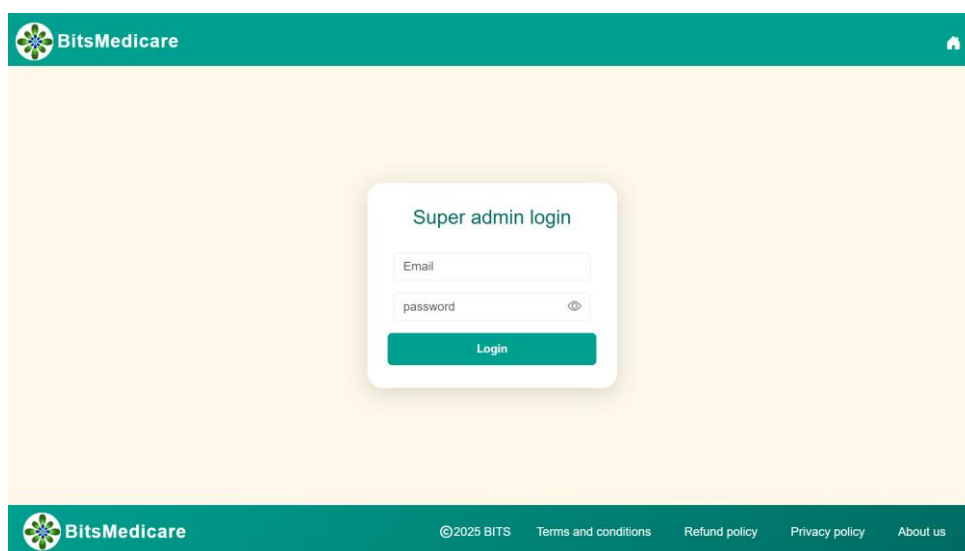


# Hospital Management System – User Manual for Hospital Staff

This user manual provides guidance for hospital administrators, doctors, and staff members on how to use the Hospital Management System effectively. The platform helps manage hospital operations such as appointments, patient visits, doctors, staff, billing, reports, and branch management through a centralized digital system.

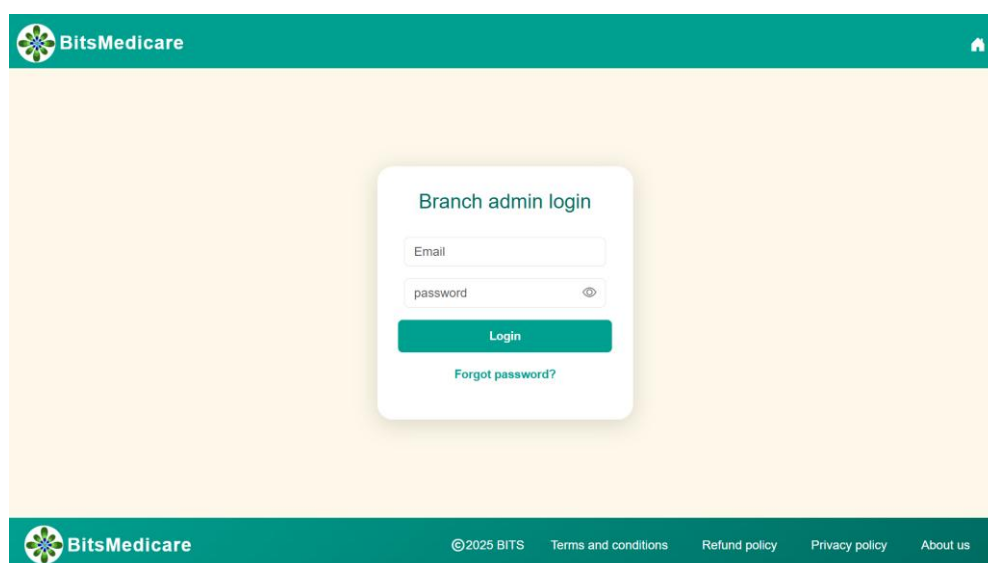
## 1. Login pages

### 1.1 Super admin login

The screenshot shows the 'Super admin login' page of the BitsMedicare system. The page has a teal header with the BitsMedicare logo and a home icon. The main content area is a light yellow background with a white login box in the center. The login box contains the title 'Super admin login', an 'Email' input field, a 'password' input field with a toggle icon, and a teal 'Login' button. The footer is teal and contains the BitsMedicare logo, copyright information '©2025 BITS', and links for 'Terms and conditions', 'Refund policy', 'Privacy policy', and 'About us'.

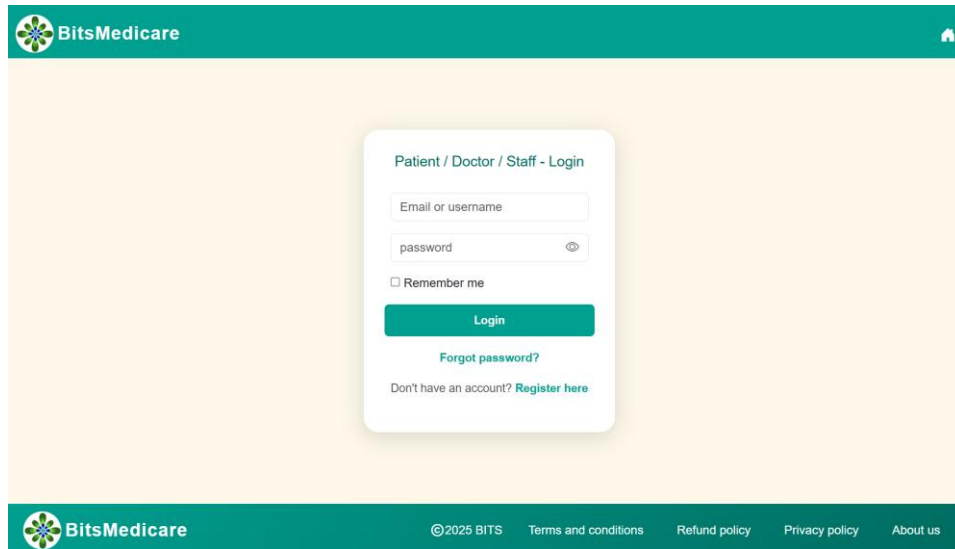
- Enter the registered email ID and password provided by the system administrator, then click the “Login” button to access the Super Admin panel. A One-Time Password (OTP) will be sent to your registered email ID for verification. The Super Admin is responsible for hospital registration, branch management, and user assignment.

### 1.2 Branch admin login

The screenshot shows the 'Branch admin login' page of the BitsMedicare system. The page has a teal header with the BitsMedicare logo and a home icon. The main content area is a light yellow background with a white login box in the center. The login box contains the title 'Branch admin login', an 'Email' input field, a 'password' input field with a toggle icon, a teal 'Login' button, and a link for 'Forgot password?'. The footer is teal and contains the BitsMedicare logo, copyright information '©2025 BITS', and links for 'Terms and conditions', 'Refund policy', 'Privacy policy', and 'About us'.

- Enter the registered email ID and password provided by the Super Admin to access the Branch Admin panel and manage branch-related operations. A One-Time Password (OTP) will be sent to your registered email ID for verification.
- If you've forgotten your password, click "**Forgot password?**" to receive a password reset link via email.

## 1.3 Staff and doctor login



BitsMedicare

Patient / Doctor / Staff - Login

Email or username

password

☐ Remember me

Login

[Forgot password?](#)

Don't have an account? [Register here](#)

BitsMedicare

©2025 BITS   [Terms and conditions](#)   [Refund policy](#)   [Privacy policy](#)   [About us](#)

- Enter your registered email and password to access your account.
- Check the "**Remember me**" box to skip OTP verification for future logins. If you've forgotten your password, click "**Forgot password?**" to receive a password reset link via email.

## 2. Registration page

Register

First name Middle name

Last name Phone number

Email Username

Password Confirm password

Aadhaar number PAN number

Pincode City

State Country

Select your role

Register

Already have an account? [Login here](#)

- Complete the registration form by entering your First Name, Middle Name (optional), Last Name, Phone Number (must be unique), Email ID (must be unique), Username (must be unique), Password, Confirm Password, Aadhaar Number, PAN Number, Pincode, City, State, Country, and select your role (Staff or Doctor). After entering all required details, click the “Register” button to create your account. A One-Time Password (OTP) will be sent to the entered email ID for verification.
- Enter your Pincode to automatically fetch the corresponding City, State, and Country details.

### Rules for Registration:

- Select your role as either Staff or Doctor. The dashboard and system access will be assigned based on the selected role. Once the account is created, the selected role cannot be changed later.
- The Password and Confirm Password fields must match. The password must contain at least 8 characters, including one uppercase letter, one numeric digit, and one special character.
- The Aadhaar Number and PAN Number must contain 12 and 10 characters respectively.
- You cannot register multiple accounts using the same email ID or phone number.

## 3. Verification page

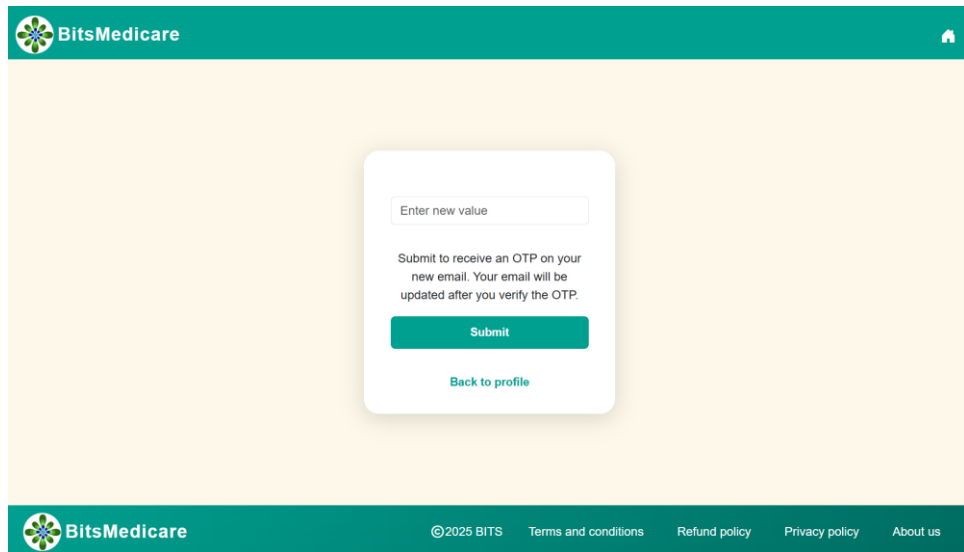
OTP Verification

Verify OTP

Didn't receive the OTP? [Resend OTP](#)

- Enter the One-Time Password (OTP) sent to your registered email address, then click "Verify OTP" to proceed. If you have not received the OTP, click "Resend OTP" to request a new code.

