Password and click on OK button for validating. Access to this function, "Check-In" screen is displayed, check-in details will be populated . At this stage the Verification of Pre-operative Checklist can be done	Check in screen is displayed		
		Pre-op Checklist available		
		Status change to "check in"		
2.2.6	Check In Holding Area On click of "Check-Into Holding Bay ":a screen with User ID and Password is prompted. Enter the User ID and Password, click on OK button for validating. This screen facilitates recording the vitals, this depend on the vital battery attached to that specialty in specialty master. Holding area notes can be entered by clicking on "Holding area Notes" button. This will show the holding area notes.	Select Holding Area		
		Status change to check in Holding Area		
2.2.7	Check In OR On click of "Check-Into OR": a screen with User ID and Password is prompted Enter the User ID and Password, click on OK button for validating If the user is an authenticated user to access this function, the "Check-In to OR screen is displayed. Check in to OR time can be entered and	Status change to check "In OR"		
		Pre-op Checklist		

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	checklist verification can be done.			
2.2.8	Swab Count Form On click of "swab Count Form": a screen with User ID and Password populated, click on OK button for validating. Swab count form screen is displayed. The existing Operation details are populated.	Swab count form documented and verified.		
2.2.9	Instrument Count	Instrument Count Documented		
2.2.10	Record Surgeon Notes On click of "Record Surgeon Notes", a screen with User ID and Password is prompted Enter the User ID and Password and click on OK button for validating. If the User is an authenticated User to access this function, the "Record Surgeon Notes" screen is displayed. This screen allows adding operations and removing the existing operations in case they are not performed. Personnel involved can be entered. Surgeon can record – operation notes, notes format is dynamic and comes from the note type associated with the speciality.	Documentation completed		
2.2.11	Record Nursing Note On click of "Record Nursing Note" screen with User ID and Password is prompted Enter the User ID and Password and click on OK button for validating. If the User is an authenticated User to access this function, the "Record Nursing Notes" screen is displayed. The existing Operation details are populated	OT Operative Note Documentation completed		
2.2.12	Check-In to Recovery Room On click of on check in to Recovery Room", a screen	Status change to check" In Recovery room"		

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	with User ID and Password is prompted. Enter the User ID and Password and click on the OK button for validating. If the User is an authenticated User to access this function, the "Check-In to Recovery Room" screen is displayed. The existing Operation details are populated. Recovery timings can be entered, vitals, disposal details and untoward events can be recorded.	Record chart		
		Recovery notes		
		Unusual occurrence		
		Disposal details		
2.2.13	Transfer to OT from Recovery Room Transfer to OT from Recovery Room function should be used when patient is transferred back to theatre from recovery room. Theatre details, Reason for transfer and what should be the new operation status will be captured in this screen. After the transfer record status will be changed as "Transferred back to OT"	Status change to "In OR"		
		Transfer reason		
2.2.14	Check Out from Recovery Room On click of "Check-Out from Recovery" a screen with User ID and Password is prompted. Enter the User ID and password, and click on OK button for validating. If the User is an authenticated User to access this function, the "Check-Out from Recovery" screen is displayed. This screen captures the recovery details like Recovery timings, check-out time and Transfer details - Transfer to Ward/Mortuary/ICU and in case of ward, ward details are captured.	Specimen details		
		Post Operative checklist		
3.1	Pre Anaesthesia Evaluation On Click of this option, the Pre Anaesthesia form is displayed	Pre Anaesthesia evaluation recorded		
3.2	Intra Anaesthesia Details On Click of this option, the Intra Anaesthesia form is displayed with pre Anaesthesia details	Intra Anaesthesia evaluation documented		

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	populated.			
3.3	<p>Post Anaesthesia Evaluation On Click of this option, the Record Post- Anaesthesia Details screen is displayed with the Pre Anaesthesia/Intra Anaesthesia details. On Click of this option, the Record Post- Anaesthesia Details screen is displayed with the Pre Anaesthesia/Intra Anaesthesia details.</p>	Post Anaesthesia evaluation documented		
4.1	<p>Bookings Facilitates the viewing of the booking details. This function triggers the filter criteria to retrieved the bookings and displayed the bookings lists/waitlist/cancellation and rescheduled.</p>	Bookings function facilitates viewing all the booking details. The booking details within a specific theatre and with a specific status for a particular period can be viewed by specifying the necessary criteria. The query result provides information on the booking details in a specific Operating Theatre or for all Operating Theatres.		
4.2	<p>Surgery History This screen shows patient "Surgery History": User can view surgery details</p>	View patient Surgery History		
4.3	<p>Operation Register This query trigger the filter criteria to search the required operation details.</p>	Operation Register function is used to view all the details of operation performed on the patient which includes Patient History, Surgery History and Patient Demographics details		
5.1 Booking List				
5.1.1	This query triggers the filter	Booking functions		

