

Hospital Management System



OVERVIEW

Healthcare worldwide is constantly undergoing changes due to new research findings, new medical technologies and new business models. These challenges are further compounded by the fact that healthcare is an information intensive field. Data must be timely, accurate and reliable - it could make the difference between life and death.

NIS-HMS has developed a Windows based Hospital Management which addresses the major functional requirement that suit small to large multi-speciality hospital.

NIS-HMS is very comprehensive product that provides end to end solution for complete Hospital Management. It seamlessly manages the business and clinical aspects of a healthcare environment. NIS-HMS has easy and quick workflow oriented approach for Doctors, nurses and medical staff to effectively manage their time and resources. The software offers support for entire departments in the hospital and the data can be shared across the organisation.

The benefits of Information Technology can effectively address the challenges faced by healthcare providers. Information Technology solutions in healthcare help provide enhanced care to patients while conforming to present and emerging standards and regulations and ensuring seamless integration within the various departments of the hospital. It also has critical social relevance in providing accurate monitoring and compliance with best procedures and practices.

Nano InfoSoft has a talent pool of professionals with healthcare domain, Information Technology and management expertise. We have healthcare customers with successful implementations in private and government hospitals, clinics, pharmacies and diagnostic centres.

Our in-depth knowledge of the healthcare industry enables us to analyse your business needs, assist you in re-engineering business processes and synergise your operations with IT solutions, to positively impact your Key Result Areas. We assure that NIS-HMS brings robust features that give medical practices new levels of efficiency, integration and accountability.

Nano InfoSoft credentials include:

- Experience in Healthcare IT
- In-depth understanding of the challenges faced by healthcare providers
- Experience in implementing at running hospitals and new hospital sites
- Process sophistication and well proven project management skills

Features

Some of the standard features:

- **24 x 7 AVAILABILITY** – One of the key features of NIS-Information System is its round-the-clock availability. The robust architecture of Information System ensures that system is available 24x7x365.
- **COMPLETELY ONLINE & INTEGRATED** – All the functions available in NIS-Information System are completely online, integrated and works on real time basis. This ensures that people work in a collaborative environment.
- **COMPREHENSIVE** – NIS-Information System is a comprehensive solution that covers basic and advanced functionality of each functional area. Our endeavor has been to offer a single Information System solution to each of our esteemed clients.



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- **COMPLIANCE WITH STANDARDS** – Functional aspects of NIS-Information System in each domain is designed after extensive study of standards, norms, regulations and best practices of industry. For example our Hospital Information System is fully compliant with ITIH 2003 guidelines published by GOI for information systems in healthcare.
- **EXCELLENT REPORTING SYSTEM** – NIS-Information System comes with a huge library of reports fulfilling needs of staff, supervisors, auditors and middle & top management. The uniqueness of this library is that it is grouped according to user roles and their requirements which helps them in getting results fast.
- **MULTIPLE LOCATION/USERS** – NIS-Information System can be accessed from multiple locations through wired or wireless connectivity. It is a tested and trusted platform for multi-location/multi-user operability.
- **LOWER TCO** – One of the key goals of NIS has been to offer IT solutions with very low TCO. Right from day one of our existence we continue to innovate and improvise to bring down TCO for user organisation further and further.
- **CHOICES** – NIS believes in offering user organisation choices in every aspect of Information System. Right from Network Operating System, to databases to a large number of functional modules we offer one of the largest collection of options to choose from.

Some of the key solution features:

- **BALANCED OFFERING** – The traditional ERP/IS solutions are known to have strong focus on one or two aspects of business. The functional features available through NIS-IS gives equal importance to every aspect of business be it Financials, Resource Utilisations, Planning or Analytics. This is true across all domains and product offerings of NIS-Information System.
- **ASSESSMENT OF EXACT REQUIREMENT & PRIORITY** – NIS has a well trained & qualified Technical & Functional Team which helps you assess the priority areas where Solution should be implemented first to get maximum impact and faster ROI.
- **HIGH LEVEL OF PREPARATION BEFORE IMPLEMENTATION** – The whole process and requirements of installation / implementation is well documented and made available to the client well in advance. It helps in smooth transition from one system to another system.
- **EMPOWERED IT DEPARTMENT** – System Administrator of NIS-Information System are one of the most empowered IT application administrators as they get excellent training in Installation, upgrades, maintenance, backup, basic security, master data creation and configuration management and access rights administration.
- **UPGRADES** – It is our policy to provide the latest development in NIS-Information System to our existing clients. There is a separate team that is concentrating on formulating strategies for smooth transition from present system to web enabled application for our existing clients. It is a constantly evolving system with two revisions every year.
- **SUITABILITY** – NIS gets into association with any user organisation only after mapping of solution to the requirements of buyer organization. We sale our solution only when we are confident that overall the NIS-Information System solutions provide excellent fitment to buyer organization's requirements in all areas under consideration.
- **PROACTIVE TRAINING & CONSULTATION** – At NIS we take a very proactive approach in training users and providing suggestions for better returns at User organisation. We even conduct functional training classes like material management for store staff if needed.



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Some of the quality features:

- **RELIABILITY** – NIS-Information System has undergone extensive tests at different stages of development as well as implementation in the past. This is to ensure reliability of the software. Testing of the software under various conditions is a never-ending process at our development centre.
- **COMPREHENSIVE DOCUMENTATION** – NIS-Information System has been developed with great emphasis on documentation. It has been done keeping in mind various Quality Control certifications. Apart from online Help, Clients are also provided with documents related to various features of software.
- **SOFTWARE CONFIGURATION MANAGEMENT** – To provide complete software quality assurance there has been total emphasis on SCM. The organization has developed foolproof method of version control, identification, change control etc.
- **INDUSTRY STANDARD PROTOCOLS** – NIS-Information System has been designed and developed keeping industry standard protocols in mind. Our software architecture team works with a clear directive to strictly follow the best from industry in terms of technology as well as practices.

Some of the usability features:

- **EASIEST TO IMPLEMENT** – We believe that NIS-Information System is the EASIEST ERP software to install, implement and operate. User only needs to copy paste the application on server to make it operational.
- **INTUITIVE USER INTERFACE** – The user interface of NIS-Information System has been designed after extensive study of Human- Computer Interface. It has been designed to reduce the learning period for user and to make daily work pleasant.
- **CONSISTENCY IN GUI DESIGN** – Graphic User Interface of NIS-Information System has been designed in such a way that it gives very consistent operability. For example in all the transactions screens standard buttons have been placed at same location to provide familiar look and feel to user.
- **ONLINE HELP** – NIS-Information System provides extensive context specific online help facility on each screen with single button click (F1). It describes the purpose of that screen, detailed description of each option on the screen along with the example. These self-explanatory Help windows reduce the learning period for users and also decreases the dependability on EDP department for support during day-to-day work.
- **MODULE/MENU DRIVEN** – NIS-Information System has a well-designed Graphical User Interface (GUI) with structured menu lists. Users find the Module/Menus structure very intuitive which is mapped with the business processes and this helps in easy navigation and operations.
- **EASY TO USE MOUSE DRIVEN POINT & CLICK DESIGN** – The system has been designed with lots of planning and care and it is such that if users want then they can run entire application either by using keyboard or mouse. It does not stop working if there is any keyboard or mouse failure at any of the terminal.
- **LESSER NUMBER OF KEY STROKES & MOUSE CLICKS** – We kept this basic principle of screen design in mind while designing the software.
- **MAINTENANCE & ADMINISTRATION** – Administration of this software is very easy as there are very few operations that are mandatory to perform on daily basis. Once the process of master data creation is over, daily transactions can be performed without any outside support.



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- **EASY HOUSEKEEPING FUNCTIONS** – Keeping in mind the stress and workload that comes with the responsibility of running a system on 24x7 basis, we have taken special care to make the work of IT/EDP department as easy as possible. It ranges from say, one-click facility for data backup to extremely secure data recovery process.