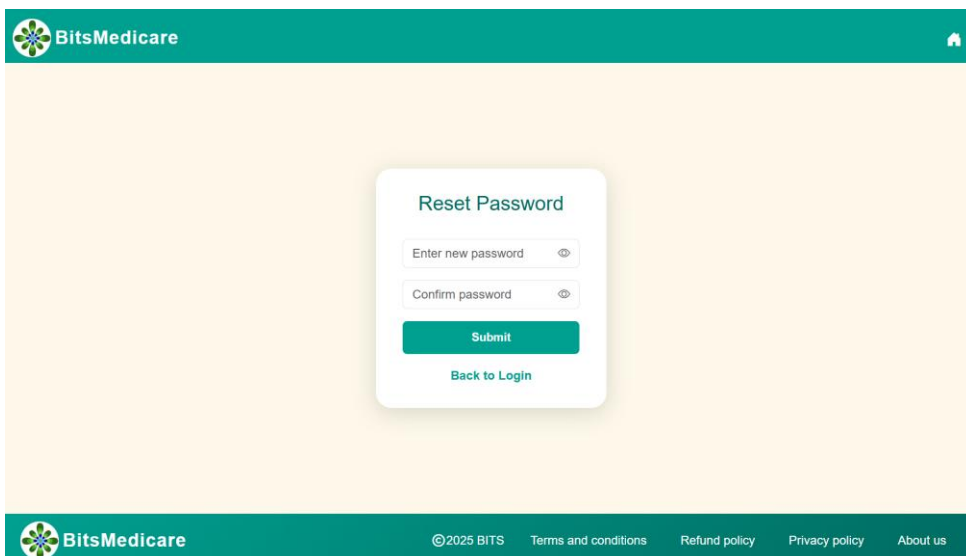
#### 4. New credentials



The screenshot shows the BitsMedicare website interface for updating credentials. At the top is a teal header with the BitsMedicare logo and a home icon. The main content area has a light yellow background. In the center is a white rounded rectangle containing a form. The form has a text input field labeled "Enter new value". Below the field is a message: "Submit to receive an OTP on your new email. Your email will be updated after you verify the OTP." There is a teal "Submit" button and a teal link "Back to profile" below it. At the bottom is a teal footer with the BitsMedicare logo, copyright notice "©2025 BITS", and links for "Terms and conditions", "Refund policy", "Privacy policy", and "About us".

- To update your Email ID or contact number, enter the new value and click the **"Submit"** button. A One-Time Password (OTP) will be sent to the newly entered Email ID for verification.
- Your Email ID will be updated only after successful OTP verification.
- Users can update their account credentials and profile information from the **Profile** section.

#### 5. Password Reset



The screenshot shows the BitsMedicare website interface for resetting a password. At the top is a teal header with the BitsMedicare logo and a home icon. The main content area has a light yellow background. In the center is a white rounded rectangle containing a form titled "Reset Password". The form has two text input fields: "Enter new password" and "Confirm password", each with an eye icon for toggling visibility. Below the fields is a teal "Submit" button and a teal link "Back to Login" below it. At the bottom is a teal footer with the BitsMedicare logo, copyright notice "©2025 BITS", and links for "Terms and conditions", "Refund policy", "Privacy policy", and "About us".

- Enter your new password in the **"Enter new password"** field, then re-enter the same password in the **"Confirm password"** field to verify. Click **"Submit"** to reset your password, or click **"Back to Login"** to return to the login page.
- Ensure your password meets the required criteria (at least 8 characters with one digit, one uppercase letter, and one special character).

## 6. Super Admin Dashboard

The Admin Panel includes a sidebar navigation menu to access different hospital management sections such as Hospitals, Branches, Doctors, Policies, TNC, Rules, Info for visitors and Logout. A subscription renewal reminder will be displayed on the dashboard 15 days before the plan expiry date to help avoid service interruption.

### 6.1 Hospital details

The screenshot displays the BitsMedicare Admin Panel. The sidebar on the left contains the following navigation items: Admin panel, Hospitals, Branch, Doctor, Terms & Conditions, Policies, Rules, Info for visitors, and Log out. The main content area is titled 'Hospitals' and features a warning message: 'Once you save changes you will no longer be able to delete a hospital or edit its name.' Below this is a '+ Add New Hospital' button. The 'Details' tab is active, showing the form for 'GreenLife Children Hospital'. The form includes a description, 'Why choose us' section, social media links (LinkedIn, Facebook, Instagram, Twitter, YouTube), and an image upload section with a '+ Upload' button.

- Use the header tabs to switch between the **Details** and **Documents** sections.
- Click the “**Add New Hospital**” button to add a new hospital and enter details such as name, logo, description, “Why Choose Us” content, social media links, and images for display on the home page.
- After saving, the hospital name cannot be edited and the hospital cannot be deleted.
- Complete all relevant details, as the information will be displayed on the website home page and footer section.
- New hospitals cannot be added after reaching the maximum hospital/branch limit configured in the subscription plan.
- Once the hospital is verified by the administration team, additional hospital details can be added and managed.

[Details](#)
[Documents](#)


**Sunrise Advanced Care Hospital**

save

**Hospital Registration Certificate**  
Issued by local authority / health department [pdf, doc, docx] [Mandatory]

☒ Visible to user
 ✕

Current: view / download  

Choose File
No file chosen

**Clinical Establishments Act Registration Certificate**  
[pdf, doc, docx] [Mandatory]

Choose File
No file chosen

**PAN Card**  
Hospital / Trust / Company [pdf, doc, docx] [Mandatory]

☐ Visible to user
 ✕

Current: view / download  

Choose File
No file chosen

**Ownership / Legal Entity Proof**  
Trust Deed / Society Registration Certificate / Partnership Deed / Certificate of Incorporation (Company / LLP) [pdf, doc, docx] [Mandatory]

Choose File
No file chosen

**Pollution Control Board Consent**  
[pdf, doc, docx]

☒ Visible to user
 ✕

Current: view / download  

Choose File
No file chosen

+ Add Other Documents

- Click the **Choose File** button to upload a document.
- Click the **Save** button to upload the document successfully.
- Enable the **Visible to User** checkbox to display the document on the home page.
- Click the **Add Other Documents** button to upload documents other than the listed categories.

## 6.2 Hospital branch


**BitsMedicare**
Manage hospital

**Admin panel**  
  
[Hospitals](#)  
**[Branch](#)**  
[Doctor](#)  
[Terms & Conditions](#)  
[Policies](#)  
[Rules](#)  
[Info for visitors](#)  
[Log out](#)

! Your plan expires in **5 days** — contact us to renew and continue without interruption.

Branches

i You need to register a hospital and that hospital should be verified before adding its branch.

! You can list 4 more branches. To add more, upgrade your plan.

! Once you save changes you will no longer be able to delete a branch or edit its name and associated hospital.

| Hospital                       | Branch Name           | Admin Email             | Password                                                    |
|--------------------------------|-----------------------|-------------------------|-------------------------------------------------------------|
| GreenLife Children Hospital    | Gotri - Vadodara      | abc@gmail.com           | ***** <span style="color: blue; font-size: 0.8em;">👁</span> |
| GreenLife Children Hospital    | Gotri - Vadodara      | test@gmail.com          | ***** <span style="color: blue; font-size: 0.8em;">👁</span> |
| Sunrise Advanced Care Hospital | Thaltej - Ahmedabad   | 3205.bits@gmail.com     | ***** <span style="color: blue; font-size: 0.8em;">👁</span> |
| Sunrise Advanced Care Hospital | Athwalines - Surat    | infobits.3207@gmail.com | ***** <span style="color: blue; font-size: 0.8em;">👁</span> |
| Sunrise Advanced Care Hospital | Health Square, Rajkot | 3206.bits@gmail.com     | ***** <span style="color: blue; font-size: 0.8em;">👁</span> |

- Click the **Add Branch** button to create a new hospital branch by selecting the hospital, entering the branch name, admin email ID, and password, then click **Save Changes**.
- Branches can only be added for hospitals that are already registered and verified.
- New branches cannot be added after reaching the maximum branch limit defined in the subscription plan.
- After saving, the branch name and associated hospital cannot be edited or deleted.
- Ensure the admin password contains at least 8 characters, including one uppercase letter, one number, and one special character.

- Review branch details such as contact information, location, working hours, and social media links.
- Update the branch description and “Why Choose This Branch” content as required.
- View branch documents and check whether they are marked as Public or Private.
- Verify the branch or revoke its verification status using the available action buttons.

## 6.3 Doctors

- Review all doctors registered under your hospital branches.
- Click the **Eye** icon to view the complete doctor profile and update the doctor description if needed.
- Use the **Notes for Doctor** section to add remarks related to profile review or verification.
- Doctors are verified and managed by their respective Branch Admins.

## 6.4 Legal policies

- Add hospital-specific legal content such as **Terms and Conditions, Hospital Policies, Rules & Regulations, and Visitor Information** from their respective sections.
- These details can be customized separately for each verified hospital and branch as required.
- The configured content will be automatically displayed in the **website footer section** of the respective hospital portal.
- Ensure all policy content is accurate, approved, and updated before publishing.

BitsMedicare

Manage hospital

Admin panel

Hospitals

Branch

Doctor

Terms & Conditions

Policies

Rules

Info for visitors

Log out

Your plan expires in 5 days — contact us to renew and continue without interruption.

Terms and condition

Terms and condition - Sunrise Advanced Care Hospital

All patients must provide valid identification and accurate personal information at the time of registration. Hospital services are subject to availability of doctors, staff, and medical facilities. Treatment plans are based on medical evaluation and may change as per patient condition. The hospital is not liable for loss of personal belongings; patients are advised to keep valuables safe. Payments for services must be made as per hospital billing policies before discharge. Advance deposits may be required for admission and surgical procedures. Insurance claims are subject to approval from the respective insurance provider. The hospital reserves the right to refuse or discontinue services in case of misconduct. All medical records remain confidential and are shared only with authorized individuals. By availing services, patients agree to abide by all hospital rules and regulations.

Save Changes

Terms and condition - Greenfield Multispecialty Hospital

All patients and visitors must provide accurate personal and medical information at the time of registration. Greenfield Multispecialty Hospital is not responsible for any consequences arising from incorrect information provided by the patient. Appointments must be booked in advance through our online portal or reception. Walk-in consultations are subject to doctor availability and may involve

BitsMedicare

Manage hospital

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Your plan expires in 5 days — contact us to renew and continue without interruption.

Policies

Policies - Sunrise Advanced Care Hospital

Privacy Policy: Patient data is securely stored and not shared without consent. Billing Policy: Transparent billing system with detailed invoices provided. Refund Policy: Refunds (if applicable) are processed within 7–10 working days. Admission Policy: Admission requires valid ID, doctor recommendation, and deposit. Discharge Policy: Discharge is processed only after doctor approval and bill clearance. Infection Control Policy: Strict hygiene and sanitation protocols are followed. Visitor Policy: Visitor access is regulated to ensure patient safety and comfort. Emergency Policy: Emergency cases are prioritized and treated immediately. Consent Policy: Written consent is mandatory before surgeries or major procedures. Complaint Policy: Patients can register complaints via helpdesk or online portal.

Save Changes

Policies - Greenfield Multispecialty Hospital

All patients must complete registration and OTP verification before availing any medical services. Valid government-issued ID proof is mandatory at the time of admission. Cashless treatment is available only for patients with pre-approved insurance policies from our listed insurance partners. Patients must submit insurance

BitsMedicare

Manage hospital

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Your plan expires in 5 days — contact us to renew and continue without interruption.