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	criteria for viewing all bookings facilitates viewing all the booking details	facilitates viewing all the booking details. The booking details within a specific theatre and with a specific status for a particular period can be viewed by specifying the necessary criteria. The query result provides information on the booking details in a specific Operating Theatre or for all Operating Theatres.		
5.1.2	Bookings by Surgeon	Generate report on theatre Booking by Surgeon <i>Bookings by Surgeon</i>		
5.1.3	Waitlist Report	Generate Waitlist Report		
5.1.4	Cancelled booking	Generate Cancellation Report		
5.2 Booking statistics				
5.2.1	Booking Statistic by OR	Generate report on operation room booking by date and OR		
5.2.2	Booking Statistic by Surgeon	Generate report on OR booking by Surgeon		
5.2.3	Waiting time by Surgeon/Procedure/Speciality	Generate operation waiting time report		
5.3.1	Operation Theatre Registry	Generate report on operations performed by date, surgeon and speciality		
5.3.2	Operations by OR	Generate operation reports by room		
5.3.3	Operations by Surgeon	Generate operation reports by surgeon based on role (operating surgeon, assisting surgeon)		
5.3.4	Emergency Operation	Generate emergency operation report by date, room, surgeon and speciality		

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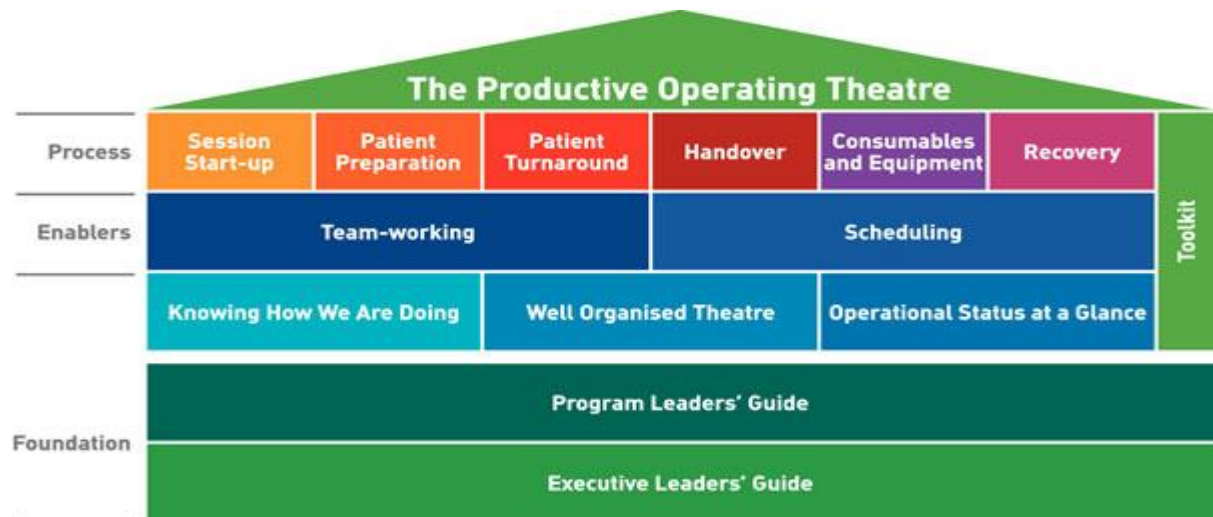
5.3.5	Specimen Register	Generate OR specimen report by date, time, room, surgeon and speciality.		
5.3.6	Registry - Body Parts/ Non Specimen/ Foreign Body	Generate non-specimen report by date, body part/foreign body/surgeon and speciality		
5.3.7	Implant Register	Generate report on implant.		
5.4.1	Summary of Operations by Surgeon	Generate statistical report on operations by surgeon		
5.4.2	Surgeon Operating Time Statistics	Generate report on operating time		

6. CONCLUSION

1. The system is user friendly means the process is less time consuming for the practitioners.
2. Online theatre scheduling and wait listing possible.
3. Online pre and post operative checklists for the paramedics of the surgeries.
4. Statistical reports for better planning and analysis.
5. OT module offers a comprehensive set of standard queries and reports.
6. The list of master codes enhances the speed and accuracy of data entry.