Some of the flexibility features:

- **HIGHLY PARAMETERISED** – We believe that every user organisation is distinctive in terms of its policies and business rules. Hence NIS-Information System comes with very high degree of parameterization, which allows for easy adaptability to suit individual organisations philosophies. Almost entire business logic of system is defined through parameters which are set by user from within the application. This can be altered at any stage in future without any need for help from software manufacturer/implementers. The system will automatically take care of changed parameters.
- **MODULARITY** – The functional features available through NIS-Information System are categorized in terms of modules. Each module maps group of functions performed by a department or common functions performed across all departments. The system is completely modular in nature and user organisation can pick and choose combination of modules for implementation at will. This provides flexibility to the user organisation to computerize as per their requirement and priority.
- **USER-TERMINAL-MODULE INDEPENDENT** – NIS-Information System has been designed in such a way that based on access rights any user can operate any function from any computer terminal. It does not restrict modules to terminals and thus allow complete flexibility to shift any work to any terminal if required.
- **DATABASE INDEPENDENT** – NIS-Information System has been designed as database independent application. At present it supports Oracle 10g/11g, SQL Server 2005, MySQL and DB2. This allows user organisation to save on investment already done on industry standard RDBMS software.
- **CUSTOMISABLE** –NIS-Information System is highly parameterized and will rarely require customization still we have a dedicated team to take care of this task if need arises.

Some of the performance features:

- **ACCEPTABLE RESPONSE TIME FOR KEY ONLINE TRANSACTIONS** – NIS-Information System has employed very efficient algorithm for all the operations where due to large data size, record display tends to be slow. Prudent use of server side programming has prevented this type of problem from occurring by increasing data access speed.
- **SHORT BATCH WINDOW** – On certain operations where information flow is large, data structure has been designed to reduce the workload on single operations.
- **INDEPENDENT OF INFRASTRUCTURE CONSTRAINTS** – The application is independent of infrastructure constraints to a very large extent. In case of large organizations where number of concurrent users will be high it is imperative to apply good network design and equipments to provide very efficient services. Otherwise the system requires almost negligible investment in high end hardware.
- **SIMPLICITY OF BUSINESS RULES** – NIS-Information System has been designed for efficient and fast working of end users. A principal design goal was to simplify the business rules and present it to end users where they can intuitively find it mapping their day to day work. It reduces the time taken for any operation and increase productivity.



Some of the technology features:

- **NIS + MICROSOFT + ORACLE** – NIS-Information System Information System Environment is amalgamation of technical expertise of the best names of IT industry in their respective fields. It has Front End/Middle Tier on Microsoft's .NET platform, Backend on Oracle's RDBMS and complete system runs on Windows XP or higher version on client terminals.
- **EMERGING WEB STANDARDS/FUTURE PROOFING** – It has followed open standards and protocols like SOA and web services.
- **MICROSOFT TECHNOLOGY** – NIS-Information System has been developed on Microsoft's enterprise grade software environment .NET. It is WINDOWS based 32 bit software which runs best on high resolution of 1024 x 786.
- **CLIENT/SERVER TECHNOLOGY** – To achieve best of the resources available architecture of NIS-Information System is based on client/server technology. It has been developed on a 4-tier architecture. System uses resources of client terminals in fat client environment.
- **RUNS OVER WAN/ SUPPORT REMOTE USERS WORKING ON TERMINAL SERVER** – NIS-Information System can be used over a wide area network using Terminal Servers of proprietary technology like CITRIX. RUNS ON MICROSOFT TERMINAL SERVER (NOT MANDATORY).
- **DISTRIBUTED COMPUTING** – NIS-Information System architecture is based on distributed computing environment. It allows us to fully utilize the processing capability of FAT clients which are used in majority of the cases as user's terminal/work station and to work with servers of normal configuration as load on server is reduced.
- **DEVELOPED USING OOAD & AGILE METHODOLOGY** – Entire application has been developed using OOAD and Agile methodology. Object orientation gives the software tremendous flexibility for future extension. Agile methodology has ensured that end users have been an integral part of design & development process.
- **SUPPORTS MULTIPLE FILE TYPES/SYSTEMS** – NIS-Information System interacts with multiple file types like image files (.BMP/.JPEG/.DCM etc). Several modules of the application come with option of using barcode or smart card etc. The system supports Dot Matrix, Laser, Ink Jet & Thermal Printers and user organisation can choose any combination.
- **REAL TIME ONLINE STORAGE & ARCHIVAL OF DATA** – NIS-Information System has facilities to take backup of data without stopping the application on any media of user's choice. It allows continuity of working with ease of SA work.
- **SOFTWARE AUTO UPDATES FEATURE** – For any kind of update in the software changes are made only at server and it is automatically implemented at all client terminals. This saves valuable time of IT department.