Hospital rules

Hospital rules - Sunrise Advanced Care Hospital

Save Changes

Hospital rules - Greenfield Multispecialty Hospital

Visitors and patients must maintain silence in all hospital areas, especially in ICU, operation theatres, and patient wards. Use of mobile phones in restricted zones is strictly prohibited. Smoking, consumption of alcohol, and use of any tobacco products inside the hospital premises is strictly prohibited and subject to legal action.

BitsMedicare

Manage hospital

Admin panel

Hospitals

Branch

Doctor

Terms & Conditions

Policies

Rules

Info for visitors

Log out

Your plan expires in 5 days — contact us to renew and continue without interruption.

Information for visitors

Information for visitors - Sunrise Advanced Care Hospital

Save Changes

Information for visitors - Greenfield Multispecialty Hospital

Visiting hours are from 10:00 AM – 12:00 PM and 5:00 PM – 7:00 PM daily. Visits outside these hours are permitted only in special circumstances with prior approval from the duty nurse. A maximum of two visitors per patient are allowed at a time in general wards. ICU and post-operative patients are restricted to one attendant only during

## 7. Branch Admin Dashboard

The Branch Admin Dashboard allows administrators to manage all operations related to their assigned hospital branch through a centralized interface.

The dashboard includes a sidebar navigation menu to access various management modules such as Branch Details, Documents, Doctors, Staff, Asset Details, Invoice Details, Specialities, Facilities, Nearby Facilities, Header Slider, Terms & Conditions, Policies, Rules, Visitor Information, FAQ, and Logout.

The dashboard header displays the assigned hospital and branch name. Additionally, a subscription renewal reminder is shown 15 days before the plan expiry date to help ensure uninterrupted service.

### 7.1 Branch details

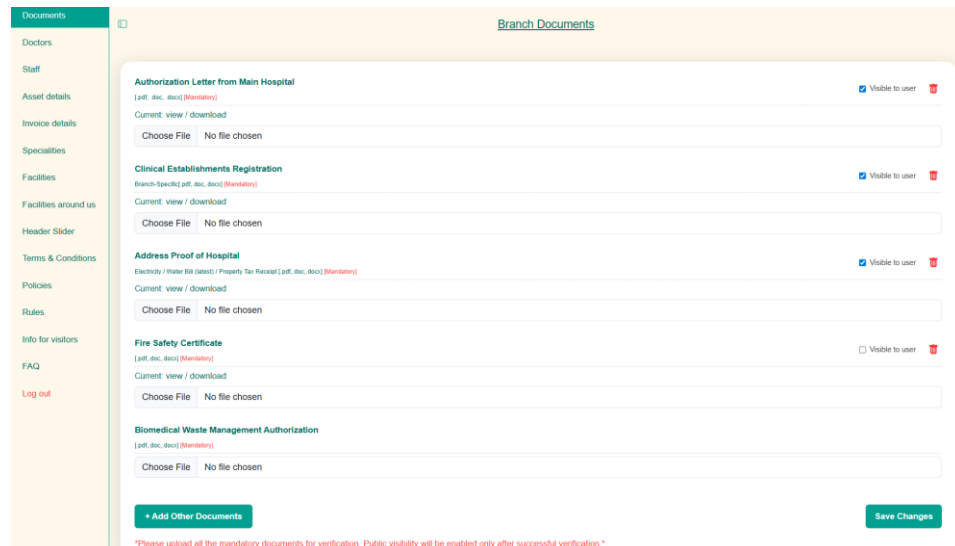
The screenshot displays the 'Branch details' form within the 'Admin panel' of the 'Sunrise Advanced Care Hospital - Thaltej - Ahmedabad' dashboard. The form is titled 'Verified' and includes the following sections:

- Branch name:** Thaltej - Ahmedabad
- Working hours:** From 09:00 To 21:00
- Working days:** Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday (all checked)
- Description:** City Care Multispecialty Hospital is a modern healthcare center providing quality medical services with advanced technology and experienced doctors. We offer comprehensive treatment across multiple specialties with 24/7 emergency care and diagnostic facilities. Our mission is to deliver safe, affordable, and compassionate healthcare to the community.
- Why choose us:** We provide high-quality healthcare with experienced doctors and advanced medical technology. Our 24/7 emergency services ensure immediate care when you need it most. We focus on patient safety, affordability, and compassionate treatment to deliver the best healthcare experience.
- Linkedin:** <https://www.linkedin.com/in/quick-jobs-7829473a6/>
- Facebook:** <https://www.facebook.com/profile.php?id=61586661993383>
- Instagram:** <https://www.instagram.com/quickjobs/>
- Twitter:** <https://x.com/quickjobs4552>
- YouTube:** YouTube account link
- Hospital email:** test@gmail.com
- Hospital contact:** 1234567890
- Emergency contact:** 9012345678
- Pincode:** 380059
- City:** Ahmedabad
- State:** Gujarat
- Country:** India
- Address:** Near Bhaikaka Nagar, Thaltej, Ahmedabad
- Images:** Two images are uploaded: a hospital interior and a sign that says 'HOSPITAL'. An 'Upload' button and a '+' icon are also present.

At the bottom of the form, there are two buttons: 'Delete Branch' and 'Save Changes'.

- Complete all branch information accurately, as the entered details will be displayed on the website home page and footer section.
- Uploaded branch images will be visible on the respective branch home page for public viewing.
- Branch visibility and public access will be enabled only after verification and approval by the Super Admin.
- Ensure that contact details, operational hours, address information, and social media links are valid and regularly updated.

## 7.2 Documents



Documents

Doctors

Staff

Asset details

Invoice details

Specialities

Facilities

Facilities around us

Header Slider

Terms & Conditions

Policies

Rules

Info for visitors

FAQ

Log out

Branch Documents

Authorization Letter from Main Hospital

[pdf, doc, docx] (Mandatory)

Visible to user

Current: view / download

Choose File No file chosen

Clinical Establishments Registration

Branch-Specific [pdf, doc, docx] (Mandatory)

Visible to user

Current: view / download

Choose File No file chosen

Address Proof of Hospital

Electricity / Water Bill (latest) / Property Tax Receipt [pdf, doc, docx] (Mandatory)

Visible to user

Current: view / download

Choose File No file chosen

Fire Safety Certificate

[pdf, doc, docx] (Mandatory)

Visible to user

Current: view / download

Choose File No file chosen

Biomedical Waste Management Authorization

[pdf, doc, docx] (Mandatory)

Choose File No file chosen

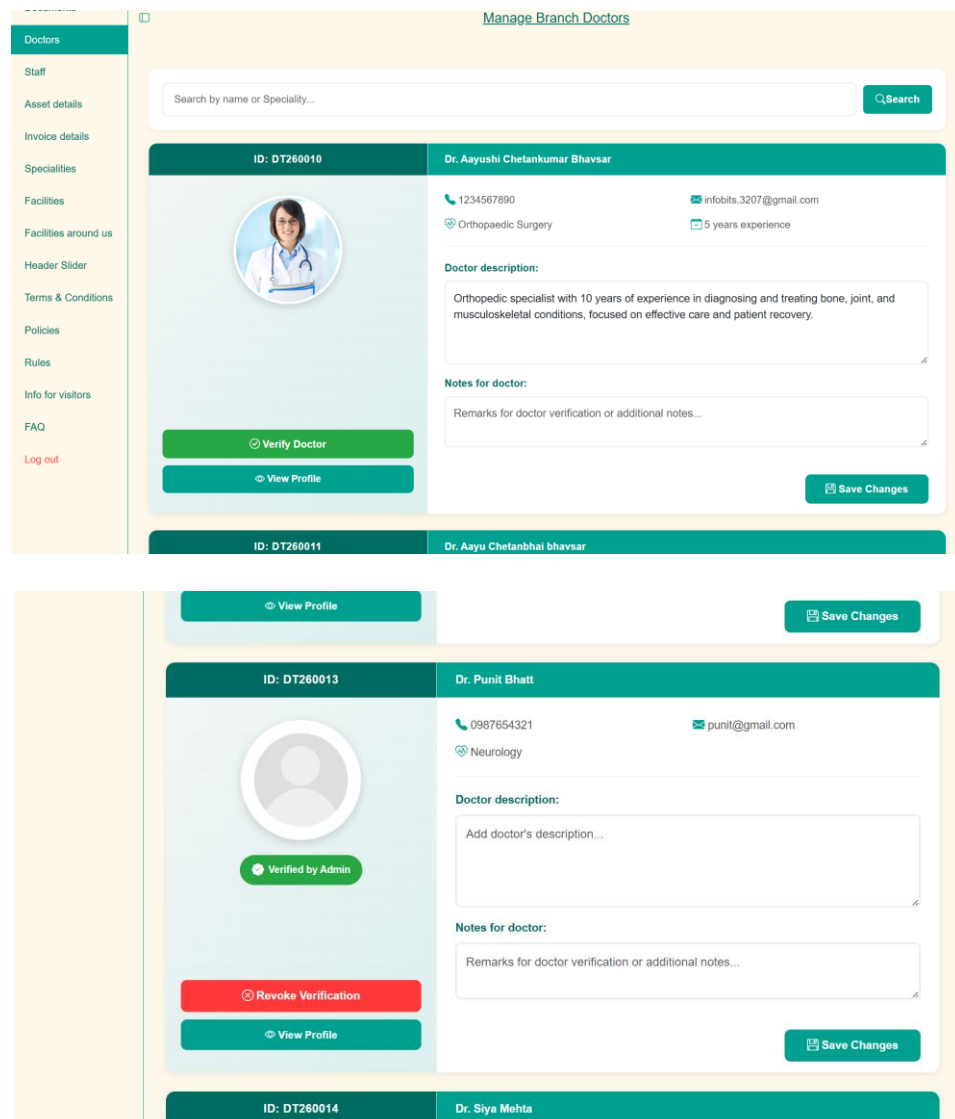
+ Add Other Documents

Save Changes

\*Please upload all the mandatory documents for verification. Public visibility will be enabled only after successful verification.\*

- Click the **Choose File** button to upload a document and save changes to save uploaded documents.
- Enable the **Visible to User** checkbox to display the document on the home page.
- Click the **Add Other Documents** button to upload documents other than the listed categories.

## 7.3 Doctors



Doctors

Staff

Asset details

Invoice details

Specialities

Facilities

Facilities around us

Header Slider

Terms & Conditions

Policies

Rules

Info for visitors

FAQ

Log out

Manage Branch Doctors

Search by name or Speciality...

Search

ID: DT260010

Dr. Aayushi Chetankumar Bhavsar

1234567890

infobits.3207@gmail.com

Orthopaedic Surgery

5 years experience

Doctor description:

Orthopedic specialist with 10 years of experience in diagnosing and treating bone, joint, and musculoskeletal conditions, focused on effective care and patient recovery.

Notes for doctor:

Remarks for doctor verification or additional notes...

Verify Doctor

View Profile

Save Changes

ID: DT260011

Dr. Aayu Chetanbhai bhavsar

View Profile

Save Changes

ID: DT260013

Dr. Punit Bhatt

0987654321

punit@gmail.com

Neurology

Doctor description:

Add doctor's description...