7. RECOMMENDATIONS

1. Happier, more motivated staff, improved patient care and greater efficiency – these are the qualities of staff for making the ‘The Productive Operating Theatre’
- 2.



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CASE STUDY

PATIENT SATISFACTION

IN

IN-PATIENT DEPARTMENT

INTRODUCTION

Measuring marketing effectiveness is no longer an option - it is essential for survival. We need to evaluate both the long-term effectiveness and the short-term effect of any activity. The measurement of effectiveness is a marathon and not a sprint and it is important not to lose sight of the long-term consequences. The main objective of measurement is to understand at a fairly detailed level what worked and what did not. There is a dire need to study whatever behavior, attitude, and perception about services provider and the effectiveness of the modes of communication with the customers.

Experts opinion is that healthcare marketing is a complex equation because most often the producer, that is, the doctor, himself is the marketer. Since the production & consumption takes place simultaneously, as in the case of performing an operation, he or she should ensure zero-error delivery each time and every time. There is no physical or time gap between the production & consumption.

Artemis Health Institute is one of the most preferred health care providers amongst the Delhi & NCR regions. To become the most preferred health care provider there is a need for the development of a systematic and sustainable strategy. The case study identifies the factors contributing to the client retention and increase in the clientele. It also points out the viewpoints of the clients and the service provider.

Thus a system of regular feedback form analysis can give vital information for upgrading the service delivery model. Coordination from all the departments is also very imperative in accomplishing the desired objectives.

METHODOLOGY

Data Collection Method

It was based on primary and secondary data. The study is descriptive in nature.

Primary Data Collection

- ❖ Interaction and discussion with the patients, patient's attendant and the service providers.
- ❖ Observation of the service delivery process in IP Department.

Secondary Data Collection

- ❖ Review of the hospital records.
- ❖ Review of the hospital literature.
- ❖ Reviewing the various feedback forms.

Data Collection Tool

- ❖ Feedback Forms
- ❖ Hospital Records

Sample Size: 50

VARIOUS ROUTES TO RECEIVING FEEDBACK/CONCERN:

- Through Feedback form collection.
- Receiving verbal (direct or telephone) or written (through letter or e mail) feedback or concern
- Feedback through higher management
- Through media/external sources.
- Through corporate.

RIGHTS OF A PATIENT IN ARTEMIS HEALTH INSTITUTE:

- To know the treating consultant.
- To know the diagnosis & plan of treatment.
- To know the cost of the treatment.
- May refuse a treatment.
- May ask for 2nd opinion.
- May ask for bill updates.
- May ask for medical records.
- May ask for change of consultant.
- To know result of surgery/procedure.
- Patient privacy and confidentiality is assured.
- Right of safety.
- To be told about the alternative treatment if allowed/possible.
- To know the approximate duration for full recovery.
- To know the risk/benefit consequent to surgery procedure.
- To be briefed about medication along with the timelines.
- To be briefed by consultant regarding patient's progress.

GAP ANALYSIS

Studies indicate that successful service encounter occur when both groups share similar expectations and communicate effectively. When providers give detailed and unambiguous explanations, share control, seek feedback, and display warmth and concern. This further strengthens the patient-provider relationship. However gap may occur between patient and providers expectations, particularly regarding provider

responsiveness and empathy that may result in patients becoming dissatisfied and spreading negative rumors.

So, variables affecting client satisfaction with healthcare can be grouped into four categories. 1st socio economic factors are a major determinant of IP Patient's satisfaction and refer to clients perceptions of their provider's communication and interpersonal skills (eg. Caring, empathy, courtesy). 2nd system factors refer to the physical or technical aspects of the IP service encounter such as waiting time for appointments, access to services, technical quality of care, costs, comfort, convenience of office facilities and length of the visit.

In addition, moderating factors that affect a patient's degree of satisfaction include socio demographic variables & health status and finally; a patient's network of family and friends can be considered influencing factors.