Some of the security features:

- **DATA SECURITY** – NIS-Information System uses RDBMS for storing data which is more secure than DBMS or file based environment of data storage. NIS-Information System is compatible with enterprise level RDBMS software like Oracle 10g whose security is unbreakable.
- **NETWORK SECURITY** – In case of large establishments NIS-Information System can employ hardware and software systems to ensure network security. This includes monitoring mechanism for network traffic, optical fiber to stop data leakages etc.



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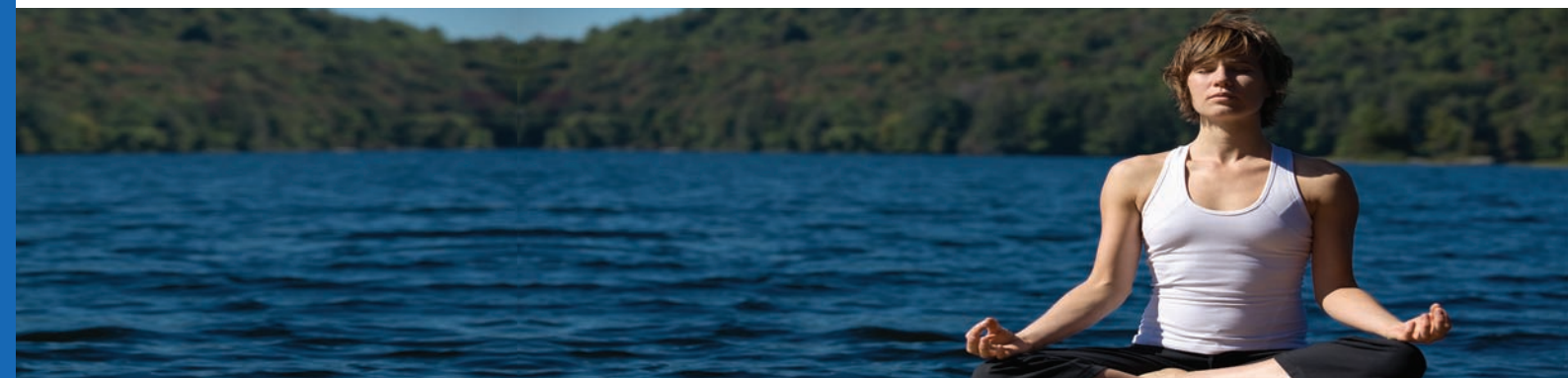
- **APPLICATION SECURITY** – NIS-Information System has extensive features to ensure security of application like menu level / button level access control. It also has unique features like service level activity control etc.
- **CONTINGENCY PLANNING** – Although NIS-Information System has facility for taking backup and restore data, based on clients requirement it can also provide advanced contingency features like mirror server etc.
- **RELIABILITY** – NIS-Information System distributed computing environment also ensures that if any machine/component is down then also system will continue to function without disruption. Other computers do not get affected by failure of one machine.
- **SINGLE POINT OF DATA ENTRY AND DATABASE** – To strictly enforce the integrity of data, several features like locking mechanism, time out functions etc has been employed. These prevent any chances of compromise with data integrity. We have used Sophisticated, Optimized Data Locking Mechanism which has withstood the test of time.
- **MACHINE SPECIFIC LOGIN FOR VERY SECURE ACCESS** – NIS-Information System is fully compatible with domain creation and access rights distribution mechanism to ensure access control on network.

