

SOMALI HEALTHBRIDGE CONSULTANT

HOSPITAL MANAGEMENT SYSTEM — SAMPLE PROCESS WORKFLOW

Training
Guide

End-to-end patient journey (A to Z) · hospital.jawicore.com

Sample patient: Amina Hassan, 54, Mogadishu

Scenario: Chest pain → local OPD workup → international cardiac referral → return → follow-up

Purpose: Explain the complete business process to the hospital team

Full step-by-step workflow (29 steps)

1. **Patient / family contacts hospital** (phone, walk-in, or website).
2. **Reception creates CRM inquiry/lead** and captures basic complaint details.
3. **Patient registration** — unique Patient ID, ID/passport upload, contacts, emergency contact, medical/surgical history.
4. **Consent collected** — consent signed + consent document uploaded.
5. **Medical Coordinator assigned** — treatment status = Intake; case added to coordinator dashboard.
6. **Appointment booked** with doctor (date/time/type) and confirmation/reminder sent.
7. **Patient arrives and checks in** — queue token issued.
8. **Nurse records vital signs** (BP, pulse, temp, SpO2, etc.).
9. **Doctor starts consultation (EMR)** — chief complaint, examination notes.
10. **Doctor records provisional diagnosis** (and ICD if available).
11. **Doctor orders laboratory tests** from EMR.
12. **Lab staff process tests and upload results.**
13. **Doctor reviews lab results.**
14. **Doctor orders imaging** (X-ray / CT / MRI as needed).
15. **Radiologist reports imaging**; doctor reviews report.
16. **Doctor finalizes diagnosis and treatment plan.**
17. **Doctor writes e-prescription.**
18. **Pharmacist dispenses medicines** and counsels patient.
19. **Finance generates OPD invoice** (consult + lab + imaging + pharmacy).
20. **Payment collected / balance tracked.**
21. **If higher care needed: Coordinator creates hospital/international referral** with documents packet.
22. **Management reviews and approves referral**; specialist assigned.
23. **Travel / admission planning** (tickets, arrival, partner hospital admission).
24. **Treatment updates and documents archived** during partner care.
25. **Discharge summary received** — patient returns; referral marked completed.
26. **Final billing / outstanding balance cleared.**
27. **Follow-up appointment scheduled.**
28. **Follow-up consultation completed** in EMR.
29. **Case closed** — treatment status = Completed.

Short version (21 steps — for slides)

1. Contact
2. Register
3. Consent
4. Assign coordinator
5. Book appointment
6. Check-in / queue

7. Vitals
8. Consult / EMR
9. Lab
10. Imaging
11. Diagnosis
12. Pharmacy
13. Bill / pay
14. Referral (if needed)
15. Approve referral
16. Travel / admit
17. Treat / update docs
18. Discharge
19. Final bill
20. Follow-up
21. Close case