Whereas, the determinants of provider satisfaction include adequate time for patient visits, availability of equipment and services, meetings with other providers, relationship with patients and patient compliance.

A continuous feedback mechanism is needed to update the changing needs of the customers & their reaction to the products & services.

So, to see into the problems of the patients and to bring improvements in the Executive Health Centre services a feedback form analysis was done.

CATEGORY OF COMPLAINTS:

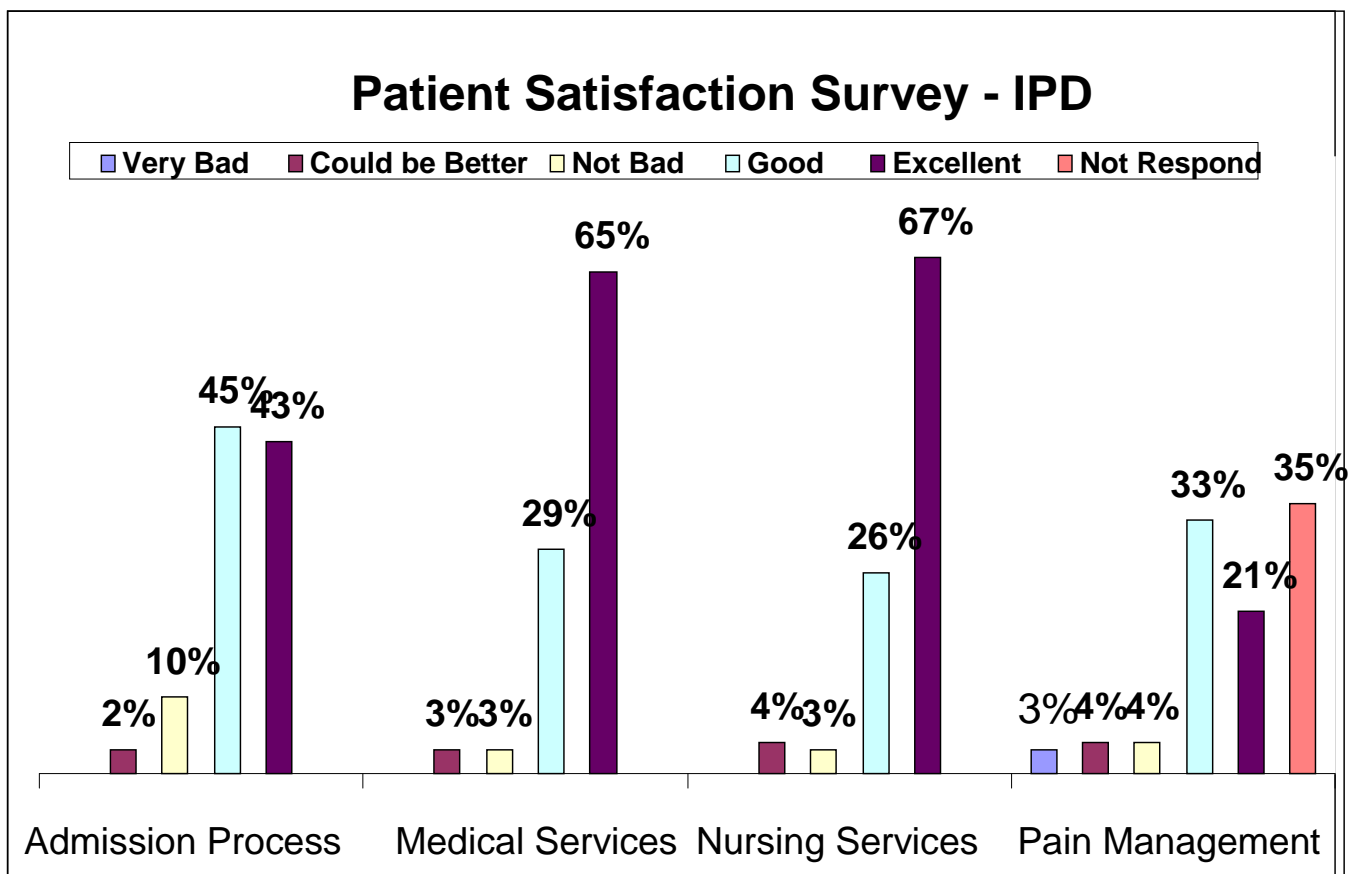
1. Access and timeliness
2. Communication
3. Decision making
4. Quality of care