Some of the scalability features:

- **ANY SIZE ORGANISATION** – NIS-Information System has been implemented from sites with 5 user systems to 500 concurrent user systems. It is being used by retail pharmacy shop to tertiary care medical college hospital. It proves the versatility of application and its flexibility to be suitable for organizations of any size.
- **SCALABLE DATABASE SIZE** – The database has been designed in such a way that it can handle data requirements of greater than 1000 bed hospital. It has features for data purging, offline/online data etc. that makes the size of database irrelevant as far as data retrieval / storage etc are concerned.
- **LARGE NUMBER OF COCURRENT USERS** – NIS-Information System is fully capable of handling any number of concurrent users at any point of time. Using latest equipment for network management, very efficient database software and excellent client/server programming has ensured this.
- **MUTIPLE SITES** – With our in-house expertise in network design, we make sure that application running at different sites work without any glitches and data integrity and system reliability is maintained round the clock.
- **COMPATIBLE WITH INCREASED TRANSACTION VOLUMES** – The database of NIS-Information System has been designed in such a way that it can handle rapidly growing record that is expected in any large organisation. Prudent Server side programming has been used extensively to achieve this goal.
- **EASILY EXPANDABLE AND UPGRADEBLE** – NIS-Information System has a very modular design and entire application has Object Orientation in it DNA. This allows us to expand the scope of application as per changing requirements of any organisation with ease.

Some of the Integration features:

- **INTEGRATE WITH DIFFERENT PLATFORMS/VENDOR PRODUCTS** – The application has been developed on Microsoft technologies but it can interact with products of vendors other than Microsoft.
- **INTERFACE WITH LEGACY SYSTEMS** – At all the places where a computerized system is already in place, NIS-Information System tries to use the existing infrastructure to the maximum possible extent. Our expertise in IT infrastructure management ensures optimum utilization of existing resources.



- **EXPORT OF DATA** – NIS-Information System allows reports to be exported outside the IS environment. User can convert reports generated by NIS-IS into rtf, pdf or spreadsheet formats.
- **INTERFACE WITH EXISTING SYSTEM** – Due to the in built flexibility of application design and our custom built interface mechanism, we are capable of providing interface with existing systems although it may not be advisable in certain cases.

Some of the product vs custom built features:

- **FASTER TIME TO DEPLOY** – It is very easy and fast to deploy a software product, as the deployment process is well defined, documented and time tested. On the other hand custom-built products takes longer time to deploy as there is no precedent to anticipate any trouble.
- **PROVEN SOLUTION** – A software product is a proven solution so the fear that whether it is workable or not never arises. In case of custom-built application there are several factors, like expertise of people involved, their experience etc that comes into play.
- **REDUCED MAINTENANCE COST** – Maintenance cost of a product is always less than a custom built solution. Vendor is bound to solve any problem that may arise in future by taking a pre-fixed amount but for custom-built solution cost is proportional to the expenditure required. Probability of such incidents is very high in case of custom-built solutions.
- **PRODUCT IMPROVEMENTS PAID FOR BY VENDOR** – In case of products, any improvement in future is provided by the vendor free of cost or by taking nominal fee. But in case of custom-built application any development will require money just like the earlier attempt to develop solution.
- **CONSTANT MONITORING** – Custom-built solution requires constant monitoring as application is in testing phase even after months of deployment whereas in case of products client can start using the software from the day one with full confidence.

Benefits

NIS not only transforms any organisation to a new system but also brings several benefits to the organization. These benefits have been observed and recorded in the past by our esteemed clients some of these are:

- Reduction in transaction cost
- Faster realization of Bill amount from Insurance & Credit Companies
- Improved resource utilization through Asset Management
- High savings in stationary cost
- Better inventory management and reduced inventory cost
- Smart and timely purchasing through supplier information & consumption pattern
- Relieving manpower for more productive work
- Reducing record keeping work of nurses resulting in more time for patient care
- Making Diagnostic results available throughout the hospital for doctors
- Computerization of clinical records resulting in better facilities for research
- Automative Operation theatre
- More customizable and maintainable Pharmacy
- Management time savings through single window monitoring
- Lower inventory cost using ABC / FIFO / Stock velocity models
- Tax planning and savings - monthly P&L and depreciation chart
- Lower breakdown for equipments through preventive maintenance
- Administrative time savings through performance reports