Notes for doctor:

Remarks for doctor verification or additional notes...

Verified by Admin

Revoke Verification

View Profile

Save Changes

ID: DT260014

Dr. Siya Mehta

- Search doctors using their Full Name (First Name + Last Name) or Specialty, then click the **Search** button to filter the list of doctors registered under your branch.
- Click the **View Profile** button to view complete doctor information and update the doctor description if required.
- Review doctor profiles and use the available action buttons to verify or revoke doctor verification status.
- Use the **Notes for Doctor** section to add remarks or comments related to profile review and verification activities.
- Appointment assignment functionality and public access will only be enabled for verified doctors.

## 7.4 Staff

- Search staff members using their First Name, Last Name, Email ID, or Phone Number. Apply filters based on category or verification status, then click the **Search** button to filter the list of staff registered under your branch.
- Click the **View Profile** button to view complete staff information and use the available action buttons to verify or revoke staff verification status.
- Visit tracking functionality will only be enabled for verified staff members

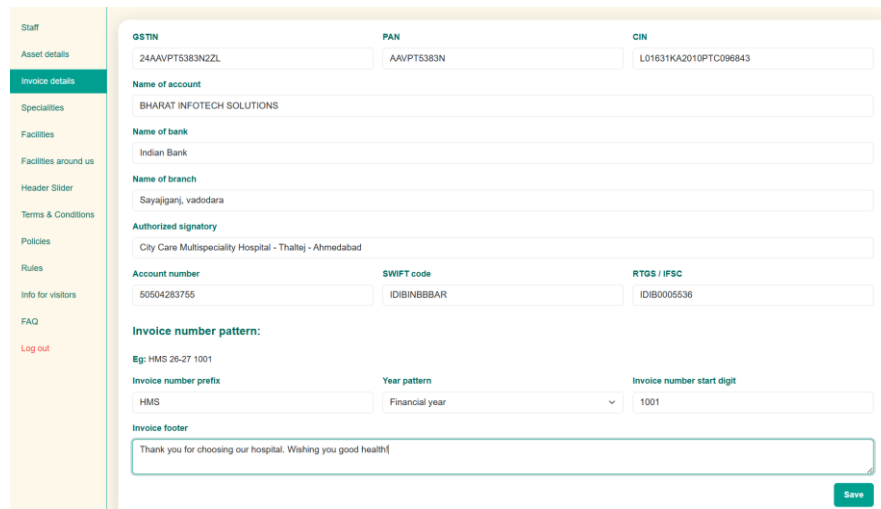
## 7.5 Asset details

| Asset Type      | Asset Name (Unique) | Price per Day (₹) | Action |
|-----------------|---------------------|-------------------|--------|
| Bed             | BED-001             | 500               |        |
| Room            | GEN-001             | 1000              |        |
| Room            | DEL-001             | 2000              |        |
| Room            | SDEL-001            | 3000              |        |
| Bed             | BED-002             | 500               |        |
| Wheelchair      | WLC-001             | 50                |        |
| Oxygen Cylinder | OS-101              | 500               |        |

- Use the search option to find hospital assets by Asset Name or Asset Type and click the Search button to filter the asset list.

- Each asset must have a unique identifier to enable proper assignment, tracking, and utilization management.
- Enter and maintain the Asset Type, Unique Asset Name/Code, and Price Per Day for each hospital asset to make billing process easy.

## 7.6 Invoice details



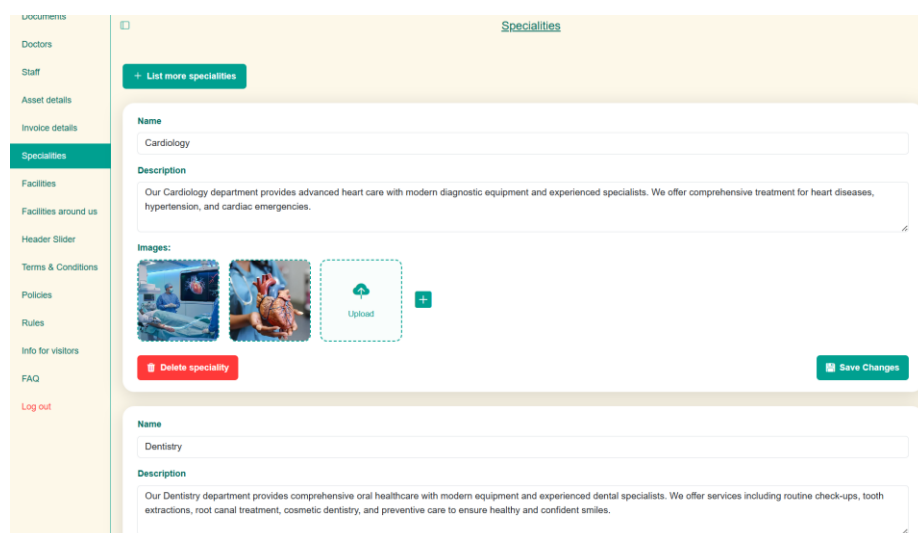
The screenshot shows the 'Invoice details' form with the following fields:

- GSTIN:** 24AAVPT5383N2ZL
- PAN:** AAUPT5383N
- CIN:** L01631KA2010PTC096843
- Name of account:** BHARAT INFOTECH SOLUTIONS
- Name of bank:** Indian Bank
- Name of branch:** Sayajiganj, vadodara
- Authorized signatory:** City Care Multispecialty Hospital - Thaltej - Ahmedabad
- Account number:** 50504283755
- SWIFT code:** IDIBINBBAR
- RTGS / IFSC:** IDIB0005536
- Invoice number pattern:** Eg: HMS 26-27 1001
- Invoice number prefix:** HMS
- Year pattern:** Financial year
- Invoice number start digit:** 1001
- Invoice footer:** Thank you for choosing our hospital. Wishing you good health!

- Add invoice details for automatic invoice generation during patient billing and payment processing.
- Enter valid GST, PAN, CIN, bank account, and authorized signatory details before saving the configuration.
- Customize the invoice number format using invoice prefix, year pattern, and starting invoice number.
- Add a custom invoice footer message that will appear on printed and generated invoices.

## 7.7 Hospital Services & Facilities

- Click the “List More” button to add additional facilities, specialties or facilities around us.
- Enter the service name manually or select it from the available list, add a description (if any), upload images from the device using the “Upload” button, and click the “Plus” button to add multiple images. Click “Save” to store the details.
- The uploaded image size must not exceed 5 MB.
- The added services, facilities, and specialties will be displayed on the respective branch home page.
- Click the “Delete” button to remove any existing service, facility, or speciality details.



The screenshot shows the 'Specialties' form with the following fields:

- Name:** Cardiology
- Description:** Our Cardiology department provides advanced heart care with modern diagnostic equipment and experienced specialists. We offer comprehensive treatment for heart diseases, hypertension, and cardiac emergencies.
- Images:** Two images are shown, and an 'Upload' button is available.
- Footer:** Delete speciality (button), Save Changes (button)

## 7.8 Header slider

- Enter slider items in comma-separated format to display scrolling text, announcements, services, or promotional content in the header slider section.
- Click the “Save” button to update and display the header slider content on the respective branch home page.
- Ensure the entered values are properly separated using commas for correct slider display.

## 7.9 Legal policies

- Add branch-specific Terms & Conditions, Hospital Policies, Rules & Regulations, and Visitor Information from their respective sections.
- If branch-level details are not added, the hospital-level content will be displayed by default.
- The configured content will be automatically displayed in the footer section of the respective hospital portal.
- Ensure all policy and legal information is accurate, approved, and updated before publishing.

The screenshot shows the BitsMedicare Admin panel. The top header is green with the BitsMedicare logo and a 'Manage Branch' button. A red notification bar states: 'Your plan expires in 5 days — contact us to renew and continue without interruption.' The left sidebar lists various admin sections, with 'Terms & Conditions' highlighted. The main content area is titled 'Sunrise Advanced Care Hospital - Thaltej - Ahmedabad' and displays the 'Terms & Conditions' link. Below the link, a text box contains the following text:

All patients must provide accurate personal and medical information during registration. Hospital charges must be cleared before discharge unless covered by insurance or prior approval. The hospital is not responsible for loss of personal belongings. Treatment procedures will be conducted only after obtaining proper consent from the patient or guardian. Hospital management reserves the right to amend policies without prior notice.

The screenshot shows the BitsMedicare Admin panel. The top header is green with the BitsMedicare logo and a 'Manage Branch' button. A red notification bar states: 'Your plan expires in 5 days — contact us to renew and continue without interruption.' The left sidebar lists various admin sections, with 'Hospital Policies' highlighted. The main content area is titled 'Sunrise Advanced Care Hospital - Thaltej - Ahmedabad' and displays the 'Hospital Policies' link. Below the link, a text box contains the following text:

Admission Policy:  
Patients must complete registration and submit required identification documents before admission.

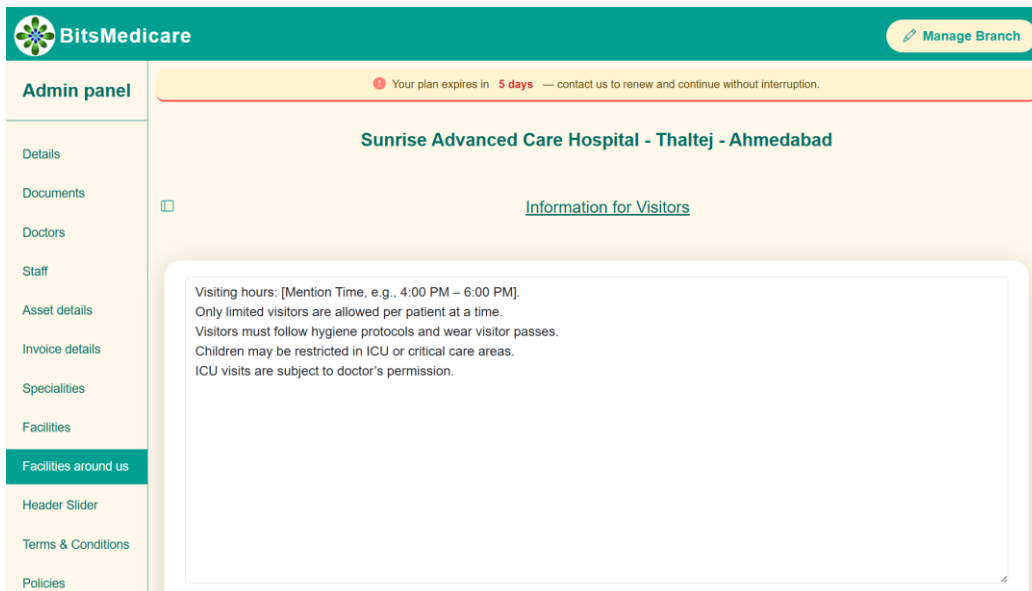
Payment Policy:  
Advance payment may be required for admission, surgeries, and special treatments.

Discharge Policy:  
Patients will be discharged only after doctor's approval and settlement of all dues.