5. Costs
6. Respect and dignity
7. Grievances
8. Facility services
9. Professional conduct.

RATING SCALE

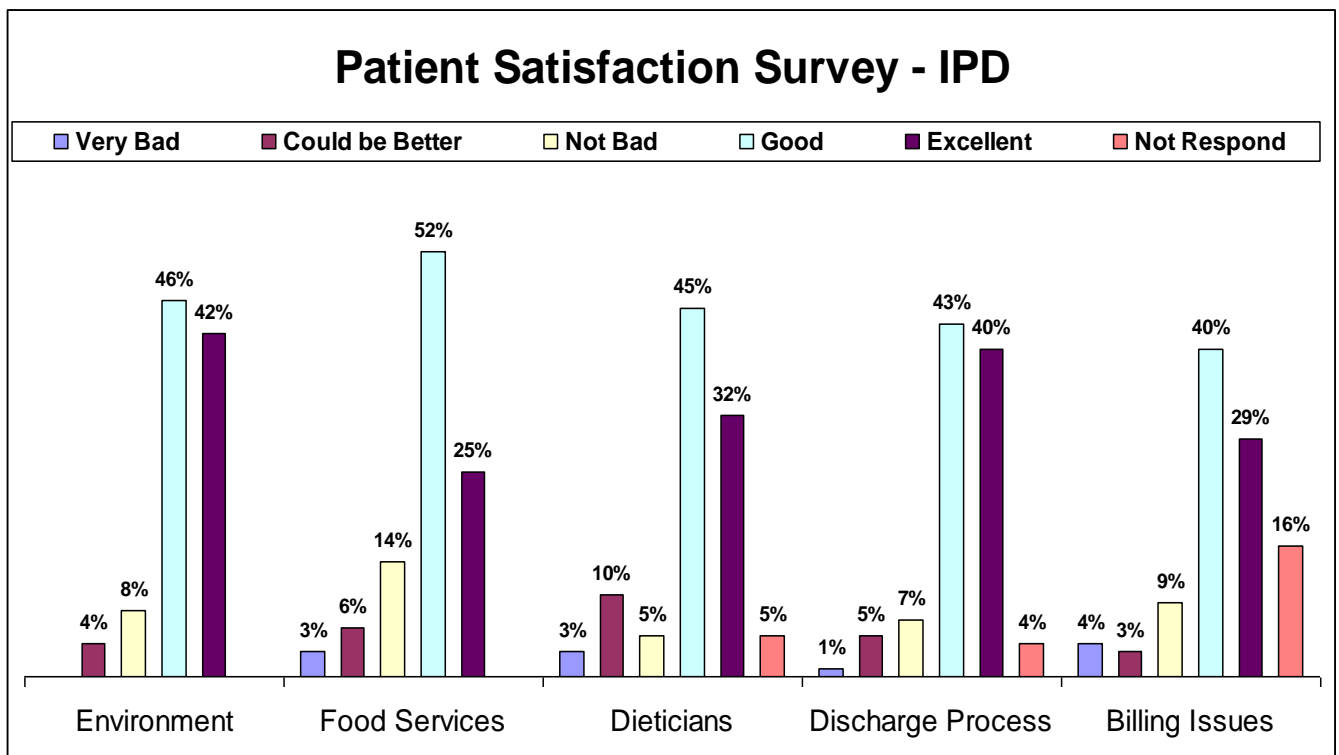
5 – Excellent, 4 – Good, 3 – Not Bad, 2 – Could be better, 1 – Very Bad,

NR- Not Responded



- Above graph shows that most of the patients are highly satisfied by the medical and nursing services, as 65% report excellent medical services and 67% report excellent nursing services.
- Most of the patients are not satisfied by the admission process due to long waiting time for admission.

