

HOSPITAL QUEUE MANAGEMENT SYSTEM

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1. INTRODUCTION

- ▶ The Hospital Queue Management System is a comprehensive solution designed to streamline and optimize the patient queuing process in healthcare facilities.



2. TOKEN GENERATION

- A. Receptionist will generate token as per first come first serve.
- B. Basis in a single serial order for all counters.
- C. By selecting the counter for which to generate



CARDIOLOGY

GENERAL MEDICINE

GYNAECOLOGY

ORTHOPEDICS

PHYSIOTHERAPY

DENTAL

GENERAL SURGERY

LAB

PEDIATRICS

ULTRASOUND

X-RAY

Type here to search



25°C Mostly cloudy 12:45 PM 9/21/2023

Look here... only department name exists. Only a single click on the name of the department will generate a dialogue box where only patient's name has to be typed and entered.

3. MAIN HALL DISPLAY

- A. This displays all the token numbers in serial order.
- B. Auto screen refresh time is 15 seconds. Each 15 secs, 10 tokens are displayed. And next 10 tokens for next 15 seconds
- C. Whatever token is called will get highlighted with ding dong sound. When next token of same series(doctor) is called, the previous one will be removed, and the next one will move up

A. 1ST SCREEN IN MAIN WAITING HALL

FATIMA HOSPITAL WAITING LIST ON WEDNESDAY, 20 SEP 2023

TOKEN NO	PATIENT NAME	DOCTOR NAME	STATUS
1	ALPHA	ORTHO	WAITING
2	BETA	PEDIATRIC	WAITING
3	GAMA	LAB TEST	WAITING
4	DELTA	ORTHO	WAITING
5	EPSILON	X-RAY	WAITING
6	LAMBDA	LAB TEST	WAITING
7	OMEGA	ORTHO	WAITING
8	THETHA	GYNAEC	WAITING
9	PI	PEDIATRIC	WAITING
10	EPSILON	PEDIATRIC	WAITING

B. 1ST SCREEN IN MAIN WAITING HALL AFTER 10 SECONDS

FATIMA HOSPITAL WAITING LIST ON WEDNESDAY, 20 SEP 2023

TOKEN NO	PATIENT NAME	DOCTOR NAME	STATUS
11	ELECTRON	GYNAEC	WAITING
12	PROTON	X-RAY	WAITING
13	NEUTRON	ORTHO	WAITING
14	NEUTRINO	GYNAEC	WAITING
15	PHOTON	PAEDIATRIC	WAITING
16	QUARK	ORTHO	WAITING
17	POSITRON	PAEDIATRIC	WAITING
18	TAU	GYNAEC	WAITING
19	MUON	ORTHO	WAITING
20	HIGGSBOSON	ORTHO	WAITING

C. 1ST SCREEN IN MAIN WAITING HALL. SEE TOKEN 1 OF ORTHO IS REMOVED, 4 IS HIGHLIGHTED AND 11 HAS MOVED UP

FATIMA HOSPITAL WAITING LIST ON WEDNESDAY, 20 SEP 2023

TOKEN NO	PATIENT NAME	DOCTOR NAME	STATUS
2	BETA	PEDIATRIC	WAITING
3	GAMA	LAB TEST	WAITING
4	DELTA	ORTHO	NEXT
5	EPSILON	X-RAY	WAITING
6	LAMBDA	LAB TEST	WAITING
7	OMEGA	ORTHO	WAITING
8	THETHA	GYNAEC	WAITING
9	PI	PEDIATRIC	WAITING
10	EPSILON	PEDIATRIC	WAITING
11	ELECTRON	GYNAEC	WAITING

4. INDIVIDUAL DOCTOR'S CABIN'S DISPLAY



2nd SCREEN IN FRONT OF INDIVIDUAL DOCTOR'S CABIN		
DR. MUNEEB MIRZA		
MBBS, MS ORTHO		
CONSULTANT ORTHOPEDIC SURGEON		
TOKEN NO.	PATIENT NAME	STATUS
1	ALPHA	NEXT
4	DELTA	WAITING
7	OMEGA	WAITING
13	NEUTRON	WAITING
16	QUARK	WAITING

5. CALL BUTTON

3 ways to do this :-

1. Each doctor calls the next patient from their own mobile
2. A doctor may have an assistant (called op nurse) who may call the patient on his behalf. This step works just like the first step above
3. Multiple doctors may have a single assistant.
 - a. Log in - log out from her mobile for each doctor depending upon which doctor needs to call
 - b. Single log in and choose the doctor to which she should call

6. MISCELLANEOUS



192.168.0.101/R	RECEPTIONIST CONSOLE TO GENERATE TOKENS
192.168.0.101/M	MAIN HALL DISPLAY SCREEN
192.168.0.101/S	SETTINGS TO SET DOCTOR NAMES, ETC
192.168.0.101/O	ORTHO DOCTOR SCREEN
192.168.0.101/OM	ORTHO DOCTOR MOBILE TO CALL PATIENTS
192.168.0.101/P	PEDIATRIC DOCTOR SCREEN
192.168.0.101/PM	PEDIATRIC DOCTOR MOBILE TO CALL PATIENTS

7. CONCLUSION

- ▶ The Hospital Queue Management System is a game-changer in improving the efficiency and patient experience in hospitals. By streamlining the patient registration process, reducing wait times, and providing real-time updates, the system ensures that patients receive the care they need in a timely manner. Additionally, the system offers benefits to hospital staff by simplifying administrative tasks and enabling better resource allocation. Overall, the Hospital Queue Management System is a valuable tool for hospitals to enhance their operations and provide a higher level of care to their patients.



Thank You