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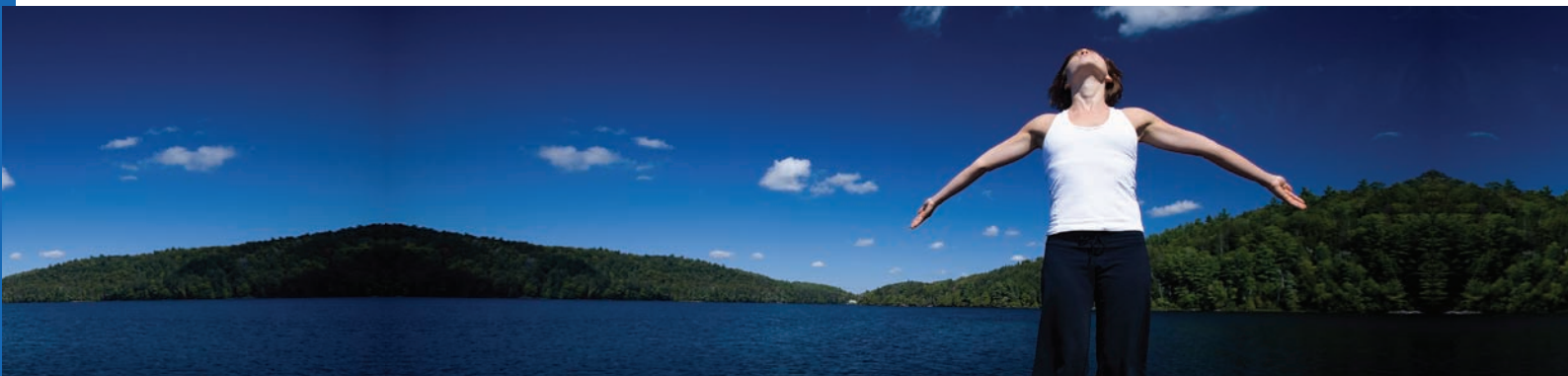
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- Higher room utilization through quicker patient discharge processes
- High patient satisfaction due to efficient work flow process
- Effective integrated marketing communication through SMS
- Faster return on investment - 21 day implementation cycle
- Hospital laboratory reagent wastage tracking
- Higher department collection through integrated out patient consulting
- Manage and control pilferage of stocks
- Easy insurance claims for TPA processing
- Departmental and doctor cost control
- Avoid lapse of equipment warranty using asset management
- Faster discharge summaries through integrated patient management
- Control misuse of phone calls in the hospital
- Efficiency in billing through single point cash management
- Lower software maintenance costs
- Lower IT personnel cost and no dedicated team required
- Lower overdraft charges through effective bank reconciliation
- Increase repeat business through loyalty programmes
- Lower paper cost using document archival solution
- Tiny software footprint - Low on hardware requirements
- Real estate space savings on document management
- Higher goodwill for hospital
- Cost savings - Transform your hospital through higher profits
- Patient centric - Enhances patient experience at all touch points
- Domain Expertise - Dedicated hospital consulting professionals
- Execution skills - Structured training and implementation schedule
- Intuitive - User friendly interface to increase staff efficiency
- Reliable - Trusted
- Scalable - Technology capable of supporting up to 2500 workstations
- Modular - Robust architecture to support hospital growth
- Quality Assurance - Automated testing tools and methodologies
- Maturity - Best practices implemented in development processes fine tuned over the years.
- Self tuning - No database administrator required.
- TCO - Low Cost of ownership
- 24 x 7 - Telephonic, e.mail and permission based remote login support
- Peace of mind - Quality of service Guarantee
- Reach - Reach via Email, Telephone, Knowledge base and support offices

Implementation

Some of them:

- NIS follows a very well defined, structured and tested package implementation policy.
- We have developed these set of processes keeping in mind the uniqueness of each user's environment.
- We recognize, understand and respect the fact that "Core Business Activities" of user organizations comes first and package implementation process must not hinder it in any way.