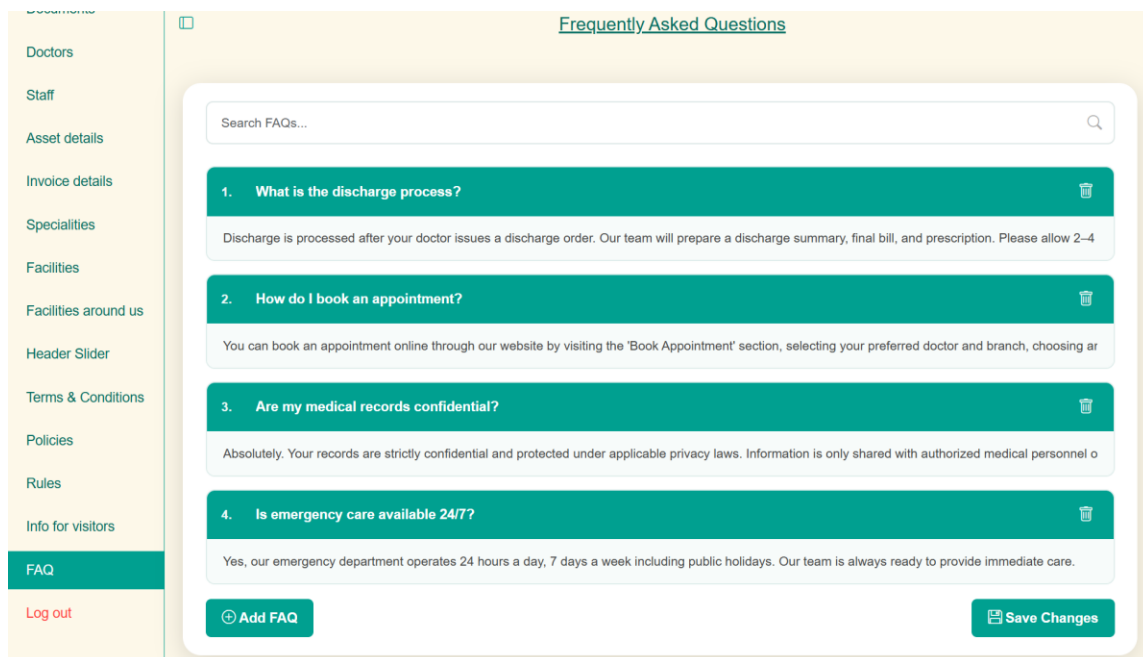
Privacy Policy:  
Patient medical records and personal data are kept confidential and shared only with authorized personnel.

The screenshot shows the BitsMedicare Admin panel. The top header is green with the BitsMedicare logo and a 'Manage Branch' button. A red notification bar states: 'Your plan expires in 5 days — contact us to renew and continue without interruption.' The left sidebar lists various admin sections, with 'Hospital Rules' highlighted. The main content area is titled 'Sunrise Advanced Care Hospital - Thaltej - Ahmedabad' and displays the 'Hospital Rules' link. Below the link, a text box contains the following text:

Maintain silence within hospital premises.  
Follow hygiene and safety guidelines at all times.  
Smoking and alcohol consumption are strictly prohibited.  
Outside food may be restricted depending on patient condition.  
Respect hospital staff and other patients.

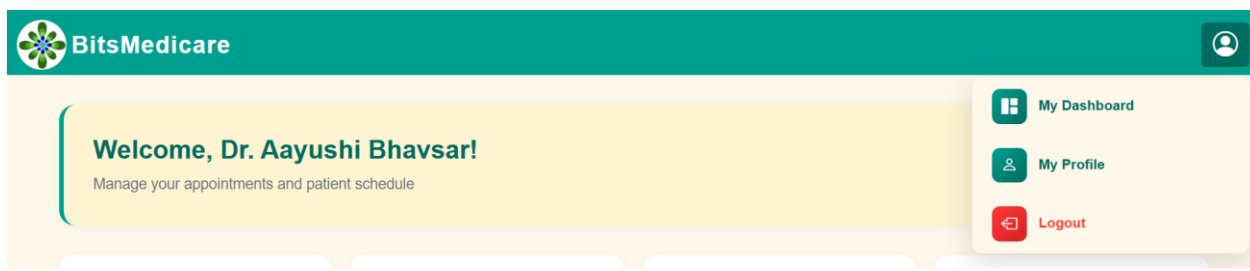


## 7.10 Frequently Asked Questions



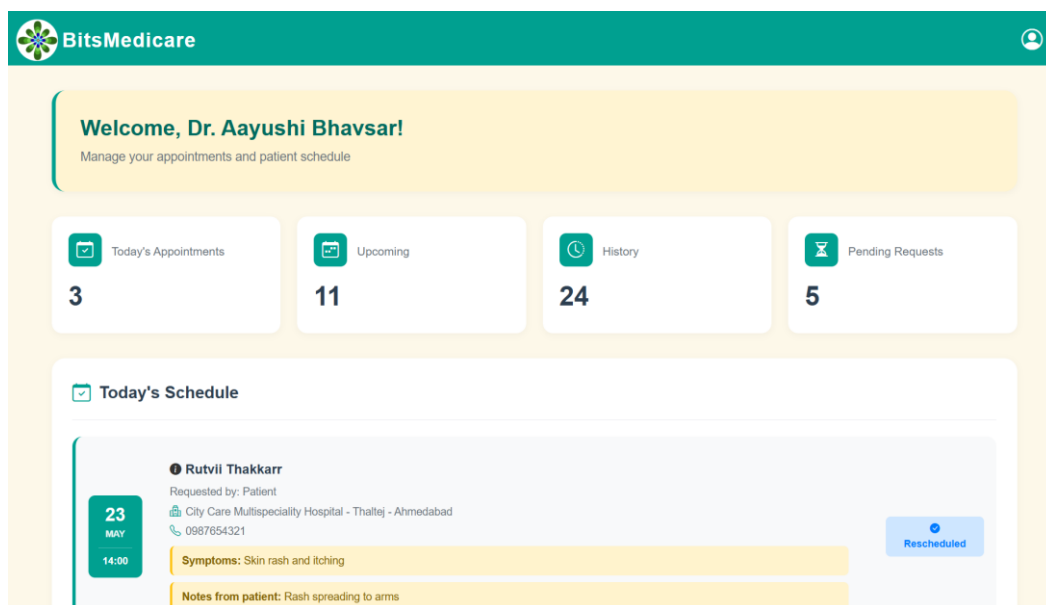
- Use the FAQ section to add and manage frequently asked questions and answers for patients and website visitors.
- Click the “Add FAQ” button to create new FAQ entries, use the search bar to quickly find existing FAQs, and click the delete icon to remove unwanted questions.
- Click the “Save Changes” button to update and publish the FAQ content on the respective hospital or branch portal.

## 8. Doctors

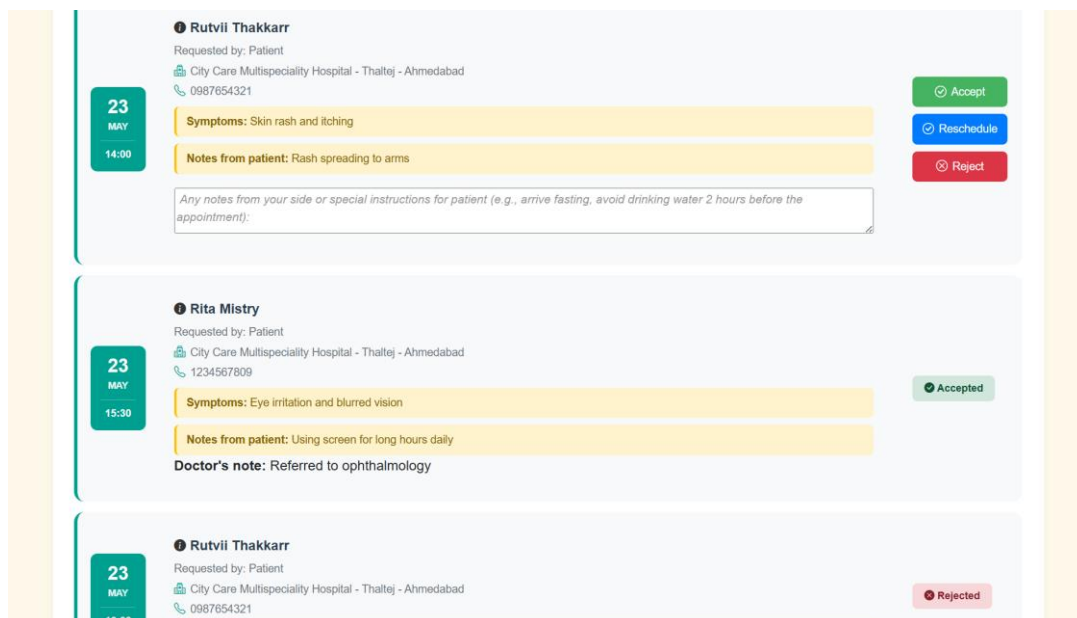


- Navigate to your profile menu from the top-right corner of the dashboard to access profile settings and securely logout from your account.