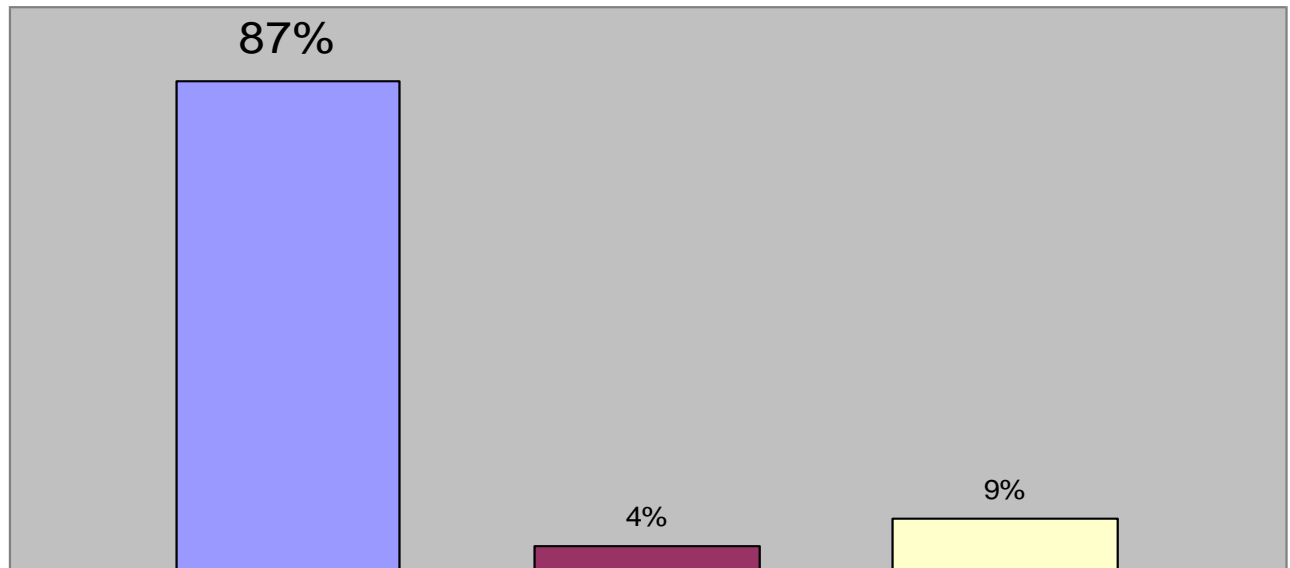
- They also show dissatisfaction towards pain management as only 21% said excellent and 35% did not respond.



- Above graph shows that most of the patients are not satisfied by the F & B and billing services as only few reported the services to be excellent or good.
- The response on discharge process was average as only 43% reported the process as good.
- The environment was reported to be excellent by 42 % patients and good by 46% patients so they were satisfied by the environment.

Re-Visit hospital, if need hospitalization again

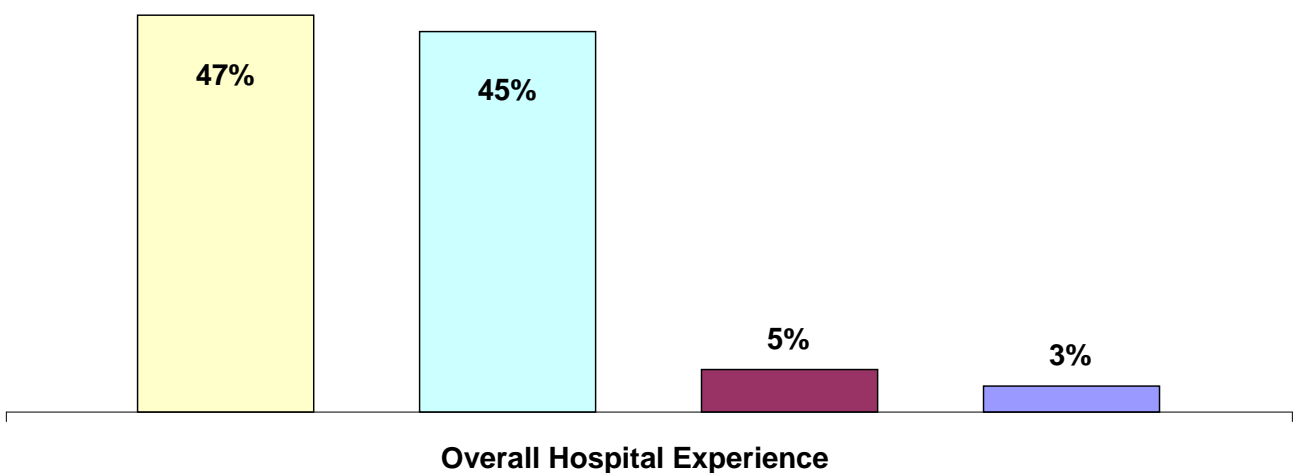
■ yes ■ No ■ NA



- Above graph shows that 87% patients would re-visit the hospital if required again, thus they are highly satisfied by the services of Artemis Hospital.