S.No.	Modules	Lite	Premier	Enterprise
1	Administration	✓	✓	✓
2	Security Management	✓	✓	✓
3	Marketing	✗	✗	✓
4	Contract Management	✓	✓	✓
5	Central Stores	✓	✓	✓
6	Departmental Stores	✓	✓	✓
7	BioMedical	✗	✗	✓
8	CSSD (Central Sterile Supply Department)	✗	✗	✓
9	Doctor Accounting	✓	✓	✓
10	ADT (Addmission-Discharge-Transfer)	✓	✓	✓
11	Transfusion Medicine	✓	✓	✓
12	HouseKeeping	✗	✓	✓
13	IPBilling	✓	✓	✓
14	Medical Record	✓	✓	✓
15	FrontOffice (Registration, Reception & OPD)	✓	✓	✓
16	Physician	✗	✗	✓
17	Diet & Nutrition	✗	✓	✓
18	Food & Beverages	✗	✓	✓
19	ADS (Auto Discharge Summary)	✓	✓	✓
20	Ward Management	✓	✓	✓
21	Speciality	✗	✓	✓
22	Laundry	✗	✓	✓
23	Purchase	✓	✓	✓
24	Radiology	✗	✓	✓
25	Phlebotomy	✗	✓	✓
26	PHC (Primary HealthCare)	✗	✗	✓
27	Operative Theatre	✓	✓	✓
28	Account Receivable	✓	✓	✓
29	Cardiology	✗	✓	✓
30	Financial Accounting	✓	✓	✓
31	Blood Bank	✗	✗	✓
32	HRMS (Human Resource Management System)	✗	✗	✓
33	Dental	✗	✗	✓
34	Cath Laboratory	✗	✓	✓
35	Reporting	✓	✓	✓
36	Emergency	✓	✓	✓
37	Laboratory	✓	✓	✓
38	HelpDesk	✗	✓	✓

Support

For customers using Nano InfoSoft products in deployment.

Our support plans include telephone access to our Technical Support organization and a variety of other support services. The level of support your business requires will determine the plan that best fits your needs. For customers using Nano InfoSoft products in deployment, we offer SupportNow Standard and Enterprise Plans. Specific features of these plans are highlighted in the table below:



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- **Standard Plan:** This is an inclusive offering for companies that require high-quality around-the-clock support for critical issues, access to new releases and online support services. Faster response times and more personalized support are available with the Enterprise Plan.
- **Enterprise Plan:** For some companies, downtime is never an option, and performance and stability are mission-critical. The Enterprise plan delivers our most comprehensive offering of prioritized and proactive support services, including:
 - Highest priority response times
 - Priority access to the Enterprise Technical Team
 - Proactive services such as account management and regular review meetings

This plan truly offers customers the ultimate in service levels and priority, and a focus on continuous improvement and getting the most from your Nano InfoSoft investment.

	Standard*	Enterprise
Support Coverage		
24x7 (Follow-the-Sun) for P1	•	•
Number of Local Contacts	4	6
Number of Anywhere Global Contacts	option	6
Number of Solved Case Contacts	4	12
Number of Cases	unlimited	unlimited
Enterprise Support Team	N/A	•
Response Time	P1<1 hr	P1<30 min
Priority Case Escalation	N/A	•
Online Support	•	•
Software Services		
New Version Releases	•	•
Maintenance Releases	•	priority
Personalized Support		
Account Management Services	N/A	•
Review Meetings	N/A	•
Alliance Support	N/A	option
Privilege Services**	option	N/A
ServiceNow Monitoring & Alerting**	option	option
Advanced Services*		
Migration/Upgrade Services	option	option
Personalized Training	option	option
* Effective October 1, 2009, replaces Basic and Extended Plans		
** Offered in most areas, availability may vary		

Purchasing Support

If you are interested in purchasing a SupportNow Plan, you have several options:

- Purchase a support plan online on eShop
- Contact a local Nano InfoSoft Sales representative
- Email Nano InfoSoft Sales

If anybody can do it... we can do it better

Finding ingenious solutions, comprehensive technology approach, customer-orientation and a perfect blend of efficiency & cost-effectiveness

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