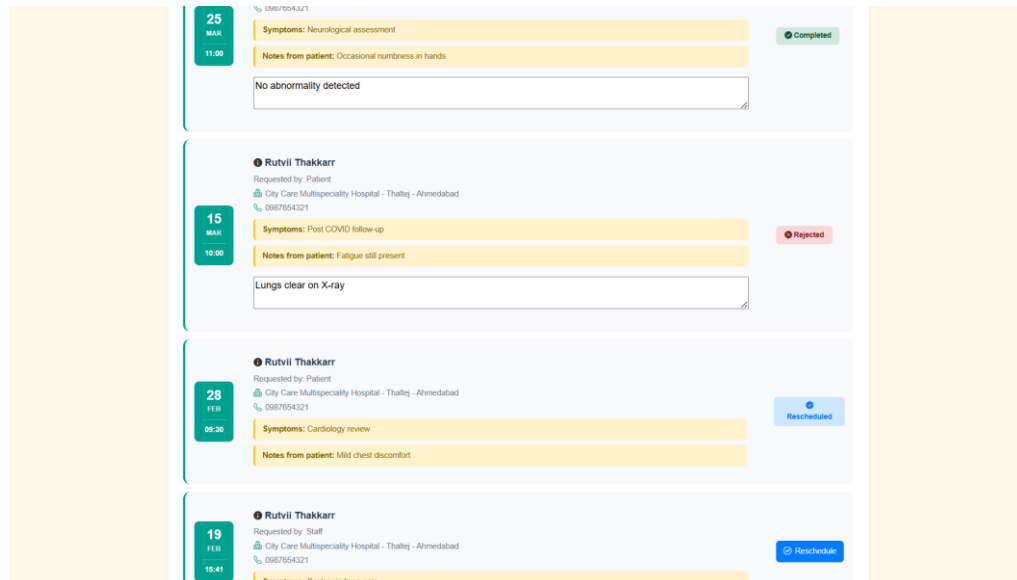
### 8.1 Doctor's dashboard



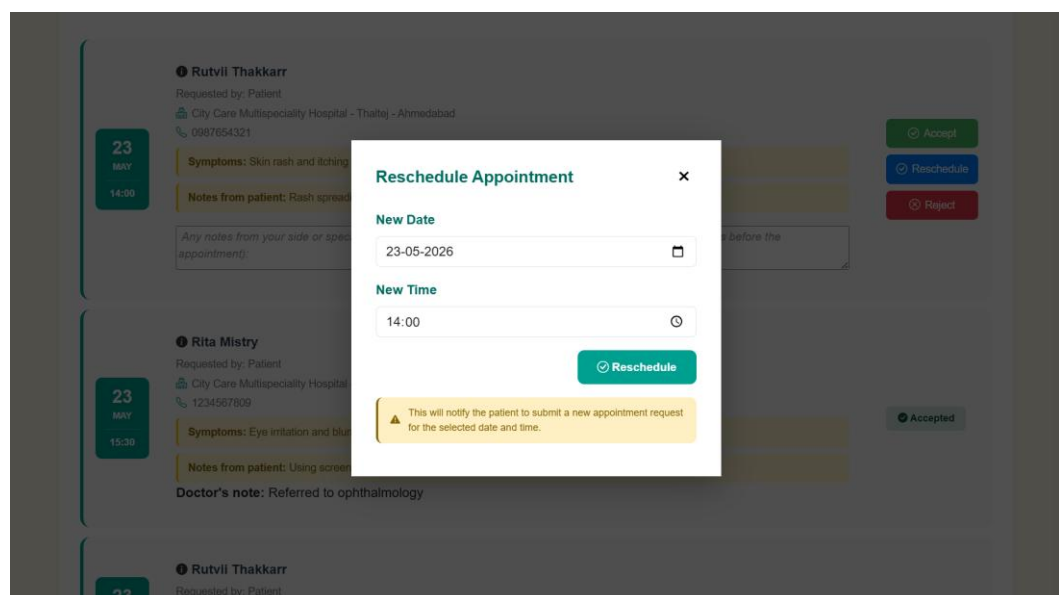
- The Doctor Dashboard provides a quick summary of today's appointments, upcoming appointments, appointment history, and pending appointment requests.
- The dashboard includes separate sections for Today's Schedule, Upcoming Appointments, and Appointment History to help doctors manage patient appointments efficiently.



- Doctors can accept, reschedule, or reject appointment requests directly from the appointment panel.
- Patients will receive email notifications for every appointment status update, including acceptance, rejection, or rescheduling actions.
- Doctors can add special instructions or notes for patients while accepting appointments, and the same instructions will be included in the appointment confirmation email sent to the patient.
- Click on the info icon available next to the patient name to view complete patient details, including personal information, medical records, and previous visit history(if any).



- Appointment History displays the status of completed, rejected, and rescheduled appointments for better appointment tracking and management.
- Pending appointments can also be rescheduled directly from the Appointment History section if no action was taken earlier.



- Click the “Reschedule” button to open the reschedule appointment popup and select a new appointment date and time.
- After rescheduling, the patient will receive an email notification requesting them to submit a new appointment request for the specified date and time if they are available.

## 8.2 View patient profile

The screenshot displays a patient profile for Rutvii kiranbhai Thakkarr. The profile is organized into several sections:

- Personal Information:** Includes AGE (22 years), BLOOD GROUP (O+), HEIGHT (170 cm), WEIGHT (45 kg), ADHAR NUMBER (123456789012), and PAN NUMBER (1234567890).
- Contact & Address:** Includes EMERGENCY CONTACT (6789012345), EMAIL (3203 bits@gmail.com), PINCODE (392001), CITY (Bharuch), STATE (Gujarat), and COUNTRY (India). The FULL ADDRESS is Manjalpur, vadodara.
- Medical Information:** Includes a DESCRIPTION (Very concerned about health), MEDICAL HISTORY (dizziness), and ALLERGIES (dust).
- Medical reports:** Lists Report 1 and Report 2, each with a download icon.
- Visit history:** Shows a visit on Feb. 19, 2026, at 3:31 p.m., with VISIT TYPE (IPD), DOCTOR (Dr. Aayushi Bhavsar), and a link to the Discharge report.

The page also features a sidebar with the patient's profile picture, name, gender (Female), and contact details (phone, email, date of birth, and blood group).

- Review all patient details and previous visit records from the Visit History section.
- Click on the “Info” icon to view complete visit history and consultation details of the patient.

## 8.3 Doctor's Profile

The screenshot displays a doctor's profile for Aayushi Bhavsar. The profile is organized into several sections:

- Description:** A text area containing the text: "Orthopedic specialist with 10 years of experience in diagnosing and treating bone, joint, and musculoskeletal conditions, focused on effective care and patient recovery."
- Personal Details:** Includes First Name (Aayushi), Middle name (Chetankumar), Last Name (Bhavsar), Emergency contact, Adhar number (482173956104), Pan number (AXDAB2348K), Pincode (110001), City (Central Delhi), State (Delhi), Country (India), Address, Gender (Female), and Date of birth (02-01-2004).
- User Information:** Includes Username (Aayushi), Email (info@bits.3207@gmail.com), Phone number (1234567890), Role (Doctor), and a verified status (Verified by Admin).

The page also features a sidebar with the doctor's profile picture, name, user ID (DT260010), and a verified status (Verified by Admin).

The screenshot shows a web form for managing a doctor's profile on the BitsMedicare platform. The form is divided into several sections:

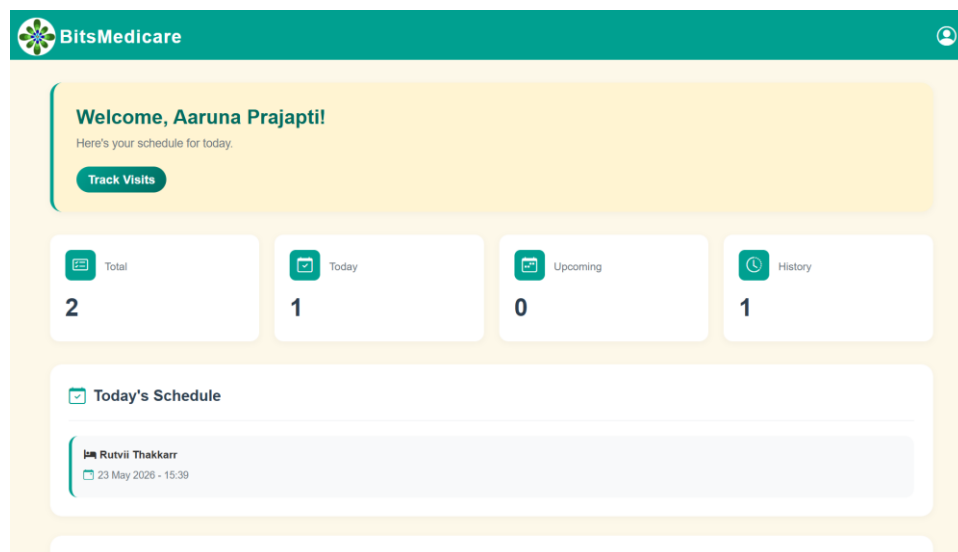
- Personal Information:** Experience years (5), Age (35).
- Location:** Hospital (City Care Multispecialty Hospital), Branch (Thaltej - Ahmedabad).
- Professional Details:** Speciality (Orthopaedic Surgery), Qualification (MS Orthopedics).
- Schedule:** Working hour start time, Working hour end time, and Available days (Monday to Sunday).
- Certificates:** Highest degree certificate and Upload other certificates (PDF/ DOC/ DOCX).
- Actions:** Delete account and Save Changes buttons.

The footer of the page includes the BitsMedicare logo, copyright information (© 2025 BITS), and links to Terms and conditions, Refund policy, Privacy policy, and About us.

- Use the Profile page to view and update your personal and professional information, including profile photo, contact details, address, qualifications, specialties, working hours, and available days.
- Click the edit icon next to the Email ID or Phone Number field to update your contact information. OTP verification will be required when updating the registered email ID.
- Doctors can manage their hospital, branch, specialty, qualifications, working schedule, and certificate uploads from this page.
- Upload your highest degree certificate and other supporting documents in PDF, DOC, or DOCX format.
- Click the “Save Changes” button to update and save your profile information successfully and use the “Delete Account” button to permanently remove your account from the system.
- Try to fill in all the required details accurately to maintain complete and up-to-date profile information.

## 9. Staff

### 9.1 Staff dashboard



- The Staff Dashboard provides a quick overview of assigned tasks, including today's schedule, upcoming schedules, completed schedules, and total task counts.
- The dashboard contains separate sections for Today's Schedule, Upcoming Appointments, and Appointment History to help staff members manage daily activities and patient appointments efficiently.
- Allowed Staff members can use the "Track Visits" button to monitor and manage patient visit activities and schedules.

### 9.2 Staff Profile

- Update and manage your profile information, including personal details, contact information, address, working schedule, hospital and branch details, staff category, and uploaded certificates. Try to fill all the details for better profile management and accurate staff records.
- You can update your email ID or phone number using the edit option. An OTP will be sent to the new email ID for verification before the changes are saved.
- Staff members can also upload profile photos, manage available working days and shift timings, and upload certificates in PDF, DOC, or DOCX format.
- Click the "Save Changes" button to update your profile information or use the "Delete Account" button to permanently remove your account.

The screenshot shows the BitsMedicare Staff Profile page. On the left, a light blue sidebar contains a profile picture placeholder, the user ID "User\_ID : SF260003 Aaruna\_Prajapati", and fields for "Username" (Aaruna\_Prajapati), "Email" (3206.bits@gmail.com), and "Phone number" (9087654321), each with an edit icon. The main area is a white form with various fields: "First Name" (Aaruna), "Middle name" (Mukeshkumar), "Last Name" (Prajapati), "Emergency contact" (5432167098), "Adhar number", "Pan number", "Pincode" (390001), "City" (Vadodara), "State" (Gujarat), "Country" (India), "Address" (Vadodara, gujarat), "Gender" (Female), and "Date of birth" (10-01-1993). Each field has an edit icon.

This screenshot shows a staff profile form. The form is divided into two columns. The left column contains fields for Role (Staff), Age (33), Hospital (City Care Multispecialty Hospital), Staff Category (Select category), Working hour start time, Available days (checkboxes for Monday through Sunday), and Upload certificates (PDF/ DOC/ DOCK) with a 'Choose File' button. The right column contains fields for Experience years, Shift type (Select option), Branch (Thaltej - Ahmedabad), Staff Role (Select role), and Working hour end time. At the bottom, there are two buttons: 'Delete account' (red) and 'Save Changes' (green).

## 9.3 Track visit

This screenshot shows the 'Track visit' section of the BitsMedicare system. At the top, there is a welcome message for Aaruna Prajapti. Below this is a 'Start tracking for new visit' button. A search bar allows users to search by patient name, ID, or visit type. There are also filters for 'Visit from' and 'Visit to' dates, and a 'Status' dropdown. A 'Filter' button is present. Below the search bar is a table titled 'Visits' with columns: Patient, Visit Type, Visit Time, Hospital/Branch, Status, and Action. The table contains two rows of data. The first row is for Rita Mistry, ID: P126000005, with a visit from 23 May 2026, 15:12 to 23 May 2026, 15:14, at City Care Multispecialty Hospital Thaltej - Ahmedabad, with a status of 'Discharged'. The second row is for Rutvil Thakkarr, ID: P126000002, with a visit on 19 Feb 2026, 15:31, at City Care Multispecialty Hospital Thaltej - Ahmedabad, with a status of 'Active'. Both rows have a 'View details' button. At the bottom, there is a footer with the BitsMedicare logo, copyright information, and links to Terms and conditions, Refund policy, Privacy policy, and About us.