Patient Satisfaction Survey - IPD

■ Good ■ Excellent ■ Not Bad ■ Could be Better



- From the above graph, 45 % patients report excellent overall experience in the hospital including services and treatment provided.

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- 47 % report that the experience during their stay in the hospital was good so most of the patients are satisfied.

FINDINGS / PROBLEMS IDENTIFIED

- Long Waiting Time for admission
- No proper queuing management at the main admission Counter in the morning time.
- Visiting consultants not on time.
- Bathroom not clean or standard of cleanliness not maintained.
- Lack Of nursing Staff .
- Food quality/service.
- Insufficient light in the room/air-conditioning not working properly.
- Too much noise around the room.
- Doctors not paying attention.
- Medication not given on time.
- Quality of care.
- Wrong estimate for the treatment of the final bill amount.

RECOMMENDATIONS

- Administration should inform to the visiting consultant to see their patients on time.
- Housekeeping supervisors have to take strict steps for cleaning of the room and toilets by giving morning, afternoon, evening and night surprise visits, by putting a chart on the back of the front gate of the room/toilets, which should be have column of date day and signed of housekeeper/in charge.
- The HOD of Food & beverages dept. should take action for delivery of the food on time.
- Discharges should be planned one day before by the consultants.

CONCLUSION

The Study helped to identify the satisfaction level of the patients and their attendants for IP services at Artemis Health Institute. It was found that to become the most preferred health care provider there was a need for a systematic designing of strategy, which is in tune with the needs, desires and suggestions of the IP patients/attendants. A continuous effort for improvement in the service delivery through regular feedback and surveys can yield the desirable results.

Also, more stress need to be given on personal communication and care because the IP patients map the service on two dimensions, i.e. personal attention and efficiency of care.

Annexure -1

Feed Back Form (Patient satisfaction Survey-IPD)

Admission Process	Very Bad (1)	Could be Better (2)	Not Bad (3)	Good (4)	Excellent (5)
Friendliness/courtesy of the admitting desk staff					
How well were you oriented to your room					
Cleanliness of your room when you came in					

Our Medical Services	Very Bad (1)	Could be Better (2)	Not Bad (3)	Good (4)	Excellent (5)
How well were you explained about your disease and treatment by the doctors					
Doctors courtesy and friendliness					

Our Nursing Services	Very Bad (1)	Could be Better (2)	Not Bad (3)	Good (4)	Excellent (5)
Responsiveness of nurses					
Friendliness/Courtesy					

Pain Management	Very Bad (1)	Could be Better (2)	Not Bad (3)	Good (4)	Excellent (5)
How well was your pain managed					

Our Environment	Very Bad	Could be	Not Bad	Good	Excellent
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	(1)	Better (2)	(3)	(4)	(5)
Room cleanliness and comfort					
Promptness in responding to your needs					
Friendliness /Courtesy of Housekeeping staff					

	Very Bad (1)	Could be Better (2)	Not Bad (3)	Good (4)	Excellent (5)
Food Services					
Quality of food					
Timeliness of food services					
Friendliness/courtesy of servicing food staff					

	Very Bad (1)	Could be Better (2)	Not Bad (3)	Good (4)	Excellent (5)
Dieticians					
How well was the diet explained to you					
Friendliness/Courtesy of dieticians					

	Very Bad (1)	Could be Better (2)	Not Bad (3)	Good (4)	Excellent (5)
Discharge Process					
Speed of discharge process after you were told you could go home					
Information given to your family about medications and other instructions					

	Very Bad (1)	Could be Better (2)	Not Bad (3)	Good (4)	Excellent (5)
Billing Issues					

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Accuracy of billing					
Friendliness /Courtesy of billing staff					
Friendliness and courtesy of TPA Staff					

	Very Bad (1)	Could be Better (2)	Not Bad (3)	Good (4)	Excellent (5)
Overall hospital Experience					
How would you rate your overall hospital experience					
Would you prefer to comeback should you need hospitalization again					
would you recommend this hospital to your family and friends					

Patient's Name

GNID No.....

Room No.....

Signature of Patient / Attendant