- The Visit Management section allows staff to track and manage patient visits efficiently. Click on the “Start tracking for new visit” button to create a new patient visit record. To manage an existing visit, click the “Track details” button and to edit initial details of visit click on edit icon from the respective row in the Visits table.
- You can search for visits using the patient’s name, patient ID, or visit type such as IPD, OPD, Emergency, Day Care, Diagnostic, or Follow-up. Visits can also be filtered by visit duration and status such as Active or Discharged.
- Once a patient visit is marked as completed or discharged, the visit record can no longer be edited or deleted, and it will remain available in view-only mode for future reference.

This screenshot shows the 'New Visit Details' form. The form is titled 'New Visit Details' and has a close button. It contains several fields: Patient (Search with patient ID, Name or Email), Doctor (Search with Name, Email or Speciality), Visit time (23-05-2026 15:22), Visit type (Eg: OPD, IPD), Doctor referred by (if any), Hospital referred by (if any), and Initial report (Condition of patient / Symptoms / Initial diagnosis) with a 'Choose File' button. At the bottom, there are two buttons: 'Add documents' (green) and 'Save' (green).

- Click on the “Start tracking for new visit” button to open the patient visit registration form. Select the patient for whom the visit is being tracked. The patient must already have an account on the platform; otherwise, staff can register an account on behalf of the patient or ask the patient to register first.
- Select the associated doctor (if applicable), visit time (auto-generated by the system), visit type, source of reference, and enter the initial report containing the patient’s condition, symptoms, or initial diagnosis details.
- Use the “Add Document” option to upload reports, prescriptions, scans, or any other documents related to the patient visit.
- After entering all required information, click the “Save” button to start and record the visit. Once saved, the visit details will appear in the Visits table for further tracking and management.

## 9.4 Manage visit details

- This page provides a quick overview of the visit, including total entries, total billing amount generated so far, involved doctors, assigned staff members, used assets, and uploaded documents related to the visit.
- The Visit Tracking section helps staff members record and monitor every activity and movement of the patient during the visit, making hospital management, patient monitoring, and billing processes more organized and efficient.
- Click on the “Add Details” button to create a new tracking entry for the patient visit. Once all required procedures and entries are completed, click on the “Proceed to close” button to proceed toward ending and completing the visit.

- Click on the “Add Details” button to open the service entry popup form. First, select the service type from available options such as Doctor Consultation, Emergency Services, Surgery / Operation Theatre, ICU / Critical Care, Stay / Medical Equipment Charges, Nursing Care / Attendant Services, Laboratory Tests, Pharmacy / Medicines / Injections, Patient Food, Ambulance, Registration / File Charges, or Other.
- If “Other” is selected, an additional input field will appear where you can enter a custom service type name. Once added, the custom service type will automatically be saved and available in the dropdown list for future use.
- Based on the selected service type, different input fields and options will be displayed for entering service-specific details:
- **Doctor Consultation:**  
Select the doctor from doctors registered under your branch.  
Appointment date and time will be auto-generated and automatically set 10 minutes ahead of the current time.  
Add patient symptoms, additional notes, and the final cure report. The final cure report will later be included in the patient discharge report.
- **Emergency Services**  
Enter a description of the emergency services provided to the patient.
- **Surgery / Operation Theatre**  
Add surgery and operation theatre-related details and descriptions.
- **ICU / Critical Care**  
Enter descriptions of ICU services and chargeable critical care services provided.
- **Stay / Medical Equipment Charges**  
Select the asset or medical equipment assigned to the patient from the assets listed by the Branch Admin.  
Enter the number of days for which the equipment or asset is assigned.
- **Nursing Care / Attendant Services**  
Select the assigned staff member from the registered branch staff list. The assigned task will appear in the respective staff member’s dashboard schedule.
- **Laboratory Tests**  
Enter laboratory test details and report descriptions.  
Use the “Add Document” option to upload laboratory reports and related documents.
- **Pharmacy / Medicines / Injections**  
Enter medicine names, injections, and other pharmacy-related chargeable services.
- **Patient Food**  
Mention meal details or food services provided to the patient.
- **Ambulance**  
Add ambulance service details and related charges.
- **Registration / File Charges**  
Enter registration, file creation, or administrative charge details.
- All entered services and descriptions are directly used for billing purposes and will appear in the final patient bill. Keep descriptions short, clear, and accurate to properly describe the charges applied.
- The entry date and time are automatically generated when the form is opened.
- Enter the service amount and GST details if applicable. If GST is included, an additional field for the base amount (amount excluding GST) will appear.
- Use the “Add Documents” option to upload any files or supporting documents related to the specific visit entry.

## 9.5 Complete visit

- On the Complete Visit page, select the payment mode from the available payment options and choose the discharge report input type.

- If the upload option is selected for the discharge report, an additional file upload field will appear to upload the discharge report document.

**Rutvii Thakkarr**    19 Feb 2026, 15:31    **Thaltej - Ahmedabad**    **IPD**    **Active**

|                           |                                |                              |                           |                         |                       |
|---------------------------|--------------------------------|------------------------------|---------------------------|-------------------------|-----------------------|
| <b>Total Entries</b><br>5 | <b>Total Amount</b><br>₹5652.0 | <b>Doctors Involved</b><br>1 | <b>Staff Members</b><br>2 | <b>Assets Used</b><br>1 | <b>Documents</b><br>1 |
|---------------------------|--------------------------------|------------------------------|---------------------------|-------------------------|-----------------------|

⚠ Once the visit is marked as completed, no further modifications will be allowed.

⚠ To update the total bill amount, ensure that all charges are added in the visit entries with proper description and amount.

⚠ In the Upload option for discharge report, only document files are permitted for the discharge report.

⚠ In the Write option for discharge report, the discharge document will be generated automatically based on the entered details.

⚠ The discharge report will include the doctor's final treatment summary, if available. Please save the details first to review the Updated report before ending the visit.

|                                           |                               |                                      |
|-------------------------------------------|-------------------------------|--------------------------------------|
| <b>Discharge time</b><br>23-05-2026 16:30 | <b>Total amount</b><br>5652.0 | <b>Payment mode</b><br>Eg: Cash, UPI |
|-------------------------------------------|-------------------------------|--------------------------------------|

Discharge report input type: ☐ Upload ☐ Write

**Discharge Report** Original  
Uploaded by hospital  
[View / Download](#)

**Discharge Report** Updated  
Includes doctor's final cure report  
[View / Download](#)

**Invoice**  
[View / Download](#)

[Save](#)
[Generate invoice](#)
[End Visit](#)

|                                           |                               |                                      |
|-------------------------------------------|-------------------------------|--------------------------------------|
| <b>Discharge time</b><br>23-05-2026 16:30 | <b>Total amount</b><br>5652.0 | <b>Payment mode</b><br>Eg: Cash, UPI |
|-------------------------------------------|-------------------------------|--------------------------------------|

Discharge report input type: ☐ Upload ☒ Write

**Symptoms**

Enter patient's symptoms at admission (e.g., fever for 3 days, abdominal pain, breathlessness, headache, etc.)

**Treatment Provided During Stay**

Describe treatments given (IV fluids, antibiotics, oxygen therapy, surgery, monitoring, etc.)

**Medications Prescribed at Discharge**

List medicines with dosage and duration (e.g., Tab Paracetamol 500mg – 1 tablet twice daily for 5 days)

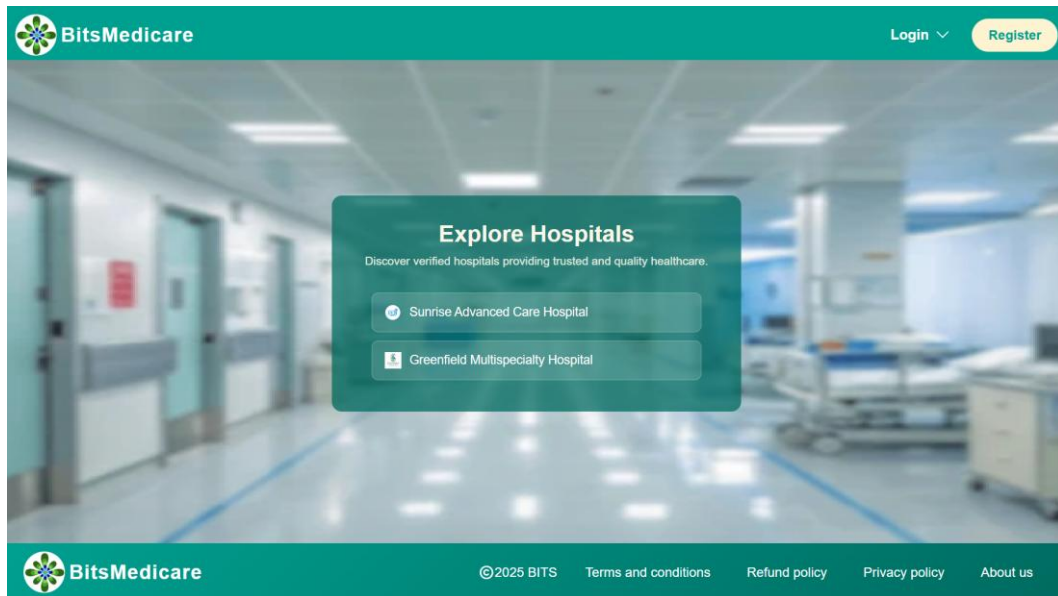
**Post-Discharge Instructions**

Mention diet advice, activity restrictions, wound care, lifestyle changes, etc.

- If the “Write” option is selected for the discharge report input type, the system will display a set of discharge-related questions. After answering all the questions, the system will automatically generate a DOC file for the discharge report.
- The generated discharge report will also include the doctor’s final cure report added during the visit tracking process.
- To review the updated discharge report and automatically generated invoice, first save all visit details. You can also click on the “Generate Invoice” button to generate only the invoice without completing the visit.
- The total bill amount cannot be edited directly from the Complete Visit page. To modify billing amounts, you must add, update, or remove the respective service entries from the Visit Details page.
- Click on the “End Visit” button to complete and close the patient visit. Once the visit is ended, the visit details will become read-only and can no longer be edited or deleted.

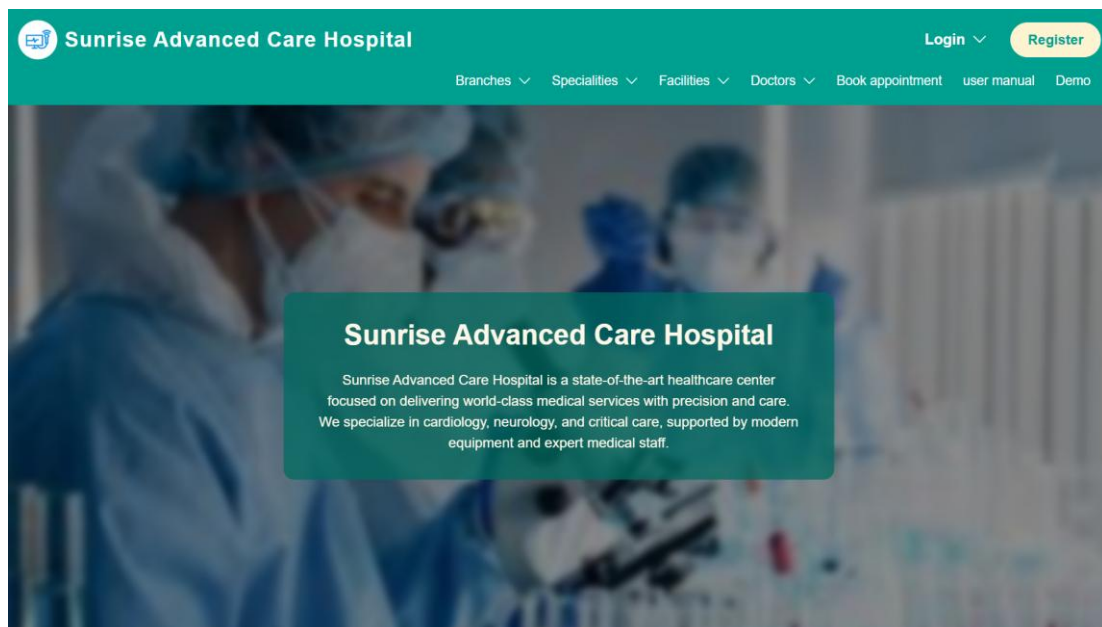
## 10. Home Pages Overview

### 10.1 Explore Hospitals Page

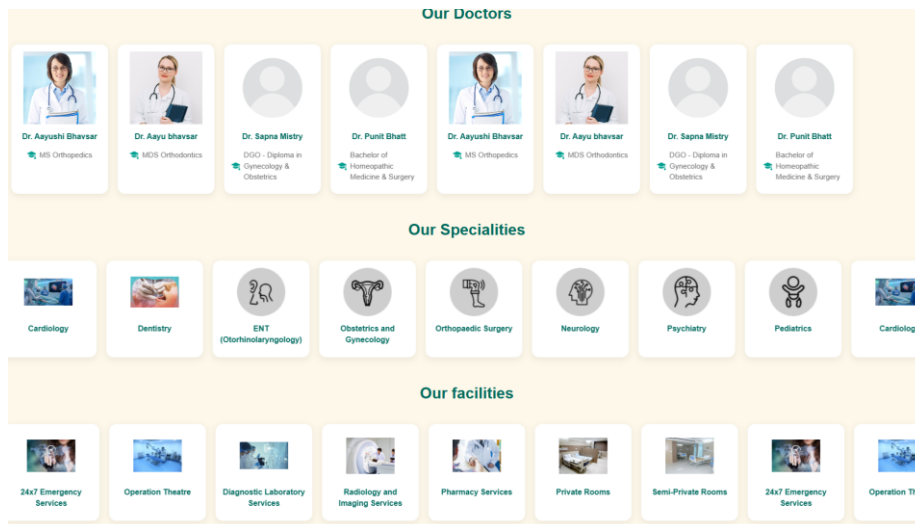


- The Home Page displays verified hospitals approved and managed by the Super Admin.
- Users can select a hospital to access healthcare services and proceed with appointment booking.
- Click on footer links to review legal policies

### 10.2 Hospital home page



- The Hospital Home Page displays hospital information, images, and an overview of the healthcare services provided by the hospital.
- The header section provides quick access to branches, specialties, facilities, doctors, and online appointment booking services.
- Users can click on a menu title and select a specific service, branch or doctor from the dropdown list to view detailed information.

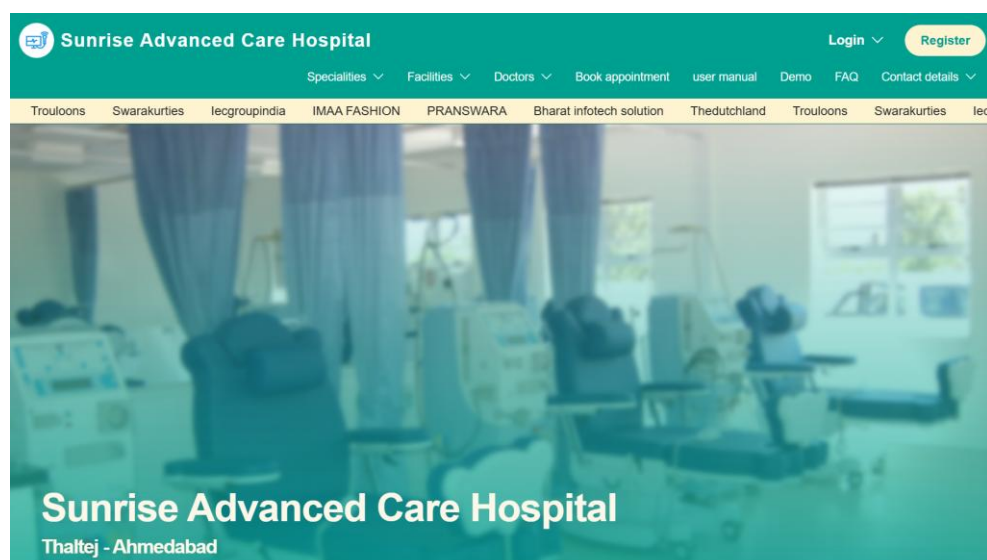


- The page displays available doctors, medical specialties, and healthcare facilities provided by the hospital.
- Users can click on a doctor, specialty, or facility card to view detailed information and related services.

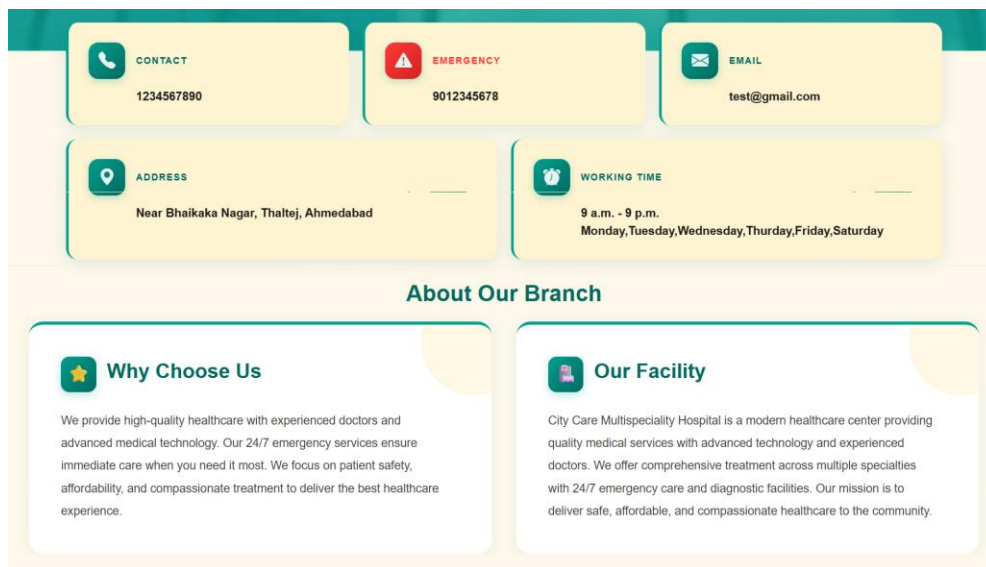
The image shows the 'Ratings' section of a hospital website. It features a large star rating of 3.6 with 10 ratings and 6 reviews. Below this, there is a form for users to provide their own rating and feedback. The 'Recent Reviews' section displays three recent reviews with star ratings and text feedback.

- Users can provide ratings and feedback based on their experience with the hospital services.
- Select the desired star rating and enter feedback in the provided text box (optional).
- Click the “Submit Rating” button to save the review successfully.
- Click on the “View All” option to view all submitted ratings and reviews.

## 10.3 Home page for Branch

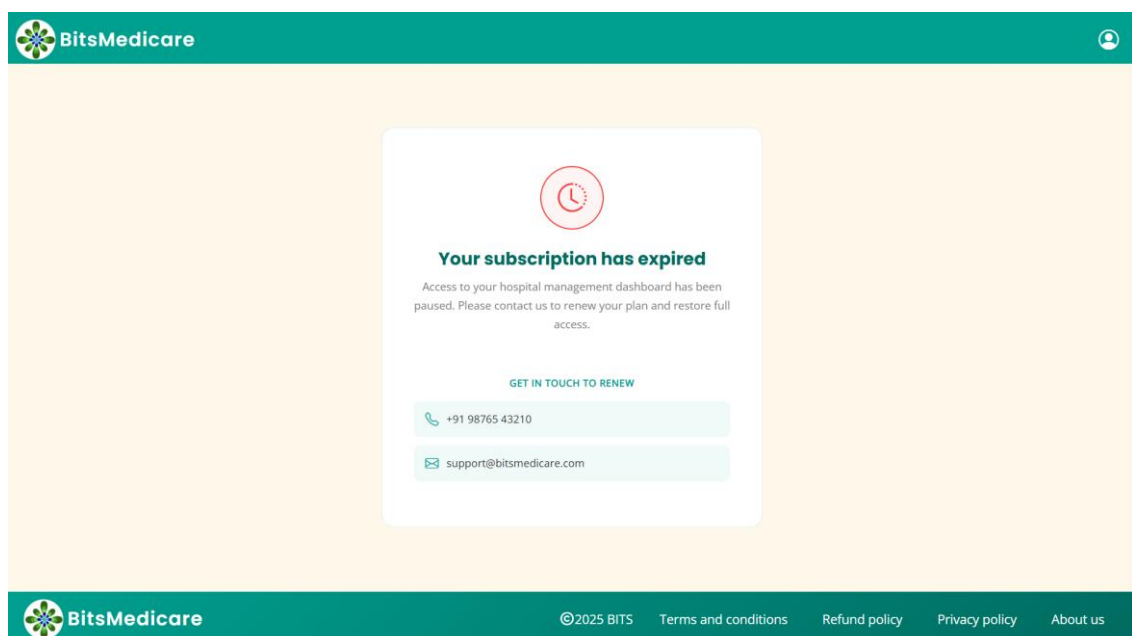


- The Hospital Home Page provides an overview of the hospital’s services, specialties, doctors, and appointment booking options. It serves as the main landing page for patients and visitors to access hospital-related information quickly and efficiently.



- View hospital contact number, emergency contact details, email ID, and branch address.
- Check hospital working hours and available working days before visiting.
- The “About Our Branch” section provides information about hospital services and facilities.
- Users can easily access branch and communication details from this section.

## 11. Subscription expires



- Once the subscription expires, users will no longer be able to access system pages and features.
- A subscription expiry message will be displayed on the screen informing users about the inactive subscription status.